Technology PopUp

Trainer Handbook

Seniors on a Mission, 2025

Objectives for Technology Trainers

- Understand the goal of Seniors on a Mission.

- Understand the purpose of a Technology PopUp.

- Identify the interpersonal skills needed to work with senior adults.

- Know the requirements for volunteers once selected.

- Understand what a day of service looks like.

- Understand security and liability expectations.

- Determine if this volunteer opportunity is a good fit for you.
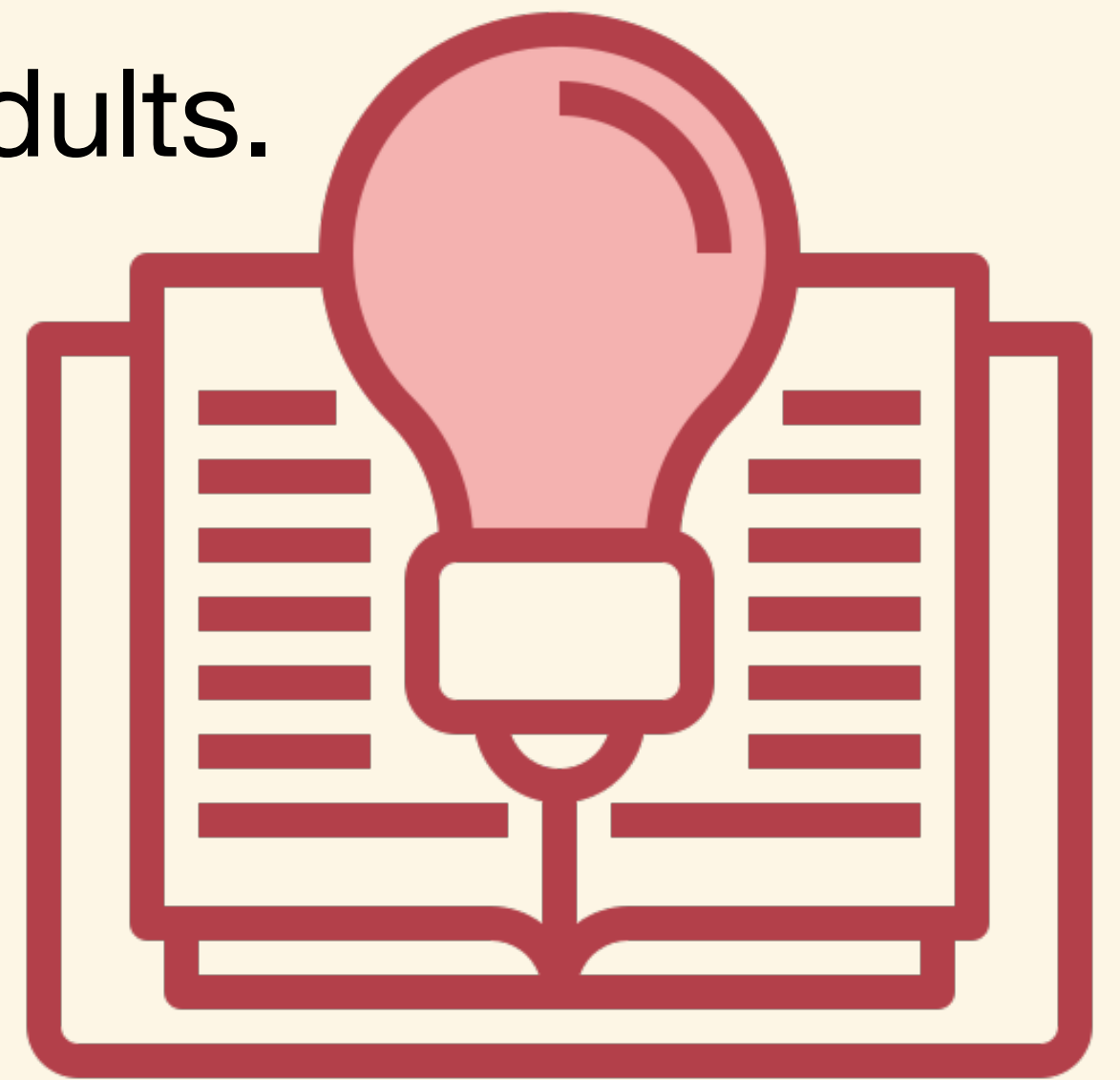
What is Seniors on a Mission?

