



Elder Abuse
Prevention
Ontario

Welcome to EAPO's Webinar!



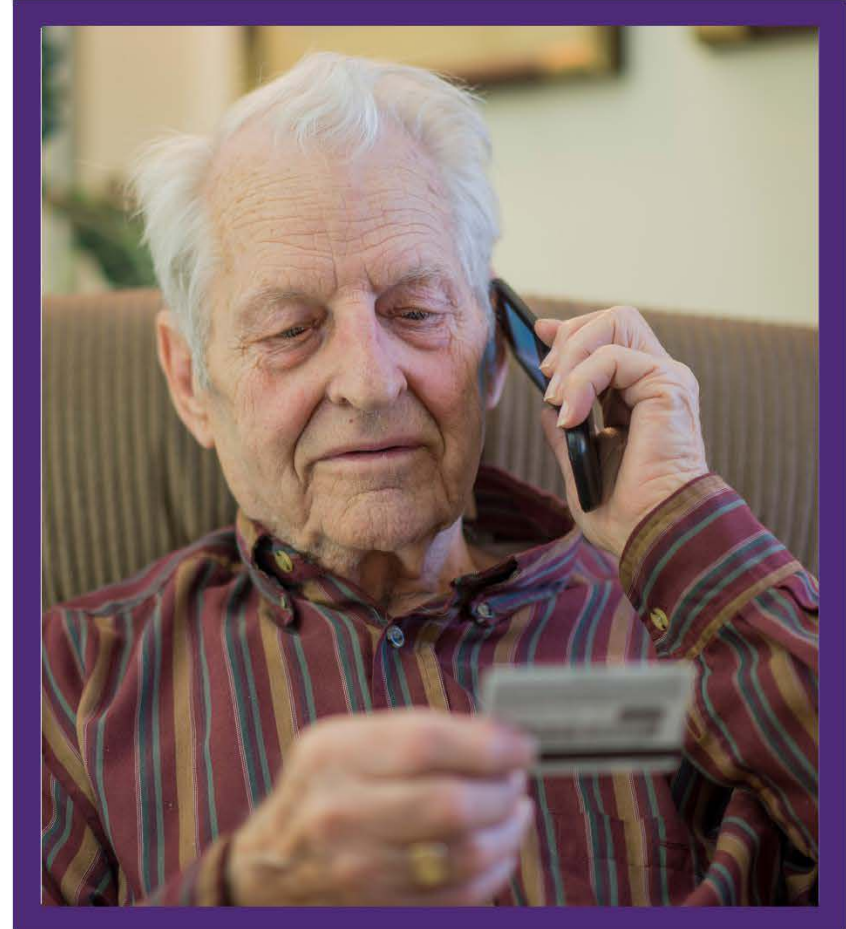
March 1, 2022
1:00 - 2:00 pm EST

GRANDPARENT SCAM :

Education is your best defense!



ASL Provided



LAND ACKNOWLEDGEMENT

WEBINAR HOUSEKEEPING



Communication

All attendees will be muted during the webinar.



Speakers

Will be visible while presenting and for the Question/Answer session.



ASL Interpreters

Image and name (ASL Interpreter) will be visible during the webinar. View all speakers by clicking gallery view. Can also PIN the ASL Interpreter to have image on your screen at all times.



Adjusting Speaker Images

Drag the line, between the image frame and slides, to the left to make speaker image larger.

WEBINAR HOUSEKEEPING



Chat Box

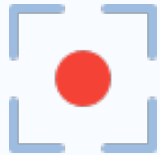
Post comments during the session.



Question Box

Type your questions in **Question/Answer box**.

A response will be posted during the webinar *or* asked to speaker after the presentation.



Recording

A recorded version of this webinar will be available on EAPO's website.



Evaluation

After the webinar, a pop-up screen will appear to complete survey. Your feedback and suggestions for future webinars is appreciated.

HOUSEKEEPING

Respecting Privacy and Confidentiality

EAPO appreciates there may be personal circumstances or issues which participants may wish to address. However, in keeping with our commitment to maintaining your privacy and confidentiality, today we will be answering general questions posed through the Q&A.

If someone wishes to discuss specific circumstances, we invite you to contact EAPO following this webinar to arrange for a confidential conversation so that we may further assist you.



www.eapon.ca

Elder Abuse Prevention Ontario (EAPO)

Mission and Goals

EAPO envisions an Ontario where ALL seniors are free from abuse, have a strong voice, feel safe and respected.

