Protecting Our Residents from Scams: Training Outline

I. Introduction
    A. Welcoming Remarks
    B. Importance of the Topic
    C. Trust of our residents and their families
    D. Rising threat of scams, especially for seniors

II. Statistics
    A. Prevalence of scams targeting senior adults
    B. Average monetary loss and its implications
    C. Types of scams commonly seen: phone scams, email phishing, mail fraud, etc.
    D. Emotional and psychological impact on victims

III. Interactive Awareness Activity
    A. "Spot the Scam" Role Play
        a. Participants will be presented with various scenarios (some genuine, other scams). They will have to determine which are legitimate and which are scams.
        b. Debrief and discussion: What were the tell-tale signs? What made some scenarios trickier than others?

IV. Understanding the Target: Commonly Targeted Senior Adults
    A. Why seniors are targeted: trust, unfamiliarity with technology, cognitive challenges, etc.
    B. Common emotions scammers exploit: fear, urgency, affection (e.g., "grandchild in need")
    C. Real-life stories/testimonials (with the permission of residents or using anonymized cases)

V. Types of Scams and How to Recognize Them
    A. Phone Scams
    B. IRS/CRA calls, lottery/sweepstakes, tech support fraud, etc.
    C. Red flags and tactics
    D. Online Scams
    E. Email phishing, fake websites, "relative in distress" messages, etc.
    F. How to verify email authenticity, checking URLs, etc.
    G. Mail Scams
    H. Fake lottery/sweepstakes, requests for donations, etc.
    I. Clues to distinguish real from fake
    J. In-Person Scams

K. Fake contractors, unsolicited sales, etc.
L. Asking for ID, verifying with management

VI. Implementation Steps for Staff
A. Education and Awareness
B. Regular discussions about the latest scams during staff meetings
C. Keeping a bulletin board with latest scam alerts
D. Communication Protocols
E. Setting up guidelines for how to handle suspicious calls or visitors
F. Procedure to report potential scams internally
G. Empowering Residents
H. Organize regular info-sessions for residents on scam awareness
I. Encourage residents to ask questions or voice concerns about potential scams
J. Create a culture where it's okay to "double-check" and not act on impulse
K. Liaison with Local Authorities
L. Collaborate with local police or cybercrime units for updated information and resources
M. Establish a reporting mechanism for potential scams targeting residents
N. Technology and Infrastructure
O. Ensuring up-to-date anti-phishing and anti-malware software on communal computers
P. Setting up caller ID and call-screening options

VII. Closing Remarks and Q&A
A. Reinforce the importance of vigilance and proactiveness
B. Open floor for questions, sharing of experiences, or clarifications
C. Distribution of resource materials: pamphlets, contact numbers, website links, etc.

Remember, the goal is to empower both the staff and residents, making them feel safe, educated, and proactive against potential scams. By integrating education, open communication, and collaboration, retirement homes can become safer environments against scammers' tactics.