



*Gatekeepers are people who come into contact with elders and other vulnerable adults through their jobs and everyday activities. They are crucial eyes and ears in our community, a vital means of finding those most at risk of abuse.*

## September 2012

Greetings, Gatekeeper Readers:

This year's May Elder and Dependent Adult Abuse Awareness Month and World Elder Abuse Awareness Day (WEAAD) on June 15th were great successes. Institute on Aging (IOA) and the San Francisco District Attorney's office collaborated through the San Francisco Elder Abuse Forensic Center for the fourth consecutive year to produce our elder financial abuse awareness campaign. Not only was it seen by thousands of residents and tourists in San Francisco, but it was also presented at the White House as part of a special symposium on Elder Abuse on June 14th as an example of a successful outreach project. Here in San Francisco, we observed WEAAD by personally distributing packets of posters and information to 21 local senior centers, and by mailing packets to the 23 remaining senior centers in the city.



If you would like to help keep the spirit of WEAAD alive throughout the year, here are some ways we can help you:

- Send in your events, suggest an article idea, or share information about your work for inclusion in the Gatekeeper.
- Come to the Multidisciplinary Team Meeting (MDT). For more information view our calendar of events.
- Schedule an elder abuse training courtesy of The Elder Abuse Prevention program (EAP) by contacting Herschell Larrick at [EAP@ioaging.org](mailto:EAP@ioaging.org)

As always, thank you for reading and contributing to the Gatekeeper eNewsletter.

Warmly,

Herschell Larrick, Admin. Assistant, Elder Abuse Prevention  
Mary Grant, Volunteer, Institute on Aging  
Talitha Guinn, Director, Elder Abuse Prevention

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## Gatekeeper Submissions

Gatekeeper eNewsletter is published quarterly by Institute on Aging, Elder Abuse Prevention Program.

Want to include your event in our next publication?

Contact us:

[eap@ioaging.org](mailto:eap@ioaging.org)  
(415) 750-4140 ext. 222  
[www.ioaging.org](http://www.ioaging.org)  
[www.sfeafc.org](http://www.sfeafc.org)



## Gatekeeper Archive

Want to read past issues of the Gatekeeper on-line?

[Click here](#)

# Dispatches from the Field

## In The News

### [Loneliness Lethal for Seniors](#)

In a study of 1,600 seniors, UCSF researchers found that people who reported being lonely were more likely to suffer a decline in health or die over a six-year period than those who were content with their social lives.



### [Bullying Is Also a Senior Problem](#)

The bullying of seniors takes many forms, and can be a significant problem in nursing homes and other facilities where elders are more vulnerable. Evidence suggests that one in seven children and one in five elders have been victims of bullying, which may be meted out at the hands of family, caregivers, or anyone with control over an aspect of their lives and care, even temporarily.

### [Self-neglect Predicts Hospice Use](#)

Both the presence and severity of self-neglect in the elderly independently predict hospice use, and are not mediated by the presence of health-related factors. A recent study published in the Archives of Gerontology and Geriatrics indicates that elderly individuals who self-neglect and enter hospice care have shorter lengths of stay, and shorter lengths of time between hospice admission and death than their counterparts who enter hospice care without evidence of self-neglect.

### [CMS Seeks to Decrease Antipsychotics in Nursing Homes](#)

The Centers for Medicare and Medicaid Services (CMS) has announced a new initiative, the Partnership to Improve Dementia Care, which aims to collect data on antipsychotic drug use in dementia patients, to emphasize non-psychotic pharmaceutical treatment, and to provide improved training and quality of care in addition to a plan to reduce the use of antipsychotic medications among nursing home residents by 15% by the end of 2012. This initiative is a partnership among federal and state governments, nursing homes, other healthcare providers, advocacy groups, and caregivers. Antipsychotics are not medically approved to treat dementia, but evidence suggests that these drugs are being used to control behavioral problems related to dementia.

