

GATEKEEPER



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.

May 2010

Dear Gatekeeper Readers:

May Is Elder and Dependent Adult Abuse Awareness Month in California!

Help us celebrate by:

- Striking up a conversation with friends and family about elder abuse prevention.
- Checking in on your aging family members and neighbors.
- Sharing your copy of the Gatekeeper with a colleague.
- Scheduling a free elder abuse training courtesy of The Elder Abuse Prevention program (EAP), by contacting Talitha Guinn at tguinn@ioaging.org.
- Learning more:
www.ag.ca.gov/bmfea/pdfs/citizens_guide.pdf
www.ncea.aoa.gov/NCEAroot/Main_Site/pdf/basics/speakers.pdf

Together, we can end elder abuse.

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

Sincerely,

Talitha Guinn
Elder Abuse Services Manager

Mary Grant
Institute on Aging (IOA) Volunteer

Dispatches from the Field

Elder Abuse Prevention Program (EAP)

Elder and Dependent Adult Abuse Awareness Month
May is Elder and Dependent Adult Abuse Awareness Month in California, and this initiative has its roots in San Francisco. The much admired

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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
(415) 750-4180 ext. 222

June 15th, 2010



"My World...Your World...
Our World - Free of
Elder Abuse"

Info: www.inpea.net

Toolkit: [toolkit.pdf](#)

elder justice advocate, Helen Karr, took on the issue of elder abuse with great determination. Her testimony before the California Legislature in 2005 was instrumental in passing a law that requires financial institutions to report suspected elder financial abuse. Her tireless advocacy also resulted in the legislature designating May as Elder and Dependent Adult Abuse Month in California.



The Elder Abuse Prevention Program (EAP) is dedicated to raising awareness about elder abuse. Here are some things EAP is doing for Elder and Dependent Adult Abuse Awareness Month this year:

Look for our bus shelter ad campaign all around San Francisco!



Last year, the EAP collaborated with members of the San Francisco Elder Abuse Forensic Center on a bus shelter ad campaign. This idea evolved from Forensic Center meetings where it became apparent that several seniors had been approached at bus stops in the Richmond district and targeted for financial exploitation. The posters we

produced aimed to raise awareness of several types of financial scams targeting seniors in our community.

This year, we expanded the campaign by translating the ad into Spanish and Chinese and making it culturally relevant and representative of current financial crimes being perpetrated in our communities.

The EAP program would like to thank Clear Channel for their generous in-kind donation that will enable us to have twice as many bus shelter ads as we were originally hoping for. This year, you will see the ads at 100 bus shelters all over San Francisco during the month of May.

We want to give a special thanks to the Adult Protective Services employees who volunteered their time and language skills to translate the ads into Chinese and Spanish: Edith Chan-Lee, Sandra Lo, Agnes Chan, Phung Ngo, Kathryn Guo, Cynthia Li, Gloria Wong, Susana Fong, Teresa Guillen, Claudia Sepulveda, Roxanna Alegre, Mario Navarro, Ricardo Arguello, and Humberto Alvarez. Their hard work will ensure the success of this campaign. Thank you.

Train the Trainer - Seniors

Last year, the EAP developed and hosted a hands-on elder abuse training for volunteer educators. This year, we will do the same event, only this time we are training seniors who are interested in partnering to provide elder abuse education at senior centers as a part of our May Elder Abuse Prevention Month activities. If you or someone you know would like to participate, contact Talitha Guinn tguinn@ioaging.org or 415-750-4180 ext. 222

FREE trainings on elder abuse prevention!

We tell seniors that if it sounds too good to be true, it probably is...but not in this case! The Elder Abuse Awareness Program offers FREE trainings on the topic of elder abuse and mandated reporting AND we can come to you. Wouldn't training be a great way to bolster your May

Elder Abuse Awareness Month activities or your June 15th World Elder Abuse Awareness Day advocacy efforts? We think so! We will tailor our presentation to the needs of your staff, team, or community. Call or email the EAP today to calendar your event. 415-750-4180 ext. 222 or tguinn@ioaging.org.

