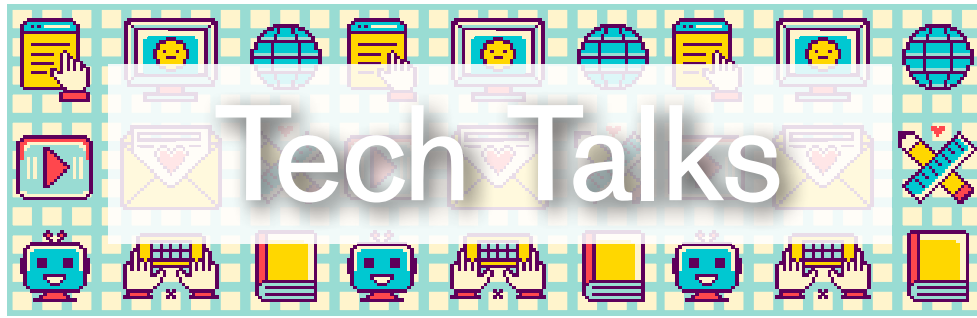


# Tech Talks

*Canada Cares*  
CANADIAN ABILITIES FOUNDATION

Canada Cares is a program of the Canadian Abilities Foundation  
[canadianabilities.org](http://canadianabilities.org)



## Welcome to Tech Talks

***Tech Talks is here to help you build confidence using technology; whether you're exploring social media, managing your online banking, or simply staying in touch with family and friends.***

*We think you'll agree, today's technology can keep you connected with family and friends, make shopping easier and bring entertainment right into your living room. However, learning how to use technology safely simply makes good sense when it comes to personal and financial safety. Technology opens doors to connection, but it also comes with risks, like online scams, identity theft, and misinformation.*

*We're here to help you learn how to use technology, and to share some of the ins and outs of staying scam free and managing your health with technology.*

*Stay safe,  
The Canada Cares Team*

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Supported by:

Funded in part by the  
Government of Canada's  
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Canada

Rexall  
Care Network

caf  
Canadian Abilities Foundation

Shine On

Canada Cares is a program of the Canadian Abilities Foundation (CAF), a national organization supporting inclusion and accessibility for all. We support adults 55+ and caregivers with resources, and tools to navigate today's ever-changing world. Our mission is simple but powerful: to deliver meaningful programs that empower and strengthen communities.

Canada Cares  
CANADIAN ABILITIES FOUNDATION

# Just the beginning



For some of us, it seems like digital technology fueled by AI (Artificial Intelligence) is advancing at a rapid rate. You may have noticed and even used some of the everyday tools where AI is in action. For many older adults trying to understand options, risks and applications can be hard, so let's start with some basics:



- **Maps and navigation:**  
Google/Apple Maps
- **Facial detection and recognition:**  
In iPhone start up

- **Autocorrect and text editors:**  
Grammarly, or Microsoft Word spellcheck
- **Weather forecasting:**  
Phone/Internet apps



- **Banking:**  
E-transfer on your bank app
- **Voice assistants:**  
Amazon Alexa
- **Taxi booking apps:**  
Uber / Lyft
- **Entertainment streaming apps:**  
Netflix / Prime / YouTube
- **Social media algorithms:**  
Facebook Reels



# Understanding your contract

Your phone contract explains what services you're paying for, for how long, and what happens if you want to make changes. There are two main phone plan options in Canada: 1) Postpaid Plans – You pay at the end of the month. 2) Prepaid Plans – You pay up front. Your balance decreases as you make calls, send texts, or use data. Most phone bills have several sections:

- 1 **Monthly Plan Fee:** The fixed amount you agreed to pay every month for your plan (for example, \$50 for unlimited talk and text).
- 2 **Add-Ons or Extras:** Charges for extra features, like extra data, long-distance minutes, or international calling.
- 3 **Usage Charges:** Fees for going over your plan's limits – for example, using more data than your plan includes.
- 4 **Taxes and Regulatory Fees:** Sales taxes and a 911 fee to support emergency services.
- 5 **Length of contract:** Most contracts are 24 months.
- 6 **Device cost:** You may have to pay off the balance if you cancel early.
- 7 **Changes during contract:** Read the fine print before you sign and understand the amount of data on your plan, long distance and out-of-country charges, etc.
- 8 **Renewal and cancellation:** After your contract ends, you can switch carriers or plans without penalty.



