

So I think that this situation that we're in now could very well mushroom in the future.

0:00:00 – 0:00:16

You can't put your head in the sand.

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I worry about AI and I worry about what's out on social media.

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You could lose everything.

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I just find it's almost like a dictatorship, you know, it's kind of like, it's like big

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pharma, big pharma with their drugs.

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It's a dictatorship.

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They are, they are forcing you to do things that take away to me your individual rights.

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Human life runs on technology and data, yet we seldom stop to consider its costs.

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This is a podcast about the harms the data do.

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And I put quotations around the term do because it is the one way that we have been taught

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to think about technologies and data as a resource which does something.

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It's a resource that to quote F. Scott Fitzgerald, allows us to run faster, to stretch our arms

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further.

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Technology is often thought as a resource that enhances daily life,

allows us to do more
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and importantly, has value.
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That value can be expressed in money, time, or however it may be
managed to do, but like
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all things with value, it's also a resource that has a cost.
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It's that cost that we consider today.
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There are other ways of understanding the role of technologies and the
data it creates.
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There are other ways of thinking about and being in relationship to
data ourselves with
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each other and the world.
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Today we bring you to the Scholar Square at the University of Western
Ontario, to a workshop
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that was held as part of the Preventing Data Harms in Canada project
and was funded by
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the Aging in Data project.
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I was a postdoctoral research fellow on that project and one of 21
people who came together
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for the workshop, a group of younger and older adults aged 18 to 30
and 60 to 90 from all
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backgrounds across London, Ontario.
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Our goal was to have an in-depth discussion to identify the harms that

technologies caused
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from the excessive collection of personal data, how digitalization has
invaded day-to-day
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living, and how these harms related to age and what could be done to
resolve them.
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These are conversations which we hope to extend beyond the Preventing
Data Harms in Canada
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project and Aging in Data projects, and which we hope draws attention
to new narratives
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about the relationship between the role of technologies, data, and
age.
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We are going to run this session until 12, maybe 12.15 to catch up for
lost time.
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We're going to have a coffee break at 11.15 roughly, but feel free to
help yourself to
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have a coffee or tea.
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Dr. Joanna Redden, Associate Professor and a Director of the Starling
Centre at the University
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of Western Ontario, as well as myself and our colleague Janelle Allen
are the facilitators
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for the day.
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The whole square is a space that seems built for collaboration.
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It's a large space with different tables, chairs, whiteboards for
taking notes and monitors

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for showing a presentation encircled by four thick concrete pillars.
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While people gravitate towards the lounging chairs that form a circle
in the centre of
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the room, several individuals take a moment to admire the architecture
and the equipment
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that we have set up.
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They can be overheard commenting about the quality of the space and
technology surrounding
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them, asking questions about where it came from before sitting down.
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This is exactly the type of space we wanted to create to get
participants or rather our
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collaborators thinking about their relationship to technology and
data.
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Alrighty, so essentially for this part in the podcasting section,
we're basically going
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to be focusing on themes and like just different concepts of the
themes that we've already
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discussed and kind of more prompting them further.
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After the first half of the workshops, eight individuals expressed
wanting to talk more
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about the harms they believed were related to technologies and the
creation of data.
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The purpose?

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To share their stories so that others could hear them, relate and work towards creating

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a space or sonic space of collective learning and healing.

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I went on it because my professional organization, RNE0, was quite active on Twitter and they

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wanted us to be on it and tweet things.

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But anyway, I was on it for a year or two and I followed social justice things and some

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politicians and I'm kind of a left-wing type, but I got kicked right off it and I don't

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really even know, I never said anything vulgar or hateful, but they cancelled me.

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Who's they now?

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Twitter.

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Oh, Twitter.

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Or X.

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And I don't have a clue why and I wasn't too upset about it, but it makes me wonder.

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They just sent a notice saying, well, that I'm cancelled.

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They cancelled me.

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What would you say was your response, why did they cancel you, it had to be some hook?

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No, as I remember, they didn't really say.

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And also, at the beginning when Trump became president, they were saying that maybe it

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still happens that people would check your phone and your social media, Canadians going

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across the border.

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So I've been, because I'm probably the odd anti-Trump thing, or anyway, I'm a socially

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progressive person, so I, anyway, so I've avoided crossing the border because I'm a

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little nervous of that and I don't know if it's a valid reason or not.

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I actually got, you know, my news information from Twitter.

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I verify wherever possible that I got news from Twitter, but then it just got to the

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point where everything was just so nasty surrounding the election, the US elections and all the

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misinformation out there that I just had to cancel my ex account because it was just making

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me angry all the time.

