PROJECT LENS

COMMUNITY WORKSHOP · KIT 4

AI for families and caregivers

Be a partner, not a supervisor.

[Host name] · [Date] · projectlensai.org

TODAY

Three things you'll leave with

01

The words

How to bring it up without a lecture

02

A safe word plan

Your family's defense against voice clones

03

A setup checklist

Protections you can add side by side

QUICK QUIZ · 2 MINUTES

Five questions. No names.

Circle "BEFORE" at the top. It isn't a test. It helps us see what today was worth.

REPORTED IN 2025

What online fraud cost people 60 and older

$7.7B

lost nationwide

$77M

lost by Oregonians

Scammers want people alone and in a hurry. A family that talks takes both away.

WHAT'S CHANGED

AI makes old scams more convincing

A voice

Copied from a few seconds of a video posted online

A face

A celebrity or "doctor" on video selling something

A message

Perfect spelling, using details from public profiles

It can’t fake a call you make yourself to a number you already know.

STARTING THE CONVERSATION

Partner, not supervisor

Lead with curiosity

Ask a question instead of giving a warning

They drive

Their phone, their decision, their accounts

Pick a good moment

After a news story, a strange call, or at a family gathering

WORDS THAT WORK

Instead of this, try this

Instead of...	Try...
"You need to be careful, you could get scammed."	"I read that scammers can copy voices with AI now. Have you heard about that?"
"Let me just do it for you."	"Want to try it together? You drive, I'll sit next to you."
"AI is dangerous, stay away from it."	"Some of this is really useful. Want to see what it can do?"
"How could you not know that?"	"This stuff changes so fast. I'm still learning it too."
"Give me your passwords so I can check."	"Let's set up a few safety settings together. You keep your passwords."

ACTIVITY 1 · 10 MINUTES · WITH A PARTNER

Practice the conversation

01

One of you is the helper, one is the loved one

02

The helper uses the opening line on the card

03

Swap roles and try a second card

THE ROLE CARDS

Three ways in

A. The news story

"I read that scammers can copy voices with AI now. Have you heard about that?"

B. The strange call

"That sounds stressful. Want to call the bank together, using the number on your card?"

C. The new app

"Want to try it together? You drive, I'll sit next to you."

Listen for: a question, not a lecture. Did the loved one keep control?

ACTIVITY 2 · 6 MINUTES

A family safe word

AI can copy a voice. It can't guess a word only your family knows.

Easy to remember

A silly phrase: "purple pancakes"

Impossible to guess

Not a pet, street, or birthday that's online

Never written down

Share it in person or by phone only

Source: FBI PSA I-120324-PSA (Dec 2024) recommends a family secret word · Project LENS · Families and caregivers · 10

THE FAMILY EMERGENCY PLAN

Four steps, on the family plan card

1. Someone calls as family in trouble? Ask for the safe word.
2. No safe word? Hang up. Call them back on a number you already have.
3. Can't reach them? Call another family member first.
4. No family member will ever ask for gift cards, wires, crypto, or cash by courier.

SET UP SAFETY TOGETHER

Side by side. They keep the passwords.

A trusted contact

The bank can reach you about suspected fraud. You can't see balances or move money.

Account alerts

A text or email for every large withdrawal or purchase

Quieter phone

"Silence Unknown Callers" or call screening; unknown calls go to voicemail

Two-step login

For email and the bank: a code to their phone when someone signs in

TWO MORE, AND THE NUMBERS

Freeze credit. Save key numbers.

Free credit freeze	Phone
Equifax	1-888-298-0045
Experian	1-888-397-3742
TransUnion	1-800-916-8800
Oregon DOJ Consumer Protection (save in the phone)	1-877-877-9392

Also save: you, and the bank's fraud line from the back of their card.

STAY IN TOUCH, AND NOTICE

Signs worth a gentle conversation

A scam may be underway

New secrecy about money, calls, or an online friend

Gift cards, wire transfers, or Bitcoin ATM visits

A sudden, urgent need for cash

Remote-access software they don't remember installing

AI is replacing people

Hours a day chatting with a chatbot instead of people

Trusting its advice over a doctor, pharmacist, or family

Saying the AI "understands them" better than anyone

IF IT HAPPENS

Words first, then steps

"Thank you for telling me. This happens to smart, careful people every day. Let’s fix this together."

1. Call the bank, using the number on the card

2. Change passwords, starting with email

3. Report at ic3.gov and to Oregon DOJ: 1-877-877-9392

Help filing: National Elder Fraud Hotline, 1-833-372-8311

Someone taking advantage of an older adult: 1-855-503-7233

Beware "recovery" offers that charge a fee

TAKE THIS HOME

Three things to remember

01

Partner, not supervisor

02

Choose your safe word together this week

03

"Thank you for telling me" comes first

QUICK QUIZ · 2 MINUTES

Same five questions

Circle "AFTER" this time. Then the feedback form, and we're done.

PROJECT LENS

Thank you

Questions?

Free guides and workshops: projectlensai.org

Next workshops: AI scams and deepfakes · Hands-on prompting lab