## Accessibility features

**Most devices today have accessibility settings for seniors or people with disabilities. Look for:**

- ✓ Large text and buttons
- ✓ Voice commands (like Siri or Google Assistant)
- ✓ Screen readers for low vision
- ✓ Hearing aid compatibility
- ✓ Emergency SOS features



# Other ways to connect

These days there are plenty of options that will help you to stay in touch.

- Start simple. You can always upgrade later.
- Ask about senior-friendly discounts.
- Check accessibility features.
- Protect your device with a sturdy case to prevent damage.

## 1 Tablets:

Best for: Reading, video calls, and browsing.

- o Larger screens, easy on the eyes.
- o Great for watching videos, reading eBooks, or using apps.
- o Can connect to Wi-Fi or a data plan if needed.

Examples: iPad, Samsung Galaxy Tab.

## 2 Home Phones (Landlines):

Best for: Reliable calling at home.

- o Plugged into your wall or modem.
- o Clear audio quality.
- o Some plans bundle with TV or Internet.

## 3 Smartwatches:

Best for: Health tracking and quick calls.

- o Monitors steps, heart rate, or falls.
- o Some allow you to make calls or send messages.
- o Connects with your wireless or smartphone plan.

Examples: Apple Watch, Samsung Galaxy Watch.



# Selecting the right device

## Things to Consider Before Buying

- o **Ease of use** – Is it simple to navigate?
- o **Screen size** – Bigger screens are easier to read.
- o **Battery life** – Longer life means less frequent charging.
- o **Budget** – Basic phones can be under \$100; smartphones range from \$200 to over \$1,000.
- o **Support** – Check if your provider or store offers tutorials or tech support.

# Understanding Artificial Intelligence (AI)

You already have heard a lot about smart devices and Artificial Intelligence (AI). It may seem intimidating but AI is a powerful tool that can enhance productivity, gather information and provide emailing and interesting solutions in a variety of different situations.

**AI vs Internet:** There is a difference between AI and the Internet. The Internet is where you find information. AI helps you interact with it more easily, by chatting, asking questions, or getting help in real-time.

**Recognize its limitations:** To protect yourself and loved ones, it's crucial to establish boundaries to ensure safe usage of personal data, etc.

**Check your results:** Generative AI tools like chatbots and image generators sometimes produce misleading or wrong information and bad advice. Often this is based on incorrect prompts, inaccurate current event information and basic information, basic errors in simple calculations or language nuances.

Be sure to fact check everything, look for grammatical or terminology errors and avoid using ChatGPT for complex or critically important tasks.

## Learning the lingo

Term	What it means	Example
AI (Artificial Intelligence)	Smart machines	Siri, Google, Alexa
Machine Learning	AI that learns	Netflix recommends shows to you
Generative AI	AI that creates	ChatGPT creates content
Natural Language Processing	Understands language	Text-to-speech, chatbots
Computer Vision	Sees images	Face ID, photo tagging

# A look at safer online shopping

You can shop online safely, but there are a few important considerations to ensure the best experience.



## Check website security:

- Look for 'https://' in the URL and a padlock.
- Avoid sites with broken links, or unusual domains.



## Use trusted websites:

- Stick to well-known retailers like Amazon, Walmart, and eBay.
- Be cautious of third-party marketplace sellers.

## Research the seller

- Use the Better Business Bureau to check credibility.
- Search online reviews and forums for customer ratings.

## Look at product reviews

- Compare reviews across different platforms.
- Be wary of overly positive or generic reviews.

## Check policies and prices

- Look for clear return instructions, time limits and shipping costs.
- Ensure the site has a privacy policy that protects your data.
- Compare costs and features.

