



CANADIAN NETWORK for
the PREVENTION of ELDER ABUSE

RÉSEAU CANADIEN pour la PRÉVENTION
du MAUVAIS TRAITEMENT des AÎNÉS



Elder Abuse
Prevention
Ontario



Connected Canadians
Canadiens Branchés



▶ **FREE WEBINAR**

Increasing Digital & Financial Literacy

Thursday, April 4th

1:00 PM - 2:00 PM (EST) 

Presenter :

Jesse Smith, Accessibility and Dementia Lead, Technology
Mentor & Instructor, Connected Canadians

Ontario 

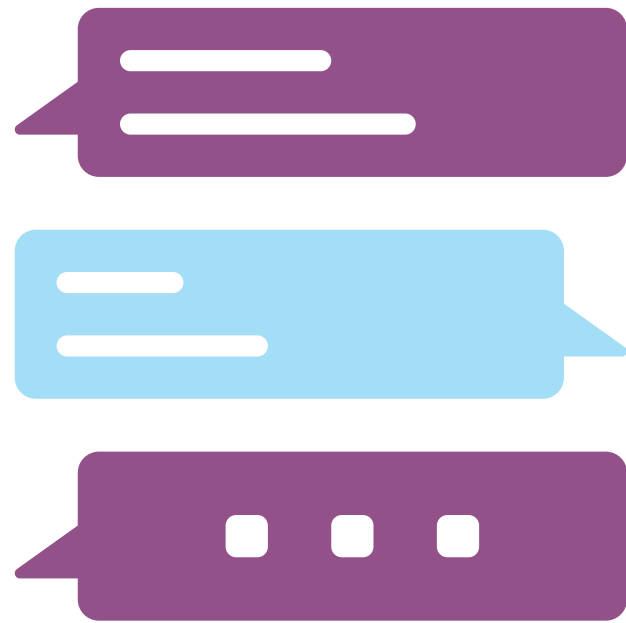


LAND

ACKNOWLEDGEMENT

WEBINAR LOGISTICS

Communication

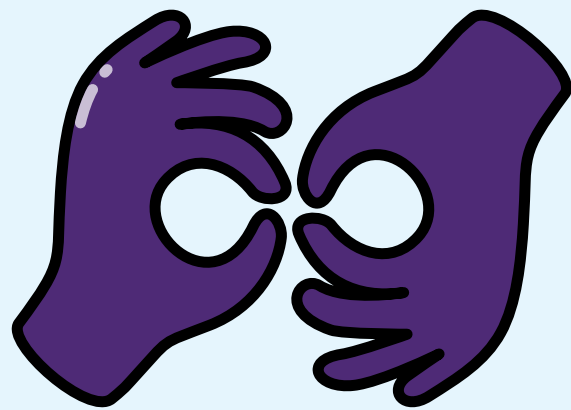


Microphones: All attendees will be muted during the webinar.

CHAT Box - Welcome to post comments during the session.

Q & A - Type your questions in Question/Answer box. Responses will be posted during the webinar and/or addressed to the speaker after the presentation.

ASL



- **Image and name** (ASL Interpreter) on screen
- PIN ASL Interpreter - Option on your computer - click name of person
- Speaker /Gallery view- Grid at top of right corner - choose the layout of images on your screen
- Closed Captioning- Enable or Disable

WEBINAR LOGISTICS

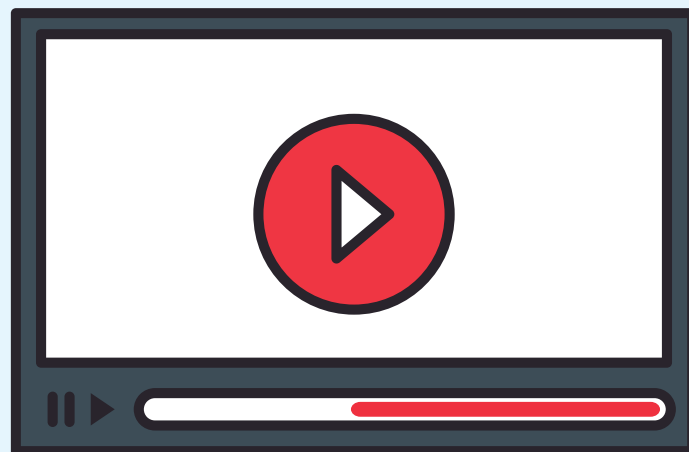
Evaluation



Your feedback on knowledge gain from the session and suggestions for future topics is appreciated. Options to access survey:

- Pop-up notice on computer at end of session with survey link
- Follow-up email with survey link

Recording



A recorded version of this webinar will be available on EAPO's website within 1-2 days after the session.

Links and documents shared during the webinar will also be posted.



Respecting Privacy and Confidentiality



We appreciate 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.