Achieving our mission requires raising awareness, delivering education and training, working collaboratively with like-minded organizations and assisting with service coordination and advocacy.

@EAPreventionON
#RestoringRespect

Elder Abuse Prevention Ontario | 2022

Ontario's Strategy to Combat Elder Abuse

1

Public Education and Awareness

A Province-wide, multi-media public education campaign to promote awareness about elder abuse and provide information on how to access services.

2

Training for Front-Line Staff

Specialized training to staff from various sectors, who work directly with seniors, to enhance their knowledge and skills to recognize and respond to elder abuse.

3

Co-ordination of Community Services

To strengthen communities across the province by building partnerships, promoting information sharing and supporting their efforts to combat elder abuse.



3 Pillars of the Strategy



Government
of Canada

Gouvernement
du Canada

Canada



Fraud Prevention Month #FPM2022

Recognize, reject and report fraud



Detective Constable David Conforti

Durham Regional Police Service
Serious & Organized Crime Branch
Financial Crimes Unit

Detective Constable David Conforti has 17 years of police experience with the last 9 years spent in various investigative units.

Most recently he has been assigned to the Serious Organized Crime Branch in the Financial Crimes Unit at Durham Regional Police.

WEBINAR

**GUEST
SPEAKERS**



Project Monaco

The Grandparent Scam

Occurrences



- To date, Durham Regional Police has logged **65 grandparent scam reports**
- Calls are being received on a land line
- Money is being picked up in person at the victim's home
- Address is **already** known by the suspect(s)
- \$9000 is the amount of cash they routinely ask for
- Victim's receiving phone calls from phone numbers that return to plazas in Quebec
- ALL REPORTS ARE BEING ENTERED INTO POWERCASE FOR EASY TRACKING AMONGST OTHER JURISDICTIONS – PLEASE CONSIDER THIS IF YOU ARE EXPERIENCING THESE INCIDENTS!

DRPS Investigation

- Communications requested to contact Financial Crimes immediately upon receiving call of this nature
- December 15, 2021 – Call received at residence in Oshawa
- Financial Crimes team deployed to conduct surveillance
- Silver SUV observed in area and plate obtained
- Caller felt “heat” and terminated the scam



DRPS Investigation

- December 16, 2021 another call in Oshawa
- FCU notified and the plate information from the suspect vehicle the day prior broadcast
- Responding officers observed the same SUV outside the r and arrested the lone occupant



Suspect Debrief

- Suspect described his role as “driver”
- Sent to addresses by a “dispatcher”
- Paid \$250-300 per pick up
- Suspect phone seized and communications with “dispatcher” confirmed – “LK”
- Phone number located and found to be active



Tracker

- Production Order for subscriber information obtained
 - Tracking warrant for phone obtained
 - Suspect Identified
 - Warrant executed at the suspects residence
 - Electronic devices seized and analyzed
 - Items found in electronic devices confirmed involvement
- And linked the suspect to other incidents.



Next Steps

- Seek production orders for banking information
- Investigate further contacts of the known suspects and their possible involvement in the scheme.



Challenges

- Multi jurisdictional investigations
- Upon information from various incidents in different areas resulting in arrests, the information, such as phone numbers, is shared and analyzed in order to determine possible connections
- Gathering all of the information is important to the success of any investigation. In these investigations, phone numbers, statements and video surveillance can prove to be very
- Education and information.





Protecting Yourself and Others

- Ask questions only family members would know
- Don't be afraid to say no
- Avoid pressure tactics
- Know who you are dealing with
- Never send money, gift cards or cryptocurrency to someone you don't know
- Never give personal or financial information over the telephone / Internet
- Check your credit report regularly!



Protecting Yourself and Others

- Change your passwords frequently
- Review your privacy and security settings on social media
- Don't respond to suspicious texts or pop-up windows.
Delete immediately!
- Be careful who you share images with on phone and social media

QUESTIONS





Report to Police

RCMP, OPP

Report the fraud or scam incident to your local law enforcement to ensure they are aware of the scams that are targeting the area.

If a victim of scam, make a report and request the file or occurrence numbers for future reference and/or ask for a copy of the police report. Keep a log of all calls and document your actions.