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For me, it was just the sheer misinformation that was being kind of bantied about and it

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just, I found it kind of consuming in some ways, so I had to, I just had to stop because,

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I mean, especially, I think, when January 6 happened and all that kind of stuff and

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then moving forward from that, yeah, it was just too much.

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It was just too much for me to take, I mean, it wasn't quite keeping me awake at night,

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but I think at some point it did consume my days, particularly, January 6 would be a particular

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example of that, not just what I saw on social media, but what I saw on the different news

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stations and stuff and even the, many of the news stations, and I'll refer to Fox, were

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just spewing so much misinformation and it's maddening and there's really nothing we can

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do about it, I don't think.

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So I just turned it off basically by canceling my account.

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I'm getting feeds on Facebook and I'm not going to give up my Facebook because I have

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family and friends on there and that's partly how we communicate and celebrate each other

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and things like that, but I've been spending many a time just blocking because I'm getting

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feeds from people, I don't know, and right now with the political situation in the States

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I'm getting a lot of American, well it's American of course, I'm getting a lot of the American

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feeds, right, the political feeds and stuff like that, and so I'm just blocking these

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people and I think we need to, people need to just start taking the time to, yes, it's

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a pain in the butt, but I think people really need to start, okay, I'm blocking this person

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and I'm blocking this person, I don't know this person so why would I, you know, I don't

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care what their political opinions, I do, because it affects our world, but I don't

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need to see it on my feed, it doesn't concern me, there's nothing I can do about it.

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So I've spent a lot of time these days just blocking stuff off my feed and trying not

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to get sucked into, because I have, just like most people I think, but I'll see you in a

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reel and I just kind of get sucked into it or I might click on a video or something just

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to see and I find myself getting sucked in and wasting a lot of time, so I'm trying to

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cut back on that and just block people and I'm like no, I'm not

looking at those reels
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and you know, I've been caught one too many times losing five minutes
of valuable time
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just looking at stupidity, so I think people really need to manage
their social feeds and
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I don't think most people do, they see it and they just, they might go
on to the next
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thing, they don't necessarily get sucked in, but it's there, but there
are ways to manage
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the social feeds and other types of content and I think that people
should be encouraged
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to do so.
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I don't do Twitter or X or whatever it is, but the comment about
crossing the border
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for the ability of border security guards being able to go into your
phone or your laptop
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or whatever media you have to look at what you have done say on social
media, I feel,
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I really feel strongly social media is a very detrimental thing in the
sense that so many
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of us myself and that are not even aware of what we're revealing about
ourselves and ever
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since the so-called information or misinformation came out about the
fact that US Customs or
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security people could go into your phone and I don't know whether I believe they do or
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they did or they didn't because for me it's so much information.
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I worry about AI and I worry about what's out on social media, what I put out there
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when there are those scrolling comments on the reels or whatever, it has made me very
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careful what I say if I click on it whether I like it or I don't like it especially when
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it's a political thing simply because I don't know what could happen.
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What can be what in information AI is gathering about me that could be misinterpreted by somebody
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else or used against me and it has made me, it feeds on fear and if it has made me afraid
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yes it has but it feeds on fear and insecurity which is what it wants, what it wants and
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if you start looking at negative things I certainly know on Facebook and other things
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they will only show you negative things if you are a fashionista say and you love fashion
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and you click on the fashion well it just continually feeds and feeds that thing and
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unless you have self control and to say enough is enough for today so I am, well I think
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it's a great resource, it's not monitored well, there seem to be no guidelines, no rules,
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there's no consequence for bad behavior on it, for unkind things being said, I just find
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it very scary.
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Well even when you Google something about two minutes later all these pop ups appear
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like so they're monitoring like I'll just use maybe a clothing piece of clothing and
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all of a sudden I get all these ads.
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Yeah you just have to Google a city say you might like to visit in Europe yeah you know
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Innsbruck or whatever and next thing you know you're getting listings of all the hotels
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that are there in Innsbruck.
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One time I thought I was hacked and I don't think I don't know if I really was or not
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I don't think so but they the internet picked up on that and were sending me and I guess
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I signed up for some McAfee or something and I just cancelled it now but a year or two
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later but it was yeah I was I felt I was taken advantage of bought something that I didn't
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need or want at that minute I thought it was a solution yeah.

