

## In this edition:

**Éco-quartier  
news**

**Bullying among  
seniors**

**Telemarketing  
scams**

**News from the  
SNAP®  
program**

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## Terris's Two Cents

### *Come join us!*

With over twenty programs and projects under Prevention CDN-NDG's umbrella, we often lack the time to celebrate our accomplishments and milestones. We close up one big meeting, or event and move on to the next, without really taking the time with one another and with our partners.


This year will be a little different, given that it is my last year at Prevention CDN-NDG and our 30th anniversary. We would love to celebrate these two events with you all on Friday, December 6th.

We will be hosting two events that evening, which include a happy hour and 30 years of Prevention CDN-NDG exhibition that will display the evolution of our organization and the many programs within it. This will also be a great opportunity to mingle with our staff while enjoying some light refreshments and alcohol (upon purchase).

This same evening, following the free exhibition, we will be hosting a fundraising gala. This gala will commence at 7 pm and will be 65\$ per person. The gala will include a catered sit down meal served with wine and will be an evening filled with presentations, speeches and


dancing. There are a limited number of tickets available, so it will be first come, first serve until they are sold out. There will not be any tickets sold at the door.

Tickets will be available soon on our website (a link to the purchase of tickets will be available on the Facebook event



Join us **December 6th 2019**,  
to celebrate Prevention CDN-NDG's 30th anniversary  
as well as the departure of its director, Terri Ste-Marie.

Happy Hour & Exhibit 5-7 PM  
Fundraising Gala 7-11 PM

 6767, Chemin de la Côte-des-Neiges      More details to come

of the Gala).

If you have any questions about either of these events feel free to send an email to [conseillertandemcdnndg@gmail.com](mailto:conseillertandemcdnndg@gmail.com)

Looking forward to seeing you.

- Terri Ste. Marie

## The recycling bin is not the new garbage can

A few years ago Canadians were shocked to see news footage of containers full of dirty recyclables and garbage turning up in Asia. Fed up with the poor quality material we were shipping, China now refuses recyclables from Canada. Personally, I think it is great that they refuse our recyclables, as it is time that we learn to recycle properly and not expect other countries to accept our junk.

From going door-to-door and inspecting recycling bins, I have observed so many items that are not recyclable (plastic #6, dirty plastic, clothes, dirty diapers, etc). It seems like people have become complacent and throw any old thing in the recycling bin. They treat the recycling bin as a catch-all, the way we used to use the garbage bin. Sometimes, being green can be more challenging than we think. We must be careful about what we throw in the recycling bin. All items in the recycling bin must be clean, both for the quality of recyclables as well as for the health of the workers in the sorting center. I often come across recycling bins where squirrels have chewed a hole. I know right away that there was food waste left on the items placed inside the bin. When all recyclable items in the bin are clean, rodents

are not attracted to the bins.

Most people are unaware to what extent the recycling process is long and nasty. The things the recycling workers see and smell are unbearable; and can be very discouraging at times. According to La Presse (30 juillet 2019), the air quality in the recycling sorting center can be 262 worse than normal! There is clearly some work to be done that could really help them.



First, the employees in the sorting process often find a lot of waste that really shouldn't be there. It all starts with the pre-sorting procedure where the biggest pieces are taken out. After that, there is the sorting where they find an incredible amount of objects that are totally out of place like bricks, rocks, old signs, weights, armchairs and 'God knows what! Some of these

items are there because the resident did not take the time to inform themselves of what should be in a recycling bin. Other times, residents participate in 'wish cycling' – where they put an item in the green bin hoping that it is recycled.

Next, recyclable items pass through a series of conveyor belts, fans and shafts to be sorted by category (all plastic #4 is regrouped together for instance). The ultimate goal for our recyclables is to have manufactures buy those bundles so that they can offer us new goods made partly from recycled materials. If the bundles are too contaminated by food residue or other contaminants, they become unsellable.

Recycling programs are designed to help the environment by reducing the amount of garbage sent to landfill. The programs expect residents to participate properly by both sorting properly and ensuring their recyclables are clean. We can do our part to improve the working conditions for the sorting center employees by recycling properly and not using the green bin as the replacement garbage can. After all, what use is there having a recycling bin if you don't know how to use it?