Visit : www.rcmp.gc.ca Visit : www.opp.ca

Canadian Anti-Fraud Centre

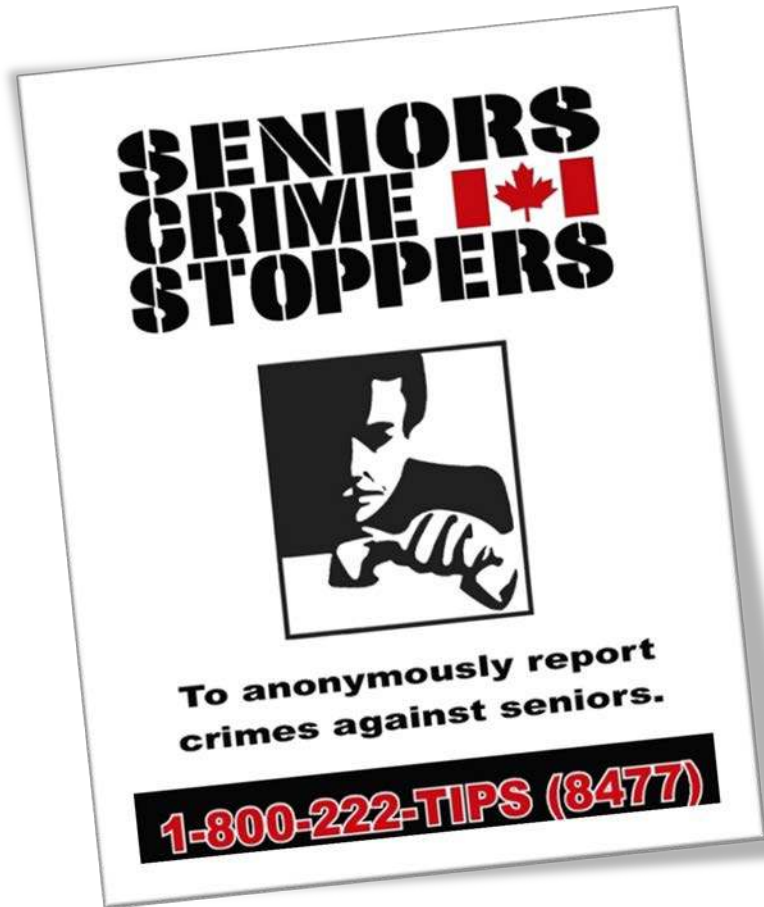
CAFC provides valuable assistance to law enforcement agencies by identifying connections among seemingly unrelated cases.

Toll-Free 1-888-495-8501

Online through the Fraud Reporting System (FRS)

Visit : www.antifraudcentre-centreantifraude.ca/index-eng.htm

Report to Police



Call local Police Service
Seniors Support Officers

CrimeStoppers

www.canadiancrimestoppers.org

1-800-222-TIPS (8477)

Credit Report



Equifax and TransUnion

Request from each agency a copy of your credit report and then review it carefully to see if a scammer opened any accounts or incurred debt in your name. Also ask to put an alert on your credit report in case future scam attempts are made under your name.

Equifax : 1-800-465-7166 or www.equifax.ca

TransUnion : 1-800-663-9980 or www.transunion.ca



Legal Services

Law Society Referral Service (LSRS)

The Law Society of Ontario has a directory of all lawyers and paralegals licensed in Ontario. If you don't have a lawyer, the LSRS can give you the name of a lawyer or paralegal in your area who can provide 30 minutes of free legal consultation.

Toll-free: 1-800-268-8326

Visit : www.lso.ca and click on "Find a Lawyer or Paralegal"



Legal Supports and Services

Advocacy Centre for the Elderly

1-855-598-2656

www.advocacycentreelderly.org

South Asian Legal Clinic

416-487-6371

<https://salc.on.ca>

Office of the Public Guardian and Trustee

1-800-366-0335

www.attorneygeneral.jus.gov.on.ca

Support for Seniors

- ✓ **Support**
- ✓ **Information**
- ✓ **Referral**



1-866-299-1011

-  24/7, 365 days of the year
-  live counsellors, over 200 languages
-  awhl.org/seniors



EAPO'S OUTREACH & RESOURCES

Take advantage
of the tools available.



