

June 3, 2015

Chief Frank Grgurina  
Department of Public Safety  
City of Sunnyvale  
P.O. Box 3707  
Sunnyvale, California 94088-3707

Dear Chief Grgurina,

Pursuant to Penal Code § 933.05(f), the 2014-2015 Santa Clara County Civil Grand Jury is transmitting to you its Final Report, **Protecting Our Most Vulnerable Residents**.

Penal Code § 933.05(f) states the following:

A grand jury shall provide to the affected agency a copy of the portion of the grand jury report relating to that person or entity two working days prior to its public release and after the approval of the presiding judge. No officer, agency, department or governing body of a public agency shall disclose any contents of the report prior to the public release of the final report. Leg. H. 1996 ch. 1170, 1997 ch. 443.

This report will be made public and released to the media on Monday, June 8, 2015, at 10 a.m. If you have any questions please contact Tamara Davis, Deputy Manager for the Civil Grand Jury, at: (408) 882-2721.

Sincerely,

A handwritten signature in cursive script, appearing to read "Elaine Larson".

Elaine K. Larson  
Foreperson  
2014-2015 Civil Grand Jury

Encl.: **Protecting Our Most Vulnerable Residents**

Cc: Deanna Santana, City Manager, City of Sunnyvale





## 2014-2015 SANTA CLARA COUNTY CIVIL GRAND JURY REPORT

### PROTECTING OUR MOST VULNERABLE RESIDENTS

#### Summary

The 2014-2015 Santa Clara County Civil Grand Jury (Grand Jury) received a complaint regarding the purported failure of law enforcement's use of California Penal Code Section 368 in reporting incidences of elder and/or dependent adult abuse, especially when the alleged abuse was mental or emotional. The complaint suggested that law enforcement agencies whose policies did not include a specific reference to Penal Code 368 were more likely to treat elder and/or dependent abuse as social service, not criminal, issues. Penal Code Section 368 identifies elders as those 65 and older and dependent adults as those 18 through 64, both of whom deserve special protection. The section then provides for criminal penalties for any person who causes or permits an elder or dependent adult to suffer unjustifiable pain or mental suffering. The complainant expressed particular concern that the isolation of elders and/or dependent adults from family and friends was not recognized as the infliction of mental suffering and, therefore, not subject to criminal prosecution.<sup>1</sup>

The Grand Jury investigated agencies in Santa Clara County (County) for the following:

- Do county law enforcement manuals contain the policies, rules, and procedures to be used by officers in the field specifically reference Penal Code Section 368 or sufficiently encompass its intent?
- Is there uniformity among County law enforcement agencies as to how to address elder and dependent adult abuse?
- Is the training that county law enforcement officers receive regarding elder and dependent adult abuse sufficient?
- Are there adequate avenues for reporting elder and/or dependent adult abuse so that the Office of the District Attorney (DA's Office) is able to prosecute appropriate cases?

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<sup>1</sup> For California State definitions of "abuse of an elder or dependent adult," "mental suffering," and "isolation," see Appendix A.

The Grand Jury reviewed the duty manuals of the eleven municipal County law enforcement agencies<sup>2</sup> and the County Sheriff's Office with respect to elder and/or dependent adult abuse. The Grand Jury also reviewed the Police Chiefs' Association<sup>3</sup> of Santa Clara County's County Elder and Dependent Adult Abuse Protocol (County Elder Abuse Protocol),<sup>4</sup> the training of County law enforcement personnel in elder and dependent adult abuse, and the reporting and investigation responsibilities of County agencies to receive and respond to reports of such abuse.

The Grand Jury found:

- With the exception of the duty manual of the San Jose Police Department (SJPD), the written policies of the other eleven county law enforcement agencies do, sufficiently encompass the intent of Penal Code Section 368.
- The Sheriff's Office Patrol Procedures are clearly written. They reference the County Elder Abuse Protocol, and Penal Code Section 368, and identify the reporting and investigation procedures.
- The County Elder Abuse Protocol has not been updated by the County's Police Chiefs' Association in nearly five years. The protocol is overly long, containing more than 100 pages, is inconsistent in its use of names for County agencies, and should be updated and revised.
- In order to provide uniformity throughout the County, the police departments of Los Altos, Milpitas, Morgan Hill, Mountain View, and San Jose duty manuals should reference the County Elder Abuse Protocol.
- There are sufficient avenues available for reporting elder and/or dependent adult abuse, so that the DA's Office is able to prosecute appropriate cases.