**- Nikki Schiebel**

## More trees for our borough

Again in 2019, the Éco-quartier NDG sold trees through the A Tree for My Borough program in partnership with the City of Montreal and the Soverdi.

This fall, 26 new trees will be planted in NDG to join the 55 new trees that were adopted this fall, for a total of 81 trees in 2019.



## The Great Beer Debate: Bottle or Can?

Beer lovers; if you worry about the ecological footprint of your beer containers, then you should opt for the classic, 341 ml brown bottle! Indeed, according to a life cycle analysis made by Recyc-Québec, the brown bottles have a lower impact compared to the traditional clear or green bottles or cans.

This comparatively better environmental performance is mainly due to these bottles being repeatedly refilled, resulting in a circular economy model. Thanks to a container deposit system, returned brown bottles are washed and reused an average of 15 times before being remelted. And the whole process



takes place locally, in Quebec!

But what about beer served in cans? Its popularity is increasingly growing, but what impact does this have on the environment?

Following market trends—rather

than sound environmental management—Recyc-Québec abolished the quotas that required brewers to use a minimum ratio of multi-fill containers (ie: brown bottles). Nevertheless, the aluminum can is a good second option: it is infinitely recyclable, and is a valuable product on the market. Its one main flaw is it is not produced in Quebec. Likewise, clear and green bottles are not refillable.

In short, if you have the choice, opt for beer in refillable and eco-responsible brown bottles, otherwise, cans are your best bet! Cheers!

**- Lysiane Chagnon-Fontaine**

## Compact fluorescent light bulbs

These days, everyone is talking about Compact Fluorescent Light bulbs (CFLs) as the best way to save energy when it comes to lighting. They last far longer and use electricity more efficiently than conventional incandescent bulbs because they do not produce wasted energy as heat as a by-product.

The thing that many people do not know however, is that CFL bulbs contain a tiny amount of mercury - roughly four milligrams (by comparison, a watch battery can contain up to 25 milligrams of mercury.) Hence, when a compact fluorescent bulb has reached the end of its long life, you should take it to a hazardous-waste disposal facility (like the eco-centre) rather than dumping it in the trash (IKEA also collects old CFLs).

While toxic, even that mercury can be recycled. There is a local company that collects the mercury from

the old CFL bulbs in order to produce paint. Mercury is something they would have had to purchase anyway, so reusing the mercury from the CFLs is a good example of reusing a substance and redirecting it away from the landfill!



For more information on their program, check out <http://www.recyc-cflu.ca>

### Please note:

If you should ever break a CFL bulb in your home, there are some recommended precautions to take

in order to avoid contact with the small amount of mercury contained within:

- open the windows and ventilate the room;
- leave the room for about 20 minutes;

- when you return, clean up the mess with a non-reusable cloth/paper towel and plastic gloves;
- put the broken bulb, the rag and the gloves into a plastic bag and seal it;
- bring the bag to the eco-centre for proper disposal.



## Ever wonder why there are phosphates in laundry detergent?

Phosphates are used in a wide variety of applications, including laundry detergent.

While they help get clothes cleaner and fresher faster, they are not that great for human health. Once the phosphates are used to wash your clothes, some might actually be left over after the final rinse cycle. It is therefore possible you might inhale them or have them come in direct contact with your skin, which can endanger your health. Reducing phosphates is beneficial for you - and the environment.

The environmental impacts of detergent are clear; phosphorus and nitrogen compounds in detergents enable the increased growth of aquatic plants (algae) in aquatic areas, representing the bulk of the responsibility for the contamination of our groundwater.

So what can you do if you love clean clothes... but also a healthy environment?

You can use one of many phosphate-free laundry detergents which are greener and better for your health! Making this type of

eco-friendly decision means doing away with unnatural additives and helping the environment

Other Options:

You can wash your clothes without any detergent, or try eco-friendly alternatives such as:

- (ionized) washing balls;
- washing nuts;
- a water ionizer.

