New Westminster Police Department

Safe Tea!

Introductions

- **Constable Camille Oliveira**
- **Amrit Hundal, Crime Prevention Co-ordinator**
- **Oddessa Ditson, Elder Abuse Support Worker**

Objectives

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- Educate about safety measures & precautions:
  - Safety in the home
  - Scams and Frauds
  - Abuse Prevention

General Safety Tips

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- Everyone can use safety tips
- The information is not intended to frighten
- The world is not a bad place, but there are bad people and scary places…
- Education and awareness is power

Knowledge is Power

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- What factors create crime conditions to exist
- Be aware of our immediate environment
- Know what can make us a victim of crime
- Random Violent Crimes against citizens are not common

Understanding Crime

Suspects must have:

A *desire* to commit a crime

An *opportunity* to commit a crime

The physical *target* to commit a crime

Calling the Police

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NON-EMERGENCY CALLS

Call your local Police / RCMP
***TTY @ 911**

Or ONLINE

- Crime has already been committed
- Suspect is gone
- No active threat to persons or property

(i.e. theft, vandalism, suspicious person)

EMERGENCY CALLS

9-1-1

- Crime is in progress
- Suspect is on scene or fleeing
- Current or imminent threat to persons or property

(i.e. Assault, robbery, break-in)

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Safety On The Streets

DO

- Be aware of your surroundings
- Try and walk in pairs in well lit areas, near curb
- If you are being followed, call the police

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Safety On The Streets

AVOID

- Burdening yourself with packages
- Displaying large sums of money
- Using areas with increased chance of assault

Safety In The Home

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DO

- Security check your residence
- Install / maintain lights at entrances & garages
- Keep valuables in safe-deposit box
- Consider surveilance monitoring
  - *you may have helpers/caregivers/staff*
- Check in with your neighbors

Safety In The Home

If you have staff/caregivers/helpers:

- Consider surveillance monitoring
  - protect yourself from theft
  - you will have to notify people on your property about

- Register your keys with a lock-smith

- Know when to call the police after terminating staff/caregivers/helpers
  - police member can talk to them
  - utilize a peacebond or other order

Safety In Your Home

AVOID

- Keeping large amounts of money in home
- Leaving doors and windows unlocked
- Opening the door to strangers
    - Yell or talk through the door
    - If possible, have a doorbell camera

Police Identification

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If a member comes to your door, ask them for their ID.

Safety On Vacation

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- Get someone to clear your mailbox
- Put inside lights on a timer switch.
- Have neighbors park in your driveway
- Temporarily cancel your newspaper
- Turn ringer off your landline phone
- Do not post about your trip on social media

Safety In The Car

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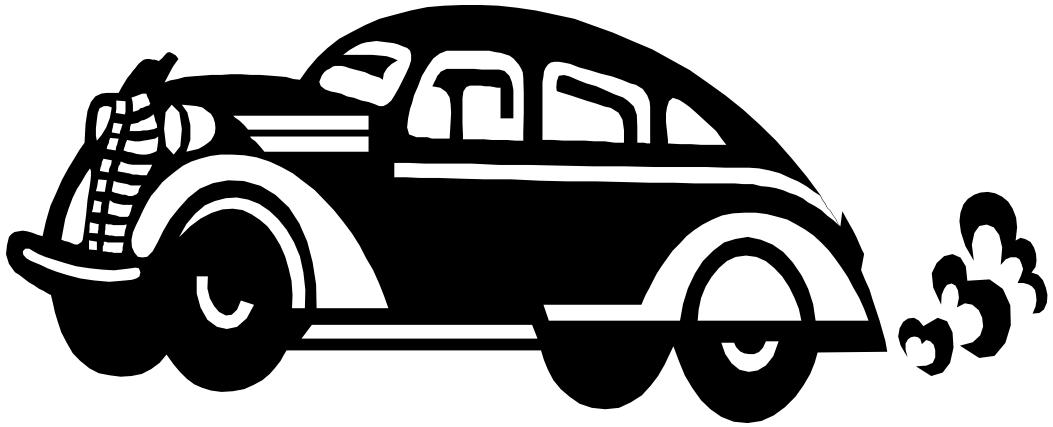
DO