The DA's Office should recommend to the Police Chiefs' Association that it create a card informing elder and dependent abuse victims of the resources available to them.

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<sup>2</sup>The eleven municipalities are: Campbell, Gilroy, Los Altos, Los Gatos/Montè Sereno, Milpitas, Morgan Hill, Mountain View, Palo Alto, Santa Clara, San Jose, and Sunnyvale.

<sup>3</sup> Membership of the Police Chiefs' Association of Santa Clara County (SCCPOA) has varied over the years, but most recently includes the eleven municipal Police Departments (sic), the Santa Clara County Sheriff's Department, Santa Clara County District Attorney's Office, California Highway Patrol and San Jose State University Police Department.

<sup>4</sup> The title of the County Elder Abuse Protocol uses "Chief's" which is possessive singular. This document is consistently using "Chiefs'" which is the possessive plural in that the several Police Chiefs are of interest.

## Background

Population projections by the United States Census Bureau and the State of California Department of Finance Demographic Research Unit project a substantial increase in population of those 65 and older as baby boomers age.<sup>5</sup> As the elder population increases, it is reasonable to assume that abuse of elders will also increase. Therefore, the prohibitions and criminal penalties of California Penal Code Section 368 become increasingly important as a deterrent to elder and dependent adult abuse.<sup>6</sup>

### Provisions of Penal Code Section 368

In California, “elders” are defined as those 65 and older and “dependent adults” are defined as those from 18 to 64 who have physical or mental limitations.<sup>7</sup> The legislative intent in adopting criminal laws to specifically protect elders and dependent adults in Penal Code Section 368(a) states:

The Legislature finds and declares that crimes against elders and dependent adults are deserving of special consideration and protection, not unlike the special protections provided for minor children, because elders and dependent adults may be confused, on various medications, medically or physically impaired, or incompetent, and therefore less able to protect themselves, to understand or report criminal conduct, or to testify in court proceedings on their own behalf.<sup>8</sup>

In conformance with such intent, Penal Code Section 368(c) provides:

Any person who knows or reasonably should know that a person is an elder or dependent adult and who, under circumstances or conditions other than those likely to produce great bodily harm or death, willfully causes or permits any elder or dependent adult to suffer, or inflicts thereon unjustifiable physical pain or mental suffering . . . is guilty of a misdemeanor.

Penal Code Section 368(b) reads similarly but applies to circumstances “likely to produce great bodily harm or death” and can result in a felony conviction.

Local law enforcement agencies have jurisdiction to investigate elder and dependent adult abuse, together with local adult protective agencies and local long-term care

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<sup>5</sup> <http://quickfacts.census.gov/qfd/states/06/06085.html>;  
<http://www.dof.ca.gov/research/demographic/reports/projections/P-1>.

<sup>6</sup> All references to code sections are to those of California.

<sup>7</sup> Penal Code §§ 368(f) and (g).

<sup>8</sup> Penal Code § 368(a).

ombudsman programs.<sup>9</sup> Law enforcement agencies, however, retain exclusive responsibility for criminal investigations.<sup>10</sup>

## **Training of Law Enforcement in Recognizing and Responding to Elder and/or Dependent Adult Abuse**

### **Mandatory Training**

The State, in Penal Code Section 13515(a), mandates the training of law enforcement personnel in elder and dependent adult abuse as follows:

Every city police officer or deputy sheriff at a supervisory level and below who is assigned field or investigative duties shall complete an elder and dependent adult abuse training course certified by the State Commission on Peace Officer Standards and Training within 18 months of assignment to field duties. Completion of the course may be satisfied by tele course, video training tape, or other instruction. The training shall, at a minimum include all of the following subjects:

- (1) Relevant laws.
- (2) Recognition of elder and dependent adult abuse.
- (3) Reporting requirements and procedures.
- (4) Neglect of elders and dependent adults.
- (5) Fraud of elders and dependent adults.
- (6) Physical abuse of elders and dependent adults.
- (7) Psychological abuse of elders and dependent adults.
- (8) The role of local adult protective services and public guardian offices.
- (9) The legal rights of, and remedies available to, victims of elder or dependent adult abuse . . . , including emergency protective orders and the option to request a simultaneous move-out order, and temporary restraining orders.<sup>11</sup>

Such training initially occurs at a police academy. Academies are either an adjunct of a specific police department or the Sheriff's Office, or are a part of the curriculum of an educational institution certified by the State Commission on Peace Officer Standards and Training (P.O.S.T.).<sup>12</sup>

### **Refresher Training**

There is no State requirement that peace officers receive on-going training regarding the recognition of elder and dependent adult abuse. The County Elder Abuse Protocol

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<sup>9</sup> Penal Code §368.5(a).

