



# TELUS Wise®

Empowering you and your family to stay safe in our digital world

#TELUSWise

# TELUS Wise

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Empowering Canadians  
to stay safe in our digital  
world



In partnership with:



CANADIAN CENTRE *for CHILD PROTECTION*®  
*Helping families. Protecting children.*



AMANDA TODD LEGACY  
*'THE DREAM OF HELPING KIDS'*

[amandatoddlegacy.org](http://amandatoddlegacy.org) | [info@amandatoddlegacy.org](mailto:info@amandatoddlegacy.org)



PROMOTING RELATIONSHIPS & ELIMINATING VIOLENCE NETWORK  
Canada's authority on research and resources for bullying prevention

# Program elements

## For Adults

TELUS Wise  
TELUS Wise seniors

## For Youth

TELUS Wise footprint  
TELUS Wise in control  
TELUS Wise impact  
TELUS Wise happiness

## For Everyone

1-on-1 smartphone  
sessions at TELUS  
Learning Centres  
(retail locations)

TELUS Wise Book a workshop Articles & Tips Topics About Contact  [Français](#)



Empowering Canadians to stay  
safe in a digital world.

[Request a TELUS Wise workshop.](#) 

Search TELUS Wise:  

### TELUS Wise Digital Pledge

Together, we can create a positive, friendlier world online. For  
every Pledge taken, TELUS will give \$1 to support  
#EndBullying programs across Canada.

[Take the Pledge](#) 



# What to expect

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- Living in a digital society
- Internet safety
- Smartphone safety
- Parenting in a digital society
- Workshop wrap-up



# What's your biggest concern?

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- Cyberattacks
- Data breaches
- Privacy
- Identity theft
- Connected Home
- Shopping
- Banking
- Child safety
- Cyberbullying
- Screen time

