

CLIC-on-Health for Seniors Training Program

Manual for Senior Centers

How to set up or continue a training program for seniors about using the computer and Internet to find trustworthy online sources of medical information.



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October 2007

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Part 1:

CLIC-on-HEALTH for Seniors Project

OVERVIEW

CLIC-on-Health for Seniors Project – a partnership of libraries and senior centers - provided older adults in the Rochester, New York region with easy access to trustworthy consumer health information on the Internet. Senior centers and living facilities were located in urban, suburban and rural settings and represented a diverse population of seniors. Each site was furnished with computer equipment, high-speed Internet access and any assistive technology, such as a larger screen or special mouse, which might be required. A series of classes was offered on computer basics, Internet basics and online health information, using the CLIC-on-health website as the starting point. The class instructor was a librarian from a local public library, trained and supported by the Rochester Regional Library Council (RRLC). The local library partnered with the senior center and provided ongoing support to the senior center staff and clientele.

This model, created with a grant from the National Institute of Health, National Library of Medicine, can be repeated or modified for any location offering services to older adults. We have assembled information, explanations, tips, handouts and resource contacts so that you can offer the program at your facility, whether you are located in Rochester, N.Y. or elsewhere.

CLIC-on-Health & Rochester Regional Library Council



What is the Rochester Regional Library Council (RRLC)? RRLC is a not-for-profit, 501c3 consortium of all types of libraries – school, public, academic, museum and medical – in the Greater Rochester, New York area. Its mission is to help libraries provide better services to their communities through programs that encourage partnerships and sharing.

Contact Rochester Regional Library Council for more information:
(585) 223-7570 www.rrlc.org

RRLC role in the CLIC-on-Health for seniors training program



Rochester Regional Library Council (RRLC) brought together medical, public and school librarians, along with local health agency representatives, to create and implement a program that would make Rochester a healthier community. The CLIC-on-Health website (www.cliconhealth.org) was developed and used

for training public librarians, school librarians, school nurses, and health teachers. These trainers then taught classes at public libraries and schools. RRLC serves a five-county region around Rochester and the training was offered throughout the region.

Through a \$146,000 grant from the National Institutes of Health, RRLC was able to expand the training program to seniors. For the seniors training program, RRLC oversaw the creation of new training materials and classes, provided train-the-trainer classes, purchased necessary computer hardware and high speed internet access so that training classes could be offered to a new population.

Senior Site & Public Library Partnership

The cooperation and coordination between the senior site and local public library has been a key factor in the success of the CLIC-on-Health training program. A librarian has the expertise and qualities required of a good trainer and can also provide further instruction at the library. Additionally, an important part of the training is offering options about where seniors can find health information. If, during or after the training, a participant decides they are not interested in finding the information for themselves, the next best source is the local public library.

Computer Equipment

A computer with printer and DSL or cable connection to the Internet was provided for each senior site, both for training and practice between classes. Since some of the medical websites offer video or animated presentations, a dial-up connection using a modem and telephone line would not provide enough speed. Technology partners, Academy for Career Development/CommuniTech, determined the requirements for computer hardware and software, including any assistive technology for the disabled or handicapped. The availability of computer, printer and Internet service was key to the program, so the seniors could practice skills learned in the classes and explore other areas of the Internet.

Training Program

A series of 5 classes was designed to introduce and then teach people the basic skills required to use the computer and Internet and then find current and reliable health information. Depending on prior experience with computers and the Internet, some people attended all five classes and others required just the last two, which covered health web sites.

Five classes:

Computer Basics 1	Parts of the Computer Using the Mouse Cursors Keyboard Mouse Practice Websites
Computer Basics 2	Identify parts of the Desktop Using a Shortcut Identify parts of a Window Using Window Tools Review Cursors and Keyboard
Web Basics	Overview of Internet Using Internet Explorer Search Engines Web Page Addresses

Health Information 1	Using CLIC-on-Health website Rochester Area Services Stabins Wellness Information Center New York Doctor Profile Introduction to MedlinePlus ADAM Medical Encyclopedia
Health Information 2	Medline Plus Health Topics Medical Dictionary Drug Information Paying for prescriptions Drug Interactions Evaluating Web sites

Resources available

The following online and/or print resources were created to facilitate learning in the CLIC-on-Health for Seniors Training Program. They are available on the CLIC-on-Health (www.cliconhealth.org) website under the heading “Web and computer tutorials”. All of the tutorials are also in the Appendix of this manual.

Student Training handouts	Appendix B
Trainer’s Notes	Appendix C
FAQ (Frequently Asked Questions)	Appendix D
Glossary of Computer Terms	Appendix E
Consumer Information You Can Trust	Appendix F
Computers Basics Reference Sheet	Appendix G
Internet Explorer Basics Reference Sheet	Appendix H
CLIC-on-Health flyer	Appendix I

Instructor

All trainers were librarians already familiar with computers, Internet searching, and computer instruction. Each librarian attended a ½ day train-the-trainer workshop to learn about the classes and work with the chosen websites.

