COVID-19 Related Elder Abuse Scams
IOA’s Elder Abuse Prevention Program

Scammers are capitalizing on two things that make older adults more susceptible to abuse during the current shelter in place: fear of a health scare and isolation.

Beware of scammers posing as government agencies or health professionals. Scammers are after money and sensitive identifying information, like Social Security or Medicare numbers, so that they may commit identity theft or engage in fraudulent billing. Remind your clients that government organizations will not go to their homes, contact them by phone, or send emails to alert them about important COVID-19 news, schedule inspections, ask for health information, or sell products and services.

Common Scams

- **Robocalls:** Making fraudulent offers to sell respiratory masks, vaccine kits, or bogus cures that will never be delivered.

- **Social media scams:** Fraudulently seeking donations to make a down payment on a future COVID-19 vaccine. Confirm charity first at give.org or charitynavigator.org

- **COVID-19 themed email phishing attacks:** Scammers are blasting out emails claiming to be from the WHO, CDC, or volunteer agencies. They may represent themselves as health professionals. Scammers will ask for sensitive information and/or money.

- **Malicious sites that look like important COVID-19 news & information sources:** It could be malware that disrupts, damages, or gains unauthorized access to information on your computer.

If you suspect someone you know may be a victim of elder abuse, call Adult Protective Service’s 24/7 hotline at 415-355-6700, or make a report online at www.reporttoaps.org/

Covid-19 Scam Updates

- AARP Fraud Watch —aarp.org/money/scams-fraud
- Better Business Bureau (BBB) — bbb.org
• California Advocates for Nursing Home Reform (CANHR) — canhrcovidnews.com

• Consumer Federation Protection Bureau (CFPB) — consumerfinance.gov/coronavirus

• Department of Justice (DOJ) — justice.gov/coronavirus

• National Center on Law and Elder Rights: Federal, State, and Private Protections for Older Consumers Impacted by the COVID-19 Pandemic — bit.ly/3a86F3d

• Federal Trade Commission (FTC) — consumer.ftc.gov

State and Local Comprehensive Resources

• Justice in Aging: Statewide hotline — 833-544-2374 — in coordination with the non-profit local 2-1-1 systems, so that Californians have a one-stop shop to answer their questions and get assistance during this crisis. — bit.ly/34k4AzS

• SF.gov Coronavirus (COVID-19) — sf.gov/topics/coronavirus-covid-19

Governor Newsom & City of SF Updates

• Office of Governor Gavin Newsom: Governor Newsom Launches Campaign to Protect Health and Well-Being of Older Californians During COVID-19 Pandemic — bit.ly/2Jx4xHm

• SF Examiner: Breed pushes volunteer opportunities to help isolated seniors as coronavirus spreads — bit.ly/2yFCRht

• Mayor Breed Press Release: San Francisco Launches Required COVID-19 Testing for All Residents and Staff at Skilled Nursing Facilities — bit.ly/3cupqQl

Social Worker / Mental Health Resources

• Medium: Engaging Pandemonium: A Conversation between Social Workers about Secondary Trauma and Resilience during COVID19 — bit.ly/2x73vzh

• [WEBINAR] CalMatters: Taking Care of Your Mental Health During Coronavirus — bit.ly/2YQzzmv
Financial Abuse Articles & Resources

- CFPB: Beware of free scams related to the coronavirus — bit.ly/2xPL4iC
- CFPB: Avoid scams while finding help during quarantine — bit.ly/3cnkBbA
- FTC: Socially distancing from COVID-19 robocall scams — bit.ly/2WllE7P
- CANHR: Beware COVID-19 Stimulus Check Direct Deposit Scams — bit.ly/2T9oWaX
- U.S. News: Don’t Fall Prey to COVID-19 Scammers — bit.ly/2xIyaCQ
- OC Register: Scammers aim to exploit seniors with new ploys amid coronavirus crisis — bit.ly/39QNGKm
- AARP Fraud Watch: There’s no current cure for coronavirus. That won’t stop scammers from trying to take advantage — bit.ly/2Veyodc
- California Department of Business Oversight: Be Vigilant Against Scams and Unlawful Activities Seeking to Exploit Heightened Economic Anxieties — bit.ly/3SPoymW

Physical/Domestic Violence Resources & Articles
• San Francisco Department on the Status of Women: Resources on Gender-Based Violence during COVID-19 Crisis — bit.ly/2V7VxxH
• Futures Without Violence: Help for Survivors, Communities and DV/SA Programs — bit.ly/2Ahni6O
• ABC News: Isolation of families for coronavirus raises concerns about domestic violence — abcn.ws/2yzem5m
• KEYT: Stay-at-home order triggers spike in domestic violence calls — bit.ly/2UPPwFY
• SF Examiner: Lockdown making it harder for domestic violence victims to get help — bit.ly/34e7Z36
• Sacramento Bee: For domestic violence victims, coronavirus orders mean isolation with their abusers — bit.ly/33DOMHU
• SF Examiner: Emergency housing made available for domestic violence survivors — bit.ly/2WJmAjJ

Consumer Protections

• ABC7 News: Newsom signs executive order preventing debt collectors from garnishing stimulus funds — bit.ly/2WmjeV5
• CFPB: Coronavirus and dealing with debt: Tips to help ease the impact — bit.ly/2yJWR2L
• FDIC: Frequently Asked Questions for Bank Customers Affected by Coronavirus Disease 2019 — bit.ly/3dzmmCA

Legal Resource Guides

• Open Door Legal: Legal Resource Guide During the COVID-19 Pandemic — bit.ly/2YSfb4k

Eviction Protection

• [VIDEO] Legal Assistance to the Elderly: Tenants and COVID-19: Take Steps to Protect Yourself from Eviction (also in Spanish and Cantonese) — bit.ly/2YSfb4k

Guardianship Resources

• National Guardianship Association: COVID-19 Resources — bit.ly/2LgaaKO

Resources For and About Caregivers

• Alzheimer's Association: Emergency Preparedness: Caring for persons living with dementia in a long-term or community-based care setting — bit.ly/2yLqtg3
• National COVID-Ready Caregiver Certification — bit.ly/2WjwDNu
• Hand in Hand — The Domestic Employers Network: Tips for Managing Attendants/Caregivers During the Coronavirus Crisis — bit.ly/2Lqnz3f