Social media channels



Information and Referral



Website and Zoom platforms

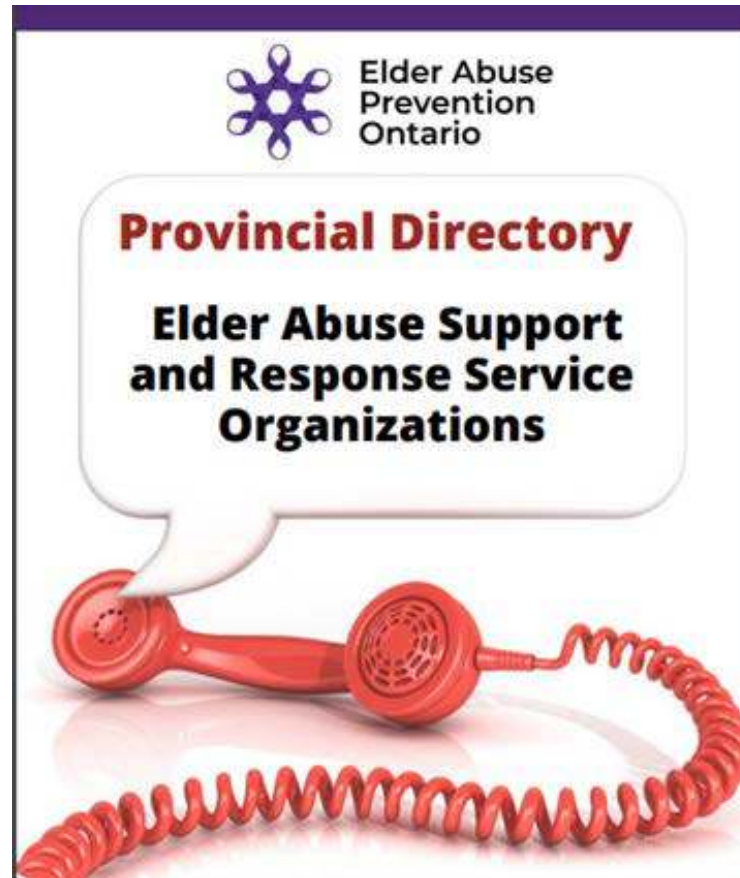


Tools and Resources



Customized Training and
Education

EAPO NEW Resources



www.eapon.ca

EAPo Resources

Safe and Sound: Protect yourself from frauds and scams

Download Fact Sheet

: [English](#) | [French](#) | [Italian](#) | [Korean](#) | [Portuguese](#) | [Russian](#)

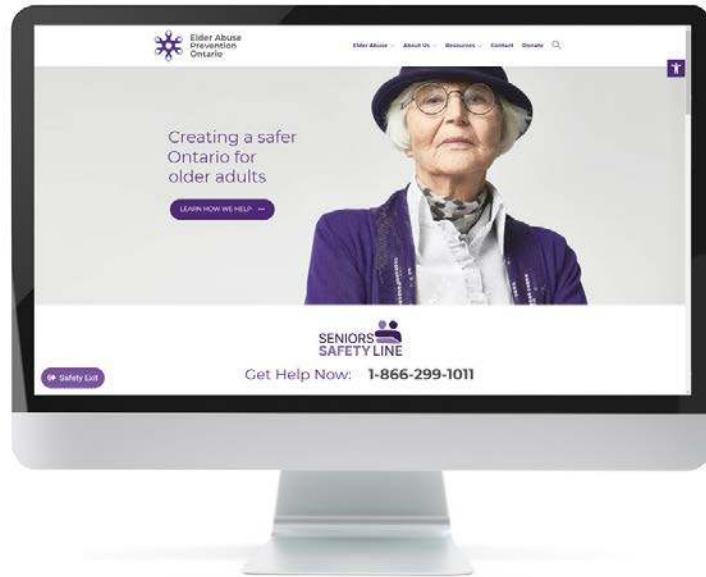
Safe & Sound : Guarding your Financial Security

Download Fact Sheet

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Safe and Sound: A tool to Guard your Financial Security

Download Tool: [English](#) | [French](#) | [Farsi](#) | [Punjabi](#) | [Russian](#)



**Elder Abuse
Prevention
Ontario**

Meet the New EAPO...

Come join us in our fight to make
Ontario safe for ALL older adults.

www.eapon.ca



Upcoming Webinars

March 8th (1pm – 2pm)

Protection Against Investment Scams

Speaker: Chris Allum, Ontario Securities Commission

March 24th (1pm – 2pm)

Understanding Ontario's Estate Administration Tax

Speaker: Jeremy Bertrand, Senior Program Advisory Specialist, Ontario Ministry of Finance

SAVE THE DATE!!

EAPO Provincial Elder Abuse Conference

March 29TH 9:00 am – 12:30 pm

Free Registration

Elder Abuse Prevention Master Classes

March 30th (9:30 am – 12:30 pm)

Reframing Ageism and Abuse

March 31st (9:30 am – 12:30 pm)

Engagement Interventions and Promising Practices

EVALUATION

Please take
a minute
to complete
our survey!





Keep Connected

Elder Abuse Prevention Ontario

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@EAPreventionON

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