In The News

Ex-bank manager accused of bilking people

San Francisco Chronicle

John King, Chronicle Staff Writer

Friday, March 12, 2010

John Tran managed a Wells Fargo bank in San Jose, and was arraigned on April 9th for allegedly bilking elderly bank customers out of \$900,000. Most victims were in their 80s and 90s. Tran was fired in February 2009 and even then he continued visiting his victims in their homes where he sold "investments," directing the proceeds into his own account. The bank was alerted when one of the victim's daughters inquired why her mother's assets were not shown on her statements.

Read the article:

www.sfgate.com/cgi-bin/article.cgi?f=/c/a/2010/03/11/BASQ1CEJD6.DTL

Nursing home crime

- A former employee of the Convalescent Center Mission Street at 5767 Mission Street has been arrested for the murder of an 87-year-old resident. Maximo Fajardo Jr., 32, of San Francisco, allegedly smothered the victim with a pillow, and then hijacked two cars in an attempt to get away. When the second car crashed, two patrons at a local gym chased Fajardo and held him until police arrived.

Read the article:

<http://fugitive.com/archives/20079>

- In one of the most egregious cases of elder abuse we've ever heard of, Concepcion (Connie) Pinco Giron, 51, of Richmond, was arrested on March 22nd on charges of kidnapping to commit another crime, false imprisonment, elder abuse, and six counts of theft from an elder or dependent adult. Giron worked as an administrator at the Elmwood Nursing and Rehab Center in Berkeley where she allegedly falsified discharge papers for a resident with Alzheimer's. Giron evidently took the woman into her home and kept her there for approximately one year, where she used her social security and pension checks to pay her own bills.

Giron also allegedly opened bank accounts for several nursing home patients and transferred those funds into her own account, helping herself at the same time to patients' trust fund accounts that were being administered by the home. In one instance, she charged the son of one resident \$600 in additional fees each month, pocketing the overcharge for her own use.

Bail was set at \$365,000. If convicted on all charges, Giron will spend 12 years in prison.

Read the article:

<http://fugitive.com/archives/20077>

- Down in Los Angeles on April 8th, a former nursing home worker was found guilty of torture and elder abuse. Cesar Ulloa, 21, body-slammed a 78-year-old woman and encouraged wheelchair-bound residents to fight. The Silverado Senior Living Facility in Calabasas charges \$70,000 per year per resident and specializes in caring for those with dementia.

This case came to the attention of authorities after a widow of one of the residents received a telephone call in 2007 after the death of her husband advising that he had been beaten to death. An autopsy revealed that the man had several broken bones and had been abused for several months.

Ulloa faces life in prison when he is sentenced on May 26th.

Read the article:

<http://articles.latimes.com/2010/mar/30/local/la-me-elder-abuse31-2010mar31>

Third Street attacks

Huan Chen, 83 years old, was attacked by a roving band of teens near a bus stop at Third Street and Oakdale Avenue on January 24th after visiting his wife in a convalescent home. Chen died on March 19th at San Francisco General Hospital. As yet, his death has not been ruled a homicide, but the medical examiner's investigation continues.

Chen's assault mirrors two others that have taken place in the same neighborhood on the T-Third muni line in the Bayview District. A 57-year-old woman was attacked by five youths and was thrown by the neck from the muni platform on March 22nd. The beating continued on the muni tracks, and a 15-year-old boy caught on videotape is being held in custody. The police believe that robbery was the motive in this case, although the woman was carrying little of value.

The latest attack occurred March 27th when a group of five teens started punching a 29-year-old man who was riding the T-Third line. The youths exited the train, and the victim reported the attack to the muni driver. The man was treated and released from San Francisco General Hospital.