**Elder Abuse
Prevention
Ontario**

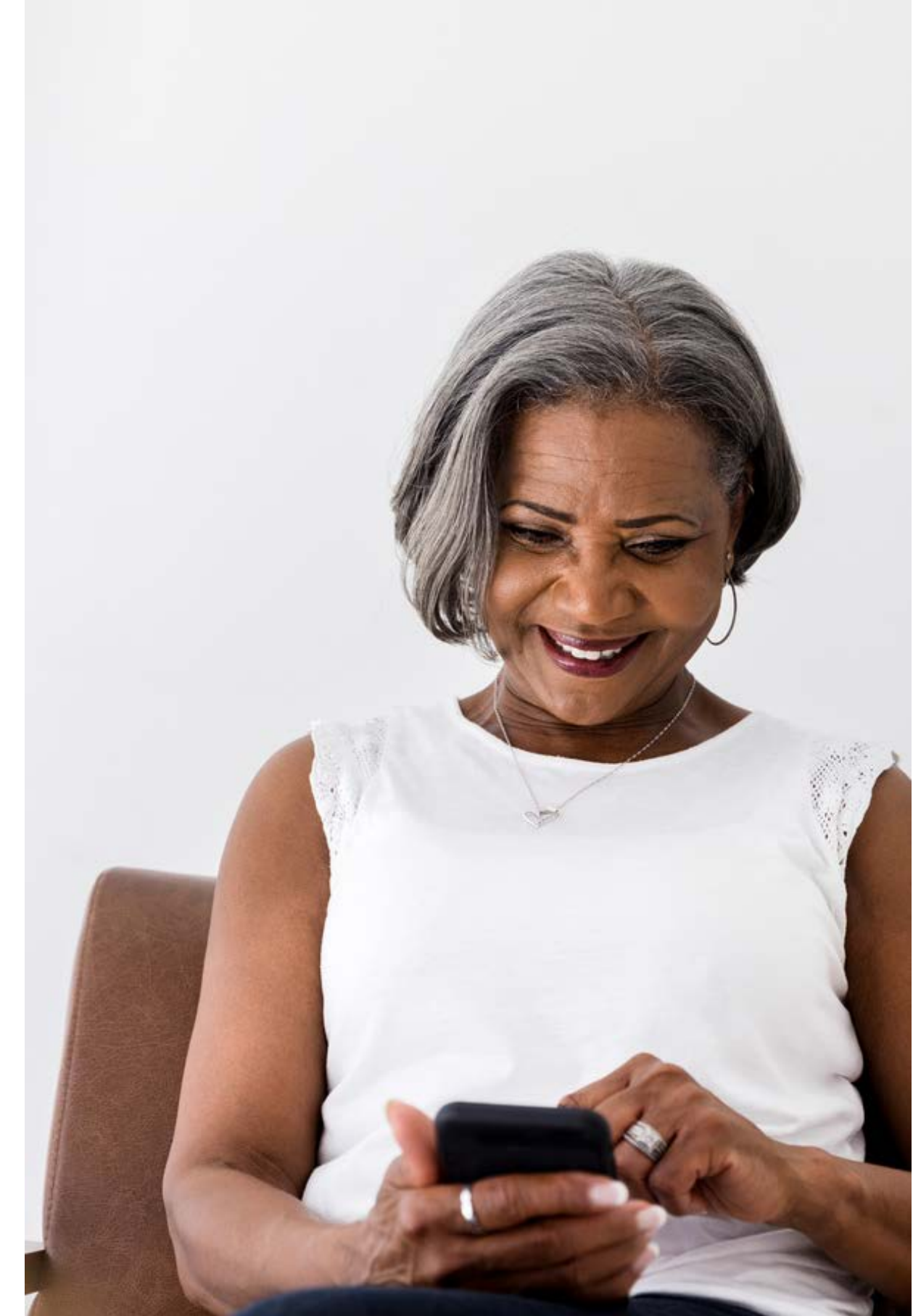
MISSION

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

EAPO is mandated to support the implementation of Ontario's Strategy to Combat Elder Abuse.

Funded by the ON Government, under the Ministry for Seniors and Accessibility (MSAA)

Ontario



STOP ABUSE –

SIMPLY PUT, WE ALL HAVE A ROLE TO PLAY

RESTORE RESPECT



Canadian Network For the Prevention of Elder Abuse

MISSION

The CNPEA works to improve awareness, supports, and capacity to develop a national coordinated approach to elder abuse and neglect. We promote the rights of seniors through knowledge mobilization, collaboration, policy reform and education.

VISION

All seniors in Canada have access to the services and supports necessary to lead a quality life in their communities and live without fear of violence or neglect.

@cnpea

www.cnpea.ca

Presenter



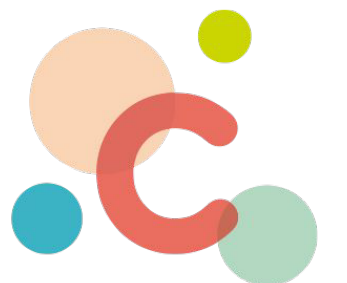
Jesse Smith

Accessibility and Dementia Lead,
Technology Mentor & Instructor,
Connected Canadians

Jesse is an educator and hospitality professional with 20 years of client-facing experience. He holds an MA in religious studies and theology and is currently completing a Ph.D. in theology. Earlier in his career, Jesse worked with students at Saint Paul University and the Atlantic School of Theology, delivering digital courses and workshops using a variety of software tools.

He has also previously served as a minister and currently sits on the governing board of the Canadian Council of Churches. A versatile educator, Jesse has held management positions in a variety of hospitality venues, including four-star hotels and Canada's National Arts Centre. Jesse's teaching style is as varied as the subjects he has taught, which include puppeteering, flatwater canoeing, ethics, and mixology. He recently moved from Ottawa to New Brunswick with his wife and two sons.