- Plan your route
- Have your keys ready
- Look inside before entering
- Lock your doors



Safety In The Car

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DO NOT

- Trust strangers
- Pick up hitchhikers
- Avoid using dark / poorly lit parking lots

Vulnerable Persons Cons & Frauds

Vulnerable Persons are often stereotyped:

- Weak & frail
- Easy targets
  - Need assistance with accessing wallet
- Always carry cash
  - Consider lowering limits on VISA and bankcards

SCAMS

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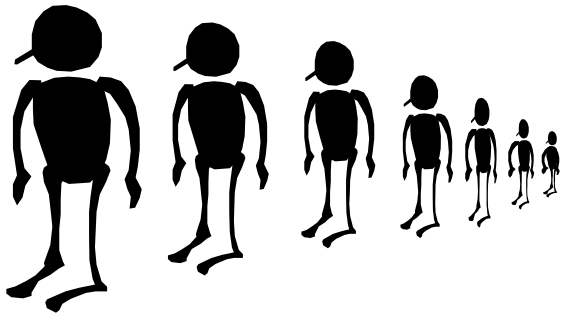

- IDENTITY THEFT—Sign credit cards, don't lend them out. Shred documents.
- GRANDPARENT SCAM—Grandkids call—they are in jail or hospital, scared, want money and don't want you to tell their parents.
- SERVICE SCAMS—Microsoft problems or lower interest rates offered by banks. Don't give out personal info. (They don't know you have a virus!)

SCAMS Con't

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- VACATION—Free flights or vacations offered. Don't follow through with the Robo-call prompts.
- PRIZE SCAMS—Real prizes don't require money up front.
- CAREGIVER/HELPER ACCOUNT – payroll scams… They may also use sad stories
- REVENUE CANADA—Don't believe threats made by the CRA. They NEVER contact by phone , email or text.
- GUARDIANS who are looking over finances, power of attorney
    - ***Public guardianship trustee investigators, options through your financial institution***

SCAMS Con't

- CAN YOU HEAR ME? SCAM—If an unknown caller ever asks if you can hear them, hang up immediately. They are recording your "yes" to use it as a claim that you authorized charges on credit cards or other contracts

- PHISHING— or "Brand Spoofing" Emails come from frauds posing as banks or large companies. Don't follow links or give out information. Usually, the grammar and English is poor.

Counterfeit Prescription Scam

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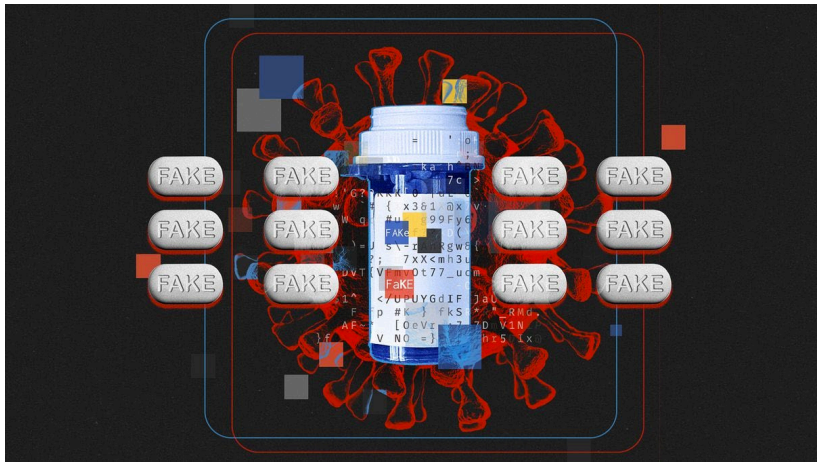
- What –Retailers or “online pharmacy” will claim to have cures and benefits for ailments that aren’t scientifically supported
- How – You could receive a letter in the mail, an email or a phone call claiming to have a cure for X, Y and Z.
- They offer a cheaper price than your current pharmacy for your current prescription
- Example:

Protect Yourself

- Discuss with your doctor or local health provider
- Verify the online pharmacy
- Check the packaging



Romance Scams

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- What – Scammers will use fake profiles on social media or popular dating websites to gain the trust of their victims and steal from them
- How – They'll profess their love quickly
- They'll claim to live close by but work out of the country
- They say they have a good job but need financial help
- Pretend to be stranded in a different country or needing medical aid

Protect Yourself

- Never send money
- It's a red flag if they ask you to accept and transfer money or goods – this is helping commit fraud and its illegal
- Do not send intimate photos
- Never share personal of financial information

- ****FACT – in 2020 the Canadian Anti-Fraud Centre reported Canadians lost over $18.5 million to scammers pretending to be in love**

Rental Scams

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What – A fake rental ad

How – There will be an advertisement posted online for a rental (it could be local or in a different country).

- Listed well below market
- What they've actually done is taken photos off of an old real estate listing and posted it online as a "rental" property.
- The person renting will usually avoid meeting in person
- They might claim to be the property manager as the owner is out of the country
- Money requested without a formal rental agreement
- Funds are accepted via wire transfer or western union (Gift cards are another red flag)

Protect Yourself

- **Research the property in person (if possible)**
- **Request a lease or contract**
- **Double check the address (do a reverse image search on google)**

Bitcoin Scam

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1. Fake Bitcoin Exchanges – Use only trusted platforms
2. Ponzi Scheme also known as pyramid scheme – ILLEGAL
3. Fake Cryptocurrency
4. Old school scam – You receive a call saying you owe the “government” money and you have to pay them in bitcoin
5. Malware – software intentionally designed to cause damage to your computer (a virus).

Rip Offs

PIGEON DROP

Most common confidence game reported to police

Catch - you have to pay money to get money

BANK EXAMINER

Requests your help catching dishonest employee

“Needs” your confidential bank account information

PIGEON drop

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What – A confidence scam when a targeted individual is persuaded to give up a small amount of money in order to retrieve a larger sum of money or an object valued at a higher amount.

How – individuals are typically approached in parking lots

- There is usually two or more con artists (pretending to be strangers)

- **Protect Yourself**
  - **Never give money to receive money**
  - **Ask questions**
  - **Do not provide your personal information to strangers**
  - **If you feel pressured, walk away**
  - **Report to police**

Cons & Frauds

May *pretend to be:*

- Lost
- Needing money for bus, gas or phone
- A salesperson
- A bank employee or manager/ CRA
- From a charity
- From a lottery or a contest

Cons & Frauds cont'd

Tactics used:

- cash only/ Bit-Coin
- last chance
- left over materials
- something for nothing
- confidentiality requested
- "get rich quick" contests/offers
- time shares/pyramid schemes/900
- too good to be true