Success Factors – tips, ideas & options

Excellent trainers who were patient, flexible, kind, and made the class fun.

A training curriculum designed especially for seniors.

Use of the CLIC-on-Health website, www.cliconhealth.org as the starting point for health information.

Customized class arrangements and schedule at each site rather than a cookie-cutter approach.

Continuing support of trainers and senior site by project staff at the RRLC.

Senior's enthusiasm for the program was contagious, leading more people to sign up for classes.

Senior staff enthusiasm about the project and active involvement in the training.

A team teaching approach with the second trainer moving among the students to offer individual help.

Clear understanding of the challenges seniors face before using a computer.

Provide plenty of opportunities at the site for seniors to practice skills.

Volunteers available to work one-on-one with students during or outside of class.

Practice mouse skills at every class.

Try different options to perform a task on the computer (ex – double clicking or one click and press the enter key) to find the best method for each student.

Help students explore other sites on the Internet to reinforce skills and continue student interest.

Teach other skills, like email, to show students other options available online.

Repeat the series of classes or offer other continued instruction to help students keep up or expand their skills.

Proceed through the class material at the students' pace; this may require more than five classes.

Get to know and develop a relationship with the students.

Part 2: Trainers & Training



What makes a good trainer?

A trainer needs these skills:

Is able to explain technical terms and processes to students in laymen's language.

Has a familiarity with the Internet, search engines, databases and a variety of web sites.

Is comfortable with computer hardware and software.

Knows how to troubleshoot simple problems with computer equipment.

Can answer questions about the computer, websites and software or has the ability to research answers as needed.

Is comfortable teaching one-on-one or for a larger group.

Willing to listen, engage in conversation and get to know the seniors.

Is able to teach at student's pace and offer extra help when needed.

Flexible and patient

Librarians as trainers

A public librarian has all of the skills, education and experience required to be an excellent trainer for the CLIC-on-Health for Seniors training classes. In addition, a trainer from the local public library reinforces awareness of another source of trustworthy and reliable health information.

Librarian skills:

A librarian uses the computer, Internet and a variety of databases to find answers and information regularly.

People of all ages with different experiences and knowledge use a public library, so librarians are adept at working with many different situations.

Helping patrons one on one with computer use and searching is a frequent task for a reference librarian.

Using reference interview skills, a librarian has a great deal of experience determining what a patron really needs.

A librarian is familiar with medical reference sources and local medical resources.

Seniors who are regular library patrons may already know and have a relationship with the librarian.

Where to find a trainer

The first and best choice would be your local public library. Formal computer classes are often an ongoing service at a public library, so the CLIC-on-Health for Seniors training could be an addition to programming already offered. Additionally, the library may have a computer-training lab available where multiple students can be online at the same time.

If the library staff is unable to provide a trainer, the library director or reference librarian will have suggestions of other sources to try.

The following organizations or programs often offer learning opportunities for seniors on computers. They may know of computer class instructors.

Osher Lifelong Learning Institute – classes for seniors on college campuses across the United States.

www.usm.maine.edu/olli/national

Oasis – a national nonprofit offering lifelong learning
www.oasisnet.org

County or City Office for the Aging

School district continuing education programs

Town recreation programs

Local college library or computer studies department

Organizations offering classes and other services for seniors

In the Rochester, N.Y. area:

Carole Joyce project director
CLIC-on-Health Project Director
(585) 223-7570
www.rrlc.org
cjoyce@rrlc.org

Oasis Lifelong Learning Institute at RIT
(585) 292-8989
www.rit.edu/osher

Oasis Rochester
(585) 760-5440
www.oasisnet.org/rochester

What is a ‘train the trainer’ class?

For the CLIC-on-Health for Seniors grant project, the class handouts, trainer notes and extra handouts were developed by a Medical Librarian, with the help of Public Librarians. The Medical Librarian then presented the classes to the senior site trainers at a ½ day session in the RRLC computer lab. The class went through the training materials to understand the flow of the classes and trainers were able to ask questions and examine the web sites they would be showing to their students.

This approach to teaching trainers about class content has been very successful for RRLC with public school librarians. It offers a good overview of the materials, an opportunity for people to share tips with other trainers and an up-to-date computer lab for the training.

How to arrange for a Train-the Trainer session at Rochester Regional Library Council

Carole Joyce, project director of CLIC-on-Health, can provide information about this and schedule one if you are in the greater Rochester area. She can also provide information about the class and its format and content for anyone outside the Rochester area.