Increasing Online Financial Literacy of Canadian Seniors



Connected Canadians

Agenda

- About Connected Canadians
- Getting started
- What you can do with online banking
- Tips for online banking safety

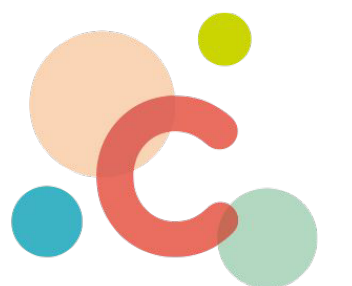


About Connected Canadians



About Connected Canadians

- We are a nonprofit organization that promotes digital literacy skills amongst seniors and older adults by providing free technology training and support.
- We believe that all people should be empowered to use technology safely and effectively, to engage with loved ones and to enhance their quality of life.
- Learn more, and receive ongoing support via www.connectedcanadians.ca or reach out via 1-877-304-5813 (toll free)



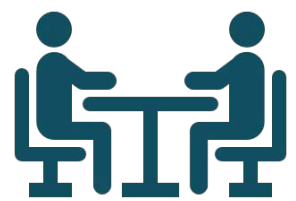


Connected Canadians
Canadiens Branchés

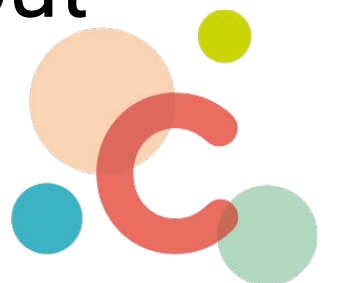
Empowering Canadian Seniors: Our Client Stories



Technology mentor support

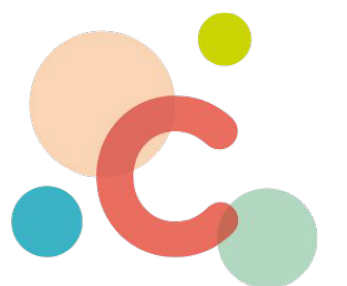


- Connected Canadians technology mentors work directly with seniors, through emails, phone calls, Zoom sessions and more.
- We help seniors learn anything they would like to know, helping to guide individuals with varying skill levels and encouraging independent and confident use of technology on any device.
- Sessions can be booked through email, online at the website, or by phone; seniors will receive a confirmation email as well as an email reminder the day of the session. Call 1-877-304-5813 (toll free) for more information.
- After the session, the client will receive a feedback form to tell us about their experience.



Other programs CC offers

- Remote workshops
- Connections through Art (with the National Gallery of Canada)
- Employer sponsored volunteering
- Device lending & donations
- Organizational Volunteer Training
- Virtual Chair Mobility Fitness Class



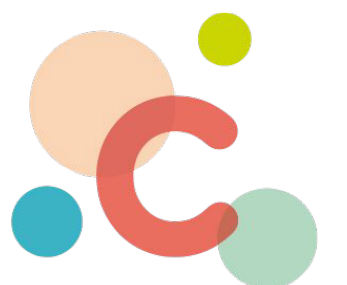
Getting started

Registering for EasyWeb

- If you already have a TD bank account, registering for EasyWeb is a short process
- Have your access card handy, and follow these instructions:

<https://www.td.com/ca/en/personal-banking/how-to/easy-web/register-with-personal-account>

(or if you must type in this address, use this shortened version: <https://tinyurl.com/y6w5dkvy>)



Connected Canadians

What you can do with online banking

With online banking, you can

View account balances,
transactions, and statements

Transfer money between
accounts

Pay bills

Send money to other people

And more!

- Order cheques
- Set up direct deposit
- Request new accounts and products

Viewing account balances, transactions, and statements

View account balances

TD Home | Apply | My Profile ▾ | Logout | Site Search

TD My Accounts | Contact Us | Products & Services | Markets & Research | Life Planning

Accounts [Help](#) | [Print](#)

My Inbox: [Unread messages \(1\)](#) | [New statements \(0\)](#)

My Personal Summary

Banking:	\$0.00
Total:	CDN \$0.00

Canadian-based Accounts

Banking	Balance	Download
TD EVERY DAY SAVINGS ACCOUNT -	\$0.00	<input type="checkbox"/>
TD EVERY DAY SAVINGS ACCOUNT -	\$0.00	<input type="checkbox"/>

[Open a new account >>](#)

Banking total:	CDN \$0.00
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Credit Cards, Loans & Mortgages

You currently have no Credit Cards, Loans or Mortgages. [Apply for a Credit Card, Loan or Mortgage >>](#)

Investments

You currently have no TD Investments. Purchase an Investment today. [Purchase an Investment >>](#)

Running out of cheques? >
Learn how to order cheques through EasyWeb. [View All Tips](#)

Spreadsheet (.CSV) ▾ [Download](#)

All transactions to the close of the previous BUSINESS day will be downloaded except for credit card activity. Please note: We have discovered a temporary issue that occurs while you are downloading your credit card activity to your preferred version of accounting software. This may cause some transactions to appear more than once. We are working to correct this issue and apologize for any inconvenience. It's important for you to verify your information and remove any duplicate entries. Recently posted credit card payments may not be included in your download.