<sup>10</sup> Penal Code §368.5(b).

<sup>11</sup> Penal Code § 13515(a)

<sup>12</sup> Penal Code § 13510-13519.15

developed by the Police Chiefs' Association in 2010, however, recognizes that successfully addressing many of the crimes perpetrated against dependent adults and the elderly is complex and requires specialized intervention techniques. The protocol concludes "Like any profession, continuing education is critical for the development of expertise."<sup>13</sup>

In conformance with this philosophy the County Elder Abuse Protocol suggests that there should be on-going training in order to inform law enforcement officers of:

- The elder and dependent adult abuse laws;
- The law enforcement department's elder and dependent adult abuse policies and procedures;
- The signs and dynamics of elder and dependent adult abuses;
- Patrol officer investigative techniques;
- District Attorney elder and dependent adult abuse policies;
- The Adult Protective Services elder and dependent adult abuse policies; and
- The Public Guardian Office's elder and dependent adult abuse policies.<sup>14</sup>

Law enforcement departments are further advised in the County Elder Abuse Protocol that additional training should include written bulletins, videotapes, verbal reminders, and updates during patrol briefings.<sup>15</sup> The Chief of Police, the Sheriff or a designee in each jurisdiction is directed to ensure the review of the department's training policies annually and make any revisions deemed necessary.<sup>16</sup> It is beyond the purview of this investigation to determine whether such training takes place.

### **Avenues for Reporting Elder and/or Dependent Adult Abuse**

Anyone can report suspected elder or dependent adult abuse to authorities. Reports can be made to a law enforcement agency, Adult Protective Services (APS), or the Long-Term Care Ombudsman (County Ombudsman). In addition, any person who has assumed full or intermittent responsibility for the care or custody of an elder or dependent adult is a "mandated reporter" and must report suspected elder and/or dependent adult abuse to APS, the County Ombudsman, or local law enforcement.<sup>17</sup>

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<sup>13</sup> County Elder Abuse Protocol at 7.

<sup>14</sup> County Elder Abuse Protocol at 70.

<sup>15</sup> Ibid.

<sup>16</sup> Ibid.

<sup>17</sup> Welfare and Institutions Code §15630(b)(1)(A)(i) and (ii). For a listing of mandated reporters, see Appendix B.

County law enforcement personnel are responsible for investigating suspected elder and/or dependent adult abuse. Even if an arrest is not made by a police officer or deputy sheriff, the responding officer is required to investigate and write a report. The reports are reviewed by supervisors, may be further investigated by detectives, and are forwarded to the DA's Office in appropriate cases. The reports may also be sent to APS or the County Ombudsman for further action depending upon whether the abuse occurred in an in-home situation or a long-term care facility.

Adult Protective Services is responsible for investigating complaints of abuse regarding independent elders, those living in in-home care situations, and those hospitalized. APS employees are mandatory reporters and must report to law enforcement incidences of physical abuse occurring in these environments. APS is staffed with 21 investigators, three social workers with master's degrees, and three supervisors. APS maintains an office in an SJPD facility which it staffs once a week to facilitate communication between the agencies.

The County Ombudsman serves as an advocate for residents in long term care facilities, including nursing homes, residential facilities for the elderly, and assisted living facilities. Catholic Charities fills the position of County Ombudsman under a contract with the State. It has three employees with master's degrees, one data entry person, and 47 volunteers. The staff receives an initial 36 hours of training and a ten hour internship. Thereafter, training occurs twice a year in two six-hour segments. Volunteers are assigned to specific care facilities and are responsible for visiting their assigned facilities once a week.

The DA's Office is charged with prosecuting cases of elder abuse and/or dependent adult abuse when warranted. The DA's Office may enhance any criminal charges where the victim is an elder or dependent adult with the penalties of Penal Code Section 368 even if it was not cited in the initial report. The DA's Office's data base does not track elder and dependent adult abuse; the number of cases involving elder victims is gleaned by searching by victim age.