Carole Joyce
CLIC-on-Health Project Director
Rochester Regional Library Council
(585) 223-7570
www.rrlc.org
cjoyce@rrlc.org

Time Commitment

There is a lot of preparation and background work to be done before any training can begin. It can take six-months after deciding to offer the training before the first class begins. There are many vendors to work with, scheduling challenges, and possible unforeseen delays.

Preparation steps

Contact your local public library to see if the staff is willing and able to help with the project.

Schedule a meeting with library staff members about the CLIC-on-Health for seniors training program. If the library is unable to partner on the project, staff at the senior need to meet and discuss details. **The discussion should include:**

- Location for the classes

- How and where to acquire needed computer equipment

- Determine needs for special equipment for seniors with a disability

- Setting up Internet access

- Purchasing any furniture needed

- Class size

Transportation if the classes are not at the senior center

Contact suppliers for furniture and equipment needed and purchase.

Choose a trainer, preferably from the library partner.

The trainer studies the class materials. (All materials are available on the website: www.cliconhealth.org)

For further assistance or training try contacting:

Local college libraries if health or medical programs are offered. The librarians may offer instructions about computer searching and medical websites.

In New York State:

local Library Resources Council
www.ny3rs.org/members.html

In Rochester, N.Y. area:

Carole Joyce
Rochester Regional Library Council
CLIC-on-Health Project Director
(585) 223-7570
www.rrlc.org
cjoyce@rrlc.org

Shop for computer equipment and an Internet Service Provider.

Set up the computer training area with furniture and working computers connected to the Internet.

Choose the training materials you will use for the classes: photocopy and collate into notebooks. Have plenty of copies – enough for senior center staff, students and extras - including a copy to stay with the computers.

Share the highlights of the training sessions with all of the senior center staff so they can assist students with problems and questions between classes.

Schedule the classes with regard to existing senior center programming and the trainer's schedule.

Publicize the training at the senior center, in newsletters, the local newspaper, pharmacies, doctor's offices, and at the library. Use copies of the CLIC-on-Health flyers, found in the Appendix.

Announce the training at the senior center and introduce the trainer.

Begin the classes!

The Classes:

The class is scheduled for 60 minutes, but this varies depending on the attention span and interest of the students and other scheduled events at the senior center. It could take 90 minutes, or multiple sessions to cover the material in one class.

At least ½ hour should be allowed for questions and general conversation with and among the students. This is the time when the trainer can work with an individual student on questions outside the scope of the classes. Also, students can practice mouse skills or review a particular website.

Trainer Preparation before each class:

Approx ½ hour to review contents, flow and handouts

Check that computers are on and working

Make sure that the website www.cliconhealth.org is a link under favorites in Internet Explorer

Check the printer and add paper if needed

Repeating the series of five classes is helpful and highly desirable. Seniors often travel or deal with multiple doctor appointments or sick days. Students will come and go for this and other reasons. If the classes become a regular, ongoing program, people can pick up where they left off, review the entire series or get a refresher lesson on a specific database.

Class Setting

Some senior centers in the CLIC-on-Health Training for Seniors grant had the training at the senior center and others had classes at the local library. Each senior center/library partnership chose what setting would work best for their situation. Some senior centers had a computer lab, others used a corner of a

larger activity area. When many seniors were interested in the training and the library had a computer lab, the library was the logical choice for the classes. The senior center provided transportation to the library for the seniors and had computers with Internet available for practice between classes.

The Senior Center would be the first and obvious choice. This does not require transportation, which might limit access for some of the senior population. Also, there is a real advantage for your students taking classes and practicing on the same computer.

Your local library is a great option because your trainer may work there. Also, the library might have a computer lab with multiple computers in a room specifically set aside for computer classes and training. Students who don't want to search the Internet for health information have easy access to librarians and print medical reference sources. Finally, the students have an opportunity to use and check out other library materials.

Other places that might have a computer lab available for training:

- Local public or private schools

- Local colleges

- Computer stores

Computer Coach Approach:

This instruction and learning option is different from the five session class curriculum designed by the CLIC-on-Health team. A computer coach would be available to offer assistance at a standard day and time to anyone who comes to the computer. Seniors could ask questions or seek help on specific software, email, Internet websites, or topics to be researched on the Internet. Any question about use of the computer or the Internet may provide a lead into the CLIC-on-Health training. Or, the class trainer could become a computer coach after the five classes are completed, depending on time, finances and staff.

In addition to the skills listed earlier for trainers, a coach should:

- think quickly and be able to "switch gears" when helping multiple people with different questions.

- be willing and able to search for answers between sessions when required

have no expectations about attendance – individuals may come once – twice – periodically – regularly.

be very familiar with web-based email, such as *Yahoo!*

have knowledge of popular software programs such as Word or Excel

If your site needs a computer coach, here are some possible sources to contact:

Local high school - many seniors have to complete volunteer hours for graduation and are definitely computer savvy.