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I was just going to add that I think she touched upon something that's very real and it's

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that and it's not just seniors you know or those less less at more of a disadvantage

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that are vulnerable but we're all vulnerable and we saw that not all that long ago when

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Rogers went down and the internet went down and people can get money out of the bank people

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couldn't do any of that and that's putting all of us at risk and it's a very high risk

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I think is it likely to happen I don't know but can you imagine if that happened globally

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how would people survive you can't do anything without machines now my husband and I are

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going to the same concert and I keep bringing this back but you know so we'll walk through

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the door but I have the tickets on my phone so if he wants to go up to the seat and they're

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checking tickets he can't do that because they're on my phone now you can't transfer

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them but what a pain in the took us that is and and and but even more than that though

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is I think globally we're we're we're extremely vulnerable you know to bring the all systems

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crashing down that's why I won't do everything I won't but I think you know you won't but
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other people are oh I know in that way but that's why I won't write because because
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of that very thing but I don't want that information and you know what do you still you still even
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though you haven't participated you're still affected by it because if everything shut
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down if everything shuts down right what do you do and I'm not I'm not a doomsayer and
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I don't these thoughts don't keep me awake at night but I do believe that that there's
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a certain reality into it you can't put your head in the sand I mean you don't you don't
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say this is going to happen but you'd be crazy to think that it wouldn't yeah exactly you
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know Amazon you know where do the old hardware stores go back in the day right all the little
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hardware stores handy-andy and stuff like this it's all gone so it's all under some
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one super duper guy that runs everything right it's progress or so people might think but
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what I'm advocating for here is no it wasn't broken the first place so why are you dismantling
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it can the post door-to-door service the door-to-door service what's behind it and I see two things

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and I hate sounding like a conspiracy person but I do believe that there are two major

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competitors that most people don't realize with Canada Post who also are in the business

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of communication one being Rogers and the other being Bell they would both dearly love

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to monopolize the way people communicate and I've even they're biased reporting on the

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you know the CTV news channel it's just been totally wrong some of the things that they've

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reported so coming back to people who are fearful of personal banking yes I'm I just

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won't do it it's it's because of over the phone or you know in fact I don't even like

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going up to the the machines to get my money or put money in I still don't rather deal

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with a human more blood person but again this is one of the downsides to AI is that it is

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putting people out of work it's taking jobs away but we've even gone into the bank and

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there's somebody standing at the door and she goes oh why don't you use our machines

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you know I want to speak to a teller right and the very latest I've heard about AI is

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that if you pull up to McDonald's you know we have a nice friendly gal who gives us our
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coffee when we pull up every morning they're going to be replaced it's all going to be
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done automatically and these are entry-level jobs like Java and for young people that's
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you know we have to ask ourselves also how much of these kinds of changes with artificial
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intelligence really leads to the homelessness problem because I can certainly imagine that
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many of the people who are coming along will not be able to because there are a number
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of younger people still have difficulty with a lot of the artificial intelligence components
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that they have to master how many of these people will not be able to enter the job market
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because they're not going to be the jobs exactly what they needed to do and are they going
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to become homeless yes yes certainly not going to be able to afford home so yeah that becomes
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a problem so I think that this situation that we're in now could very well mushroom in the
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future and I don't know how they're going to deal with that so we've talked about how
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quickly this technology is growing particularly AI we've had we've had different technologies

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growing for decades now but AI has been growing particularly quickly
and and I think that that's

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that's and probably not the right term but it's certainly putting
people in a have and

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have not and and there's a little bit of possibly of ageism there too
there are many many seniors

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who are not comfortable with computers I have a friend that hasn't
known a phone till until

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two years ago not not because she couldn't deal with computers but she
just didn't want

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to have a cell phone and and yeah and I've mentioned this before but
you have things

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like QR scans and things like that that people just you know now you
can't go to the to the

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Canada Lifeplace for a concert it has to be on your phone you can't
print your ticket

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and that's imposed upon people and I think that's very unfair to those
who are not in

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tune necessarily in tune with the technology and it might be a
minority but but but still

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they they they you know just as much right to go to a concert or park
their car or anything

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else as well as anybody else but and you know like go to go park your
car in a in a in a

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public parking lot you either have to use the machines or they want you to use your
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your what's the name of that app but honk yes to to to pay for your parking and not
0:21:57 – 0:22:06

everybody either wants to or or or is able to use that technology so I think that we
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have to be very very careful because I think with the speed that things are going I think
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people are being left behind and I think and that's not a good thing and you have to keep
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up with it you have to keep buying new phones I had I couldn't I had it like it one that
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I got in 2017 and just this past year I got a new one because it couldn't do the QR codes
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it couldn't do a lot of things and I couldn't use many apps so it still worked but anyway
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I find that with things like QR codes and you want you have to fill out it you have
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to fill out a document but the only way you can do it online I find it very discriminatory
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yes extremely discriminatory first of all to people who are not computer savvy I think
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it's discriminatory to people who come from other other countries who maybe English isn't
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their first language I mean governments companies everybody is making are for are forcing you