### [UN Campaign Targets Elder Abuse](#)

The UN commemorated its first Elder Abuse Awareness day on June 15th to bring attention and to encourage governments throughout the world to fight abuse against older people. "Respect for elders is an integral part of many societies," UN Secretary-General Ban Ki-moon said. "As people live longer, and as we strive for sustainable and inclusive development, it is time to revive and expand our appreciation for those who have advanced in years." He called for "better strategies and stronger laws to protect the rights and dignity of older persons worldwide."

### [HHS Coordinates Abuse Initiatives](#)

Kathleen Sebelius, Secretary of Health and Human Services, announced a new funding initiative under the Affordable Care Act that will support solid research to help close the data gap and to stop elder abuse by helping states test promising new approaches. Sebelius says that, "as our population ages, we need a new commitment to fighting elder abuse. That starts with making it part of the national conversation. Elder abuse has

been able to flourish because witnesses too often fail to step in. Those attitudes need to change. As a society, we need to be on the alert for elder abuse. And when we see it, we need to act." A new high-level council will also be established that will coordinate elder abuse initiatives across the government as well as determine necessary future actions to protect elders.

#### [CFPB Takes On Elder Finance "Experts"](#)

One of the stated goals of the new Consumer Financial Protection Bureau is to take an active role in protecting seniors from financial abuse. One of the most pernicious scams, concerns advisers who portray themselves as specialists in investing for senior citizens, or "senior financial specialists." While senior financial abuse is on the rise, the CFPB now has the foot soldiers to shut them down since their budget comes from the Federal Reserve and is not, therefore, subject to Congressional appropriation.

#### [CFPB Launches Inquiry into Elderly Financial Abuse](#)

Marking Elder Abuse Awareness Day in June at the White House, the Consumer Financial Protection Bureau announced the launch of an inquiry into financial abuse of the elderly, e.g., reverse mortgages, by seeking public comment on issues. Such as types of unfair practices targeted at the elderly, evaluation of credentialed financial advisers who counsel seniors, and existing resources to help elders with financial planning. The agency will be accepting public comments until August 13, 2012. For details on providing input, [Click Here](#).

#### [Deputy Attorney General Observes World Elder Abuse Awareness Day](#)

Calling elder abuse "a hidden epidemic," Deputy AG James Cole observed WEAAD at the White House by supporting the new HHS Elder Justice Coordinating Council and by announcing that the collaborative Elder Justice Roadmap, developed earlier this year by the Department of Justice with support from HHS, will be used to inform the council's work.

#### [Ageless Alliance: United Against Elder Abuse Launches At the White House](#)

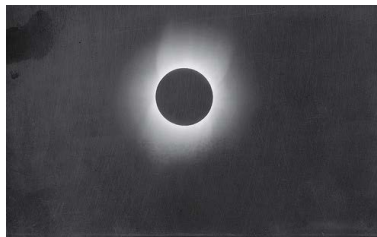
Elder abuse awareness advocates from the University of California, Irvine launch a national campaign highlighting the crisis of abuse, neglect and exploitation. Ageless Alliance: United Against Elder Abuse is a social justice movement connecting all generations to identify, prevent and eliminate abuse and neglect of the most vulnerable adults in society, said Mary Twomey, co-director of the National Center on Elder Abuse and the Center of Excellence on Elder Abuse and Neglect.

## Fraud and Scam Alerts

#### [Five Steps to Help Seniors Targeted by Telemarketing Fraud](#)

Nearly one third of all telemarketing fraud victims are age 60 or older.

Fraud.org reminds us about the steps we should take to avoid this scam, stop unwanted phone calls, and report abusers.



#### [Researchers Discover Why Elders Are Easy Victims for Scams](#)

University of Iowa researchers have found that older people fall prey to scams and misleading advertisements because a particular area of their brains has deteriorated. By examining patients with various forms of brain damage, the researchers report they've pinpointed the precise location in

the human brain, called the ventromedial prefrontal cortex, that controls belief and doubt, and which explains why some of us are more gullible than others.

#### Elder Fraud: One Couple's Losses and Hard Lessons

Charles and Miriam Parker, both 81 years old, from Raleigh, North Carolina, fell victim to mild dementia and an international lotto scam.