Boy scout troops – this could be a part of an Eagle Scout Project

Local colleges offering computer science.

An experienced computer user at the senior center.

Local computer store

Part 3:

Computer Equipment and Internet Service



Note that all of the information in this part is current in October 2007. Since prices, computer equipment, Internet Service Providers and computer software change frequently, you will want to check computer stores or Internet Service Providers to find current information. The information here gives you a place to start.

Even if the CLIC-on-Health training is going to be offered at another location, it is very helpful to have one or more computers with Internet access at the senior center. A key factor in learning a new skill is practice and having easy access to a computer helps students review and explore outside of class.

Items Required

High Speed Internet: Cable or DSL available in your area.

Hardware: An Internet Service Provider for your area or local computer store can help you determine the right computer configuration for your needs.

Computer with Microsoft Windows or Microsoft Vista – usually includes the console, monitor, keyboard, mouse and the required cables to connect these items.

Mouse – a scroll wheel is a helpful feature.

Modem – The cable from the Internet Service Provider connects to this, bringing the Internet signal to your computer. The Internet Service Provider usually provides the modem as part of the installation.

Router – Reads the software directions (ex: a web address) and then directs data to the correct destination. The router also acts as a firewall – protective shield – so other computers on the Internet cannot read or change the data on your computer when you are online. Each computer is attached to the router. In a wireless situation, the computers are not attached, but an antenna delivers the information to the computers.

Color Printer – The lower priced models are also called ink jet printers.

Cables – All of the other hardware items connect to the computer console by cable. Some, but not all, cables come with the hardware. Determine what you need after purchasing computer hardware.

Surge protector – Protects your computer equipment from power surges and fluctuations. It plugs into an outlet and provides outlets for all of your hardware.

Software: When you purchase a computer, the store usually preloads the following software. These are the basics required for using the Internet and teaching the classes.

Microsoft Windows or Vista Operating System – Allows you to use the keyboard and the mouse to communicate with the hardware and software and have it do the tasks you wish. **Specific parts of Windows or Vista are used in the training:**

Internet Explorer – allows you to access all the options on the Internet.

Games – solitaire and others are great for practicing mouse skills. Other games are available at the CLIC-on-Health website. www.cliconhealth.org.

Wordpad – a very basic word processing program. It can be used to practice keyboarding skills, make lists, and compose letters.

Adobe Acrobat – free and available to download from the Internet, most websites require the use of Adobe Acrobat if you want to print out a file. www.adobe.com.

Antivirus software – Protects your computer from viruses that may be in emails or at internet sites. Ask the Internet Service Provider or local computer store for recommendations. Free programs are available to download from the Internet. You can also purchase software with extra features. A paid, online subscription checks for updates while you are on the Internet so the virus protection is very current. Check the software companies' websites for more information.

These are some options, but there are many others:

Free:

Avast! 4 Home

www.avast.com

AVG anti-virus

www.grisoft.com

Paid Subscriptions:

McAfee virus protection

www.mcafee.com

Norton Internet security

www.nortonutilities.com

Furniture:

Remember to consider handicapped accessibility as you purchase furniture.

Table - There are multiple pieces of equipment – computer console, keyboard, monitor, router and printer – that will all require space, if not on the table then on the floor next to the table. There are tables and desks especially designed for computers, as well as keyboard trays that can be attached to existing tables. Check any office supply store.

Chair – If possible, the chair should be adjustable so that students can change the height of the chair to better view the monitor. Check any office supply store.

Good lighting



Assistive Technology Products

There are a great number and variety of products that can make a computer easier to use for people who have disabilities or physical challenges. Make sure the products you purchase are compatible with the computer configuration – hardware and software – that you purchase.

Many adaptations for the disabled are available in both Microsoft Windows and Vista software. More information is available at the Microsoft website. It also has a list of hardware products for the disabled and physically challenged.

www.microsoft.com/enable/at/types.aspx

Check these for more information:

The county or city Office for the Aging.

Association for the Blind and Visually Handicapped.

Veterans agency or group

Local school district

www.abledata.com - sponsored by The National Institute on Disability and Rehabilitation Research under the U.S. Department of Education. This site offers information on the latest products, reviews, equipment resale, funding and many links to companies that create and sell assistive technology.

In Rochester, N.Y. area:

www.libraryweb.org - choose 'Central Library' from the list on the left side of the screen. On the next screen, choose 'departments'. Now choose 'Extension and Outreach'. Scroll down the page to 'MCLS guide to disability Resources in Monroe County' and click. This is an online directory of resources available for programs, support, funds, and information for the disabled and their families. Or call:
Rochester Public Library - Extension and Outreach Department
(585) 428-8312

Academy for Career Development
(585) 244-1430
www.acdcareers.com

Finding and Acquiring Equipment

Comparison shopping is very important. During the CLIC-on-Health for Seniors grant, price comparisons were done prior to nearly all purchases to insure high quality at the best price.