My Links
[Choose my links](#)

- > Pay Bills
- > Make a Transfer
- > Purchase Mutual Funds
- > WebBroker

Saving made simple >

View transactions

Activity | **Manage**

[Direct deposit form \(PDF\) ?](#) | [Dispute a Transaction](#)

View All Transactions 30 days | 60 days | 90 days | 120 days

– Search by Month (up to 18 months)

Month Jul Year 2023

From Jul 1 2022 To Jul 30 2023 Search

Your transactions for **Jul 2023**

Date ↑	Transaction Description ↕	Withdrawals ↕ ?	Deposits ↕ ?	Balance
Jul 04, 2023	OPEN ACCOUNT	0.00		\$0.00
Total :		\$0.00	\$0.00	

Select Download Format Download

All transactions to the close of the previous BUSINESS day will be downloaded. [View supported versions of the software downloads.](#)

View statements

The screenshot shows the TD My Accounts website interface. At the top, there is a navigation bar with links for 'TD Home', 'Apply', 'My Profile' (with a lock icon and a dropdown arrow), 'Logout', and a 'Site Search' box with a magnifying glass icon. Below this is a dark green header with the TD logo and navigation links for 'My Accounts', 'Contact Us', 'Products & Services', 'Markets & Research', and 'Life Planning'. The main content area is titled 'Statements & Documents' and includes a 'Help' link. A secondary navigation bar has 'Activity' and 'Manage' tabs, with 'Manage' highlighted by a dashed border. The 'Manage' tab contains a 'Delivery Preferences' section with the text: 'Choose how you would like us to send you statements, legal notices and other important information.' and a link 'Edit your delivery preferences >'. Below this is a link: '+ Learn more about Statement Retention and Availability Rules and Consent to Electronic Document Delivery'. On the left side, there is a vertical menu with categories: 'Accounts' (containing Personal Accounts, Small Business Accounts, Statements & Documents, Communications, Session History, and Order Foreign Currency), 'Pay Bills', 'Transfers' (containing Interac e-Transfer* and TD Global Transfer), 'Investments', 'Add Accounts & Services', and 'Profile & Settings'.

TD Home | Apply | My Profile ▾ | Logout | Site Search

TD My Accounts | Contact Us | Products & Services | Markets & Research | Life Planning

Statements & Documents [Help](#)

Activity | **Manage**

Delivery Preferences

Choose how you would like us to send you statements, legal notices and other important information.

[Edit your delivery preferences >](#)

[+ Learn more about Statement Retention and Availability Rules and Consent to Electronic Document Delivery](#)

- Accounts
 - Personal Accounts
 - Small Business Accounts
 - ▶ **Statements & Documents**
 - Investment Documents
 - Delivery Preferences
 - Communications
 - Session History
 - Order Foreign Currency
- Pay Bills
- Transfers
 - Interac e-Transfer*
 - TD Global Transfer
- Investments
- Add Accounts & Services
- Profile & Settings

Transferring money between accounts

Transfer money between accounts

TD Home | Apply | My Profile ▾ | [Logout](#) |

TD [My Accounts](#) | [Contact Us](#) | [Products & Services](#) | [Markets & Research](#) | [Life Planning](#)

Accounts

Pay Bills

Transfers

- ▶ **Between My TD Accounts**
 - Foreign Exchange (Canadian / US)
 - TD Bank (US) to TD (Canada) Transfer
 - Set Up Pre-authorized Transfer Service

Interac e-Transfer®

TD Global Transfer

Investments

Add Accounts & Services

Profile & Settings

My Links
[Choose my links](#)

- ▶ Pay Bills
- ▶ Make a Transfer
- ▶ Purchase Mutual Funds
- ▶ WebBroker

Between My TD Accounts - Transfer Funds [Help](#)

Step: 1 of 3

From: ▾

To: ▾


Amount: \$


Note: To transfer funds from your Canadian based TD Canada Trust bank account to your U.S. based personal bank account with TD Bank, America's Most Convenient Bank, please select TD Global Transfer from the left-side navigation menu and choose the Send to Card transfer method.

[Clear](#) [Next »](#)


Smart, secure ways to transfer money

Transfer money within Canada



- › [Interac e-Transfers](#)
- › [Visa Direct](#)
- › [Compare ways to transfer online](#) 

Transfer money internationally

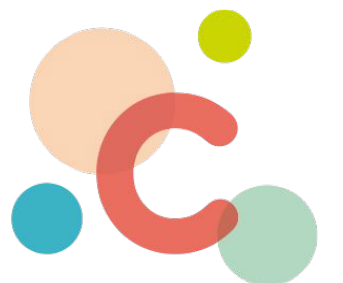


- › [TD Global Transfer](#)
- › [Cross Border Banking](#)
- › [Wire Transfers \(Learn More !\[\]\(c03112ee263a906bbf549fae85097b06_img.jpg\)\)](#)

Paying bills

Paying bills

- Before you can pay a bill, you need to enter the payee to specify the organization that you are paying and your account information.
- Sometimes multiple organizations appear with similar names; if you cannot determine which organization to choose, contact the payee directly to ask them which item to choose.



Add a payee

TD Home | Apply | My Profile | Logout | Site Search

TD My Accounts | Contact Us | Products & Services | Markets & Research | Life Planning

Accounts

Pay Bills

- ▶ **Pay Canadian Bills**
- Make a Stop Payment
- Make a Donation

Transfers

Interac e-Transfer®

TD Global Transfer

Investments

Add Accounts & Services

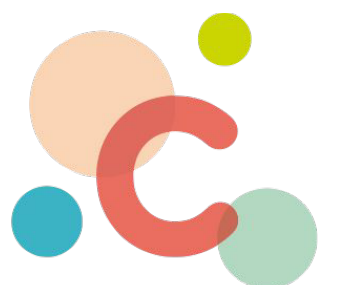
Profile & Settings

Pay Canadian Bills [Help](#)

It's easy to pay your bills in EasyWeb. To get started, add one or more payees. Once added, you'll be able to make a payment to any of your payees.