#### Granddaughter Steals Granddad's House

Arthur Green lives in Brooks, Maine, and at 74 years of age, he lived contently on his property, where he also helped rear the granddaughter that tried to steal it. Described by his attorney as marginally literate, his granddaughter persuaded him to sign over his property deed with the verbal promise that he could live there rent free for the rest of his life. Some seniors do reassign assets to family members in an attempt to lessen the burden of later nursing home costs, which now cost approximately \$10,000 per month. But immediately she began harassing him, and was well on her way to selling the property when Mr. Green consulted an attorney who was able to stop the sale and reinstate ownership.

#### Western Union Temporarily Closes Jamaican Offices

Fourteen Western Union offices were closed in Jamaica in an effort to implement procedures to stem lottery abuses centered in Montego Bay, Jamaica, where the deputy mayor and his son were arrested in connection with the scam and for illegal possession of a firearm.

## Spotlight

#### Mandated Reporters in California

California mandated reporters are by law any person who has assumed full or intermittent responsibility for care or custody of an elder or dependent adult, whether or not that person receives compensation. This includes administrators, supervisors, and any licensed staff of a public or private facility that provides care or services for elder or dependent adults, or any elder or dependent adult care custodian, health practitioner, clergy member, or employee of a county adult protective services agency or a local law enforcement agency.



Examples of who must report:

- Care custodians
- Health care practitioners
- County Welfare departments
- Employees of law enforcement agencies
- Employees of fire departments
- Employees of humane societies and animal control agencies
- Employees of environmental health and building code enforcement
- Clergy members
- Any other protective, public, sectarian, mental health, private assistance, or advocacy agency, or person providing health services or social services to elders or dependent adults
- Any person who has assumed full or intermittent responsibility for care or custody of an elder or dependent adult.

Volunteers! You do not have to get paid to be a mandated reporter. If you volunteer to work with seniors or disabled adults, you are a mandated reporter.

Every Adult Protective Services (APS) case starts with an initial abuse report. In order for APS to respond, this report must be filed with the Intake Unit. The mandatory reporting laws exist to ensure that victims of abuse get the help they need as quickly as possible.

California law under the Welfare and Institutions Code for Elder Abuse, provides for mandatory reporting of physical abuse, neglect, self-neglect, sexual abuse, mental suffering, financial abuse, isolation, abandonment or abduction of an elder or dependent adult when:

- The victim reports that abuse has occurred or has knowledge of abuse;
- The mandated reporter observed the incident;
- The mandated reporter suspects that abuse has occurred because of an injury or condition.

The law requires mandated reporters to make a verbal report immediately or as soon as practical, followed by a written report, [California State Form SOC341](#): Report of Suspected Dependent Adult/Elder Abuse, within two working days.

Failure of a mandated reporter to report suspected abuse and/or neglect is a misdemeanor. When the abuse results in death or great bodily harm to the elder, the penalties for failing to report are:

- Jail sentence of up to one year
- \$5,000 fine
- Both jail and fine

Confidentiality:

- The identity of all persons who report must be confidential, and violation of statutory confidentiality is a misdemeanor. APS may reveal the names of reporting parties only to other investigative agencies as specified by law.
- No person required to report elder abuse will bear criminal liability for reporting suspected abuse.
- No supervisor or administrator may impede or prohibit reporting.
- A victim of abuse may refuse or withdraw consent to any investigation or provision of services, which are initiated as a result of the report, unless a violation of the Penal Code has been alleged.

To make a report of abuse and/or neglect, or to discuss your concerns, call APS in San Francisco at: (415) 355-6700.

If your organization is in San Francisco, and you would like to receive training for your group, contact us. EAP is available to provide in-service training on topics of elder abuse, neglect, and mandated reporting.

EAP Information: email [eap@ioaging.org](mailto:eap@ioaging.org) or call (415) 750-4111 x221

## Heroes

### [Remembering Toshi Tatara](#)

Toshi Tatara was a great leader in the elder abuse prevention field who recently died. Lisa Neremberg recounts his life and professional contributions through her own interactions with him.