New computers

Local computer stores

Check local computer stores for prices and service options. Remember to ask about discounts for nonprofit and/or educational groups. They can help design a computer configuration that will meet the specific needs for your site. This allows you to choose and pay for the exact computer you need, without extras that add to the cost.

They may offer set up and service at your site, for an additional fee. Purchasing computer hardware from a local store can be very helpful for questions and service after the purchase.

NOTE: The list below is not exhaustive and does not imply any type of commendation.

These are some stores that custom build computers in the Rochester, N.Y. area:

Brite Computers
(585) 869-6000
www.britecomputers.com

Soyata Computers
(585) 421-9999
www.soyata.com

National chain stores

Check their websites and/or ask the sales personnel at the store. They offer a variety of computers and a service department. These are some options:

CompUSA – www.compusa.com

Best Buy – www.bestbuy.com

Circuit City – www.circuitcity.com

Online computer sales

Most of the computer manufacturers have websites where you can learn more and also purchase equipment. They also offer technical support on their websites and by phone. These are some options:

Dell Computers – www.dell.com

Gateway – www.gateway.com

Hewlett Packard – www.hp.com

Check the websites for any special prices for veterans, local and state governments, teachers, students, health care employees and others. Perhaps one of these options is available to your center or one of your staff members.

Other

Discount stores, office supply stores and wholesale clubs (membership required) also sell computers, other hardware, and software. These are some options:

Walmart – www.walmart.com

Staples – www.staples.com

Officemax – www.officemax.com

State Contracts

If you are associated with a municipality – city, town or village – there may be contracts set up with certain vendors that offer special pricing on computer equipment and supplies. Check with the Finance Department or with the equipment vendor for more information.

Leased Computers

Consider leased computers and a maintenance contract for repairs and service. Leasing means that you would have the computers for a specified period of time. During the time period of the lease, any hardware failures would be replaced free

of charge. At the end of the lease the old computers are returned and replaced with new ones if you choose to renew or update the lease. The leasing agreement might include installation and service. Additional service hours can be purchased.

Printers

An ink jet printer is necessary for color printing. Many of the diagrams and pictures people want to print use color extensively. Printers are available at stores where computers are sold and directly from the printer manufacturer online.

Print Cartridges

Printers are relatively inexpensive; the costly parts are the print cartridges, black and color. Doing some research about print cartridge costs for a specific printer may save money in the long run. You can also purchase remanufactured (refilled by the vendor) print cartridges and kits to refill your empty cartridges. Printer cartridges are available at office supply stores, wholesale clubs (membership required), and discount stores and anywhere printers are sold.

Some office supply stores offer printer refill stations so you can refill an empty printer cartridge and save money compared to the cost of a new cartridge.

Paper

High quality paper is not required for printing information from the Internet. Purchasing copier paper by the box is the most economical. Paper is available at office supply stores, wholesale clubs (membership required), discount stores, and computer stores.

New Equipment Costs

Hardware:

Computer console, monitor, and mouse – \$500 +

Router – wired or wireless - \$50 +

Printers: \$50 + depending on the features you'd like.

Cables: \$8 +

Surge protector: \$12 +

Software:

Microsoft Windows XP or Microsoft Vista Operating Systems \$190

AntiVirus Software – Some anti-virus software is available free of charge and can be downloaded from the Internet. McAfee and Norton Utilities are two common brands available for sale. \$50/per computer for a one year online subscription.

Supplies for printer:

Print cartridge – specific to the printer model purchased. \$10 - \$35

Paper – basic paper is \$8 + per package or \$35 + per box.

Used or refurbished computer equipment

Online

Most computer makers and dealers sell older or returned and refurbished models at reduced prices. Refurbished computers have been thoroughly cleaned, checked, and serviced before they are offered for sale. Here are some options:

www.dell.com - Type “refurbished computers” into the search box at the top of the screen.

www.compusa.com click on “Auctions”

www.circuitcity.com click on “outlet”

www.gateway.com - Type “outlet” into the search box at the top of the screen.

www.hp.com - Choose “home and office” and on the next screen scroll down to “outlet center” on the left side of the screen. click

www.techsoup.org - Connects non-profits and libraries with donated and discounted technology products.

Local

Contact local computer leasing companies about pre-leased computers. (check in the yellow pages under “**computers – renting and leasing**”)

Contact local schools, colleges, or businesses to inquire about their old computers when they upgrade to new equipment.

Contact local computer clubs or organizations as the members may know of sources offering used or refurbished computers.

