

Cheshire Chat

Autumn 2026 Edition



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3 Year Accreditation Recipient



Did you Know?....

We have a couple of spooky & fun contests for our employees in the month of October!

Halloween Costume Contest - October 27 - 30

Pumpkin Carving Contest - October 23 - 30

Winners for 1st, 2nd and 3rd place certificates will be announced October 30 and results will be shared in our Cheshire Chat Winter Edition!

Staff Education Corner

New LMS Platform

Cheshire is excited to announce we will be transitioning to a **new eLearning platform beginning this Fall**. We have partnered with The Regional Learning Centre based in the Mississauga Halton region to make this long awaited change happen and are looking forward to a new and improved platform with updated modules. We will first be running a soft launch with one London and one County program first to ensure a seamless roll out to all staff.

Mental Health Survey

The Staff Educator has been working away behind the scenes to focus in on what staff would like to learn about under the umbrella of mental health. After great feedback from All Staff, Cheshire has decided to release an additional survey to get a better understanding of learning priorities and gaps in mental health education. **The survey will be released this Fall and will remain open for 3 weeks to allow staff to add their invaluable input.**

Information Technology Corner

In recognition of October's Cybersecurity Awareness Month, we'd like to share some tips to keep you and your family safe.

Don't Reply to a "Wrong Number." You Will Become a Scam Target

Attackers are using "wrong-number" texts to identify potential targets for scams, according to researchers at Malwarebytes. These texts appear to be harmless messages meant for another person, such as "Are we still on for dinner tomorrow?" or "Where's the PowerPoint?" Recipients often try to be helpful by replying to let the person know they've got the wrong number.

This reply, however, informs the threat actor that the phone number is active and marks it for future scams. "Let's be clear: the 'wrong number' text is not a phishing link," the researchers explain. "It's not malware. In many cases, it's not even the scam itself. It's a personality test.

"The scammers already have your number. They may have bought it in bulk from a data breach for a fraction of a cent per record. They already know the message was delivered because their SMS gateway received no delivery failure. Text messages remain one of the most effective ways to reach people, with exceptionally high open rates and most being read within minutes. That's one reason scammers prefer SMS to email."

If you reply to one of these texts, the attackers also learn the following things about you:

- You're responsive. You saw the message and felt compelled to reply. This immediately places you in their top 15–20% most active numbers category.
- You're polite. You didn't ignore it and didn't respond aggressively. You wanted to help a stranger. Scammers deliberately exploit that instinct to be polite and helpful.
- You reply quickly. The time between their message and your reply can reveal how closely you monitor your phone, help estimate your time zone and indicate how likely you are to respond to future messages.

Grandparent Scams

What are Grandparent Scams?

Grandparent scams are a type of scam in which criminals pretend to be a family member, usually a grandchild, to trick elderly victims into sending them money. The scammers call and claim they are the grandchild in some kind of trouble or emergency. They make up dramatic stories about being arrested, in an accident, or even kidnapped while traveling abroad. The stories can vary slightly, but the scam always involves impersonating a family member who supposedly needs money quickly.

How It Works

Scammers research their targets on social media platforms such as Facebook before calling them on the phone. They use the information they find to make their stories more believable. On the call, the scammers will often disguise their voices in some way, such as sobbing or muffling their voices. After speaking to the scammer pretending to be their grandchild, the elderly victim will be transferred to another scammer. The second scammer pretends to be someone who can help their grandchild, such as law enforcement or an attorney.

What Do They Want?

The second scammer will say that they can help the victim's grandchild, but only if the victim sends them money immediately. They urge the victim to act quickly and not to tell anyone—otherwise, the victim's grandchild may be in legal trouble. The scammers will usually request payment in the form of gift cards. However, some scammers will even send a courier to pick up money from the victim in person.

What Can I Do to Stay Safe?

Follow the tips below and share them with your family members to stay safe from phone scams:

- Most scams involve being asked to take urgent action. If you are contacted by a family member who claims to need money urgently, call other family members to confirm the story before sending any money.
- Be cautious of sharing personal information or family details on social media, as scammers can use this information to make their stories seem more credible.
- Be very skeptical if asked to make a payment using an unusual payment method. Gift cards or someone coming to your home to pick up money from you would not be a normal way of paying an attorney or other legal fees.



Cultural Humility Corner

Need something fun to do in your community?

[Check out this awesome list of free, low-cost and accessible events](#)



Accessibility Corner - Spotlight on Huron County

Huron County is nestled along Ontario's West Coast offering small town charm, local flavours and outdoor adventure.

For a full list of events, please visit their event calendar <https://events.huroneast.com/>

Accessibility initiatives: <https://www.huroneast.com/your-government/accessibility/>

Public Services & Facilities

- Huron County Library: Branches offer accessible public computer stations equipped with ZoomText screen readers and magnifiers, large print keyboards, and adjustable, wheelchair-accessible desks. The Exeter Branch includes a specialized station and a closed-circuit television (CCTV) text magnifier.
- Specialized Transportation: Specialized public transit is available via SMART (Saugeen Mobility and Regional Transit) for eligible residents who cannot use regular transit due to physical or cognitive challenges (call 877-376-9127 or 1-877-389-0079).

Accessible Nature & Trails:

- Hay's Tract: Features a half-kilometer loop designed specifically by Huron County Forests to provide accessible nature experiences.
- G2G (Goderich to Guelph) Rail Trail: Offers flat, wide non-motorized paths through the countryside (with ongoing bridge and access improvements).

Cheshire Gives Back

We kicked off our annual 2026 Best First Day Backpack & School Supplies drive, which was organized for the local @unitedwayemca in conjunction with Thames Valley District School Board (@thamesvalleydsb).

Collectively, we were able to collect and donation the following to the drive::

- 14 Backpacks 🎒
- 7 Lunch Boxes 🍱
- 4 Duo-tangs 📁
- 6 Lined Paper Packs 📓
- 6 Packs of Pens 🖋️
- 10 Packs of Pencil Crayons 🎨
- 11 Packs of Pencils ✎️
- 4 Pencil Cases 📁
- 8 Boxes of Crayons 🖍️
- 4 Packs of Markers 🖍️
- 2 Packs of Highlighters ✨
- 2 Packs of Rulers 📏
- 3 Packs of Glue 🧴
- 1 Pack of Erasers 🗑️



A huge shoutout to all those who were able to make a donation this year!

Lead Agency Update

Our Lead Agency team has had a busy summer, with a steady stream of referrals flowing through both our Central Intake and LEGHO teams.

While attending rounds at Victoria Hospital, our team heard about a concerning challenge: some individuals were being discharged from hospital without shoes. For someone returning home, something as simple as a pair of shoes can make a significant difference in their ability to leave the hospital safely and with dignity.

Keeping true to Cheshire's mission and values of helping individuals live independently with dignity, and leading through collaboration and partnership, our Community Service Planners stepped up to find a solution.

We connected with **Dale Brain Injury Services**, who helped us collect a wagon full of shoes to donate to patients being discharged home. Thanks to this partnership, individuals who may have otherwise left the hospital without appropriate footwear now have one less barrier to navigate on their journey home.

This is another great example of our teams going above and beyond—not simply hearing about a need in our community, but listening, collaborating, and finding a practical solution.

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