Preventing Financial Fraud and Scams

Resources and Information



Funded in part by the Government of Canada's New Horizons for Seniors Program

Canada

ST. JOHN'S

This resource was created as part of an educational toolkit to increase awareness of financial abuse, scams, and frauds for older persons. Resources were created thanks to support from the Government of Canada's New Horizons for Seniors Program.

This resource and support document provides information to help seniors understand how to protect themselves and where to report incidents safely.



The opinions and interpretations in this publication are those of the author(s) and do not necessarily reflect those of the Government of Canada.

Emergency 911

For all emergencies, please call **911** immediately.

Royal Newfoundland Constabulary (RNC)

You can contact the **Royal Newfoundland Constabulary** at:

Telephone: 1-709-729-8000

Deaf/Hard of Hearing TTY: 1-800-363-4334

Certain incidents may be reported online using the Royal Newfoundland Constabulary's **Online Reporting Form**:

- Lost property
- Theft under $5,000
- Theft from a motor vehicle
- Property damage
- Damage to a vehicle
- Motor vehicle accidents





Canadian Anti-Fraud Centre

The **Canadian Anti-Fraud Centre** collects information on fraud and identity theft and provides information on past and current scams affecting Canadians.

Toll-Free: 1-888-495-8501

Report online using the **Online Fraud Reporting System**

SeniorsNL Information and Referral Line

The **SeniorsNL** Information and Referral Line in Newfoundland and Labrador is a toll-free helpline for seniors and those who support them. It provides information and referrals to programs and services available to older adults in the province.

Toll-Free: 1-800-563-5599

An **online contact form** is also available.

Digital Seniors NL

Digital Seniors NL exists to close the technology gap by delivering welcoming, judgment-free learning that meets seniors exactly where they are – in libraries, churches, community centres, and even their own living rooms.

Telephone: 1-709-700-7842

Email: Info@DigitalSeniorsNL.ca

Office of the Seniors' Advocate

The **Office of the Seniors' Advocate** works with seniors, service providers and other key stakeholders to identify, review, and analyze systemic issues.

Telephone: 1-709-729-6603

Toll Free: 1-833-729-6603

Email: SeniorsAdvocate@SeniorsAdvocateNL.ca



Connections for Seniors

Connections for Seniors helps to empower seniors to overcome barriers to safe and affordable housing and provide support services that help reduce risks to well-being and promote quality of life.

Telephone: 1-709-699-0006

Email: Info@ConnectionsForSeniors.ca

Guide to Provincial Government Programs and Services for Seniors, 2025

The Government of Newfoundland and Labrador offers a variety of initiatives and services that promote and support the well-being of the province's older adult population.

This **guide** is designed to help older adults access and navigate provincial programs, services, and benefits.



Victim Services

Victim Services is a free service offered by the Department of Justice and Public Safety to victims of crime in Newfoundland and Labrador. Victim Services provides assistance to victims of:

- intimate partner violence (domestic violence)
- sexual assault
- criminal harassment (stalking)
- personal violence like assault; assault with a weapon; assault causing bodily harm
- threats
- homicide (family members can access services)
- impaired driving
- property crimes
- theft and fraud

Services are available to adult victims of crime 16 years of age and older whether or not the crime has been reported, or a charge has been laid.

Services are also available to children, youth, or witnesses (under 16 years of age) when charges are laid. A caregiver or legal guardian must consent to services.

St. John's Office
Telephone: 1-709-729-0900





NL Healthline 811

In addition to being an access point, **811** is also an e-mental health tool, confidential and free, and staffed by experienced Registered Nurses. It is available to all residents of Newfoundland and Labrador any time, day or night.

Text and Video Relay Service (VRS) lines are available for individuals who may be hard-of hearing, identify as having communication disability, or are deaf.

VRS number: 1-888-834-1252.

For texting, please download the 811 NL HealthLine app in the Apple and Google Play app stores.

Bridge the Gapp

Bridge the Gapp is a way to connect with guidance and support for mental health and addictions in Newfoundland and Labrador.

Bridge the Gapp Adult is an online resource designed to support mental wellness for adults

Domestic Violence Help Line

Callers can speak with **Domestic Violence Help Line** trained professionals who will assist them directly or connect them to the appropriate service or organization in the community.