Banking Safety

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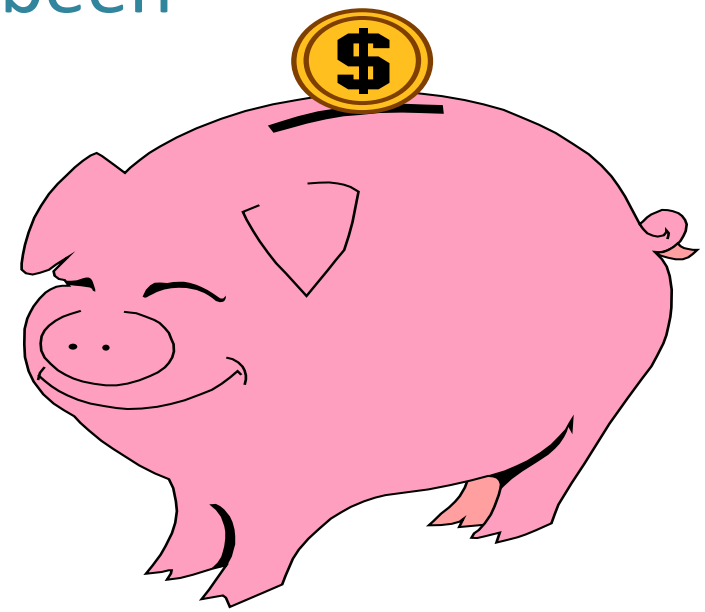
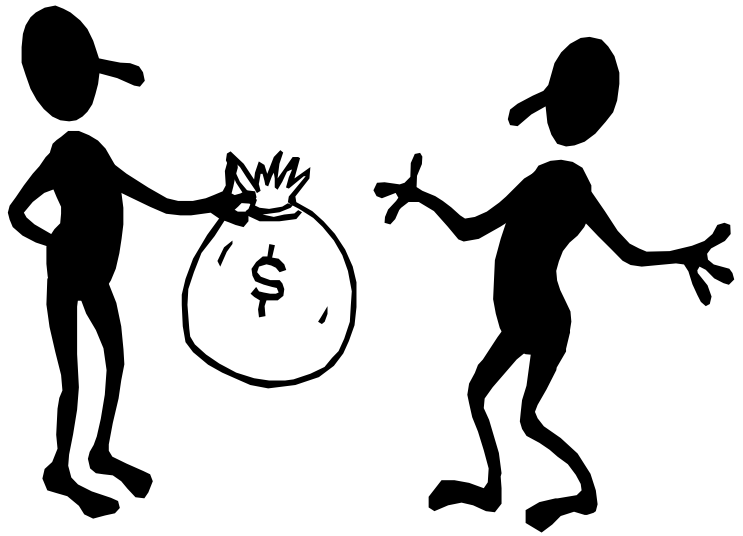
- Set up direct deposit when possible
- Use safety deposit boxes
- Mark cheques & money orders that have been scanned and deposited
- Monthly bills
- Credit cards
- Travelers cheques



Charity Verification

- Organization's registration number – can be verified on their website
- Question organization
- Ask for proper I.D. and a receipt
- Donate only to recognized charities you believe
- Use the Revenue Canada Charities Information Line



Phonebusters

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DON'T

- believe everyone calling is trustworthy
- disclose information about bank account or credit card
- be afraid to hang up

DO

- call Phonebusters if contacted by a fraudulent telemarketer

http://www.antifraudcentre-centreantifraude.ca/english/home.html

1-888-495-8501

Questions?

Time for another cuppa!

What is Harm to Vulnerable Persons (Definition)

- Any deliberate action or lack of action in a relationship of trust which results in harm to a vulnerable person

- Many adults can experience different kinds of harm from people they rely on or trust. This could include physical, emotional, financial, sexual, spiritual, or social harm, or withholding medication or other necessities of life like food and water.

PHYSICAL HARM

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What is happening?

- Hitting
- Kicking
- Slapping
- Pushing

What does it look like?

- Injuries (broken bones)
- Bruises

NEGLECT and/or ABANDONMENT

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What is happening?

- Denial or not meeting basic needs:
  like food and water…
  medications, clothing…
  housing, hygiene

What does it look like?

- Being in an unkempt state
- Bad odour
- Unable to see
- Unable to speak
- Being hungry and thirsty
- Bed sores
- Difficulty moving

FINANCIAL HARM

What is happening?

- Abuser may steal from the vulnerable person outright or mismanages the person's account
- Gross misuse of guardianship / power of attorney

What does it look like?