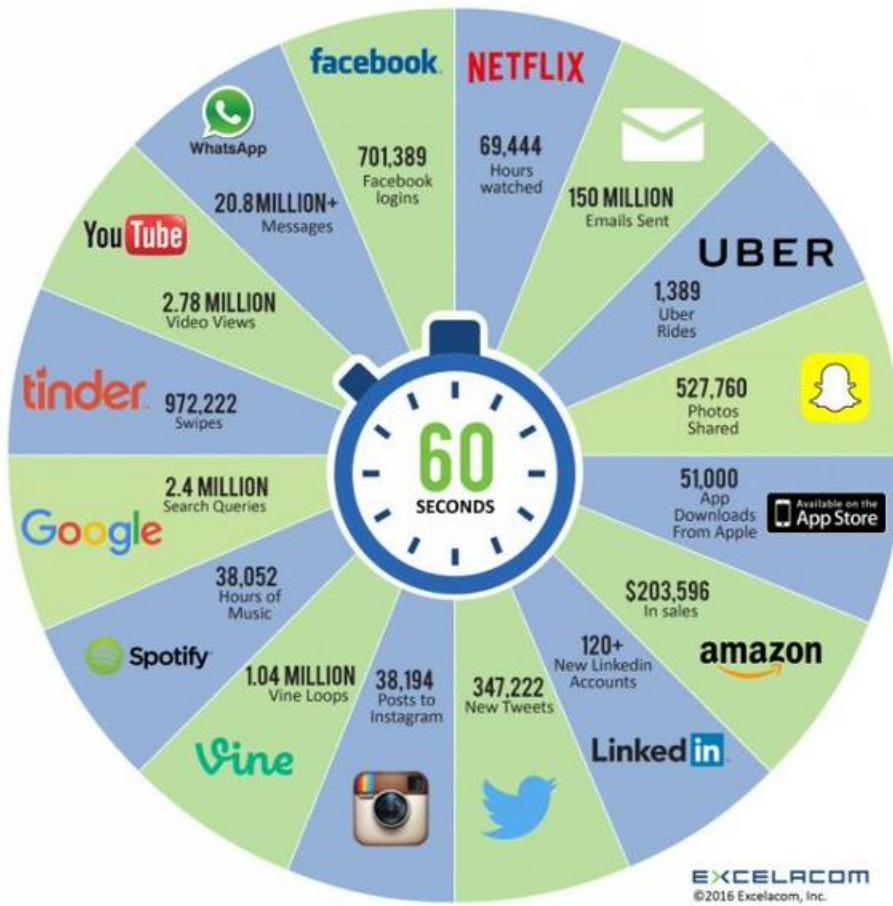




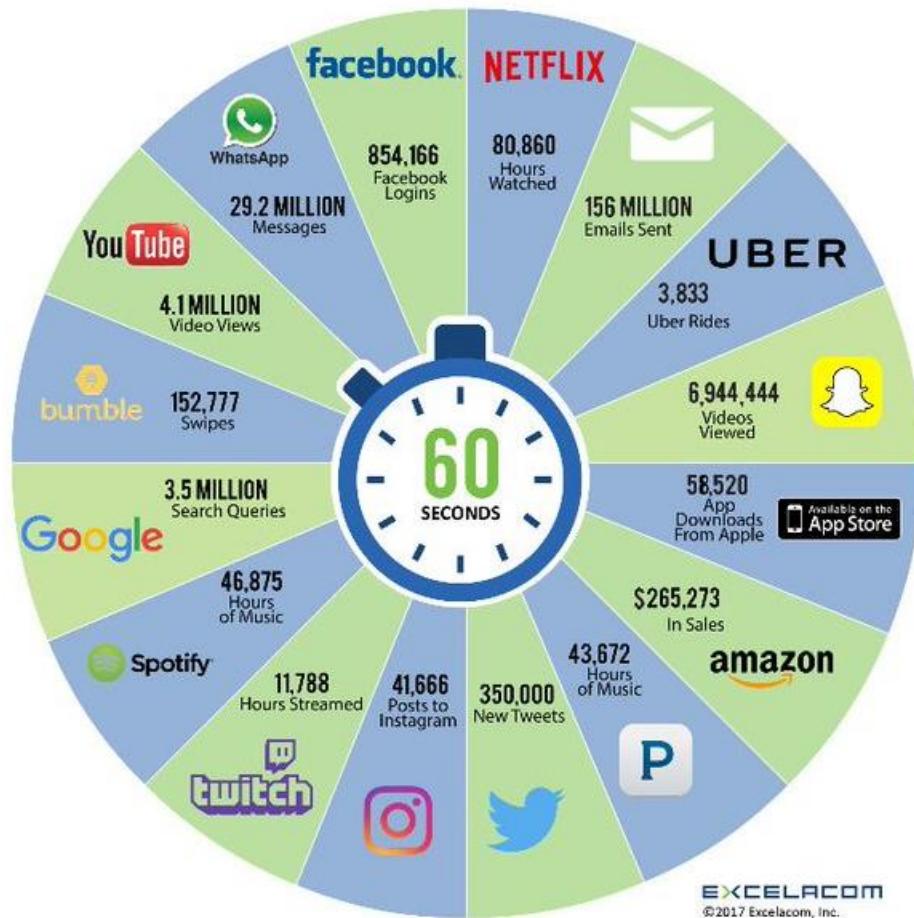
Living in a digital  
society

# What happens in an Internet minute?

2016



2017





# Internet safety

# Common threats

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- Malware: ransomware, spyware, viruses
- Emerging threats: cryptojacking and formjacking
- Pharming, phishing and spoofing



## Wise tips

1. Protect yourself: anti-virus, anti-spyware, firewall security, VPNs
2. Keep software/operating systems/browsers up to date
3. Set strong passwords and change them often
4. Scrutinize your email: suspicious attachments/links, requests for personal information, typos and grammar errors

# Internet of Things (IoT)

- Home security and smart locks
- Smart appliances
- Baby monitors
- Heat/cooling systems
- Home assistants
- Wearables/watches
- TVs
- Children's toys



## Wise tips

1. Understand what data is collected and how it is used; manage privacy settings
2. Turn it off when not in use (especially devices with camera/mic functionality)
3. Secure your Wi-fi; keep IoT devices on a separate “guest” network

# Online shopping & mobile payments

- **86%** of Canadians have made an online purchase in the last 12 months
- **29%** have used mobile payment /digital wallet service

## Wise tips

1. **Online shopping:** verify the seller's reputation and confirm security (lock and 'https'). Decline the option to store credit card information.



2. **Mobile payments:** only use the payment app that came with your phone (e.g. Apple Pay or Android Pay). Paying with a credit card is safer than using a debit card.



# Social media safety & privacy

## Wise tips

1. Keep an eye on permission & privacy settings
2. Create a Google Alert
3. Limit what you share
4. Think twice before posting
5. Be careful where you click
6. Turn off geotagging
7. Don't forget to log off
8. Keep your digital household clean (passwords, dormant accounts, friends lists)





Smartphone  
& tablets

# Smartphone & tablet safety

## Wise tips

1. Lock your phone
2. Lock, track, erase program
3. Update system regularly
4. Manage locations settings
5. Don't open attachments from unknown sources
6. Be wary of smishing scams and scrutinize your texts
7. Research apps before downloading
8. Use of wireless hotspots



# Distracted driving

## When you drive distracted, you:

- Slow your reaction time by 35%
- Increase your crash risk by 500%
- Fail to see 50% of what's in your environment



## Wise tips

1. Keep your phone out of sight, out of mind
2. Put it on silent or switch it off
3. Rely on a passenger
4. Check messages and program your GPS before you drive
5. Pull over safely if you must use your phone



# Parenting in a digital society

# Young children (ages 2-6)

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## At this age:

- Media content perceived as real
- Easily frightened by visual images
- Lack critical thinking skills

## Considerations:

- Inappropriate content
- “Edutainment” & vulnerability to marketing messages
- Screen time

# Older children and tweens (ages 7-12)

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## At this age:

- Confident in their technology skills
- Watch more videos & play more online games
- Enter the world of social media

## Considerations:

- Inappropriate content
- Stranger danger online
- Digital footprint
- Expectations: do the right thing online & screen time

# Teens (ages 13-18)

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## At this age:

- Developing autonomy
- Eager to exert independence
- Peer pressure; seek acceptance
- Can act impulsively
- Social media is central

## Considerations:

- Privacy
- Online reputation
- Cyberbullying
- Expectations
- Coming up for air
- Healthy relationships/sexting

# Cyberbullying

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## Did you know?