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to do something they're taking away your human rights basically I don't want a cell phone

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I don't want a cell phone yeah I don't want a computer but I still should be able to pick

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up a phone or communication device of something and say I want to fill out a form and don't

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give me this nonsense about saving trees we're past that point with all the recycling that

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we have I just find it's almost like a dictatorship you know it's kind of like it's like big pharma

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big pharma with their drugs it's a dictatorship they are they are forcing you to do things

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to take away to me your individual rights so there's sometimes I don't want to do it

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I don't want to fill out that form online I don't want and it's not because I can't

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it's because you're giving me no option you're giving me no choice and and maybe I don't

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have somebody there to help me you know you do something so I just I just think away your

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rights are being taken away yeah it's nice to have somebody who can help we can you can

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communicate with on how to move these things past so you don't have to put up with the

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negatives that you know I know but I'm not my freedom of choice is
being taken away that
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well you choose still don't you who you have your friends and who
aren't your friends and
0:25:02 – 0:25:06

who what you turn on the lights and I know but I'm not I'm not talking
about my friends
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I'm talking about a simple an application of some kind which is fair I
have technology
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affects our lives yeah and it's taking away the choice from a lot of
people a lot of people
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who number one they choose not to do it that way or simply don't have
the means resources
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or or the help to do it so very true and how I guess lean into like
how that makes you
0:25:30 – 0:25:36

feel perhaps inadequate angry yes helpless helpless scared and when
you're helpless you're
0:25:36 – 0:25:45

scared anxiety level rises that's when you make stupid mistakes when
you like like your
0:25:45 – 0:25:54

Bill Gates mistake I mean the anxiety thing it kind of over like a
head over the head
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I could not believe that I was a guy who is on eight hours yes but I'm
just saying it
0:26:01 – 0:26:08

feeds into our inadequacies and we make choices out of fear and
anxiety and and it's the immediate
0:26:08 – 0:26:19

it's the now and you've got to do it and there's no other way and if
you could just take that

0:26:19 – 0:26:24

deep breath and step away for a moment you probably would make a better choice some of

0:26:24 – 0:26:31

us have been able to do it I've I've been able to do it a couple of times but I've also

0:26:31 – 0:26:37

fed into it where I was just lucky once that somebody happened to walk through that door

0:26:37 – 0:26:43

and stop me mm-hmm and just say what are you doing and I was in this panic and they were

0:26:43 – 0:26:47

going wait take a deep breath step back bang bang shut it down now so I get the feeling

0:26:47 – 0:26:56

that a lot of people get their experience or their education by experimenting themselves

0:26:56 – 0:27:02

doing things you know I reluctant to do that because I'm afraid I'm like yeah I agree with

0:27:02 – 0:27:10

you completely and yeah I agree with you quite like something that I need to do yeah and

0:27:10 – 0:27:16

the other thing is happening too is that I use word and I'm at a certain level of work

0:27:16 – 0:27:23

because when it was installed in the computer there are always new versions of this thing

0:27:23 – 0:27:28

coming out and so when I talk to people for example at SLR all right and they're putting

0:27:28 – 0:27:35

together PowerPoints they say it's so easy how come you're finding easy and I'm not because

0:27:35 – 0:27:39

they have the latest version of word right my version will not do what their version

0:27:39 – 0:27:44

is doing I'm saying why am I retarded in this way it's because I didn't buy I just am using

0:27:44 – 0:27:52

an older version well how would I know that now I have no idea whether it's going to go

0:27:52 – 0:27:58

to this point but uh your cell phone could your cell phone be affected in the same way

0:27:58 – 0:28:05

I don't know but the reason why I mentioned this is that my grandson now and I'm sure

0:28:05 – 0:28:12

that this is true with many of the people in the younger generation he no longer carries

0:28:12 – 0:28:16

a wallet or any money with them everything is on the phone well that ever happens to

0:28:16 – 0:28:22

your phone you lose everything well you can't do anything you can't do anything you can't

0:28:22 – 0:28:28

even call somebody to find out what to do about it you better be careful how much you

0:28:28 – 0:28:34

put on these devices because you could be in very serious trouble and you won't know

0:28:34 – 0:28:40

how to get out of it right I cannot get enough personal education for myself because I find

0:28:40 – 0:28:50

if I go to somebody else for help like Rogers or Bell they'll fix the problem for me but

0:28:50 – 0:28:57

I can't follow what they're doing yeah there's you know I need a tutorial or something can