- Vulnerable person may not have access to their own account; may not know what is going on with their bills…

EMOTIONAL HARM

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What is happening?

- Intentional infliction of pain or threats… non verbal acts that insult and harass
- Social isolation
- Manipulation – the vulnerable person may question their sanity and judgement…

What does it look like?

- Person may be very fearful… on edge, always afraid…

- We have a high tolerance for any unkind things that are done to us by the ones we love (partners, children, other family, friends) or our caregivers and staff
- Harm can start as small acts that hurt… and that escalate over time
- Caregiving burnout can occur

- In time we can feel trapped and overwhelmed

    - Not wanting to report (family, potential loss of funding… potential loss of staff)

    - Not knowing that abuse is occurring (denial, rationalization of behaviours)

    - Not knowing how to describe what is happening

- We can become scared of the ones we love and the people we are supposed to be able to trust

REMEMBER… Don’t blame yourself..

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- Know that is it not your fault and help is available
- Ask for help
- You do not deserve to be abused
- Many groups in your community want to help you to protect your rights, safety and dignity

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How to tell someone you are being abused

Starting the conversation can be difficult and emotional…

Consider telling:

- Someone you trust
- Someone who will listen and support you

Who can you tell?

- Family or relative
- Friend or neighbour
- Lawyer or accountant
- Staff at a community center
- Doctor
- Faith leader
- Victim services worker
- Police

Consider bringing a friend with you when you are ready to speak to someone about the abuse

If you are in immediate danger, or suspect someone is being abused

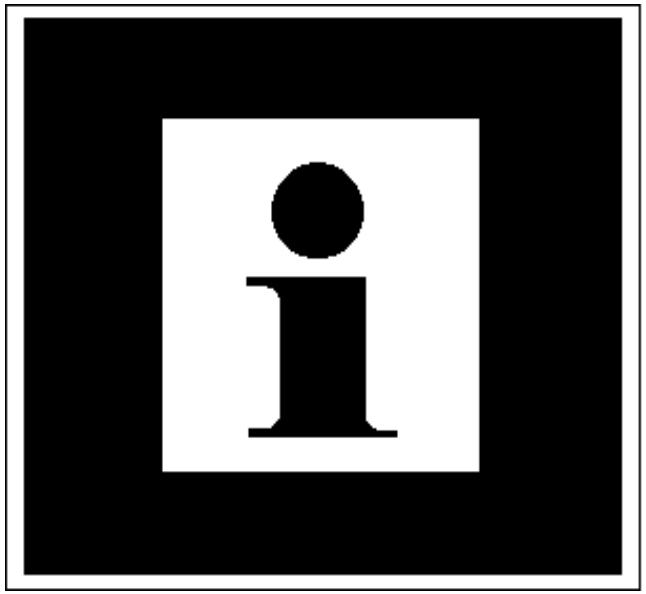
CALL 9-1-1

Conclusions

- Everyone must take steps to reduce vulnerability to crime
- most crimes occur because

  - ☞ there is an *opportunity*
  - ☞ little *risk* of getting caught, &
  - ☞ some kind of *reward*

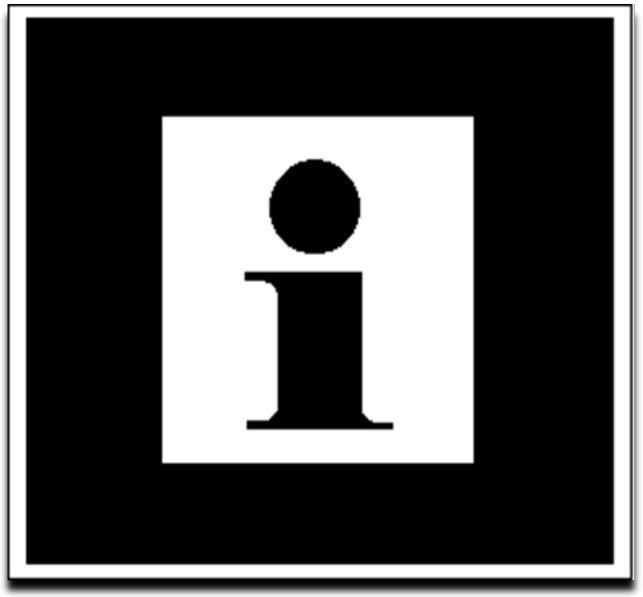
Resources



- B.C. Crime Prevention Association
- Victim Assistance Directory

(Links will open in a new window)