## Methodology

During its investigation, the Grand Jury requested, received, and reviewed excerpts from the duty manuals of eleven municipal law enforcement agencies and the County Sheriff's Office regarding the procedures used to identify and respond to elder and/or dependent adult abuse. It also reviewed the County Elder Abuse Protocol and other relevant documents.<sup>18</sup>

With respect to California statutes, the Grand Jury reviewed Penal Code Sections 368, 368.5, and 13515; Welfare and Institutions Code Sections 15610 through 15610.70, and 15630; and Probate Code Section 2351.

The Grand Jury also interviewed the complainant, representatives from law enforcement, members of the DA's Office, and members of various social service agencies charged with responding to issues involving elder and dependent adult abuse.

## Discussion

### The Adequacy of Law Enforcement Duty Manuals in Addressing Elder and/or Dependent Adult Abuse

The Grand Jury requested, received, and reviewed the duty manuals of the County's eleven municipal law enforcement agencies, as well as the Sheriff's Office, regarding the procedures used to identify and respond to elder and/or dependent adult abuse.<sup>19</sup> There are three principal references regarding elder and dependent abuse: Penal Code Section 368, Lexipol Policy 326<sup>20</sup> and the County Elder Abuse Protocol. The following chart summarizes the references used in each duty manual reviewed:

<u>Law Enforcement Agency</u>	<u>References Penal Code Section 368</u>	<u>Utilizes Lexipol Policy 326</u>	<u>References the County Elder Abuse Protocol</u>
Campbell Police Department	No	Yes	Yes
Gilroy Police Department	No	Yes	Yes
Los Altos Police Department	No	Yes	No
Los Gatos/Monte Sereno Police Department	No	Yes	Yes
Milpitas Police Department	No	Yes	No
Morgan Hill Police Department	No	Yes	No

<sup>18</sup> For a complete list of relevant documents reviewed, see Appendix C.

<sup>19</sup> The cities of Saratoga, Cupertino, and Los Altos Hills are covered by the Sheriff's Office and do not maintain their own police departments.

<sup>20</sup> Lexipol is a private company that prepares law enforcement policies

<u>Law Enforcement Agency</u>	<u>References Penal Code Section 368</u>	<u>Utilizes Lexipol Policy 326</u>	<u>References the County Elder Abuse Protocol</u>
Mountain View Police Department	Yes	Yes	No
Palo Alto Police Department	No	Yes	Yes
San Jose Police Department	No	No	No
Santa Clara Police Department	No	No	Yes
Office of the Sheriff of Santa Clara County	Yes	No	Yes
Sunnyvale Department of Public Safety	No	No	Yes

### **Duty Manuals Referencing Penal Code Section 368**

As seen in the table above, only the Mountain View Police Department's and the Sheriff's duty manuals specifically reference Penal Code Section 368. With the exception of the San Jose Police Department manual, the other eleven County law enforcement agency policy manuals do address elder and dependent adult abuse and the intent, if not the language, of Penal Code Section 368.

### **Duty Manuals Utilizing Lexipol Policy 326**

Eight law enforcement agencies incorporate a version of Lexipol's Policy 326 in their duty manuals. The San Jose and Santa Clara police departments, Sunnyvale Department of Public Safety, and Sheriff do not. Lexipol is a private company that provides pre-written policies for law enforcement based on federal and state statutes, case law, and law enforcement best practices.<sup>21</sup> Law enforcement agencies pay for this service and can adapt the policy to the needs of an individual agency. Although Lexipol Policy 326 does not specifically reference Penal Code Section 368, it addresses its intent.

The duty manuals of the law enforcement agencies within the County that utilize Lexipol Policy 326 each expressly state that the purpose of the policy is to treat reports of elder and/or dependent adult abuse "as high priority criminal activity that is to be fully investigated," except for the Los Gatos/Monte Sereno Police Department manual which conforms with the County Elder Abuse Protocol. Additionally, the law enforcement manuals incorporating Lexipol Policy 326 each contain a section explaining the mandatory reporting requirements for suspected elder and/or dependent adult abuse, including physical abuse, abandonment, abduction, isolation, financial abuse, or neglect.<sup>22</sup> Lexipol Policy 326 also provides that the investigation supervisor is

<sup>21</sup> [www.lexipol.com/about-us](http://www.lexipol.com/about-us).

