

Seniors Action Quebec

E-Newsletter



UPCOMING WEBINARS

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We hope that everyone had a lovely summer and managed to recharge their batteries. On our end, we are putting the final touches on our exciting new webinars that will start in September.

To register for any of these webinars, please email Ruth Pelletier at ruthkathleenpelletier@gmail.com

September 13 2022 10:00 AM– 12:00 PM

What You Need to Know About the Car Industry

Presenter: Mr. George Iny, Director of Automobile Protection Association (APA), and the co-author of the Lemon-Aid New and Used Car Guide.

George has undertaken more than 30 field investigations of automobile retailing and repairs for government and the media in five Canadian provinces.

Topics that will be covered:

- The impact of vehicle shortages
- Hybrid vs Electric vs Gas
- Issues Specific to Older Drivers

October 11 2022 9:30 AM–12:00 PM

Things to Know to Have Successful Volunteer Governing Boards

Presenter: Frances Ravensbergen, PhD.

Frances has been working and consulting in the community sector in Quebec for over 40 years.

She was a founder and active with the Centre for Community Organizations from 2000–2021, teaches at Concordia University (Applied Human Sciences, School of Community and Public Affairs).

This webinar will be beneficial for all current board members, those considering being a board member and for the staff working in non-profits.

Topics that will be covered:

- Bylaws and the journey of a board member from recruitment to end of term.
- Roles & Responsibilities of a Volunteer Board Member
- Other key items such as: staff and boards working together, liability insurance, effective board meetings, the Board's role in HR management, conflict resolution, etc.

November 8 2022 10:00 AM – 12:00 PM

With the Higher Interest Rates and Increased Costs: Are You Worried About Your Debt Load? What Can You Do to Protect Yourself and Family

Presenters:

Kenneth De Melo, Senior Branch Manager at BMO in Kirkland

Monica Sourour, Money and Budget Coach

Topics that will be covered:

- Know the signs when you are in trouble.
- What are the misconceptions people have when approaching the bank for help?
- What can your bank do for you?
- Preparing an Expense Worksheet, reducing utility costs, Seniors programs and discounts, and Government Benefits. Controlling credit card debt.

December 6 2022 10 AM–12:00 PM

Protecting Yourself from Frauds and Scams.

Presenters:

Kenneth De Melo, Senior Branch Manager at BMO in Kirkland

Stephanie Senecale, Senior Support Unit Coordinator
Canadian Anti-Fraud Centre

Brad Russell, Senior Competition Law Officer in the Deceptive Marketing Practices Directorate of the Competition Bureau of Canada

Topics that will be covered:

- Understanding common consumer frauds and tactics.
- The different types of frauds and scams as seen at the bank.
- Spotting Financial Abuse. Know Your Customer Rule and how it can benefit us.
- Understanding the current trends that affect seniors.
- The impact of fraud and how to report it.
- Tips and advice.
- What are the types of deceptive does the Competition Bureau undertake? What resources are available to protect people and businesses against deceptive marketing?

February 7 2023 10:00 AM – 12:00 PM

Understanding Your Consumer Rights

Presenter:

Richard Goldman, a lawyer and plain language specialist with Éducaloi.

Richard Goldman provides support to English-speaking community groups across Québec offering legal information to the public. A lawyer for more than 30 years, Rick has a wealth of experience in the community sector.

Topics that will be covered:

- Refunds and exchanges
- Pricing errors
- Warranties
- Online shopping
- What you can do when problems occur

March 7 2023 10 AM – 12:00 PM

Estate Planning: What You Need to Know in Advance

Presenter: (TBC)

Topics that will be covered:

- The Importance of Planning Ahead.
- Role of Liquidators (Executors). Settling the Estate.
- Know where key documents are and if you don't have them, learn how to do a search for them.
- Benefits: Who qualifies, deadline to apply, are they taxable etc.

WE MOVED!



It's been a busy summer here at Seniors Action Quebec. After nearly two years, we said farewell to our office in the West Island and moved back to downtown Montreal. Our office is now located at the Foundation of Catholic Community Services. The building is next to the Guy-Concordia metro station and is readily accessible by public transportation, foot or by car.