Keep your clothes- and the planet!- clean!

**- Hannah Münster (volunteer) & Nikki Schiebel**

## Bullying among seniors, an unknown phenomenon

On October 8, 2019, the Hearts in Action project coordinator and the CDN Senior Outreach Worker participated in the Forum "Ensemble, intervenons contre l'intimidation chez les aînés" organized by the Chantier de travail sur l'intimidation chez les aînés.

The event, devoted to the issue of bullying among seniors, allowed community workers to present various projects and interventions tackling a phenomenon that remains unknown and misunderstood.

Wurood and Andreea found the experience rewarding and wanted to share some relevant information that came out of the presentations.

It can be difficult to distinguish elder abuse and bullying. Therefore, Ms. Marie Beaulieu presented some distinguishing elements:

- Elder Abuse, which can be intentional or not, occurs in a relationship of trust.
- Bullying, on the other hand, can arise in any type of relationship but

involves intentional acts that involve the use of power and control.

The Chantier also shared observations on interventions made in situations of bullying. It seems that short-term interventions are more effective. Thus, individual meetings,

complex and require the involvement of a network of partners.

Therefore, a good knowledge of the phenomenon and of possible recourses as well as the building of partnerships are essential in order to ensure an appropriate accompaniment of the seniors facing these situations.

For more information on bullying among seniors, contact the Chantier de travail sur l'intimidation chez les aînés : constructionintimidation@gmail.com or consult the Guide contre l'intimidation des aînés.e.s online :

Http://ccrv50.org/wp-content/uploads/2018/01/Guide\_FINAL\_2018-WEB.pdf

**- Andreea & Wurood**



# Telemarketing and unwanted calls

## How to Protect Yourself from Scammers

The CRTC manages the National Do Not Call List (DNCL) and enforces the Unsolicited Telecommunications Rules.

Unwanted calls may violate these rules, even if they offer a legitimate product or service.

Canadians should also be aware that callers can falsely claim to provide products or services. These scammers often claim to represent legitimate companies or government organizations in an attempt to trick you into buying products or services that you don't need or that don't exist, or into giving them your financial and other personal information.

Scammers of all kinds can obtain your telephone number fraudulently or from public lists, such as a phone book. As a result, you can receive scam calls even if you have an unlisted number, or you have registered your number on the National DNCL.

## How to avoid unwanted calls

- Register your phone numbers with the National Do Not Call List. To register, call 1-866-580-DNCL (3625) or visit [www.lnnte-dncl.gc.ca](http://www.lnnte-dncl.gc.ca).
- Use these tips to reduce unwanted calls
- Learn about call management features

## How to protect yourself from scams

- To protect yourself from scams: NEVER give an unsolicited caller access to your computer. If you receive an unexpected phone call about your computer system's security status or performance, and the

caller requests remote access to your computer, hang up – even if the caller claims to represent a well-known company or product.

- Don't give out personal information. Do not give out credit card or online account details over the phone, unless you made the call and the number you are calling came from a trusted source.
- Protect your computer. Make sure your computer is protected with regularly updated anti-virus and anti-spyware software, and a good firewall. But research first, and only purchase software from a source you know and trust.



- Read online privacy policies. If you are considering providing personal details to a company, read their privacy policy and terms and conditions first. If you do not agree with how they will use your details, do not provide them.

## What to do if you think you've been scammed

- If you think you have fallen victim to a scam, that you have given remote access to your computer to a suspected scammer, or that your computer has been hacked:
- Alert your financial institution. If you have provided your account details to a scammer, contact your bank or financial institution immediately and let them know.

- Get further assistance. Contact the Canadian Identity Theft Support Centre at <http://idtheftsupportcentre.org/> or by dialing 1-866-436-5461.

- Get qualified computer help. If you have computer problems, seek help or advice from a qualified and reputable computer technician.
- File a complaint. You can report unwanted telemarketing calls at [www.lnnte-dncl.gc.ca](http://www.lnnte-dncl.gc.ca) or by calling 1-866-580-DNCL (3625).
- Contact law enforcement. If you think the call might be part of a fraud scheme, contact law enforcement authorities or the Canadian Anti-Fraud Centre (formerly PhoneBusters) or call 1-888-495-8501.