0:28:57 – 0:29:03

you do this right they don't have the patience to show along with that
in a slightly different

0:29:03 – 0:29:08

sense the average rate of talking is 120 words per minute what I'm
finding on television

0:29:08 – 0:29:15

a lot of other people a lot of the younger people speak more quickly
and as you get older

0:29:15 – 0:29:22

it becomes more difficult to process the messages that they're giving
you because they speak

0:29:22 – 0:29:27

more quickly than 120 words oh yeah okay so it's just too much
information that's given

0:29:27 – 0:29:35

to you all at one time and I remember when I was trying to get
information about how

0:29:35 – 0:29:41

to do something on the computer and I asked one of the people at
Western how to go about

0:29:41 – 0:29:46

doing this I counted the number of steps that he was going through in
total there were about

0:29:46 – 0:29:54

eight or nine steps that he listed for me then now how in the world do
you expect me

0:29:54 – 0:29:59

to remember eight or nine steps all at one time you can't you can't
and you certainly

0:29:59 – 0:30:10

can't I think follow someone who's got your and they're just fixing it
you can't do that

0:30:10 – 0:30:16

so you're writing it down you couldn't write because if your computer
is gone you're doing

0:30:16 – 0:30:21

it by hand you couldn't write that fast just the other day while I was using my computer
0:30:21 – 0:30:35

because I use the computer a lot for writing articles and as I was using the computer suddenly
0:30:35 – 0:30:43

on the screen this message appeared and what it said along with voice is that if I call
0:30:43 – 0:30:52

this number that's on the screen I will get in touch with someone in Microsoft who will
0:30:52 – 0:30:58

in turn remove this message because the screen was locked all right so I had no idea whether
0:30:58 – 0:31:07

this message was legitimate or not as far as Microsoft was concerned so anyway I did
0:31:07 – 0:31:13

call the number and I talked to someone but then he started asking for additional information
0:31:13 – 0:31:18

and I said wait before I give you any information I want to contact this company that I already
0:31:18 – 0:31:25

subscribed to that's supposed to protect me against viruses so I hung up on him and I
0:31:25 – 0:31:32

called this company and I told this company what was happening and what I was told is
0:31:32 – 0:31:38

what you have experienced is ransomware and unfortunately because they are designed to
0:31:38 – 0:31:47

protect me against viruses they don't consider ransom attacks as a virus so where is my protection
0:31:47 – 0:31:57

I don't have any so then I had to call around to find out what I do to get rid of this thing

0:31:57 – 0:32:02

because this company wasn't going to help me at all so because I'm affiliated with the

0:32:02 – 0:32:08

university I called the university's number to talk to the person who provides information

0:32:08 – 0:32:13

on technology of operating computers and all they could suggest to me unfortunately was

0:32:13 – 0:32:21

I should take it to a place like Best Buy and they would eliminate everything on my

0:32:21 – 0:32:26

computer starting all over again I said I can't do that you're going to eliminate work

0:32:26 – 0:32:33

that I've been working on for years something is gone this was just it was impossible I

0:32:33 – 0:32:40

wasn't going to do it so unfortunately I called around and I was very fortunate and lucky

0:32:40 – 0:32:46

to find apparently it might have been the one person in London and he said all you have

0:32:46 – 0:32:55

to do is press the alternate key and the f4 key simultaneously and hold them both down

0:32:55 – 0:33:05

and your screen will be freed and it worked and you didn't lose any I didn't do anything

0:33:05 – 0:33:12

other than that so I think it's a very important message for people to know because that kind

0:33:12 – 0:33:18

of thing can happen to anybody especially if you're doing a lot of banking with your

0:33:18 – 0:33:24

computer you could lose everything if you're paying your income tax
and all that you could
0:33:24 – 0:33:29

lose everything so if you know that simple step that can save you and
it's amazing how
0:33:29 – 0:33:37

many other people did not know that simple step so I think it's
important that people
0:33:37 – 0:33:45

be aware of the fact that you might have to hunt around for a lot of
people who are sufficiently
0:33:45 – 0:33:50

computer savvy to know what to do when you run into problems that are
today becoming
0:33:50 – 0:33:56

very common and so at least you have one step that you can employ now
who knows when they
0:33:56 – 0:34:04

update the current version of word whether that will even work in the
future I don't
0:34:04 – 0:34:10

know but these the kinds of things that you need to be on top of
however you get there
0:34:10 – 0:34:17