Resources



- Advocate for Service Quality
- Community Living BC
- Developmental Disabilities Mental Health Services – Fraser Region
- Developmental Disabilities Mental Health Services – Interior Region
- Developmental Disabilities Mental Health Services – Northern Health
- Developmental Disabilities Mental Health Services – Vancouver Coastal Health
- Developmental Disabilities Mental Health Services – Vancouver Island Health Authority
- Services to Adults with Developmental Disabilities (STADD)
- Individualized Funding Resource Centre Society

Resources

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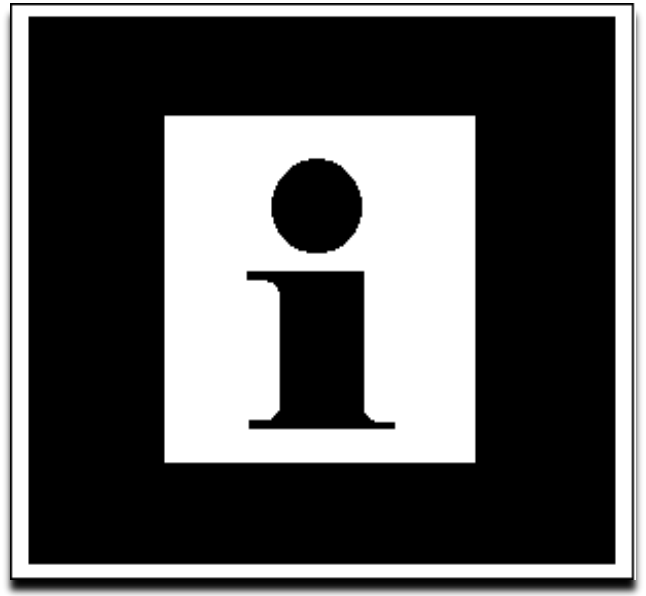
- Assistive Technology BC
- Communication Assistance for Youth and Adults
- Communication Access Now - Communication Disabilities Access Canada
- eSSENTIAL ACCESSIBILITY
- Federal Disability Supports Deduction
- Provincial Auditory Outreach Program
- Special Education Technology-BC
- Technology for Living
- WorkBC Assistive Technology Services



Report it

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- Banking and credit card scams - contact your financial institution and/or the Canadian Anti-Fraud Centre
- Spam texts or email – read up on *CASL – Canadian Anti-Spam Legislation* and contact the spam reporting center (fightspam.gc.ca)
- Identity Theft – Police, CRA, your financial institution, credit bureau
- Local Scams – consumer affairs office
- Financial and investment Scam – Canadian Securities administrators (securities – administrators.ca)
- Phonebusters - 1-888-495-8501 **(toll free)**
- Better Business Bureau

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VULNERABLE Person Unit @ NWPD

Vulnerable Persons Liaison
Constable Camille OLIVEIRA
Email: coliveira@nwpolice.org
Phone: 604-529-2496

Detective Constable
Jennifer HARKISON
Email: jharkison@nwpolice.org
Phone: 604-529-2433

Crime Prevention Coordinator
Amrit K HUNDAL
Email: ahundal@nwpolice.org
Phone: 604-529-2528

Elder Abuse Counsellor
Odessa DITSON
Email: oditson@fsgv.ca
Phone: 604-728-4072

New Westminster Police Department