



CARREFOUR BIENVEILLANCE 50+

Pour un vieillissement actif et heureux
dans Vaudreuil-Soulanges

Newsletter
march 2025

Recognizing a volunteer at heart Sylvie Gauthier

At the *Repas Partagés* event in Notre-Dame-de-l'Île-Perrot on February 12, Peter Schiefke, Member of Parliament for Vaudreuil-Soulanges, paid tribute to this kind-hearted volunteer.

The *Carrefour Bienveillance 50+* team would like to take this opportunity to thank her for her involvement.



Today, I had the privilege of presenting the King Charles III Coronation Medal to Mrs. Sylvie Gauthier. Sylvie continues to devote her energy and time to offering the seniors of our Vaudreuil-Soulanges community a place to socialize, enjoy a hot meal and forge lasting bonds.

"Sylvie, your work has touched countless lives over your decades of community service, and the presentation of this medal is a testament to your outstanding work."

Peter Schiefke



211

Free and confidential

☎ 2-1-1

💻 211qc.ca

💬 Chat service

2-1-1 service helps you find community resources and programs you need.

- ✓ Food and material assistance
- ✓ Homecare services
- ✓ Support to families and seniors
- ✓ Services for immigrants and cultural communities

And more!

Interpreter service in 200 languages.

**Life can be hard,
finding help doesn't have to be.**



When you need
community support.

**Dial 2-1-1
or visit 211.ca**

- Financial Aid
- Women's Shelters
- Food Security Programs
- Resource Centres
- Mental Health Support
- Newcomer Support Services
- Indigenous Services
- Housing Services
- Senior Programs
- and more

Dial **2-1-1** to get support for life's challenges.

Available 24/7 | 365 days a year | 170+ Languages | Free and Confidential

#HELPSTARTSHERE



211 telephone service is
available in **200 languages.**

Information and referral towards 5,000 community services.

Salut! Привет! 你好! iHola Hello! 你好! Salut! Привет! 你好!

WE WILL LEAVE NO ONE BEHIND.
SPREAD THE WORD ABOUT OUR SERVICE IN THE COMMUNITY.

211 Grand Montréal

418 avenue St-Charles Vaudreuil-Dorion 450-424-0111



WHAT IS ELDER ABUSE?

Each year hundreds of thousands of older persons are abused, neglected, and exploited. Many victims are people who are older, frail, vulnerable and can't help themselves and depend on others to meet their basic needs. Abusers of older adults are both women and men.

The World Health Organization defines elder abuse as, "Single or repeated acts, or lack of appropriate action, occurring within a relationship where there is an expectation of trust, which causes harm or distress to an older person."

In general, elder abuse refers to any knowing, intentional, or negligent act of violence, mistreatment or neglect of older adults at the hands of any individuals in situations of power or trust, including: spouses, children, other family members, friends, caregivers and service providers. It can occur in either private residences or facilities.

Elder abuse can take many forms:

- Neglect (by others).
- Physical abuse.
- Sexual abuse and sexual exploitation.
- Psychological and emotional abuse.
- Financial exploitation (stealing or misusing an elderly

person's money or possessions).

- Institutional abuse (overcrowded, substandard and/or unsanitary living environments).
- Violation of rights (restricting liberty and privacy).
- Spiritual abuse (restricted or denied religious and spiritual practices, customs or traditions).
- Abandonment.

Elder abuse is never acceptable. If you or someone you know is being abused, **REPORT IT TO THE POLICE!**

INDICATORS OF ELDER ABUSE

While one sign doesn't necessarily indicate abuse, some tell-tale signs there could be a problem are:

- A sudden change in behavior or appearance.
- Unexplained injuries.
- Unexplained changes in financial situation.
- Conflicts between elder and caregiver.
- Lack of basic care (like a clean environment and cleanliness).

reference: canada.ca

EXTORTION SCAMS



An extortion scam is when any person unlawfully obtains money, property or services from a person, entity, or institution, through coercion. There are many variations of extortion scams but the Canada Revenue Agency (CRA) and Immigration Refugees and Citizenship Canada (IRCC) scheme are the most prevalent ones.

Seniors are being targeted by fraudsters impersonating real government officials. Whether by telephone or by email, the pitch involves one of two variations. In the first, the fraudsters are “phishing” for identification information. The word phishing comes from the analogy that scammers use phone calls or email lures to “fish” for personal information, passwords and financial data from individuals. In the second variation, they are asking that outstanding taxes be paid by

a money service business or by prepaid debit/credit cards. For example:

- There is a notification by phone or email from the “CRA” claiming there is a refund pending. In order for the recipient to receive the refund personal information is requested.
- A notification by phone or email is received about “back taxes” owed as the result of an audit. The payment must be made immediately to avoid a fine or the recipient is told there is an outstanding warrant that can be avoided if the payment is made promptly. In some cases, individuals are told they will be arrested or deported if the taxes aren’t paid right away.

PREVENTION TIPS

- Government agencies won’t threaten you or ask for payment by prepaid credit card, or a money wire service such as MoneyGram or Western Union.
- Don’t take immediate action. Contact the real agency or company to confirm that you owe back taxes or have an unpaid balance, or are entitled to a refund, before providing any personal or banking information.
- Ask yourself why an employee would be asking for personal information over the phone that they likely already have on file for you.

reference: canada.ca

FRAUD AND SCAMS

GRANDPARENT SCAMS/ EMERGENCY SCAMS



A scammer contacts an elderly person and pretends to be a grandchild or a family member in some kind of trouble and in need of immediate financial assistance. In this typical scenario the scammer will tell the victim that they have been arrested and requires bail money, have been in a car accident, need money to cover hospital costs or are having trouble returning from a foreign country.

For verification, the elderly person is given a phone number to call, which will be answered by someone pretending to be a lawyer or a police officer.

The scammer will ask questions during the call, getting the victim to volunteer personal information. The “grandchild/family member” will insist that the victim not contact their parents or relatives as they don’t want to get into more trouble. The victim is then asked to use a money service business to send several thousands of dollars for bail.

PREVENTION TIPS

- Police, judges or legal entities will never request that money be sent through money service businesses.
- Don’t give out personal information to the caller.
- Confirm with other relatives the whereabouts of the family member or friend in question before even considering sending money.
- Never send money through money wire services to persons you don’t know personally. Verify the person’s identity before you take any steps to help. The money can be picked up anywhere in the world once it is given a transaction number.

reference: canada.ca