Additional police are being deployed in the area in an attempt to deter further assaults. While all three victims are Asian, police indicate there is no evidence to support race as a motivating factor.

Read the articles:

www.sfgate.com/cgi-bin/article.cgi?f=/c/a/2010/03/30/BAE91CMVL1.DTL

www.mercurynews.com/news/ci_14786926?source=rss&nclick_check=1

Fraud and Scam Alerts

Insurance Commissioner Poizner Urges Californians to Be Wary of Scam Artists

in the Wake of New Health Care Legislation

California Department of Insurance
Press Release: April 20, 2010

Excerpt: Insurance Commissioner Poizner today warned consumers to be on guard for potential scam artists. Anyone shopping for health insurance coverage since the passage of the Patient Protection and Affordable Care Act of 2009 (PPACA) should be on the lookout for scammers hoping to take advantage of the confusion surrounding the details of the new law.



"Scam artists will use any opportunity to exploit consumers, and the passage of the new federal health care legislation is no exception," said Commissioner Poizner. "I urge Californians shopping for health insurance to be wary of agents, brokers or anyone pressuring them to purchase a policy, and to call the Department of Insurance immediately if illegal behavior is suspected."

To read more about the red flags, click here:

www.insurance.ca.gov/0400-news/0100-press-releases/2010/release053-10.cfm

MEDICARE Scam Alert

Seniors Warned about New Medicare Scam

It has been reported that individuals are receiving "fraudulent phone calls asking for personal information so that new Medicare cards may be issued to the consumers."

Click here to read the full article:

www.scamnot.org/scams.htm



Spotlight

Will We Have A United Nations Conference on Aging?

The NGO Committee on Aging has published a compelling document promoting a U.N. conference on aging. (www.ngocoa-ny.org/ click on *Strengthening Older People's Rights: Towards a UN Convention*. A resource for promoting dialogue on creating a new UN Convention on the Rights of Older Persons.)

At the present time, only one formal document specifically calls out and designates the elderly as a protected population under international human rights law (it's The International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families, adopted by U.N. General Assembly resolution 45/158, December 1990).

Since no formal documents exist codifying the rights of older people, a U.N. conference would ensure that these rights are properly protected under international law and the laws of member countries. U.N. member states are coming on board, and considerable research and effort on behalf of the elderly have already been documented by past conventions

going all the way back to the Truman Administration, which held the first national conference on aging in 1950.

This document also promotes the appointment of a special rapporteur, an expert designated by the United Nations to report to the Human Rights Council. This expert would be charged with examining and reporting on human right issues with respect to the rights of older persons, a task which most special rapporteurs do not normally perform but could if this appointment is made. If the United Nations does hold a conference on aging and if member states ratify its recommendations, each nation's laws must then be eventually brought into compliance, and elder rights laws will finally be brought into line with other civil rights.

Strengthening Older People's Rights also cites the International Covenant on Civil and Political Rights (1966), and the International Covenant on Economic, Social and Cultural Rights as applicable to all regardless of age, so there are ample foundations upon which to mount a United Nations conference. Nonetheless, as the report continues:

"...standards that protect older people's rights are scattered throughout various international and regional conventions. Bringing the relevant provisions together in one text, as was successfully done for the rights of women, children and disabled people, would bring clarity to both the nature of older people's rights and the responsibilities necessary to protect them...." (Page 6)

No international body other than the United Nations has the experience, mandate or resources to address this intensely complicated and multifaceted issue, but nations will finally be held accountable, and the status and rights of older people will be enhanced and protected. More importantly, a new era of human and civil rights elder law will have been institutionalized.

"Human rights change people's lives. Protecting older people's rights will help to enable them to lead dignified, secure lives, as equal members of society." (*Strengthening Older People's Rights*, p. 4.)