## Warning signs of bank fraud to watch for:

- ✓ Unsolicited banking alerts claiming your account is locked or compromised.
- ✓ Unexpected transactions in your bank statements.
- ✓ Requests for sensitive information via phone, email, or text.
- ✓ Fake password reset notifications urging immediate action.



# All about scams



**There are a number of different types of scams to watch out for:**

**Romance scams:** Criminals creating fake online identities to build romantic relationships with victims, ultimately manipulating them into sending money or other assets.

**Prize scams:** Phone calls or emails from fraudsters advise seniors they've won a Readers Digest subscription, lottery or sweepstakes prize. They ask for credit card or etransfer information to cover the taxes and legal fees. No prize arrives of course and often credit cards or bank accounts are compromised.

**Health scams:**

- **Online pharmacies** that offer medication without a prescription.
- **Products are sold at low prices** compared to the market value.
- **Items and services that are promoted** by testimonials with people falsely claiming to be cured.
- **Requests for upfront costs** for treatments and products.
- **Promises of secret cures**, or quick and effective remedies for serious medical conditions.

**Fraudulent 'phishing' emails:** Fraudulent attempts to steal sensitive information like usernames, passwords, and credit card details by disguising themselves as legitimate communications.

**Phone scams (text or call):** Attempts to trick individuals into revealing personal or financial information via phone calls or text messages.

**Identity theft:** Cyber criminals steal your online information to create fake profiles and/or accounts on social media or websites, in order to steal your money or data.

**Amazon / Netflix:** Scammers are sending fake renewal emails that might include personal information. They may also have a 'cancel subscription' or last warning button.



# ABCs of avoiding scams

Older adults have been shown to be at risk of being victims of online criminals.  
Here are some ways to protect yourself, and others:

- A. Don't click on suspicious links** in emails or text messages, even if they appear to be from a trusted source.
- B. Be cautious** of unsolicited calls or emails requesting personal information, especially financial details.
- C. Verify the sender's email** address and website URL before sharing any information.
- D. Be wary of urgent** or alarming messages that demand immediate action.
- E. Limit personal information sharing.** Be mindful of the information shared on social media and other online platforms.
- F. Adjust privacy settings** on social media accounts to control who can see your posts and profile.
- G. Use strong and unique passwords.** Enable two-factor or multi-factor authentication (2FA/MFA) for added security when available.
- H. Avoid using the same password** across multiple accounts.



**Cyber incidents in Canada have tripled over the last two years:**

- ✓ Use secure networks (not public ones).
- ✓ Install antivirus software.
- ✓ Update operating systems and browsers.
- ✓ Only use web sites with https://

Source: Insurance Portal

More than  
**\$332.74**  
million  
lost to on-line  
fraud in 2022.

# Viruses and cyber attacks

Software hidden in attachments, downloads and links are referred to as malware. It can be transferred during your use of the Internet or from email messages. Malware can infect your devices and cause challenges when you try to use your computer or phone.

## 5 signs that your device may be infected include:

- 1) Slow performance when loading or sending
- 2) Unusual pop-ups in front of regular content
- 3) Unauthorized charges on accounts
- 4) Device overheating or shutting down
- 5) Missing or encrypted files that you can't open



**If you suspect malware on your device, take the following steps:**



**Disconnect from the Internet –** This prevents further data theft or malware spread.

**Run an antivirus scan –**

Use security software to detect and remove malware (you may need help).

**Enter safe mode (if necessary) –**

This can prevent malware from working while you remove it.

**Check for suspicious programs and processes –** Identify and uninstall any unfamiliar software.

**Remove malware manually (if needed) –**

If antivirus software fails, manually delete harmful files.

**Restore your system (if necessary) –**

Consider restoring your device to a previous state.

**Change your passwords –** Secure your accounts in case of unauthorized access.

**Theft or further issues–**

Watch for suspicious activity on your accounts.

**Seek professional help (if necessary) –**

If issues persist, consult an expert or reinstall your operating system.



**A new phishing Internet website is created every 20 seconds.**

# Online privacy tips

Practice cyber safety to protect your identity and personal information by getting educated, staying aware and following these tips!