Telephone: 1-888-709-7090

Intimate Partner Violence Unit (IPVU)

The Royal Newfoundland Constabulary's **Intimate Partner Violence Unit** (IPVU) is a team of dedicated officers trained to assist and support victims of intimate partner violence, by advising of available resources, criminal investigation information, and court process support. The IPVU can help with safety planning, Emergency Protection Orders, and Peace Bond applications.

General advice: IPV@rnc.gov.nl.ca.

Emergency: 911

Non-Emergency: 1-709-729-8000

Sexual Violence Support and Information Line

Callers can access non-judgmental, empathetic support and information related to sexual violence through a 24-hour crisis line operated by **End Sexual Violence NL**.

Telephone: 1-800-726-2743





THRIVE Directory of Services

For a comprehensive listing of services and resources, please visit THRIVE's **Directory of Services**. The Directory contains the following sections:



Emergency Hotlines/Supports
A list of hotlines and supports people can access in St. John's area as well as the province of Newfoundland and Labrador.

2SLGBTQIA+
Resources in the St. John's Metro Area for 2LGBTQIA+ folx, or individuals looking for resources in related areas.

Childcare
All Child-care related supports and programming, such as registered childcare centres, etc.

Community Activities
Recreational programs involving the arts, athletics, and general social events.

Education
Educational programs and support including childcare facilities, tutoring, libraries, etc.

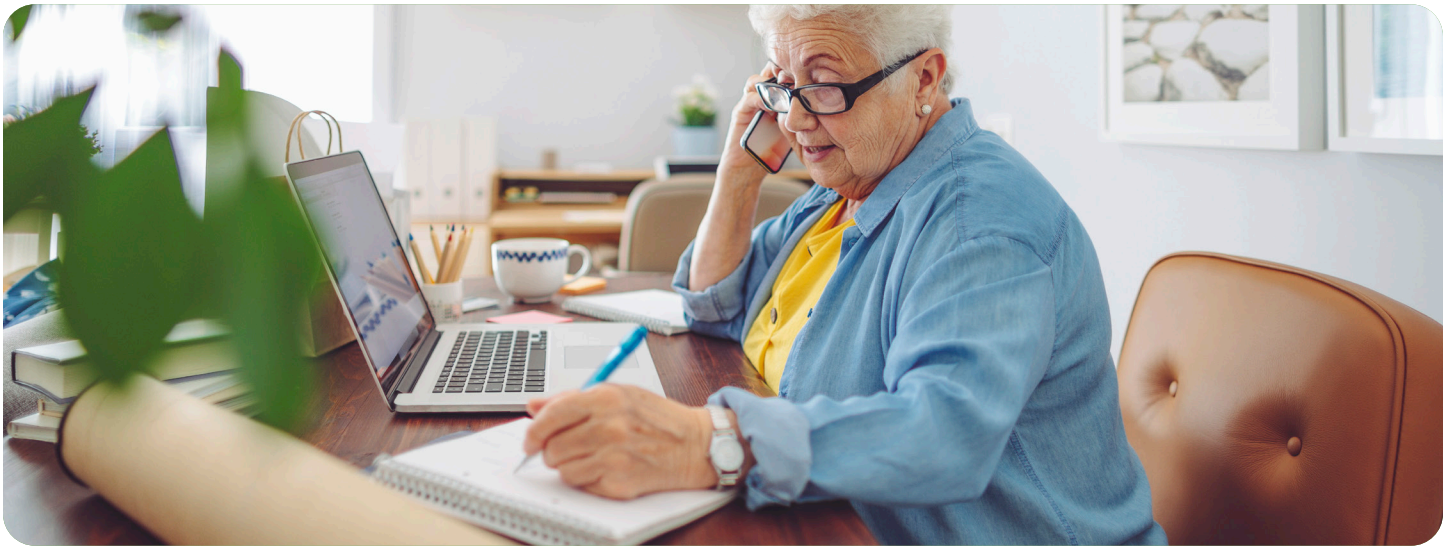
Employment Supports
All types of employment support and skills development programming.

Health
All health-related supports and programming, including mental health, addictions, food security via nutrition and poverty initiatives, advocacy, and support groups.

Housing
Shelters, housing options, and other related supports.

Indigenous
Supports within the Indigenous Communities providing information and resources etc.

Justice
All justice-related supports and programming including crime prevention and reduction, legal aid, victim supports, courts, advocacy, etc.





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