In the Rochester, N.Y. Area:

Rochester Computer Society

Check ads in the yellow pages under “**computers**” for companies that sell used computers. **In the Rochester, N.Y. area:**

Bitnetix Technology Consulting – especially for nonprofit organizations.

(585) 259-3742

www.bitnetix.com

Micrecycle – computer recycling for education

(585)-256-3170

www.micrecycle.org

Possible Sources of free computer equipment

Contact local schools, colleges, town or county government and, businesses about donating equipment they no longer use.

Contact other nonprofits to inquire where they have gotten computers.

www.computersforlearning.gov - Surplus computer equipment from federal agencies is available free to educational nonprofit organizations.

Internet Service

DSL or cable is required. Many of the medical websites offer videos or slide shows of different procedures. A dial-up connection is too slow to allow you to view these.

Depending on the number of computers and their location at the senior center, consider wireless Internet service. Check with the Internet Service Provider you choose to work with about the details.

Many companies offer DSL or cable Internet Service. Check the provider's websites, yellow pages in the phone book and at your local library to find the service providers in your area. Ask if the Internet Service Provider offers free or reduced cost Internet installation and service to nonprofits groups or for educational purposes. **These are some options:**

Time Warner Road Runner – www.timewarnercable.com

Earthlink – www.earthlink.net

A T & T – www.att.com

Verizon – www.verizon.com

LocalNet – www.localnet.com

In the Rochester, N.Y. area:

Frontier Telephone – www.frontieronline.com

Computer installation

The Internet Service Provider or computer store will install equipment at your site, perhaps as a free service, with your purchase. If your site is a department within a local government or larger organization, ask if an IT (Information Technology) department or person is available. This staff member would work with the Internet Service Provider or computer seller or do any installation required. The IT staff would also provide ongoing service to computer hardware and software.

Consider using software to increase security by limiting user access to some computer functions. Not allowing computer users to save or change files on the hard drive, download files or programs, make changes to the desktop or create bookmarks in Internet Explorer are some of the options to consider. Securing the

computer in this way keeps the computer desktop and Internet Explorer consistent. That is very helpful to a new computer user.

System maintenance and repair

Ask about IT (Information Technology) service within your municipality or organization. Both the Internet service provider and the computer store will offer some kind of service, usually for a fee. There are also many independent companies offering IT services. Ask at your local library, school or municipality for recommendations.

See if your site can “piggy-back” onto or with another community entity for IT services – perhaps a school district, municipality or library.

Purchase or request free IT and/or maintenance and repair time from the company that provided your computers.

See if anyone on staff, or someone they are connected to, is particularly knowledgeable about computer software or hardware and enlist their help.

Seek out a knowledgeable volunteer.

Part 4:

Funding Sources and Information



Gifts, grants and funding outside of the regular budget can come from many sources. All levels of government, corporations, foundations, local companies, civic organizations, clubs or individuals are possible sources for both one-time gifts and ongoing support.

Your local library is a great starting point for the research required to find the funds and then complete the request or application for support. Books, websites and databases are available for finding information on grants and funding sources; proposal and grant writing; and nonprofit agencies.

Most print and on-line grant and funding resources allow searches by keyword. Finding the correct terms to use in a keyword search is often the most difficult part of the search. You may need to do a number of searches before you find the correct term for a particular source. Try these terms:

Computers

Lifelong learning

Health

Health Education

Seniors

Senior citizens

Technology

Wellness

For general information about grants try these options:

www.tgci.com - The Grantsmanship Center website has information on grants and grant writing.

www.mcf.org/links/regional.htm - The Minnesota Council on Foundations provides these links to state organizations and forums dealing with grants, philanthropy, and donating.

In the Rochester, N.Y. area:

www.libraryweb.org - The Rochester Public Library offers a Grant Information Center with links databases and information sources. Click on the 'Quick Links' menu and choose 'Grants' from the list.

Visit the Grant Information Center at the Rochester Public Library. They subscribe to several online databases and librarians are available to help you find information (585) 428-8120

Government Funding

All levels of government designate funds for projects that offer services to their citizens. The money may be in the form of a grant or a designated line item in the budget. They are often administered by a department within the government, such as the National Library of Medicine, State Office on Aging, County Department of Human Services, or City Bureau of Youth Services. Many federal and state programs are administered by the county or town, so check with town or county government departments first.

Politicians all have special interests and pet projects. Check the website for your county, state, federal representatives, or call their local offices to see if they are interested in lifelong education, health, or senior citizens. They may have some undesignated funds specifically for programs or groups within their constituency.

These websites offer information about government grants and funds:

Federal:

www.cfda.gov - Catalog of Federal Domestic Assistance – an online database of all Federal programs and financial help available. Information about grant writing, types of assistance, and how to apply is also offered.

www.grants.gov - Search for federal grants by keyword or agency. Links are available to federal agencies, state, and local governments.

www.nih.gov - National Institute of Health

State:

Check your state's website for information about grants and funding.