- Seniors on a Mission exists to honor, love, and encourage independent older adults, inspiring them to live invigorated lives filled with purpose and grace.

- For 25-years we have been known as an organization that creates an environment for seniors to engage in meaningful work, find purpose, and develop friendships while lending their helping hands, engaged minds, and seasoned skill-sets to area charities and ministries.

What is a Technology PopUp?

- A technology program for "beginners" helping older adults learn how to use hand held devices; cell phones and tablets.

- Participants meet at a designated center, church or other area in their community.

- Each senior adult is scheduled for a 30-45 minute session with one-on-one instruction with a member of our staff or a volunteer.

Visit our website: https://www.seniorsonamission.org/mission-trips

Interpersonal Skills Needed While Working with Senior Adults

- Patience

- Active listening

- Empathy

- Flexibility

- Oral communication

- Keen sense of observation

- Positive attitude and pleasant demeanor
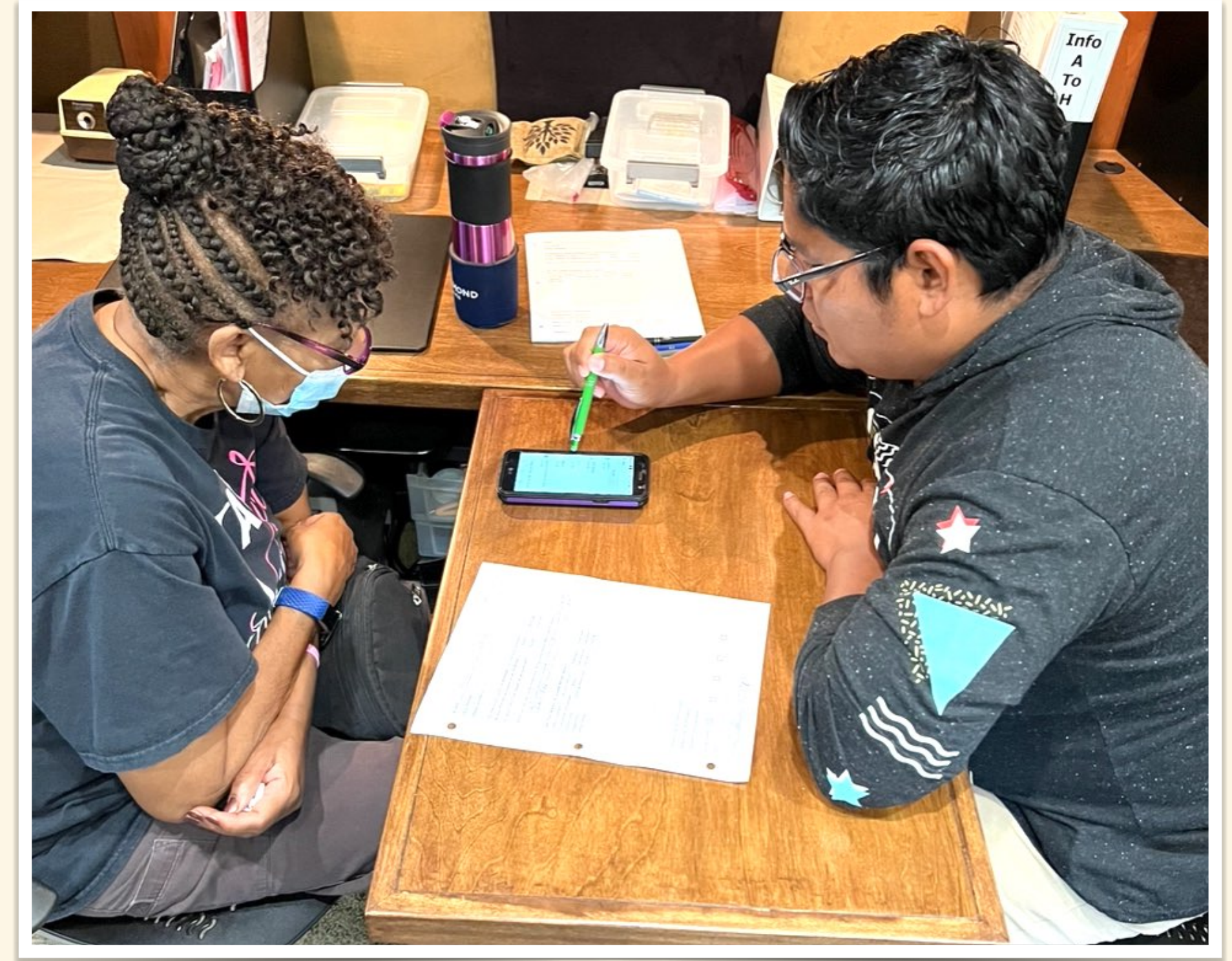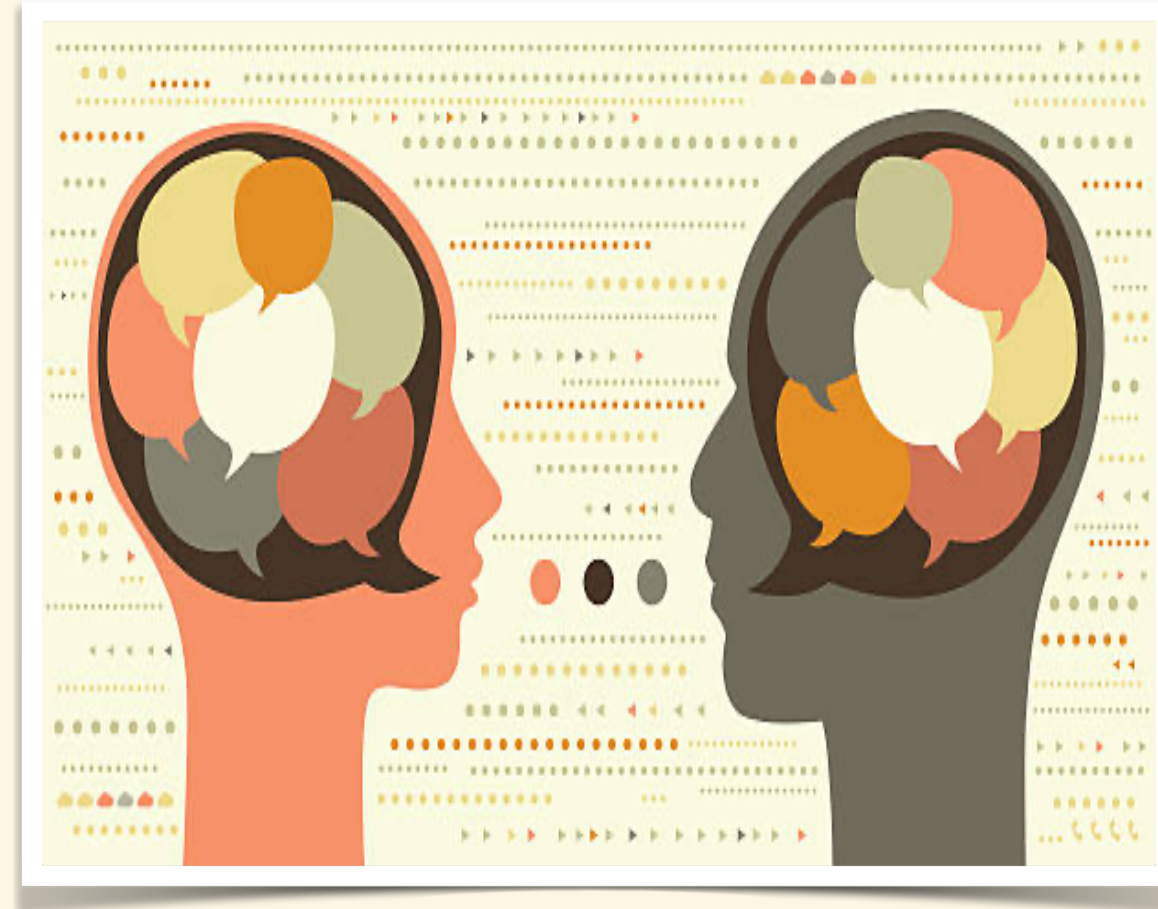
Volunteer Trainer Requirements

- Must be at least 18 years old

- Dress comfortably (Business casual)

- Have a sincere desire and love for senior adults

- Must provide their own transportation to the event location

- Have general knowledge of handheld devices (cell phones, flip phones, tablets)

- Maintain a respectful and professional manner with clients and other volunteers

A typical day of service looks like

- Arrive by 9:45 a.m. and depart at 3:30 p.m.

