



# #UNHACKABLE

## Train the Trainer Program for Community Groups



# Training Summary

**The session includes 2 hours of personal cybersafety best practices, including:**



## Protect Your Device

- Physical Security
- App Permissions and Management
- Software and BackUps



## Protect Your Information

- Password Management
- Being Pseudonymous
- Privacy Settings
- Privacy Policies

## Protect & Prevent: Scams

- Scam Red Flags
- Scams Targeting Seniors, Newcomers and Teens
- Resources for Reporting and Assistance

**The remaining hour will include a brainstorming session to discuss how these best practices can be:**

- Applied within existing programming for patrons
- Applied in regular daily interactions with patrons
- Developed into new programming for patrons  
*(which we can assist with)*
- Augmented with additional resources  
*(which we can develop for you)*
- Maintained for future volunteers and staff



# Training Impacts

**“While we teach, we learn.”**

Seneca

The #UnHackable: Train the Trainer Program creates a multiplier effect that benefits a much larger audience.

## Patrons

Seniors, newcomers and teens all benefit from the cybersafety resources and training they receive as a result, in turn, patrons pass on their new skills and awareness to their family and friends

## Staff/Volunteer Personal Safety

The participants of the program, while learning with the intent of sharing with patrons, improve their own cybersafety skills which increases their personal safety

## Staff/Volunteer Family Safety

The new skills and awareness are inevitably spread to family members of staff/volunteers



## The Workplace:

While not replacing a corporate cybersecurity training program for employees, the Train the Trainer Program positively impacts how staff/volunteers think about personal information, phishing, data protection, privacy and much more.



# Scenarios

## Public Wi-Fi and Computers

A major draw for library and community centre visitors is the free Wi-Fi access. This is the perfect opportunity to teach visitors about the specific risks associated with public Wi-Fi and shared devices. By offering practical guidance on safe practices, patrons can be empowered to make informed decisions and protect their digital privacy.



## Language Programming

By integrating cybersafety education into language programming and sharing multilingual resources that cover essential digital safety topics, libraries and community groups equip newcomers with the knowledge and confidence needed to navigate the digital landscape securely and avoid falling victim to scams that specifically target them.



## Seniors Programming

Whether the program is tech related or not, anytime a senior enters the library or community centre it's an opportunity to help spread awareness of common scams (they happen over the phone too!). All volunteers and staff who interact with seniors have the chance to spread cybersafety awareness whether the senior is simply borrowing books or is attending a tech support workshop.



## Youth Programming

Integrating topics such as social media management, online gaming safety, and scams that specifically target teens into existing youth programming, can promote a culture of digital citizenship. Libraries and community centres are a safe and inclusive space for teens who may be facing an array of online issues from cyberbullying to sextortion. By providing awareness and resources for help and guidance, influence is extended beyond the physical boundaries of the library or community centre.



## Tech Loans and Support

Libraries and community centres can ensure that patrons understand the importance of maintaining device security and protecting personal information by educating on topics such as avoiding phishing scams and utilizing security features like password managers and multi-factor authentication.