## How to recognize suspected scams

The CRTC is aware of several suspected scams, and is publicizing them as a preventive measure. Current suspected scams include:

- Scammers selling anti-virus services. Unsolicited phone calls and pop-up internet advertisements that claim to provide computer anti-virus services but are actually designed to gain access to your personal computer.
- Robocalls offering to consolidate your debts or lower your credit card interest rates. Calls from Automated Dialing and Announcing Devices (robocalls), often from locations outside Canada, that offer debt reduction services.
- Callers falsely claiming to represent the CRTC. Callers falsely identifying themselves as CRTC employees and requesting remote access to your computer.

continued on page 6

## News from the SNAP® program

After months of planning, training, pre-screening, interviews and 13 weeks of animation our first SNAP® (STOP, NOW, AND, PLAN) group is done. Done but not over. Part of the core values of SNAP is the fact that the families can reach out anytime for a check-in and for support, for as long as they wish.

For those who may not know SNAP®, it is an evidence based behavioral program for youth and their caregivers who may be in difficulty. For 13 weeks, staff from Prevention CDN-NDG and the

Walkley center worked with 4 boys and their families on learning skills to make problems smaller, to manage difficult situations at home, at school or during play. As challenging as it was, everyone came out having learned something good. Parents and caregivers noticed some drastic changes in behavior for the better. Relationships at home and school were noticeably improving as well.

Nothing is perfect, and some days are more challenging than others, But the SNAP® team of Walkley

Center and Prevention CDN-NDG are very proud of the hard work done by everyone. We will continue to support and encourage our SNAP® families to keep using their skills.

A new SNAP® group is planned to begin in 2020. If you or a family you know would like to have more information about this program, do not hesitate to contact us: Tel: (438) 622 - 1007 | Email: [snapprev@gmail.com](mailto:snapprev@gmail.com). You can also contact Prevention CDN-NDG directly or the Walkley Center.

- Joseph Lambert

continued from page 5

### How the anti-virus scam works

The anti-virus scam starts when someone calls you and offers to provide computer anti-virus services, or when you respond to a “pop-up” anti-virus advertisement on the Internet.

In either case, the scammer is not selling a real product, but trying to gain remote access to your computer and to get your credit card information. The scammer will say they need remote access to provide the supposed services, and will ask for your computer passwords and related information. They will also ask for your credit card information, so they can bill you for the supposed services.

The exact details of the scam can vary. For example, the scammer might:

- try to gain your trust by saying they work for Microsoft or another reputable software company tell you that your computer has been infected with a virus
- offer to scan your computer to detect possible viruses
- try to sell you anti-virus software they claim they will install remotely,

or

- ask if your computer is running slowly or not working properly, and offer to improve its performance. The scammer might even tell you that you have a PC, and then change their story if you tell them you have a Mac. They will say they need to access your computer remotely to “fix” it, and will ask for your passwords and other information to do this.

### Possible consequences of the anti-virus scam

In fact, the scammer is not selling a legitimate service or a product. They are trying to gain remote access to your computer for their own gain. If you fall for the scam, you not only waste money on nonexistent services, you might also suffer additional consequences. For example, a scammer that has gained access to your computer and billed you for nonexistent services can:

- use your credit card information to make purchases on the card
- install malicious software on your computer, use it to gather your banking and other personal infor-

mation, and then empty your bank accounts or perform other illegal transactions, or

- use your computer without your knowledge to send spam or viruses to other computers, including those of people on your email contact list.

### What to do if a scammer calls

If you receive an unsolicited call offering anti-virus services, requesting access to your computer or asking for credit card information, hang up.

If you see an Internet pop-up advertisement offering anti-virus services, do not respond to the pop-up.

NEVER give an unsolicited caller access to your computer.

Although it is important to install and update anti-virus software on your computer, always buy this software from a legitimate vendor that you trust.

This information is from the Canadian Radio-television and telecommunications commission:

<https://crtc.gc.ca/eng/home-ac-cueil.htm>