In New York State try these options:

www.state.ny.us - State of New York website.

www.assembly.state.ny.us/gan/ - Grants Action News – a monthly newsletter, in print or online, with the latest information on New York State grants and funding programs.

Foundation and Corporate Funding

Both individuals and corporations form foundations to oversee their philanthropy and giving to nonprofits, students or educational institutions. **These websites offer information on foundations, corporate funding and private philanthropy:**

www.foundationcenter.org - The Foundation Center is a rich source on anything about grants. Much of the information on the website is free, but an online subscription to their databases of grant sources can be purchased. They also publish print guides to grant makers and have Cooperating Collections at libraries across the United States.

www.cof.org - Council on Foundations provides links to its members websites for information about giving programs.

In the Rochester, N.Y. Area:

www.grantmakers.org - Grantmakers Forum of New York publishes The Online Guide to Grantmakers, an online database for subscribers and 2004 guide to Grantmakers in the Rochester Area in print. Both the print and online versions are available at public libraries throughout Rochester and Monroe County, New York.

Grant writing and applications

Foundations and Grant makers require a great deal of information as they make funding decisions. Grant applications and proposals often require collecting data and statistics, a unique writing style and specific forms. Carefully study the requirements for the grant you are requesting. These websites offer information on grant and proposal writing:

www.npguides.org - Non-profit guides offers information and examples on grant and proposal writing.

www.managementhelp.org - Free Management Library includes information on fundraising.

Local Funding Sources

The best sources for funding, gifts, equipment and supplies are going to be located in your own community. People who live and work in the community are more likely to see how valuable the local senior center is and support it financially. Also, local business people and companies may want to advertise their name or services at a new location and be willing to provide funds for a special project.

If your Board of Directors or other governing body allows, petition anyone who might like the free advertising and community goodwill.

Companies

Local companies that offer services to seniors, deal with health, or work with computers are all possibilities. These are some examples of services or types of company that might support a CLIC-on-Health training program:

Health Club

Natural food store

Hearing Aid Centers

Medical equipment and supplies

Custom computer sales

Computer repair and service

Local banks

Local insurance offices

Local real estate companies

Civic Organizations and Local Clubs

Many civic organizations raise money and work for special projects. They may have funding programs or monies available for specific requests. Options to try:

Lions Club – www.lionsclubs.org The Lions offer service to the blind and visually impaired. They donate funds for reading aids and assistive technology. Contact your local Lions Club for more information.

Rotary Club – www.rotary.org Rotary supports programs in the areas of health care and disabilities. Contact your local Rotary Club for more information.

United Way – www.unitedway.org The United Way works with people and organizations to improve life in the local community. They organize and publicize fund raising for designated local nonprofit groups through payroll deduction. Their website offers a database of volunteer opportunities by zip code.

Individuals

People who have a special interest in seniors, health or technology are all potential donors of funds, equipment, supplies and service.

Large corporations may have a program with funds available for nonprofit groups chosen by their employees. Sometimes they also offer matching funds when an employee supports a nonprofit.

Other

There may be a “community wish list” publication in your area that gives nonprofit groups the opportunity to request donations and services. This is a good way to ask for the donation of equipment and supplies. Search for ‘nonprofit wish list’ in an Internet search engine or contact your town newspaper or local United Way.

In the Rochester, N.Y. area,
www.communitywishbook.com - the Community Wishbook, maintained by Helping Community Charities and published by Wolf Community Newspapers. Both the print publication and the website list items and services needed by various nonprofits in the area.

Part 5: Library Assistance



Even if you are not able to partner with a local library to offer the CLIC-on-Health for Seniors training, libraries can offer you information and assistance as you prepare.

Rochester Regional Library Council

Since the Rochester Regional Library Council (RRLC) has been coordinating the CLIC-on-Health Project since its inception, they can answer any general questions or offer basic assistance. Contact:

Carole Joyce, CLIC-on-Health Project Director
(585) 223-7570
www.rrlc.org
cjoyce@rrlc.org

Local Public Libraries

The local library and its staff are the best and closest resources available to help you with all aspects of the training program. The library's books and online databases will help with any of the topics in this manual. The reference librarian can help you with information about local companies, government, foundations and health resources. Additionally, the reference librarian can help you refine Internet searches so you find the information you're seeking more efficiently and quickly.

Visit your local library and speak with the Reference Librarian. Find the library's website to see what information and links it offers on the Internet.

Medical Libraries

Medical libraries in hospitals and university medical centers in your area could be another source for information. If one of the seniors has trouble finding information about their medical question, the librarians at the medical library might be able to help. They have access to many subscription-only online databases that offer very current information for medical professionals. As a service to the local community, the library may have an Outreach Librarian to contact for information or assistance.