### [Police Ceremony Honors Detective's Work For Elder Abuse Case](#)

Detective Stacey Holdredge of the Long Beach Police Department received a Distinguished Service Award for her work on a Financial Elder Abuse case. While the case was successful, Detective Holdredge



regretted the fact that the victim she helped was not alive to see the person who stole the money receive punishment.

## Legislative & Policy News

### [World Elder Abuse Awareness Day becomes official day of observance](#)

In June, the United Nations General Assembly proclaimed World Elder Abuse Awareness Day, a new observance to be marked annually on June 15th. The UN Secretary-General said "I call upon governments and all concerned actors to design and carry out more effective prevention strategies and stronger laws and policies to address all aspects of elder abuse. Let us work together to optimize living conditions for older persons and enable them to make the greatest possible contribution to our world."



### [US Senate Declares June 15th World Elder Abuse Awareness Day](#)

The Senate recognizes judges, lawyers, adult protective services professionals, law enforcement officers, social workers, health care providers, victims' advocates, and other professionals and agencies for their efforts to advance awareness of elder abuse, and it encourages professionals and members of the public who work with older adults to act as catalysts to promote awareness and long-term prevention of elder abuse by reaching out to local adult protective services agencies and by learning to recognize, report, and respond to elder abuse.

### [Felons in Home Health Care Jobs a Struggle for California](#)

In California before 2009, the only people barred from becoming home health aides were those convicted of child abuse, elder abuse or defrauding a government health care assistance program. In 2009 Governor Schwarzenegger signed legislation to protect about 450,000 low-income elderly, blind and disabled people who rely on the program. But legal wrangling and lack of oversight got in the way. About two out of every three felon caretakers detected by the state last year were granted waivers by their disabled and elderly clients, and so far, efforts to shore up the law have failed.

## Calendar of Events

### Elder Abuse Prevention (EAP) Program Events

EAP hosts educational and networking meetings detailed below. For further information, please contact the EAP program. [eap@ioaging.org](mailto:eap@ioaging.org) or call (415) 750-4140 x221

### Elder Abuse Prevention Trainings

EAP is available to provide in-service training on topics of elder abuse, neglect, and mandated reporting.

**Information:** email

[eap@ioaging.org](mailto:eap@ioaging.org) or call (415) 750-4140 x221

2012

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New Year's Day  
Martin Luther King Day  
Presidents' Day  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day (observed)  
Thanksgiving Day  
Christmas Day

### **Multidisciplinary Team Meeting (MDT)**

Professionals from the fields of aging meet to review complex elder and dependent adult abuse cases and to learn about new services and resources. Since our meetings have merged with the San Francisco Elder Abuse Forensic Center case review meeting, our members now include community service providers, a psychologist, a psychiatrist, and a geriatrician, as well as representatives from Adult Protective Services, the San Francisco Police Department, the Public Guardian, and the DA's office. If you are a service provider dealing with a difficult case of elder abuse, feel free to contact us. We will consult with you to determine if presenting your case at the next MDT may be of benefit to you and your client.

**When:** Thursday, November 1, 2012 - 1:30-3:00 PM (PT)  
Thursday, December 20, 2012 - 1:30-3:00 PM (PT)

**Where:** 1650 Mission St., 4th floor, San Francisco, CA 94103

### **Institute on Aging (IOA) Events**

IOA's Education Department provides numerous professional trainings, seminars, and continuing education (CEU) credits opportunities each year.

For more information go to: <http://education.ioaging.org>.

### **Hoarding and Cluttering Addiction in Older Adults**

Presenter: John Franklin, Peer Hoarding and Cluttering Response Team, Mental Health Association of San Francisco

**When:** Thursday, October 4, 2012 - 3:00 - 4:30 PM (PT)

**Where:** 3575 Geary Blvd, San Francisco, CA 94118

[View event details](#)

### **Holiday Blues: Managing the Anxiety and Stress of the Season**

Presenter: Patrick Arbore, EdD, Director, Center for Elderly Suicide Prevention and Grief Related Services, Institute on Aging

**When:** Thursday, November 1, 2012 - 3:00 - 4:30 PM (PT)

**Where:** 3575 Geary Blvd, San Francisco, CA 94118

[View Event Details](#)

### **LGBT and Aging**

Presenters: Patrick Arbore, EdD; Nick Gorton, M.D.; Nate Hinerman, Ph.D.; Ora Prochovnik, JD; and Michelle Alcedo

**When:** Wednesday, November 7, 2012

**Where:** St. Mary's Cathedral, 1111 Gough St, San Francisco, CA 94109

[View Event Details](#)

### **Other Community Events**

Please contact event host individually for more details.