Our new address is:

Seniors Action Quebec

1857 Boulevard de Maisonneuve Ouest

#307 and #308

Montreal, QC

H3H 1J9

RESILIENCE TRAINING MANUAL



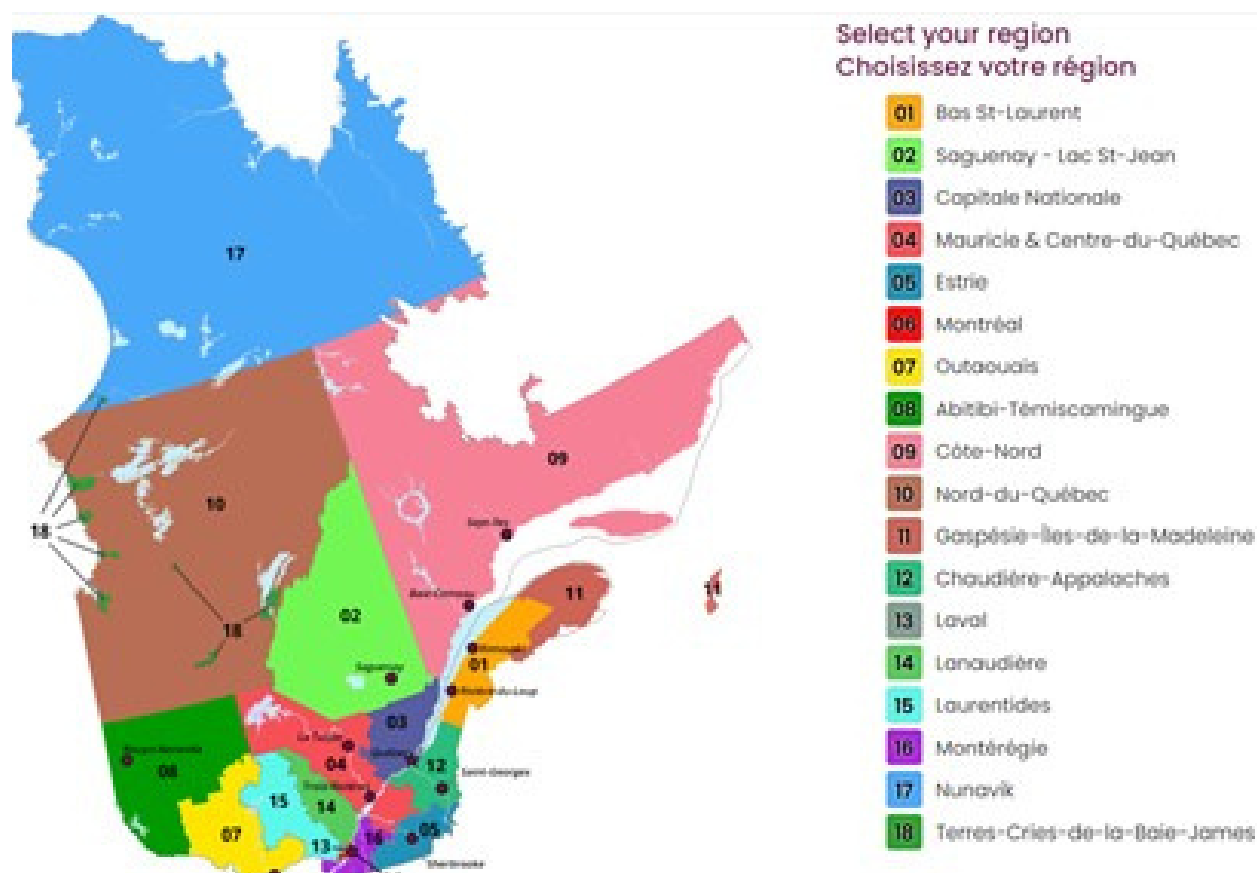
We have some exciting news to share!

We are putting the final touches on a training manual of our Resilience Training Project, which ended this winter. To wrap-up the project, we are planning on distributing an instruction manual, along with the videos of the 6 training modules that were created by Project Coordinator Mirella Castrechini, to English-speaking organizations.

The idea is, that with this manual and the videos, organizations whose staff members participated in the original training sessions, can use these resources to continue training staff members and volunteers.

More details to come!

MAP OF SERVICES WEBSITE UPDATE



Our map of services website has grown! Over the summer, we were able to create three new sub-categories to our [map of services for seniors](#). These new search sub-categories are: **Mental Health Services, Palliative Care Services and Home Care Services.**

Our map of services website is a database that allows the public to find services related to the needs of seniors and English-speaking seniors in all regions in Quebec.

On the map, you will find services in your local area, and we also try to identify the language of services that are available. Click [here](#) to watch a video on how to use our map.

If you require a paper copy of this newsletter, please contact us by email (info@seniorsactionquebec.ca) or by phone 438-386-1944



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