I don't know but it is important to be aware of some of the safeguards
that might be available
0:34:17 – 0:34:23

if word does grow in the future what to do to protect yourself against
these kinds of
0:34:23 – 0:34:29

schemes the same thing happened to us with getting scammed by
Microsoft so my husband
0:34:29 – 0:34:36

phoned really really nice and he acted quite quickly same thing I did
pick up the phone
0:34:36 – 0:34:43

to call yeah and he gave his ID number where he worked at blah blah
blah how can I help

0:34:43 – 0:34:51

you and then he says oh can you hang up the phone beyond your cell phone well yes and

0:34:51 – 0:34:57

I thought that was kind of weird and I thought he's scamming because we don't do banking

0:34:57 – 0:35:02

on our computer or on our phones but I thought he's probably scamming his cell phone to see

0:35:02 – 0:35:07

if we have banking information or anything so then he said oh I'll phone you back on

0:35:07 – 0:35:13

your home phone so then he says and then he says um where do you do your banking at oh

0:35:13 – 0:35:22

John told me he says well what's your numbers and then I'm there yeah yeah and he's just

0:35:22 – 0:35:29

being too nice like one of the places I called they looked up the number that they gave me

0:35:29 – 0:35:35

is this in fact Microsoft and they said no this is not a Microsoft number if Microsoft

0:35:35 – 0:35:40

would never give you that that kind of direction exactly so that's how you know that it is

0:35:40 – 0:35:46

but you have to again know how to clear how did you clear how did you get rid of it well

0:35:46 – 0:35:51

we have a protection through Staples and then we just phone so Staples knew how to do it

0:35:51 – 0:35:59

because the service I'm going to get that's the problem well we had to phone one of their

0:35:59 – 0:36:04

technicians like yeah but that's what I mean you know you have to give him permission to
0:36:04 – 0:36:09

go in your computer yeah yeah yeah stuff like that you you pay for that through Staples
0:36:09 – 0:36:15

yeah something like 20 dollars a month how much 20 dollars a month that's very good because
0:36:15 – 0:36:21

the company I'm going through didn't know how to do it Staples did he was very persuasive
0:36:21 – 0:36:30

you're very authoritative and he told me that he could trace where a phone call was being
0:36:30 – 0:36:38

monitored it was a phone box and then he said they were downloading child porn and I told
0:36:38 – 0:36:50

you I said what have you been up to nothing good but it was then when he asked for my
0:36:50 – 0:36:58

bank account number that I just got was the kicker it also happened to us when COVID was
0:36:58 – 0:37:07

on there was email went out under John's name to his friends saying I'm in the hospital
0:37:07 – 0:37:15

and I need money okay so your email got hacked yeah okay and a couple people phoned and then
0:37:15 – 0:37:23

where did you go back to Staples it was Staples who told me that he could investigate it told
0:37:23 – 0:37:29

me where I was being hacked from three different places one was the Ukraine the other was Buffalo
0:37:29 – 0:37:38

New York and then there was I think San Francisco and California three different areas they were

0:37:38 – 0:37:46

all onto me at once but that happened quite a bit I think when COVID was on people were

0:37:46 – 0:37:54

taking advantage of that and that's an absolute frustration yeah we affirm why I do not do

0:37:54 – 0:38:00

online banking if I pay my bills I do it through the post office that's right

0:38:00 – 0:38:15

so as we get older as adults we're not supposed to continue to get upset we'll have a heart

0:38:15 – 0:38:21

attack so you try to keep a calm even this set of ways of looking at things but when

0:38:21 – 0:38:31

something like this happens it can really affect so much of your life is very difficult

0:38:31 – 0:38:36

to remain peaceful and calm yeah so these kinds of things are very upsetting and are

0:38:36 – 0:38:42

likely we're going to be experiencing more of this stuff in the future are they recording

0:38:42 – 0:38:47

your voice so they get the proper sounds so they can come up with an old message making

0:38:47 – 0:38:52

it sound like you yep so you have to be careful how many words you use and usually it's a

0:38:52 – 0:38:59

keyword like yeah yes the word yes or something sounds that you made well technology keeps

0:38:59 – 0:39:09

getting smarter and smarter and we don't always get the opportunity to keep up on it but all

0:39:09 – 0:39:16

I can say is be aware if you really want to use the computer to store
all kinds of information
0:39:16 – 0:39:23

because if you continue to do that you might find yourself in the
future in difficulty
0:39:23 – 0:39:29

