

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](https://www.give.org) or [charitynavigator.org](https://www.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](https://www.aarp.org/money/scams-fraud)
- Better Business Bureau (BBB) — [bbb.org](https://www.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/3cupqOl

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

- Technical.ly: Worried about COVID-19 scams? Here's how to get free phishing training at home — bit.ly/2RiehJR
- 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
- Security Boulevard: Your Bank is Not Texting You About Coronavirus — bit.ly/39lh3OY
- Social Security Administration: Inspector General Warns About New Social Security Benefit Suspension Scam — bit.ly/3dKCBh8
- 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
- American Bankers Association: COVID-19 Scams and the Elderly: Inspiring Savvy Seniors — bit.ly/3dXHzaU
- WSYR-TV: Elder abuse concerns heightened amid COVID-19 isolation — bit.ly/39OG6Ql
- AARP Fraud Watch: There's no current cure for coronavirus. That won't stop scammers from trying to take advantage — bit.ly/2Veyodc
- [WEBINAR] San Francisco Public Press: Coronavirus Scams and How to Avoid Them — bit.ly/3blmqnZ
- [VIDEO] San Francisco District Attorney's Office: Fraud, Scams and COVID-19 — bit.ly/2SSPyq2
- California Department of Business Oversight: Be Vigilant Against Scams and Unlawful Activities Seeking to Exploit Heightened Economic Anxieties — bit.ly/35PoymW

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
- San Francisco District Attorney's Office: Heightened Domestic Violence Threat in the Time of COVID-019 — bit.ly/34n8w30
- 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
- New York Times: A New Covid-19 Crisis: Domestic Abuse Rises Worldwide — nyti.ms/2XkdSKN
- SF Examiner: Emergency housing made available for domestic violence survivors — bit.ly/2WJmAjJ
- National Network to End Domestic Violence: Tools/Technology for Advocates and Victim Service Providers Working Remotely — bit.ly/2Aiy7Pr
- Vera Institute of Justice: Tele-Advocacy Ensuring Accessibility for Underserved Crime Survivors During the COVID-19 Pandemic — bit.ly/35Up9nd

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
- National Center on Law and Elder Rights: Federal, State, and Private Protections for Older Consumers Impacted by the COVID-19 Pandemic — bit.ly/2Ai3idR

- 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
- UCSF/UC Hastings Consortium on Law, Science & Health Policy: Addressing Social Needs During Pandemic: Resources to Assist Individuals and Families in Coping with COVID-19 — bit.ly/2SSPcpl

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