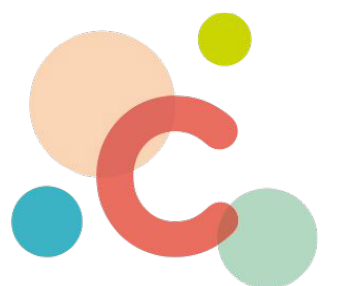
Add payee

To send funds to another TD customer using Pay Bills, first add them as a personal payee. [Learn how to add a personal payee.](#)



Paying bills

- You can choose to pay bills immediately or set up recurring payments.
- For example, if your gas bill is always due on the 17th of the month and the payment is always between \$95 and \$100, you can create a recurring payment for the 17th of every month for \$100.



Pay bills

TD Home | Apply | My Profile ▾ | [Logout](#) |

TD [My Accounts](#) | [Contact Us](#) | [Products & Services](#) | [Markets & Research](#) | [Life Planning](#)

Accounts

Pay Bills

- ▶ **Pay Canadian Bills**
 - Payment History
 - Scheduled Payments
 - Add Payee
 - Customize Payee List
 - Pay U.S. Dollar Visa Card
- Make a Stop Payment
- Make a Donation

Transfers

Pay Canadian Bills [Help](#)

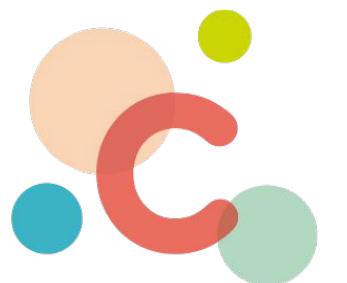
1 **Select Payee** | 2 Payment Details | 3 Verification | 4 Confirmation

To pay one or more payees, check the box beside each payee you want to pay then select **Pay selected payees**. You can choose the account you want to make payment from in the next step.

[Add payee](#) | [Pay Selected Payee\(s\)](#)

Select	Canadian Payee ▾	Last Payment ▾ ?
<input type="checkbox"/>	ENBRIDGE GAS INC. [REDACTED]	--

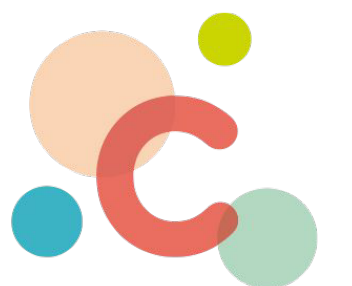
[Add payee](#) | [Pay Selected Payee\(s\)](#)



Transferring money to
other people

Transferring money to other people

- Just like you can send money to an organization to pay a bill, you can also send money to another person.
- To do this, you must
 1. Register for e-transfers
 2. Add the person that you want to send money to as a contact
 3. Use EasyWeb to send money to a contact



Register for e-transfers

TD Home | Apply | My Profile ▾ | [Logout](#) |

TD [My Accounts](#) | [Contact Us](#) | [Products & Services](#) | [Markets & Research](#) | [Life Planning](#)

Accounts | Pay Bills | Transfers | **Interac e-Transfer®** | TD Global Transfer | Investments | Add Accounts & Services | Profile & Settings

Interac e-Transfer®

- ▶ **Send Money**

My Links

[Choose my links](#)

- › Pay Bills
- › Make a Transfer
- › Purchase Mutual Funds
- › WebBroker

Interac e-Transfer® - Registration [Help](#)

Step 1 of 3 - Enter Information

You can use *Interac* e-Transfer to send, request and receive money to/from a person or business with an eligible bank account at a participating Canadian financial institution. It only takes a few minutes to register.

Your **email address** is **required** – it'll be used to send you notifications for your transactions. Providing a mobile number is optional. Standard message and data rates may apply from your wireless carrier.

My Name **MADELEINE KNUTH**

Email Address

Mobile Number (optional)

Save email and/or mobile to TD Profile
Select to update your contact information for your **personal** TD Canada Trust accounts.

By updating your contact information, TD may share, collect, use and disclose it in accordance with our [Privacy Agreement](#).

Set up Autodeposit (recommended)
With Autodeposit, **money you receive** via *Interac* e-Transfer can be automatically deposited into your account.

To set up Autodeposit, select a deposit account below, and review and agree to the Autodeposit terms. You can skip this step by selecting 'Next'.

Select an account

Adding a contact

- When you add a contact, you can choose to send money by email or by text.
- You must ensure that you enter the email address or phone number exactly and check that it is correct. If you get the number wrong, whoever has that contact information can accept the money that you send.



Add a contact

TD Home | Apply | My Profile ▾ | [Logout](#) |

TD [My Accounts](#) | [Contact Us](#) | [Products & Services](#) | [Markets & Research](#) | [Life Planning](#)

Accounts | Pay Bills | Transfers | **Interac e-Transfer®** | TD Global Transfer | Investments | Add Accounts & Services | Profile & Settings

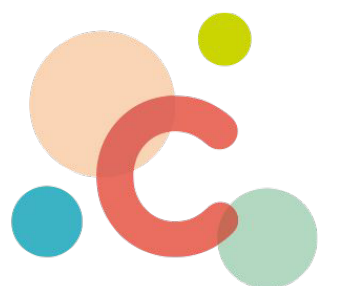
Interac e-Transfer® - Manage Contacts [Help](#) | [Print](#)

Add or edit your *Interac e-Transfer®* contacts.