## Social networking

Stay in touch with family and friends by sharing photos and videos, or video.

### Do

- Think before you post information online as personal or private details may be easy to identify from photos or by completing quizzes about yourself.
- Check your default privacy and security settings (example: don't save login details, make profile data private to friends only, etc.).
- Use unique and strong passwords by using a passphrase (example: a password could be "Dylcic2?" which is a passphrase for "Do you like chocolate ice cream 2?"

### Don't

- Overshare or post unnecessary information on social media e.g., vacation plans while on vacation, pictures containing your street address, etc.
- Respond to requests for money.
- Assume people you meet online are who they claim to be.



## Online retail and financial services

You can get many of your essential needs and services from the comfort of your own home now with technology that allows you to shop and do your banking online.

### Do

- Be cautious of offers that are too good to be true.
- Shop from reputable online merchants and secure websites.
- Monitor your financial accounts by checking your statements regularly.



### Don't

- Click on unknown links.
- Save credit card and banking information online.
- Provide online retailers with information that is not needed when making purchases.

Continued.....

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## Social networking

What may seem like a trustworthy call, text or email, may actually be trying to take advantage of you by using official-looking but fake logos and content.

### Do

- Confirm who you are in contact with by contacting the office or individual directly using known or official channels.
- Be careful who you allow and is okay to access to your information.



- Seek legal advice and make sure they know how to protect your information.

### Don't

- Send your personal information in email responses.
- Give out your Social Insurance Number (SIN), Ontario Health Insurance Plan (OHIP), passport or driver's license numbers unless there is legal or valid reason to do so.
- Wait to report any suspicious communications to a trusted person and if appropriate, law enforcement.

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Source: Durham Region Access and Privacy Office.

## Frequently asked questions:

### Q: How do I make a video call with my loved ones?

A: Apps like Zoom, FaceTime, WhatsApp, or Skype allow video calling. You'll need an internet connection and the app installed on your device.

### Q: How do I order groceries or prescriptions online?

A: Stores like Walmart, Loblaws, Metro, and Shoppers Drug Mart offer online shopping. You can schedule delivery or pickup, and some services have senior-friendly options.

### Q: How do I use a QR code?

A: Open your phone's camera and point it at the QR code. A link should appear on your screen—tap it to open a website or resource.

### Q: How do I find reliable news online?

A: Use trusted sources like CBC News, CTV, BBC, or Canadian Press. Be cautious with sensational headlines and double-check stories with fact-checking sites like Snopes.

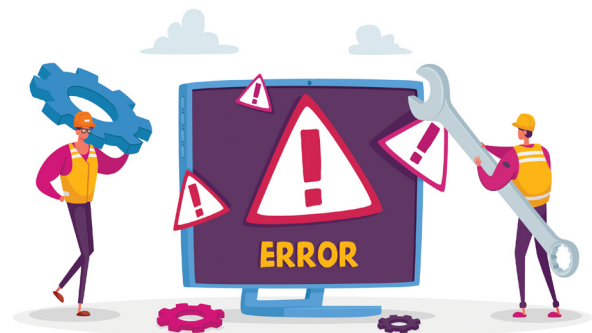
# Troubleshooting tips

We can all feel overwhelmed when dealing with technology problems. Looking for a quicker-than-usual-fix? Try these:

Issue	Fix
<b>My phone won't turn on</b>	Charge it for at least 30 minutes. Make sure the charger and outlet are working. If it still won't start, try a different charger or outlet.
<b>I can't connect to Wi-Fi</b>	Make sure the Wi-Fi setting is turned on, on your computer or phone. Restart your modem or router by unplugging it for 30 seconds. Check if other devices can connect – the problem may be with your Internet provider.
<b>My screen is frozen</b>	Hold down the power button until the device restarts. On tablets or smartphones, a forced restart often fixes the issue.
<b>I forgot my password</b>	Use the "Forgot Password" link on the login screen. Create a new, simple password you can remember, like a short phrase. Write it down and keep it in a safe place.
<b>My device is slow</b>	Close apps you're not using. Delete old photos, videos, or apps to free up storage. Restart your device.
<b>I can't hear the sound</b>	Make sure the volume is up. Check if your phone is on silent or vibrate mode. Plug in and unplug headphones to reset sound settings.