- **42%** of Canadian youth have been cyberbullied in the last month
- **74%** say telling a trusted adult would help



## Wise tips

1. Stop, Block, Record and Talk
2. Listen, provide support and remind them it's not their fault (don't ignore or minimize it)
3. Develop a plan together (don't escalate without discussing it first)
4. Stay calm (don't take away devices or restrict social media access)
5. Get support: Kid's Help Phone, Cybertip.ca (sextortion) or Police

# Sexting & non-consensual sharing of sexts



## Did you know?

- 4 in 10 Canadian youth (aged 16-20) have sent a sext
- 2 in 3 have received a sext
- **42% who've sent sexts have had had one shared**

### Wise tips

1. Talk about how uncommon sexting is: youth may be motivated to sext if they think “everybody does it”
2. Talk about digital permanence and that they shouldn’t do anything they don’t want to
3. Challenge excuses for sharing and reinforce the importance of treating everyone with respect: sharing sexts is hurtful and wrong
4. Model consent (ask before you post pictures of your kids)

# Gaming

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## Did you know?

After watching TV/YouTube (and social media for older kids), gaming is the next most popular online activity for youth



### Wise tips

1. Check age ratings and reviews
2. Know who your child is connecting with
3. Adjust privacy settings and parental controls on gaming consoles
4. Teach your child about stranger danger and how to block/report others
5. Be mindful of 'freemium' apps, advertising and in-app purchases
6. Watch for concerning behaviour

# Parental control solutions

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## What do they do?

- **Filtering:** block unsafe / inappropriate content
- **Control:** limit usage and/or restrict access to apps
- **Monitoring:** gain insight into contacts and messages

## Wise tips

1. Tools aren't fool proof and don't replace open dialogue
2. Respect privacy: be transparent if you plan to use monitoring controls
3. If you choose to use Parental Controls, they work best if introduced at an early age

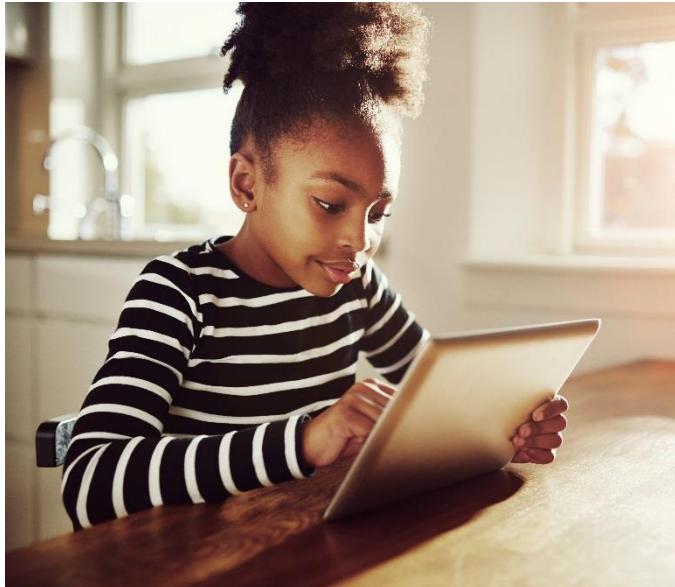
## What to look for?

- Scope & compatibility
- Ability to customize settings
- Notification and remote management functionality

See **PCMag.com** for reviews and recommendations or look in your App Store for popular solutions

# Screen time

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## Wise tips

1. Use screens mindfully
2. Model good media use
3. Set household rules and co-view
4. Minimize screen time for young kids
5. Maximize positive use for older kids

# General tips



1. Don't be scared; instead, teach your kids how to stay safe
2. Talk, talk and talk more
3. Participate in your kids' digital lives
4. Set limits and expectations early on
5. Be a good role model

Try to teach **critical thinking** – empower children to develop good judgment skills in both their physical *and* their digital world.

# Stand with us to #EndBullying

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**Take the TELUS Wise Digital Pledge  
at [telus.com/digitalpledge](http://telus.com/digitalpledge).**



**Workshop wrap-up**  
Give us your feedback  
[at telus.com/wisesurvey](http://telus.com/wisesurvey)



## More information

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- Visit **telus.com/wise**
- Request a workshop for your community group or school
- Get 1:1 smartphone support at a TELUS Learning Centre
- Join the conversation online, using **#TELUSWise**
- Contact us at **wise@telus.com**

**Survey link:** [telus.com/wisesurvey](http://telus.com/wisesurvey)



# Questions?

Survey link:

[telus.com/wisesurvey](https://telus.com/wisesurvey)