Legislative & Policy News

Elder Justice Act Passed

Source: www.elderjusticecoalition.com

Elder Justice Act and the Patient Safety and Abuse Prevention Act have been signed into law as part of health care reform legislation thus enacting what the non partisan 622

member Elder Justice Coalition called, "The most comprehensive federal legislation ever to combat elder abuse, neglect and exploitation." Coalition National Coordinator Bob Blancato called the bills "signature achievements within a landmark bill," and went on to say, "Our focus is now on securing first year funding, a successful implementation, and work to have the reauthorization of the Older Americans Act as a compliment to the Elder Justice Act."



The main provisions of the Elder Justice Act include:

- Adult Protective Services (APS) funding. Provides \$400 million (\$100 million per year) in first time dedicated funding for adult

protective services. Provides \$100 million (\$25 million annually) for state demonstration grants to test a variety of methods to improve APS.

- Provides \$32.5 million (over 4 years) in grants to support the Long-Term Care Ombudsman Program and an additional \$40 million (\$10 million annually) in training programs for national organizations and State long-term care ombudsman programs.
- Establishes an Elder Justice Coordinating Council to make recommendations to the Secretary of HHS on the coordination of activities of federal, state, local and private agencies and entities relating to elder abuse, neglect and exploitation. Recommendations contained in report are due in 2 years.
- The Patient Safety and Abuse Prevention Act creates a national program of criminal background checks for persons seeking employment in nursing homes and other long-term care facilities.

This Just in

Since the Elder Justice Act has been signed into law, Witness re-edited their popular advocacy video *An Age for Justice*, changing the ending so it can be used for public awareness and education. The DVD is now ready. The new version can be viewed and purchased at www.ElderJusticeNow.org

On the DVD viewers will find:

1. The 16-minute documentary, *An Age for Justice: Confronting Elder Abuse in America*
2. A comprehensive Screening Guide so elders and advocates can easily host community screenings (this guide is also found at: <http://www.ElderJusticeNow.org/host-a-screening>).
3. As part of the project, 100 Stories about abuse were captured from elders and elder rights advocates across the country. Eleven of these stories are featured on the DVD.

Calendar of Events

Consortium Events

The Consortium hosts regular educational and networking meetings detailed below. For further information please contact the EAP program eap@ioaging.org or (415) 750-4180 ext. 222

Multidisciplinary Team Meeting (MDT)

Professionals from the fields of aging meet to review complex abuse cases and to learn about new services and resources.

When: 6/3, 7/29, 9/16, 11/4, 12/30 - 1:30 - 3:30pm

Where: 1650 Mission St., 4th Floor, San Francisco

Join us for a special education session on 6/3/2010. Attorney Prescott Cole, of California Advocates for Nursing Home Reform, will be giving an enlightening presentation about annuity scams that is sure to be as fun as it is educational.

IOA Events

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

For more information go to: www.ioaging.org/education.

IOA Annual Training

Series: **Mind, Body, Spirit: Pathways to Improving Health**

Topic: **Understanding and Managing Clients Who Challenge Us as Professionals**

When: Wednesday, June 23, 2010 - 8:30am - 4:40pm

Where: The Event Center at Saint Mary's Cathedral
1111 Gough St., San Francisco

Register Online: <http://pathwaysseries.eventbrite.com/>

Patients/clients who exhibit "difficult" behaviors often do not get the care they need and present with difficulties in social, vocational and self care activities. Attendees will learn about how and why patients/clients use challenging behaviors to manage their feelings, what these behaviors may tell us about the patient's/client's needs, and how clinicians can manage their own feelings while improving their client's ability to function more successfully.