- Short debriefing with staff and other volunteers before appointments begin.

- Appointments are 30-45 minutes working one-on-one and are typically scheduled for 10:00, 11:00, 12:30, 1:30, and 2:30.

- Lunch is provided (if you have dietary restrictions, please bring your own lunch).

During the Training Session:

- Interview clients to determine their device type, skill level, and what they want to learn.

- Ensure they have general knowledge of device use: swipe functions, home button, back button, volume control, font size, speech to text, enter contacts, etc.

- Make the experience hands on by allowing the client to actively participate. Help facilitate learning by having them ***keep the phone in their hand*** as much as possible.

During the Training Session:

- Encourage them to take notes to help them remember after leaving. If they cannot, create a "cheat sheet" for them.

- Pay attention to verbal and nonverbal signs that indicate understanding or frustration.

- Ask the senior to show you what they just learned. This will help reinforce learning.

- If you run into a question you can't answer, do a voice Google search—this encourages them to do the same.

Technology for Seniors

They may want help learning about:
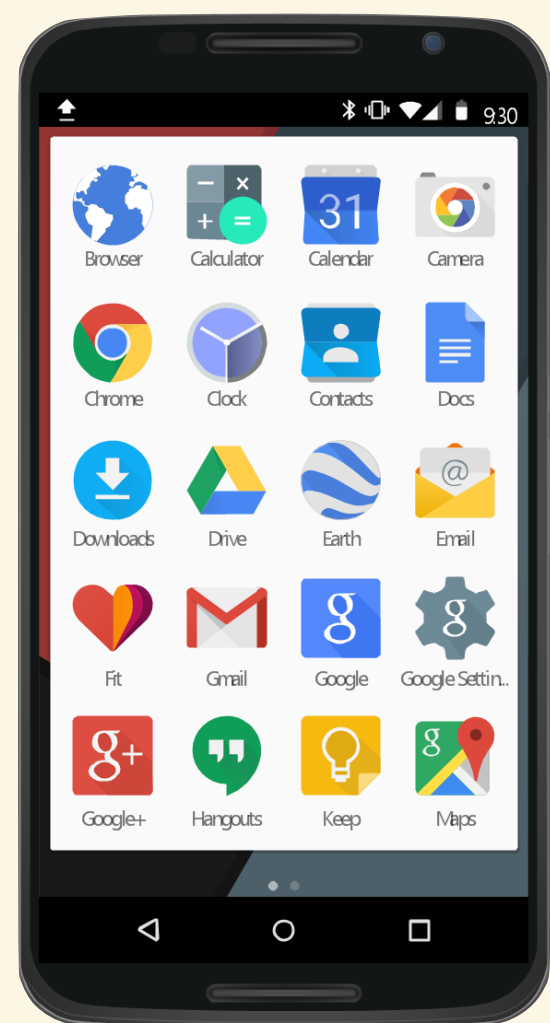
- The difference between Apple and Android

- Useful Apps or programs for communicating via phone, text, video calls (FaceTime, Zoom) and email

- How to access the camera; take a "selfie"

- Connecting to the WiFi/internet (Safari; Google)

- Accessing social media, play games

- Identifying icons, flashlight, etc.

- Productivity: create lists, set alarms, reminders, using calendar to add medical appointments, etc.

- GPS for maps and directions

- Customize home screen

- Adding contacts

Protecting Senior Adults
Security and Liability

For the safety of our participants, Seniors on a Mission, and the volunteers, have the following procedures:

- If prompted for a password, only the client can enter it. The volunteer assisting should look away and/or distance themselves.

- Volunteers should never contact clients outside of the appointment at the Technology PopUp event.

- Distribute to every senior participating a copy of Senior on a Mission's "Technology Safety" handout.

- Seniors of a Mission staff and volunteers are prohibited from setting up bank account access for seniors. Instead, recommend they visit their bank in person, with their family or their Power of Attorney for assistance.

Is this the right fit for you?

Join our team of Technology Trainers or for more information please contact:

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VOLUNTEERS NEEDED