

## Support Seniors in Your Community

### What to do if a Senior Shows Real Concern

If someone says they may have been contacted by a scammer or feels unsure about a recent interaction, listen and stay composed.

Encourage them to avoid rushing by taking immediate action. Instead, suggest talking with a trusted family member or contacting their bank directly using a phone number that they already know.

If they have already identified someone they trust, encourage them to check with that person before taking any next steps.

Do not try to solve the situation alone. Your role is to support, not to manage or investigate.



### A Final Reminder...

Approach every conversation with patience and respect.

Seniors provide us with insights into a lifetime of experience and deserve to be treated with dignity and respect.

Clear listening, careful language, and permission to pause are often the most useful things you can offer.

## Youth Volunteer Field Guide

### Talking With Seniors About Scams and Fraud

Your role is not to warn, lecture, or scare. It is to listen first, share information carefully, and leave behind something useful they can return to later if they choose.

### Why Your Role Matters

Many seniors are targeted by scammers not because they lack intelligence or awareness, but because scammers rely on pressure, urgency, and emotional manipulation. When someone feels rushed or worried, it becomes harder to pause and think clearly.

Taking a few minutes to listen and share clear information can help a senior feel less alone and more confident.



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## Striking up an Engaging Conversation

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### How to Start the Conversation

Begin in a way that feels natural and respectful. Ask permission before sharing anything.

**You might say:**

“Have you heard about some of the phone or email scams people have been talking about lately?”

“Has anyone contacted you recently asking for money or personal information?”

“Would it be okay if I shared a few things people are watching out for?”

If someone is not interested, thank them for their time and move on. Respecting boundaries helps maintain trust.

## When to Engage and When to Hold Back

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### How to Talk About Scams

When scams come up, focus on situations rather than mistakes. Scams are designed to sound believable, anyone can fall victim.

**Helpful language includes:**

“This is happening to a lot of people right now.”

“Scammers often try to rush people so they do not have time to check.”

“It can sound convincing at first.”

Avoid language that sounds judgmental or dismissive. Never suggest that scams only happen to people who are careless or uninformed.

Tone matters more than detail. Remaining calm helps others.

If it feels appropriate, ask who the senior usually checks in with, and encourage them to keep that person in mind for future situations.

### Al-Amīn

Many people find it helpful to decide in advance who they will check with before having to act on urgent or confusing requests. Having a Trusted Contact in mind makes it easier to pause, think clearly, and avoid making decisions under pressure.

### When to Pause or Step Back

Pay attention to how the conversation feels. If someone seems overwhelmed, or uncomfortable, it is okay to slow down. Thank them for listening and give them space.

**You are not expected to convince anyone.**

**Your goal is to offer support, not agreement.**

### Key Ideas to Share

You do not need to explain everything. A few clear ideas are enough.

**If you remember nothing else, focus on these points:**

→ Pressure is a warning sign.

→ It is always okay to hang up or stop responding.

→ Checking with someone you trust is a smart step.

Repeating these ideas calmly is more effective than listing many rules.

### What to Leave Behind

Whenever possible, leave a simple handout behind.

**You can say:**

“Here’s something you can look at later if you want.”

“There’s no need to read it now.”

Do not insist that they keep it. The choice should always be theirs.