IOA Monthly Professional Training

June Topic: **Late Life Depression: A Treatable Illness**

Presenter: **Janet Meiselman**, PsyD,

When: June 3rd, 2010, 3:00 - 4:30pm

Where: IOA's Adult Day Health Center
3600 Geary Blvd., San Francisco (at Palm)

Register Online: http://education.ioaging.org/monthly_training.html

Depression is not a natural part of the aging process and should not be regarded as inevitable or untreatable. Unfortunately, in our society, the effects of ageism have become obstacles to the proper diagnosis and treatment of depression in older adults. This session will review the signs and symptoms of depression in general and how depression manifests itself in an aging person. Several assessment tools and approaches to clinical interviewing will be presented to screen for depression and suicidality. Treatment options, including medications and psychotherapy, will be discussed.

July Topic: Managing the Fear, Grief and Loss That Accompany Hard Economic Times

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

When: July 1st, 2010, 3:00 - 4:30pm

Where: IOA's Adult Day Health Center
3600 Geary Blvd. in San Francisco (at Palm)

Register Online: education.ioaging.org/monthly_training.html

The economic downturn has undermined the effort that many people have expended to save money for their own retirement or to provide a legacy for their children and grandchildren. As victims of Ponzi schemes, poor investments, and rising costs, many older adult's assumptions about the future have been shattered. The losses may be financial but the impact has been personal. In this session, we will discuss the intense feelings that can accompany these hard economic times in which we live.

Elder Abuse Prevention Training

The EAP is available to provide in-service training on topics of elder abuse and neglect and mandated reporting. We also provide a limited training series located at the IOA offices.

Info: email eap@ioaging.org or call (415) 750-4180 x222

Other Community Events

Please contact event host individually for more details.

AgeSong is providing FREE Advanced Health Care Directive sessions

When: Tuesday, May 11th, 2010 - 3:30pm-5:30pm

Where: AgeSong at Lake Merritt
1800 Madison, Oakland CA

RSVP: Victoria - 510-903-3600, victorias@agesong.com

Info: For more information, visit www.AgeSong.com

Have you completed your Advanced Health Care Directive? Join AgeSong to complete YOUR Directive and have it notarized. AgeSong will provide the form, the legal advice, and the notary to support you and get it done! It's free in celebration of National Elder Law. Advice provided by Helene Wenzel, Attorney specializing in Elder Law. Supported by AgeSong Bayside Park & Lakeside Park. **Appetizers and beverages will be served.** ** Please be sure to bring valid CA ID for notary.

Tuned In: Understanding the Role of Attitudes and Stereotypes in Serving Older Adults

Speaker: **Marc Agronin**, MD, board-certified adult and geriatric psychiatrist, and Medical Director for Mental Health and Clinical Research at the Miami Jewish Home & Hospital, FL.

When: May 27, 2010 - 1:30 PM EST

Type: Webinar

Register: Click here to register:

<http://actevarsvp.com/event/a0A50000003vwCM>

It's easy to assume that professionals who work in aging services are free of stereotypes when it comes to older adults. But sometimes ageism can creep in, hampering efforts to serve seniors effectively.

Explore:

- Whether how you relate to older adults is sometimes influenced by ageism, bias, or stereotyping.
- Common ways aging affects personality and intellect-and how these factors affect the delivery of care and services.
- Your own fears of aging, chronic illness, dementia, and death, which might get in the way in serving older adults.
- Steps to improve your skills and attitudes in working with older adults.

Legal Assistance for Seniors

Fifth Annual Elder Abuse Conference

No Excuse for Elder Abuse: Justice for Elders Now

When: June 18, 2010

Where: Oakland City Hall

"LAS' annual elder abuse conference was born from the conviction that a senior community is best served by a multidisciplinary group of advocates who learn from experts and form networks to establish and implement best practices". From the website: www.lashicap.org

Coalition of Agencies Serving the Elderly (CASE) - Neighborhood Silver Tsunami Activities - all around the San Francisco

CASE will have a series of Silver Tsunami in San Francisco this year. Board of Supervisors and candidates will be invited to their Districts to answer questions from seniors. If you have clients or family members who can attend the events, please give them the following information.

