

A little digital confidence

A 45-minute session plan for families and community groups. No accounts, private messages or real passwords needed.

kindred click · Checked October 5, 2026

☐ **0–5 min · Agree on the ground rules**

Participation is optional. No judgement. Use fictional examples only. Ask about reading, hearing, language and break needs.

☐ **5–15 min · Notice the pressure**

Read the fictional family message: “I broke my phone. Send money now. Don’t tell anyone.” Discuss urgency, a new number and secrecy.

☐ **15–25 min · Practise checking another way**

In pairs or individually, say how you would contact the person through a number you already know. A second person may be a trusted helper.

☐ **25–35 min · Try one comfort setting**

Offer larger text or captions on a participant’s own device, only with permission. Explain how to undo the change. Observing is fine.

☐ **35–40 min · Make a next-step plan**

Choose one habit to practise later. Keep personal contact lists private. Do not collect participants’ answers.

☐ **40–45 min · Share help, not promises**

Review financial-institution contact after payment, official fraud reporting and 911 for immediate danger. Hand out the checklists.

Before you begin

- You do not need to be a technology expert. Make it safe to ask questions—and to say when you do not know.
- Prepare the fictional family-message example and the checklists. No real suspicious messages are needed.
- Offer reading aloud, large-print copies and a quiet space. Ask what participants prefer.
- Devices are optional. Anyone can observe, practise verbally or leave an activity.
- Never ask for passwords, verification codes or bank details. Do not project a participant's private screen.

Make room for different needs

- Reduce the number of activities rather than rushing. Use a microphone or captions if available and appropriate.
- Speak directly to the person, not only to a helper. Explain that automatic captions can contain mistakes.
- When demonstrating a setting, ask permission, explain how to undo it, and let the person decide whether to keep it. Do not enable a screen reader without explaining how the gestures change.

If someone discloses a scam

- Thank them for telling you. Do not investigate the details in the group.
- Offer a private moment and the official help steps. If money was sent, the first call is to their financial institution using known contact details.
- You cannot promise recovery or make a report on their behalf through this resource.

This is a self-led facilitation kit, not an advertised event, certification or professional support service. Never project participants' private information.

Immediate danger: call 911.

Money sent or card details shared: call your financial institution using the number on your card or statement.

Report fraud (Canadian Anti-Fraud Centre): 1-888-495-8501, Monday–Friday, 10 am–4:45 pm Eastern · reportcyberandfraud.canada.ca · Contact local police if you were a victim.

Contacts checked October 5, 2026. Confirm current details at antifraudcentre-centreantifraude.ca.

Free resource from Kindred Click: kindred-click.pages.dev/print/workshop-kit/ · Help steps: kindred-click.pages.dev/help/

Sources & review

Source check: October 5, 2026. These links go to the original publishers; listing a source is not an endorsement. Safety and reporting guidance follows these official Canadian pages. Confirm current details there before acting. Device steps were checked against these manufacturer guides, not tested on your physical device. Menus vary by model, software version, language and region.

1. **CAFC** — Emergency — <https://antifraudcentre-centreantifraude.ca/scams-fraudes/emergency-urgence-eng.htm>
2. **Get Cyber Safe** — Phishing: Don't get reeled in - Get Cyber Safe — <https://www.getcybersafe.gc.ca/en/phishing>
3. **CAFC** — What to do if you're a victim of fraud — <https://antifraudcentre-centreantifraude.ca/scams-fraudes/victim-victime-eng.htm>
4. **CAFC** — Report fraud and cybercrime — <https://antifraudcentre-centreantifraude.ca/report-signaliez-eng.htm>
5. **Apple** — Get started with accessibility features on iPhone - Apple Support (CA) — <https://support.apple.com/en-ca/guide/iphone/iph3e2e4367/ios>
6. **Google** — Android accessibility overview - Android Accessibility Help — <https://support.google.com/accessibility/android/answer/6006564?hl=en>