[Request Money](#) | [Send Money](#) | [Add Contact](#)

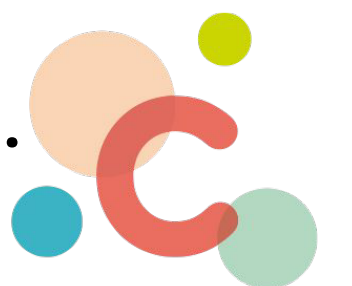
Contact	Email Address	Mobile Number (SMS)	Actions
You don't have any contacts added yet.			

[Request Money](#) | [Send Money](#) | [Add Contact](#)



Security questions and messages

- Security questions are questions that your contact will have to answer correctly to deposit the money that you are sending.
- Enter the answer the way that you think the person will answer; for example, if the answer is a name, capitalize the first letters of the first and last name.
- You can also text or email the person separately to tell them the answer.
- Do not include the answer in the message; if you send it to the wrong person, and you include the password, that person can deposit the money.
- You can use the message to remind the person why you are sending money. For example: “This is from our lunch out, thanks for covering me!”



Send money to a contact

TD Home | Apply | My Profile | Logout | Site Search

TD My Accounts | Contact Us | Products & Services | Markets & Research | Life Planning

Accounts | Pay Bills | Transfers | **Interac e-Transfer®** | TD Global Transfer | Investments | Add Accounts & Services | Profile & Settings

Interac e-Transfer®

- Send Money
- Request Money
- Manage Contacts
- History
- Manage Autodeposit

My Links

[Choose my links](#)

- > Pay Bills
- > Make a Transfer
- > Purchase Mutual Funds
- > WebBroker

Interac e-Transfer® - Send Money [Help](#)

Step 1 of 3 - Enter Information

Send money to a person or business with an email address or a Canadian mobile number and a bank account at a participating Canadian financial institution. *Interac e-Transfer* fee and regular account transaction fees may apply. Learn more about [Interac e-Transfer Fees](#).

Your Sending Limits Available to Send: **\$3,000.00**
24-Hour Limit: \$3,000 | 7-Day Limit: \$10,000 (\$10,000 available)
30-Day Limit: \$20,000 (\$20,000 available)

From

Sender	MADELEINE KNUTH Edit
Account	Select an account
Amount	\$ <input type="text"/>

To [Add New](#)

Recipient	Roger Update
	To receive the money you send, the recipient must first correctly answer a security question you provide. Make sure the question has an answer only you and the recipient know.
Email	rogercamm@gmail.com Please make sure the email address and/or mobile number of the recipient is correct.
Mobile	(613) 555-5555
Security Question	<input type="text" value="Enter a security question"/>

Tips for online banking safety

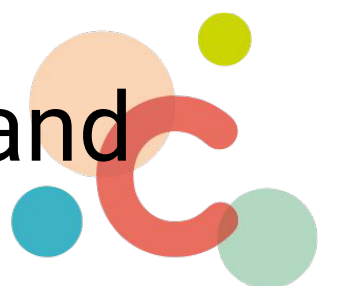
Password and PIN safety

- Use a different username and password/PIN for each bank and card
- Use a password manager to store your passwords safely
These tools allow you to hide your passwords behind a master password, so you only have to remember one password. Good password managers include Trend Micro, Norton McAfee, NordPass, 1Password, LastPass, Google Password Manager, and KeyChain for Apple.
- Don't leave a notepad full of passwords out
If you use a notepad to store your passwords, make sure it's locked away safely, out of view of visitors or technicians who could see them.



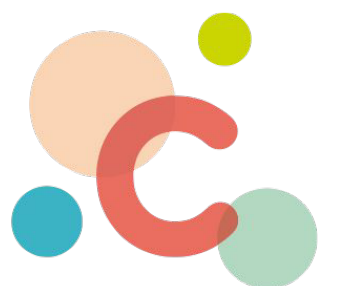
Double-checking transactions

- Turn on transaction alerts for your credit cards and debit cards (see page 8 of the Increasing Online Financial Literacy of Canadian Seniors guide) so that if someone processes a payment that you aren't expecting, you can notify the bank immediately.
- Read your bank statements.
Look for transactions that don't look like you made them. True story: someone signed up for a Netflix account using my credit card – they got a couple of free months before I tried to sign up and found out that my credit card was associated with a different email address. After a couple of calls to Netflix and the bank, issue resolved.



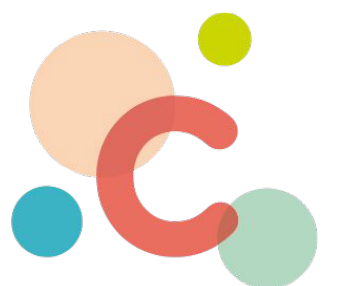
Keep your device safe

- Password-protect your device and turn on screen locking. If your device is not protected in this way, a stranger could access all your data if you lose your device.
- Some devices offer facial or fingerprint recognition to unlock the device rather than a password. The **TD Canada** application also offers fingerprint authentication.
- Make sure you update your devices with any software updates regularly. Software updates improve security and address new threats.



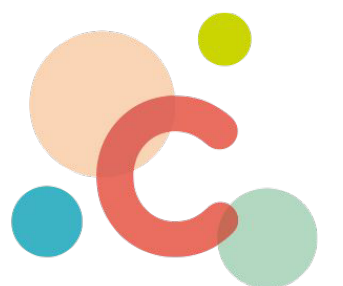
Avoid public WiFi

- Most banking applications and websites have excellent encryption standards, but it is better to avoid using public WiFi for banking online if you can.
- For example, you're at Tim Horton's, and they have a free WiFi connection. A hacker sets up a hotspot called **Tim_Hortons**, and you connect to it, thinking it's the free WiFi for the cafe. Everything you send through this hotspot is available to the hacker.