### **LGBT Community Partnership:**

A grassroots collaboration of service providers, consumers, and advocates working to ensure quality services for LGBT seniors and people with disabilities. Contact: Rick Appleby 415-404-9440

[rick.appleby@lgbtcommunitypartnership.org](mailto:rick.appleby@lgbtcommunitypartnership.org)

**When:** Thursday, Sept 20, Oct 18, & Nov 15 - 3 PM - 5:00 PM (PT)

**Where:** LGBT Community Center

1800 Market St, San Francisco, CA 94102

[View event details](#)

### **On Lok Lifeways Conference: Sustainable Long-term Care**

Learn about the latest solutions to help people live longer, healthier and more independent lives.

**When:** Tuesday, Sept 18 - 8:00 am - 5:00 pm (PT)  
**Where:** UCSF Mission Bay Conference Center, San Francisco, CA  
[View event details](#)

**Training: Criminal Gypsies/Travelers and the Elderly**

Gryphon Training Group in association with SFPD is presenting an insightful two day seminar, aimed at law enforcement and other first responders.

**When:** Monday-Tuesday, Sept 24-25, 2012 - 8:00 am - 4:30 pm (PT)  
or Thursday-Friday, Sept 27-28, 2012 - 8:00 am - 4:30 pm (PT)  
**Where:** SF Police Academy, 350 Amber Dr., San Francisco, CA 94131  
To Register, call: The Gryphon Training Group 623-518-3006, or  
[gryphontraining@aol.com](mailto:gryphontraining@aol.com)

**Walk to End Alzheimers**

Walk and raise funds to help end Alzheimers, or donate to support another to walk.

**When:** Saturday, September 29, 2012 - 8:00 am  
**Where:** Mission Creek Park, San Francisco, CA  
[View event details](#)

**Talk: Mismanagement of Medication on the Elderly**

Dr. Elizabeth Landsverk and Dr. Doris Bersing present a discussion on best practices for elders, their care givers, and physicians in managing prescriptions.

**When:** Tuesday, October 2, 2012 - 2:00 pm - 3:30 pm (PT)  
**Where:** California Pacific Medical 2333 Buchanan St., Level A  
Conference Room, San Francisco, CA, 94164  
[View event details](#)

**California District Attorneys Association National Elder Abuse Symposium**

To view a list of topics to be presented at this conference visit the website by clicking on the link.

**When:** Tuesday, December 4 - Friday, December 7  
**Where:** Hyatt Fisherman's Wharf, San Francisco, CA  
[View event details](#)

## Elder Abuse Resources

The EAP has compiled a list of resources that we find valuable when working on issues of elder abuse. While this is not an exhaustive list, we hope you will find it useful.

[Click here to view resources](#)



### Recently added resource:

**[Ageless Alliance: United Against Elder Abuse](#)**

The Ageless Alliance is a grass-roots movement connecting people of all age groups to identify, prevent and eliminate elder abuse, which will potentially affect you, me and every single one of us at some point in our lives. We encourage and foster awareness by getting people to start talking. Break the silence and join the Ageless Alliance.

**[National Consumers League: National Fraud Information Center](#)**

To help seniors, their families, and others who work with older people



understand the menace of telemarketing fraud and learn how to strike back, the National Consumers League (NCL) offers a brochure, They Can't Hang Up, online in English and Spanish. It describes the "red flags of fraud" and provides advice on preventing fraud and assisting victims.

If you have resources that you would like to see added to this list, please email Herschell at [hlarrick@ioaging.org](mailto:hlarrick@ioaging.org).

Institute on Aging  
3575 Geary Boulevard  
415.750.4111 | [www.IOAging.org](http://www.IOAging.org)