I would use for mistrustful I think that's what you know I described
myself this lady
0:39:29 – 0:39:38

came up and asked me what the definition of a comradian is somebody
who's just downright
0:39:38 – 0:39:46

pissed off most of it so it is I guess maybe it's with experience and
when we people our
0:39:46 – 0:39:58

age remember what life was like back in the same when I first came to
London I mean downtown
0:39:58 – 0:40:06

was a was a place to be in in Dundas Street on a Saturday morning just
you couldn't walk
0:40:06 – 0:40:12

a straight line to get from Talbot Street to to Wellington because of
the number of people
0:40:12 – 0:40:18

that were downtown shopping and now of course it's it's it's
depressing so it's a feeling
0:40:18 – 0:40:26

and asking myself the question am I stupid you know well it's fear of
looking stupid
0:40:26 – 0:40:36

nobody wants to look stupid yeah and and yet I realize I look at you
and we're not stupid
0:40:36 – 0:40:44

and I'm so happy to see that they're trying to ban social media for
young people because
0:40:44 – 0:40:59

get out and play go to the park like go see your friends like and I
really worry about

0:40:59 – 0:41:08

what it's doing to our young people yes I really worry about the next generation we

0:41:08 – 0:41:13

have great nieces that are four and a half I when we wonder you know I wonder how are

0:41:13 – 0:41:23

they kind of information are they gonna have going going forward yes you're taught things

0:41:23 – 0:41:30

at school but but how much of the misinformation are they gonna be subject to in it and how

0:41:30 – 0:41:36

are they gonna get through things and like I've often wondered and you might be the person

0:41:36 – 0:41:42

to answer this but in my day when I was in high school you know I had a backpack full

0:41:42 – 0:41:50

of full of hardcover books to bring home and bring back to school every day and now I think

0:41:50 – 0:41:57

you work more with laptops do you know in most cases and and and it's it just you know

0:41:57 – 0:42:06

that just shows how things are changing and yet you have parents trying to limit screen

0:42:06 – 0:42:12

time for the kids and things like that but yet the kids have to have laptops for school

0:42:12 – 0:42:18

how does that affect those they can't afford the school such things right and and and there's

0:42:18 – 0:42:25

just so many ramifications for you for young people now I think it will be interesting

0:42:25 – 0:42:31

to watch the the journey my nieces journey because I can't having
lived in the time that
0:42:31 – 0:42:45

I did having grown up in the time that I did I can't fathom how
they're going to to manage
0:42:45 – 0:42:53

to get their all their information and stuff and especially if you
know libraries are now
0:42:53 – 0:42:59

are you know are in some ways at risk and things like that and I'm a
bit I'm a bit I'm
0:42:59 – 0:43:05

a bit to blame for that I do have a coba at home I read I read I read
books as well but
0:43:05 – 0:43:09

I have a coba at home and all these all these little things that you
know I've always liked
0:43:09 – 0:43:16

technology and I think it's great but but I'm just as guilty as
anybody else of of changing
0:43:16 – 0:43:22

the world to what it has become which is not a bad thing but but it'll
be very very interesting
0:43:22 – 0:43:30

to see over the next 20 years considering how much like AI has grown
in it's been around
0:43:30 – 0:43:38

for a while but but the the the popularity of it now like it's it just
seems like it's
0:43:38 – 0:43:45

just popped up in the last few years even though it's been around for
quite some time
0:43:45 – 0:43:52

it will be extremely interesting to to watch the youth grow and
develop in that environment
0:43:52 – 0:44:01

it might be a good thing we don't know leaders we need the leaders
it'll be very interesting

0:44:01 – 0:44:08

to watch yes

0:44:08 – 0:44:18

so the frustrated part again I keep using the word frustration comes from having somebody

0:44:18 – 0:44:23

who will have the patience the time to explain things yeah yeah yeah well talking about the

0:44:23 – 0:44:33

chat box is the correct term here and this is related to it but this is somewhat indirect

0:44:33 – 0:44:40

what's happening now with a lot of the hotels around the country they they have these 800

0:44:40 – 0:44:48

numbers that you can call in order to make a reservation at one time these 800 numbers

0:44:48 – 0:44:53

were directly connected with that that hotel or at least the the group that belonged right

0:44:53 – 0:45:00

now there are a number of private companies that have these 800 numbers that are not connected

0:45:00 – 0:45:08

to the hotel I don't like call centers that's right but they're private so I made an arrangement

0:45:08 – 0:45:16

with one of these 800 numbers I thought that it was connected to the hotel it was a private

0:45:16 – 0:45:21

company so I made the arrangement with them and I booked three nights and they want to

0:45:21 – 0:45:26

pay in advance so I said all right so I gave them the credit card then what happened is