Avoid phishing scams

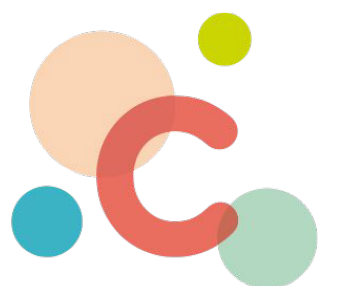
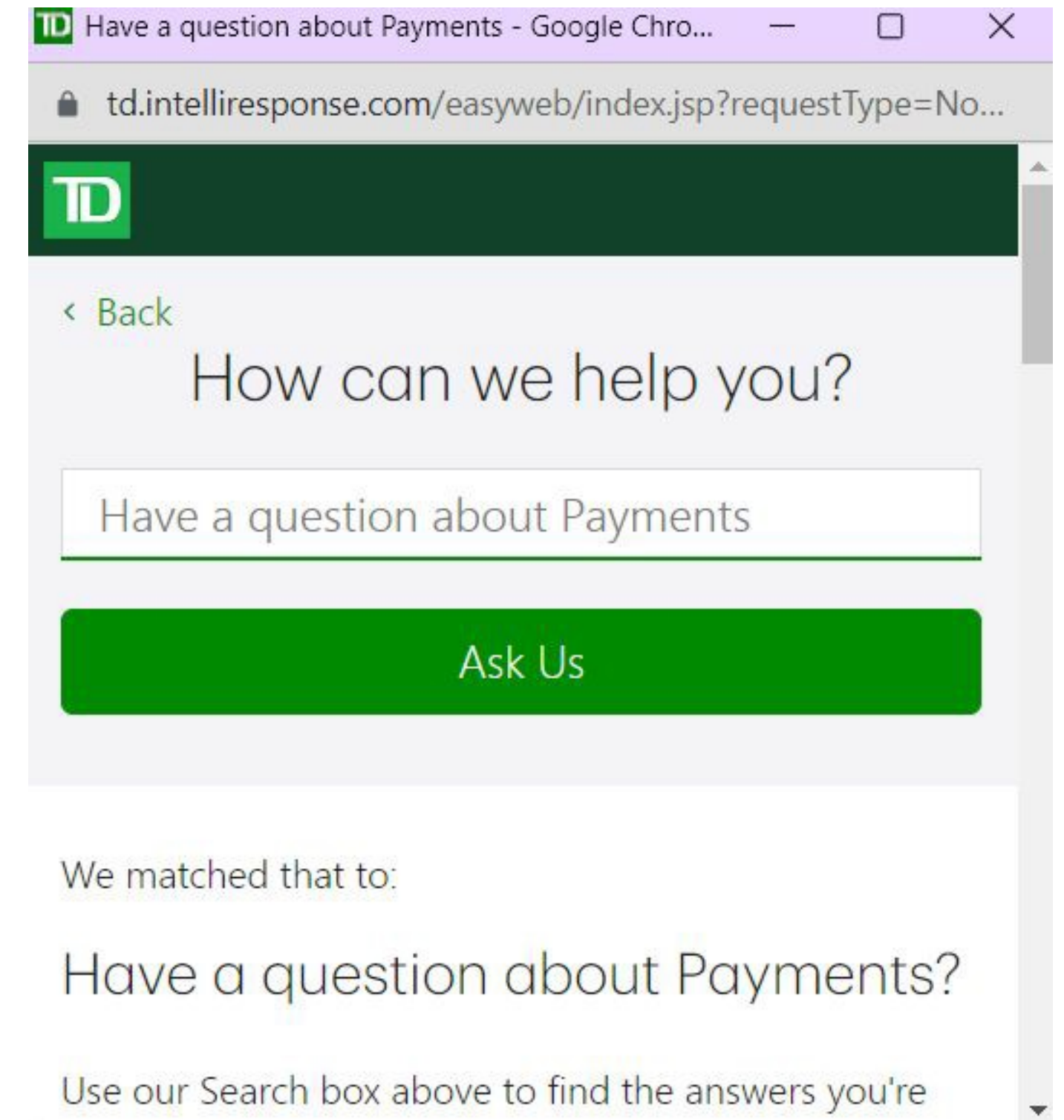
- People might try to gain access to your personal and banking information through email and phone scams.
- Remember this:
 - A bank will never ask you for personal or financial information by email
 - A bank will never call you and ask you for personal information
 - If you are at all suspicious or uncertain, you can hang up and call the main bank 800 number to ensure that you are speaking to the actual bank
 - Connected Canadians can provide support if you have any security concerns

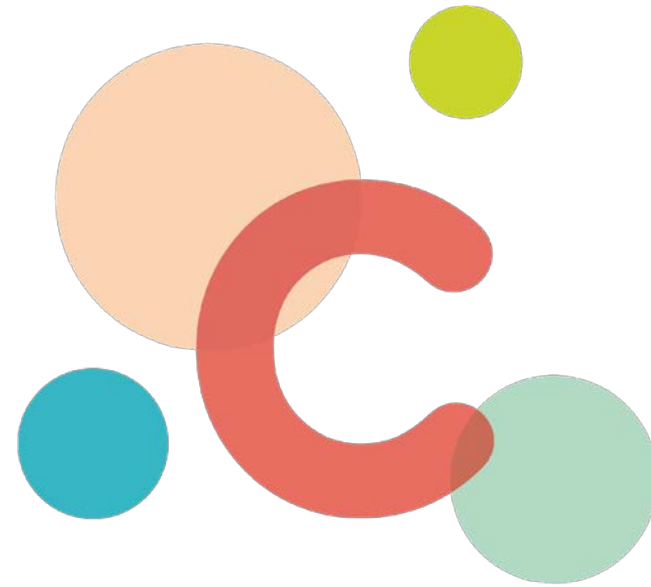


Resources

The **Help** link at the top right of every EasyWeb page brings up a help window with information that applies to that page.