**If you've tried the basics and the problem isn't fixed:**

- Call your service provider's tech support line.
- Ask a trusted friend or family member for help.
- Visit your local library or community centre which may offer free tech support for seniors.



# Technology and your health

**There's no shortage of new healthcare tools and tips designed to help you and those you care for stay safe and live more comfortably.**

From devices that monitor blood pressure and insulin levels to digital calendars, online wellness programs, and educational apps, these resources can make managing health easier and more convenient. But with so many options available, it's understandable if things feel overwhelming or confusing at times. Don't worry, you're not alone! Keep reading to discover how gaining confidence in using these tools can truly make a difference in your daily life and overall well-being.

## Forget-me-not



With more than 50% of people not taking their medication as prescribed, it simply makes sense to let technology act as your personal reminder. It can:

- ✓ Help you take meds on time.
- ✓ Help you manage prescriptions and renewals.
- ✓ Help you to ensure you're taking the correct dose.
- ✓ Help caregivers keep track too.

## 6 Safe ways to manage your medications

- 1 Maintain an up-to-date list of all medications.
- 2 Read labels and follow instructions carefully.
- 3 Don't hesitate to ask your pharmacist or doctor questions.
- 4 Never share medication.
- 5 Check expiration dates and discard at the pharmacy.
- 6 Don't mix any type of medication with alcohol.



## Medication safety checklist

- ☐ I have told all my doctors and my pharmacist about all of the medicine I am taking (prescription, over-the-counter, or herbal) as well as my use of alcohol and/or tobacco.
- ☐ I read the instructions for new medications to check for side effects.
- ☐ I take my medication exactly as prescribed or know of any alternative instructions in case I forget to take it.
- ☐ I carry a list of the medications I am currently taking, and my family/caregivers are aware of what I am taking.
- ☐ If I have medication allergies, I wear a bracelet or necklace to show this.
- ☐ I use only one pharmacy for all my prescription needs.
- ☐ I have gone through my medicine cabinet and discarded any medicines that are past the "Best before" date.





## What are digital health records?

These are electronic (computerized) versions of your medical history vs paper copies. Doctors pharmacist and labs use them for prescription management, test results and immunizations tracking:

- Records are stored centrally and securely.
- Health information is updated after appointments.
- Data can only be accessed and shared by authorized healthcare providers and yourself.
- Depending on the type of programming used, you can receive messages, update personal information and add risk factors/ over the counter medications you are taking etc.

The Be Well™ App used by Rexall Pharmacy is a digital wellness tool designed to simplify medication management. It offers features like prescription tracking, refill notifications, access to vaccination records and the ability to manage multiple health profiles, great for people who are caregivers.

### Q What can I do with the Be Well™ App?

A You can book pharmacy appointments (e.g., vaccinations, consultations), manage and refill prescriptions, load your weekly offers, track rewards points and access health reminders.

### Q How do I download this application?

A You will need a mobile device to fully experience the benefits of the Be Well™ App. You can search for Be Well™ in your phone's app store and download it.

### Q I am a caregiver for my elderly parents- how do I manage their medication?

A To set up a profile, your parents must grant permission at their Rexall pharmacy. Once approved, you can view and manage their medication history and prescriptions directly in the app.

### Q Can I manage more than one person in the app?

A Yes, you can create and manage multiple profiles for family members such as children, parents, and even pets, making it easier to oversee everyone's health needs.

### Q Is this service free?

A The app is free to download and the services are free to use at any Rexall pharmacy.

### Q What happens if I have questions?

A Please visit [Rexall.ca](http://Rexall.ca) or speak to your local Rexall Pharmacist.





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dedicated health professional go to

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2025-canada-cares-nominations](https://canadianabilities.org/2025-canada-cares-nominations)**

**Deadline: December 31, 2025**

\*For contest rules and regulations see website.

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