

Digital Skills for Older Adults

Digital skills support employment, health care, social connection and independent living. Yet many older adults continue to face barriers to participating fully in Canada's digital society.



CANADA IS AGING



7.6M

Canadians are 65 years and older (nearly 20% of the population)



85+

is Canada's fastest-growing age group



3x

By 2046, this population could triple to nearly 2.5 million people



81%

of Canadians reported insufficient access to the tools needed to build digital skills



The federal government should invest in a nationally led digital inclusion strategy to close the digital divide for older adults

WHAT STANDS IN THE WAY?



AFFORDABILITY & ACCESS

Devices, internet access and affordability.



HEALTH & ABILITY

Vision, hearing, mobility and cognitive changes.



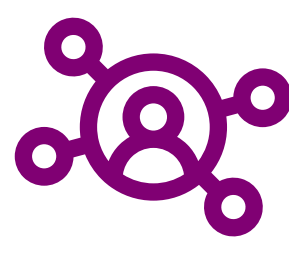
ATTITUDES & CONFIDENCE

Fear of making mistakes and low confidence.



KNOWLEDGE & SKILLS

Limited training opportunities and rapidly changing technology.



SOCIAL & ENVIRONMENTAL

Isolation, limited support networks and ageism.



SAFETY & TRUST

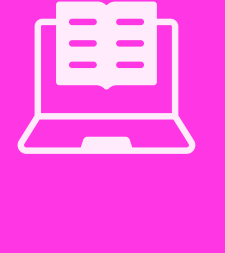
Privacy, fraud, scams and misinformation.

WHAT CAN A NATIONAL STRATEGY DO?



ESTABLISH

a nationally-led digital inclusion strategy for older adults with long-term, consistent core-funding.



SUPPORT

Community-based digital literacy and skills training with dedicated support for older adults and equity-deserving groups.



ACCELERATE

Affordable devices, internet access and infrastructure so marginalized older adults can fully participate.



ALIGN

Digital skills with workforce, health and aging policies to support equitable social and economic inclusion.

CLOSING THE GAP

71%

AGES 18-24



Digital familiarity declines with age

26%

AGES 55-64

20%

AGES 75+

17%

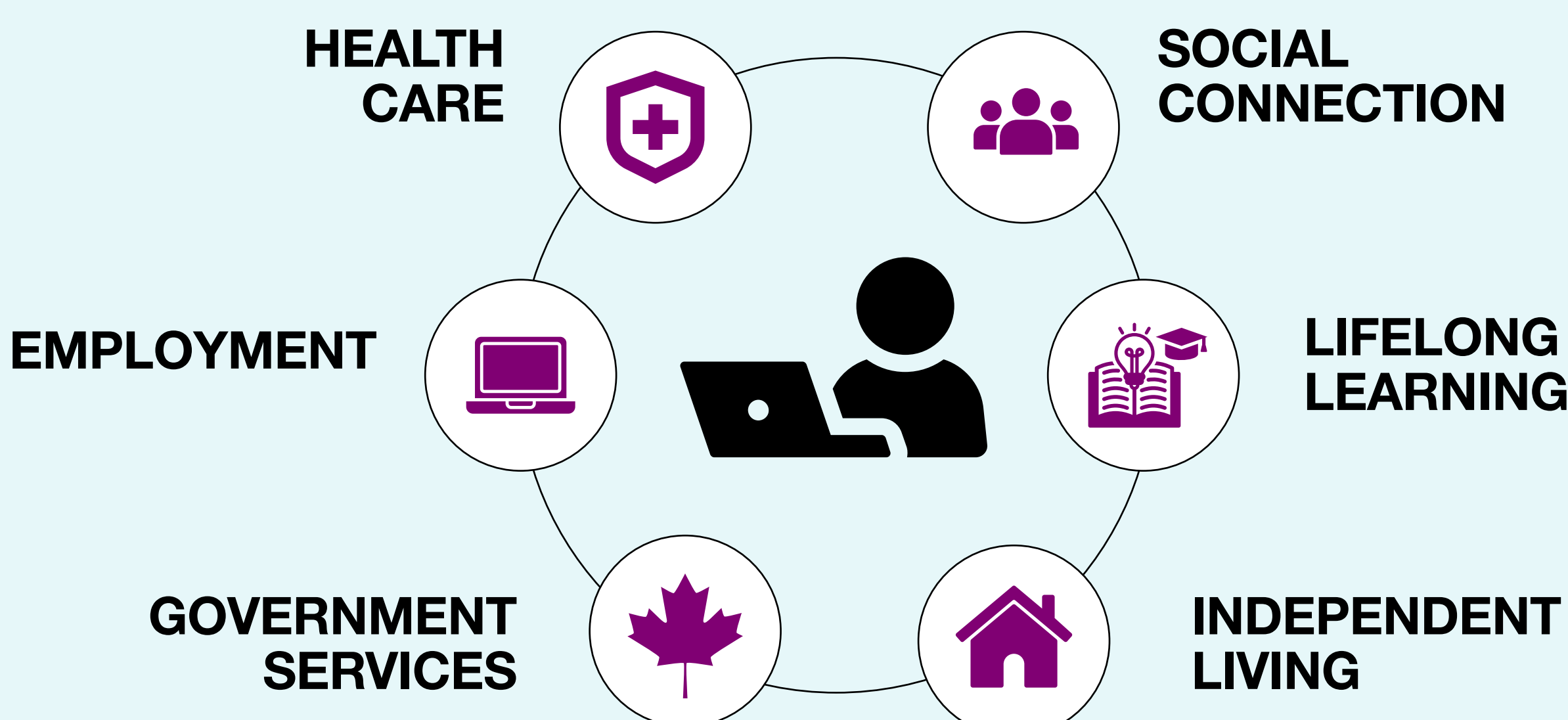
of mature adults who participated in training took courses related to digital skills.



Lower training and digital skills can limit access to good jobs, income and independence in the future.

DIGITAL SKILLS SUPPORT

Digital skills support employment, health care, social connection and independent living-helping older adults live with dignity, independence and opportunity.



BUILDING A MORE INCLUSIVE DIGITAL FUTURE



Lead Nationally

Establish a nationally led digital inclusion strategy for older adults with long-term funding.



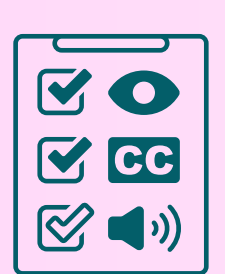
Expand Access

Invest in affordable internet, devices and digital infrastructure so every older adult can participate.



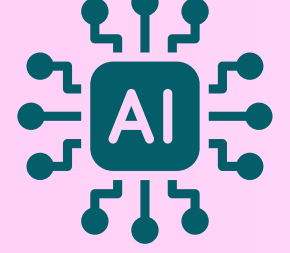
Build Skills

Expand community-based digital skills training through libraries, community organizations and adult education providers.



Design for Inclusion

Create accessible, personalized and inclusive learning experiences that reflect the diverse needs of older adults.



Prepare for AI

Ensure older adults are included in Canada's AI future through dedicated training, support and safeguards.



Investing in digital skills today builds a stronger, more inclusive Canada tomorrow.

Closing the digital skills gap helps older adults thrive – and strengthens communities and the economy for all.