Use the search field to type any question you have, and get answers with step-by-step instructions.





Connected Canadians

Connected Canadians is a federally incorporated non-profit with a mandate to foster digital literacy skills amongst older adults.

Learn more at www.connectedcanadians.ca

Getting Serious about the Human Rights of Older Persons

Our Call for a UN Convention



▶ **WEBINAR**

April 10th, 2024

2:00 PM - 4:00 PM (EDT)

11:00 AM - 1:00 PM (PDT)



Ontario



#AgeWithRights

Register Here: https://eapon.ca/webinar_HumanRights



CNPEA RCPMTA
CANADIAN NETWORK for
the PREVENTION of ELDER ABUSE
RÉSEAU CANADIEN pour la PRÉVENTION
du MAUVAIS TRAITEMENT des AÎNÉS

 Elder Abuse
Prevention
Ontario

● **WEBINAR**

**Seniors Leading Change:
How to Build an Elder Abuse
Prevention Network**

Wednesday, April 16th

1:00 PM - 2:00 PM (EDT) 

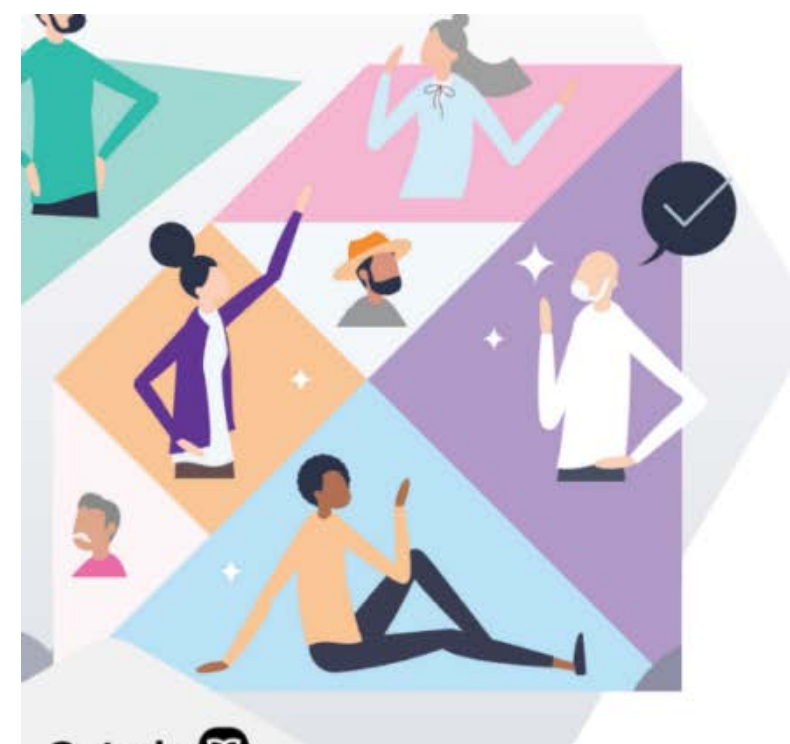
Ontario 

Funded by the
Government of Canada's
New Horizons for Seniors Program



Register :

https://eapon.ca/Webinar_FutureUsToolkit



**CANADIAN NETWORK for
the PREVENTION of ELDER ABUSE**
RÉSEAU CANADIEN pour la PRÉVENTION
du MAUVAIS TRAITEMENT des AÎNÉS

 maltraitance envers
les aînés Ontario

● **WEBINAIRE**

**Les aînés mènent le changement:
Comment développer un réseau
de prévention de la maltraitance
envers les aînés**

Mercredi, 17 avril

13H00 - 14H00 (EST) 

Financé par le gouvernement du
Canada par le biais du programme
Nouveaux Horizons pour les aînés



Inscription:

https://eapon.ca/Webinaire_FuturNous_17avril

National Virtual Event

WORLD ELDER ABUSE AWARENESS DAY

SAVE THE DATE



June 12, 2024

12:30 PM - 2:00 PM EST

[Register Now](#)

Details coming soon!

Register https://us02web.zoom.us/webinar/register/WN_9w9V52BNRgSH7NDDS0irSw

National Online Event!



WORLD ELDER ABUSE AWARENESS DAY

June 12, 2024



Your Feedback is important
to us!



WE WOULD APPRECIATE
HEARING FROM YOU.

- Please take a few
- minutes to complete





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Prevention of Elder Abuse

604.715.1007

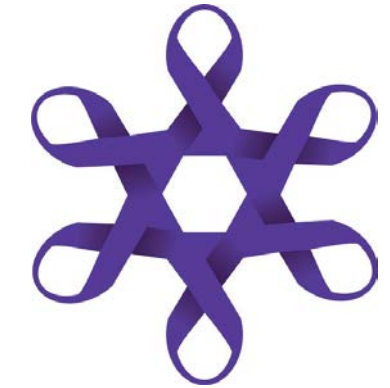
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Contact Us

Comments? Questions?
Keep in Touch



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