0:45:26 – 0:45:33

I we just my wife and I decided we're not going to stay three nights

we're going to
0:45:33 – 0:45:37

stay only two so I called the same number back again and that's when
you start getting
0:45:37 – 0:45:43

these recorded announcements what can I help you with you want to make
a reservation so
0:45:43 – 0:45:51

I wanted to change my reservation from three nights to two that's not
equipped to answer
0:45:51 – 0:45:57

that kind of question yeah they said either you make a reservation or
you cancel a reservation
0:45:57 – 0:46:03

there's nothing in between so I called a hotel when I finally found
that number Lisa that's
0:46:03 – 0:46:09

a private company we can't do anything for you with that private
company wow so that's
0:46:09 – 0:46:14

something else you have to be very careful of now try your best to get
ahold of the company
0:46:14 – 0:46:22

itself because if you go through these 800 numbers you never know
whether this is a private
0:46:22 – 0:46:28

firm or a firm that is connected with the chain you're lucky if you
can even get a hotel
0:46:28 – 0:46:36

phone number that's what I did that's why we went I went to the 800
you can get a hotel
0:46:36 – 0:46:41

phone number you can't even get those I don't know I don't know if
they could actually write
0:46:41 – 0:46:48

down answers to all these various problems that are coming up that
that's a major factor
0:46:48 – 0:46:53

I because obviously you don't receive manuals anymore anyways or
washing machine you can
0:46:53 – 0:47:00

get an annual so nothing is written down and the fear that I have is
not so much looking
0:47:00 – 0:47:07

stupid but really am I going to erase something am I going to destroy
something so even though
0:47:07 – 0:47:14

you get this assurance no your computer will die on you how do I know
yeah I don't want
0:47:14 – 0:47:20

to try it out and then find that well it did well we took a course
last fall at one of
0:47:20 – 0:47:27

the libraries and it was put down by the library but the instructors
were from Fanshawe and
0:47:27 – 0:47:33

it was for seniors there was 10 people in our class and we had a
really good time because
0:47:33 – 0:47:38

they were they knew their audience and you know so it wasn't going
bang bang bang like
0:47:38 – 0:47:44

they took the time and they explained everything to us like most of us
were somewhat computer
0:47:44 – 0:47:51

savvy but it was you know but but most everybody felt pretty at the
end of the course that
0:47:51 – 0:47:59

they had learned something just be aware of what you should not be
putting on your phones
0:47:59 – 0:48:07

and what you should not be putting on your computer in case this
happens because you
0:48:07 – 0:48:12

could find yourself in very deep trouble and what would you say you

know for the purposes

0:48:12 – 0:48:17

of someone listening should you be aware of or not continue to use a wallet your visa

0:48:17 – 0:48:25

cards and other things with you yeah and continue to have at least some cash in case but don't

0:48:25 – 0:48:32

put all kinds of valuable information that you are very much in need of on your computer

0:48:32 – 0:48:40

or on your cell phone I would not do that what I'm building actually now is something

0:48:40 – 0:48:45

very large but I'm and I just live down the road here somewhere you know but I'm going

0:48:45 – 0:48:50

to be going to Toronto for three months downtown to find the people who are going to build

0:48:50 – 0:48:54

this thing I were your world to the next level and that's that's why what's it called again

0:48:54 – 0:48:59

I were your world okay it's a warrior world and that's that's basically about all the

0:48:59 – 0:49:05

guys people human beings in the world who understand the most important thing we can

0:49:05 – 0:49:09

do is work together if we are on that same journey of we want to love we love our children

0:49:09 – 0:49:16

we love we are not negative energy and in this world now there are many many people

0:49:16 – 0:49:22

by the millions who are interested in something that is not religious but it's religious in

0:49:22 – 0:49:27

a sense by its own way you know you only want to let people have their
sense of what makes
0:49:27 – 0:49:33

me feeling really good you know about I go to church or I do this I
don't need to go
0:49:33 – 0:49:37

to church I've been to church I've been to all the things that I've
done in the churches
0:49:37 – 0:49:41

but the thing is it's not it's about who you are I feed the birdies
every day I listen
0:49:41 – 0:49:48

to some something nice a little bit here and there and I'm building
something you know
0:49:48 – 0:49:52

it's important to be engaged never quit never say the game is over
because it ain't over
0:49:52 – 0:49:57

baby until you're gone until the last moment and those are very
significant moments in
0:49:57 – 0:50:02

your life when you get older and you're the one who's got the
experience you can share
0:50:02 – 0:50:06

with your grandchildren and everybody else in the family listen you
know this is not
0:50:06 – 0:50:11

all we got to look at the positive side let's work on the positive
side that's what this
0:50:11 – 0:50:16

is all about.
0:50:16 – 0:50:16