The local hospital or medical center often offers information services to patients and their families. This could be a library, social worker, information packets or support groups.

In the Rochester area:

www.viahealth.org/library/wellnessinfocenter - the Stabins Wellness Information Center at Rochester General Hospital. Their purpose is to offer reliable and current health information to consumers in the Rochester area. Medical librarians and nurses will research a health question and send any information free of charge.

Appendix A:

Internet Sites and Contact Information

Internet Sites

Libraries

CLIC-on-Health
www.cliconhealth.org

Library Resources Council of New York State
www.ny3rs.org/members.html

National Institute of Health
www.nih.gov

Rochester Public Library
www.libraryweb.org

Rochester Regional Library Council
www.rrlc.org

Stabins Wellness Information Center
www.viahealth.org/wellnessinformationcenter

Assistive Technology

Microsoft
www.microsoft.com/enable/at/types.aspx

National Institute on Disability
www.abledata.com

Computers

Academy for Career Development
www.acdcareers.com

Best Buy

www.bestbuy.com

Bitnetix Technology Consulting

www.bitnetix.com

Brite Computers

www.britecomputers.com

Circuit City

www.circuitcity.com

CompUSA

www.compusa.com

Computers for Learning

www.computersforlearning.gov

Dell Computers

www.dell.com

Gateway Computers

www.gateway.com

Hewlett Packard

www.hp.com

Micrecycle

www.micrecycle.org

OfficeMax

www.officemax.com

Soyata Computers

www.soyata.com

Staples

www.staples.com

Techsoup

www.techsoup.org

Walmart

www.walmart.com

Grants and Funding

Catalog of Federal Domestic Assistance
www.cfda.gov

Community Wishbook
www.communitywishbook.com

Council on Foundations
www.cof.org

Federal Grants
www.grants.gov

Foundation Center
www.foundationcenter.org

Free Management Library
www.managementhelp.org

Grantmakers Forum
www.grantmakers.org

Grants Action News
www.assembly.state.ny.us/gan

Lions Club
www.lionsclub.org

Non-profit Guides
www.npguides.org

Rotary Club
www.rotary.org

State of New York
www.state.ny.us

United Way
www.unitedway.org

Internet Service Providers

A T & T

www.att.com

Earthlink

www.earthlink.net

Frontier Telephone

www.frontieronline.com

LocalNet

www.localnet.com

Time Warner Road Runner

www.timewarnercable.com

Verizon

www.verizon.com

Lifelong Learning

Osher Lifelong Learning Institute

www.usm.maine.edu/olli/national

Oasis

www.oasisnet.org

Software

Adobe

www.adobe.com

Avast! 4 Home

www.avast.com

AVG anti-virus

www.grisoft.com

McAfee virus protection

www.mcafee.com

Microsoft
www.microsoft.com/enable/at/types.aspx

Norton Utilities
www.nortonutilities.com

OfficeMax
www.officemax.com

Staples
www.staples.com

Contact Information for the Rochester, N.Y. Area

Rochester Regional Library Council

Carole Joyce
CLIC-on-Health Project Director
(585) 223-7570
cjoyce@rrlc.org

Computers

Brite Computers
(585) 869-6000

Soyata Computers
(585) 421-9999

Bitnetix Technology Consulting
(585) 259-3742

Micrecycle
(585) 256-3170

Grants

Rochester Public Library
(585) 428-8120

**Participating Senior Centers and Libraries
for CLIC-on-Health for Seniors Project
2006-2007**

Senior Facility	Location	Library Partner
Baden Street Senior Center	Rochester	Lincoln Branch RPL
Brighton Senior Program	Brighton	Brighton Memorial Library
Clifton Springs Hospital & Clinic Community Connection	Clifton Springs	Rochester General Hospital, Clifton Springs Public Library
Community Place Senior Center	Rochester	TBD
Dansville Senior Center	Dansville	Dansville Public Library
North Street Senior Apartments	Geneva	Geneva Public Library
Henrietta Senior Center	Henrietta	Henrietta Public Library
Irondequoit Senior Center	Irondequoit	Irondequoit Public Library
Just Friends Senior Center	Rochester	Maplewood Branch RPL
Lifespan	Rochester	N/A
Lexington/Christopher Court	Rochester	Maplewood Branch RPL
Monroe Community Hospital Rehab Center	Rochester	Rochester General Hospital
Parliament Arms Senior Apartments	Rochester	Sully Branch RPL
Perinton Senior Program	Perinton	Fairport Public Library
Senior Friendship Center	East Rochester	East Rochester Public Library
Sweden Senior Center	Brockport	Brockport Public Library
Webster Senior Center	Webster	Webster Public Library