Digital defender 60+: Perspectives on digital literacy for the elderly
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Purpose The impact of new information and communication technologies on the aging population is becoming more evident. It is leading to exclusion from family or social activities, which can limit the exercise of basic human rights (Gendron, 2022). To combat this issue, The Public Defender's Office of the State of Amazonas partnered with FUnATI to promote the rights of vulnerable populations and conduct research on aging. As a result of this collaboration, the Digital Defender 60+ course was created. This course aims to train older adults in new concepts and practices required for citizenship in an increasingly digital world (Zuboff, 2019) such as: basic notions for handling smartphones and accessing public services in Brazil; teachings on misinformation, its spread, and its harmful effects; some concepts about image and voice manipulation (deepfake); specificities of new media (Woolley, 2020); issues concerning privacy and responsibility in the use of digital tools, for example. After acquiring this knowledge, it is expected that older adults will be able to return to their respective communities and share it with others. **Method** To collect data related to the exclusion of the elderly from the virtual environment, a qualified hearing was sought from over sixty-six elderly individuals belonging to different social classes, through an interdisciplinary team led by a public defender, psychologist, pedagogue, journalist, and computer scientist. Based on these data, a course was formulated, lasting eight months, with theoretical and expository classes to provide the missing knowledge and, consequently, empower the Digital Defenders 60+. Additionally, a methodology derived from Theater was used to stage what has been termed digital violence. Scenarios depicting the everyday exclusions and violence suffered by the aging population were developed. Finally, educational blitzes were conducted at one of the main shopping centers in the city of Manaus, aimed not only at raising awareness among the general population about the various forms of digital violence perpetrated against the elderly, but also enabling them to explain, in their own words, the context in which they are situated, as well as the nuances of the course. **Results and Discussion** It has been identified that family environment is one of the obstacles faced by elderly individuals. Therefore, new practices are being developed that involve children, grandchildren, and nephews to establish stronger bonds and combat ageism prevalent in family relationships. The goal is to create a genuine support network for the elderly to help them navigate the challenges brought by the virtual world. Moreover, with the insights and data gathered during the course, practical stances are being projected in the development of technologies, such as cell phone applications, that possess inclusive designs. After the course, it was reported that at least one student has built virtual networks to assist the elderly population in addressing the challenges of using information and communication technologies. This initiative has gained traction among other students and members of society, particularly due to the student's standpoint. Additionally, a theatrical play is being created with the primary objective of playfully disseminating the most intense conflicts faced by the elderly in the virtual world. The target audience for this play includes children and youth from public schools, with the expectation that they can adjust their attitudes towards elderly relatives. Through theatrical techniques, could be observed that the main obstacle for elderly individuals engaged in the virtual world is the fear stemming from the improper use of new technologies, which creates distress and apprehension about making further attempts. The aim is to expand the fight against ageism and reach society as a whole.

References
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Figure 1. Overview of the proposal

Figure 2. Overview of the method

Figure 3. Overview of the method