Contact Info: www.sfseniors.org/contact.htm

- 5/12/2010 - Dist. 8 Candidate Forum 225 - 30th Street 10:30-11:30am
- 5/13/2010 - mini Tsunami Unitarian Center, 1187 Franklin St 2nd half of mtg.
- 5/14/2010 - Dist. 11 Avalos OMI Sr. Ctr. 1948 Ocean Ave. 11am-Noon
- 5/18/2010 - SOMA Tsunami Bayanihan Ctr. 1010 Mission St. 1:30-:30 pm
- 5/19/2010 - Dist 2 Candidate Forum SF Sr. Ctr. 890 Beach St. 12-1pm
- 5/20/2010 - Dist 7 Elsbernd Stonestown Y Senior Annex 3150 - 20th Ave. 10:30-11:30am
- 5/21/2010 - 3 events:

Dist 6 Candidate Curry Sr. Ctr. 333 Turk 9:30-10:45am

Dist 10 Candidate Forum BVHP MSS 1706 Yosemite Noon - 1pm

Dist 5 Mirkarimi W. Add. Sr. Ctr. - 1390-1/2 Turk St. 1-2pm

- 5/25/2010 - Dist. 8 Candidate Forum Castro Sr. Ctr. 110 Diamond St. 11am-Noon
- 5/26/2010 - 2 events:

Dist 4 Chu So Sunset Activity Ctr. 2601 - 40th Ave 10:30-11:30am

Dist 1 Mar Richmond Sr. Ctr. 6221 Geary Blvd 11am-Noon

- 5/27/2010 - Dist 10 Vis. Valley 66 Raymond Ave. Candidate Forum 11am-Noon
- 5/28/2010 - 2 events:

Dist 9 Campos Mission Y 4080 Mission 11:30am-12:30pm

Dist 3 Chiu Tel Hill Ctr. 660 Lombard 1-2pm

Elder Abuse Resources

The EAP has put together 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. To view these resources visit:

<http://www.ioaging.org/professionals/gatekeeper>

If you have resources that you would like to see added to this list, please email tguinn@ioaging.org

Consortium Members

Institute on Aging * Department of Aging & Adult Services * SF Department of Public Health * SF District Attorney's Office * SF Ombudsman Office * SF Police Department, Fraud/Domestic Violence Units * Rape Treatment Center SFGH * Alzheimer's Association * Asian Women's Shelter * Bay Area Legal Aid * Bernal Heights Neighborhood Center * Bethany Center Senior Housing * California Advocates for Nursing Home Reform * Canon Kip Senior Center * Catholic Charities * Debra J. Dolch Fiduciary Services * Edgewood Center for Children & Families * Family Caregiver Alliance * Family Service Agency * Francis of Assisi Community * Glenn Hammel, Ph.D. * HGA Personal Care Consultants * Hearing Society for the Bay Area * Home Sweet Home Care * Independent Living Resource Center * IHSS Public Authority * IHSS Consortium * Italian-American Community Services Agency * Jewish Family & Children's Services * Kaiser Hospital * La Casa de las Madres * Laguna Honda Hospital *

Lakeside Senior Medical Center * Legal Assistance to the Elderly * Little Brothers - Friends of the Elderly * Marchi & Smith * Meals on Wheels of S.F. * National Council on the Aging * Network for Elders * New Leaf Outreach to Elders * Asian Pacific Islander Legal Outreach * Planning for Elders in the Central City * Recreational Center for the Handicapped * Riley Center * Russian American Community Services * St. Anthony Foundation * St. Francis Hospital * San Francisco Adult Day Support * San Francisco SAFE * Self-Help for the Elderly * Shalom Bayit * UCSF Mt. Zion Home Care * University Mound Ladies Home * Volunteer Legal Services Program/Bar Association of San Francisco * Woman, Inc.

General Consortium Information at IOA: (415) 750-4180 x222

Institute on Aging
415-750-4111
www.IOAging.org