<sup>22</sup> Penal Code § 326.3.

responsible for ensuring that cases of suspected elder abuse are forwarded to the DA's Office, as well as other applicable agencies such as APS and the County Ombudsman.<sup>23</sup>

### **Duty Manuals Referencing the County Elder Abuse Protocol**

Most duty manuals of law enforcement agencies within the County refer to the County Elder Abuse Protocol, adopted by the Police Chiefs' Association in 2010. The Los Altos, Milpitas, Morgan Hill, Mountain View, and San Jose police departments do not. The Police Chiefs' Association's protocols are the result of collaborative efforts among all police chiefs in the County, the Sheriff's Office, and the District Attorney to coordinate law enforcement responses to potential criminal activity, including the abuse, neglect, and exploitation of elders and dependent adults.

The County Elder Abuse Protocol recognizes that differences in practices and policies by agencies can lead to "significant disparities in prevention, protection, reporting and service to victims."<sup>24</sup> Thus, conformity in practices and policies of law enforcement agencies throughout the County enhances the goal of reducing such disparities.

The County Elder Abuse Protocol cautions that, although law enforcement must refer all allegations of elder abuse to the appropriate agency, this does not relieve law enforcement's responsibility to also investigate the complaint to determine if criminal violations have occurred.<sup>25</sup> Moreover, a crime report must be written for suspected abuse, as well as unfounded/unsubstantiated abuse.<sup>26</sup> The protocol specifically references Penal Code Section 368 and reads:

Abuse of an elder or a dependent adult means either of the following:  
Physical abuse, neglect, financial abuse, abandonment, isolation, abduction, or other treatment with resulting physical harm or pain or mental suffering;

or

The deprivation by a care custodian of goods or services that is necessary to avoid physical harm or mental suffering.<sup>27</sup>

The County Elder Abuse Protocol consists of more than 100 pages and does not lend itself to easy reference by law enforcement because of its length, its inconsistent use of the names for County agencies, and its failure to reference recent changes in the law. Although the signatory agencies committed themselves to an annual review of this protocol in 2010, to date, there have been no revisions and not all County law

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<sup>23</sup> Ibid.

<sup>24</sup> County Elder Abuse Protocol at 6

<sup>25</sup> Id. at 15.

<sup>26</sup> Id. at 25.

<sup>27</sup> Id. at 92.

enforcement agencies reference the County Elder Abuse Protocol. The Police Chiefs' Association should revise the protocol for the purpose of making it more succinct and user friendly. Local law enforcement manuals should reference the protocol.

### **The County Child Abuse Protocol Used by the San Jose Police Department**

The San Jose Police Department's duty manual refers neither to Penal Code Section 368 nor to the County Elder Abuse Protocol. Reference to elder abuse in its Table of Contents is under the heading "Juvenile Contacts"<sup>28</sup> and SJPD officers are directed to investigate "physical" incidents of elder abuse by using the County Child Abuse Protocol.<sup>29</sup> There is no mention of dependent adult abuse. Additionally, there is no direction as to the mandatory reporting requirements when addressing either elder and/or dependent adult abuse. These deficiencies should be corrected.

### **The Adequacy of Training for Law Enforcement Personnel in Elder and/or Dependent Adult Abuse**

When asked how the response to elder and dependent adult abuse can be improved, interviewees uniformly responded that periodic refresher training of law enforcement personnel would be helpful. Law enforcement personnel receive mandatory training in elder and dependent adult abuse at the academies, the content of which is governed by the State's Commission on P.O.S.T.

Recognizing that communities have different priorities with respect to addressing criminal activity in their neighborhoods, each law enforcement agency should also recognize that elder and dependent adult abuse most likely occurs within their jurisdiction. Thus, continuing education should be instituted ensuring that law enforcement personnel are adequately trained on an ongoing basis on how to respond to reports of elder and dependent adult abuse. It is beyond the scope of this report to identify law enforcement agencies that do so and those that do not.

Among those interviewed, some suggested tools for refresher training included:

- Provide an abbreviated version of the County's Elder Abuse Protocol,
- Text, email, or post updates regarding elder and dependent adult abuse laws,
- Provide a training course electronically that can be accessed by law enforcement personnel at their convenience, and

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<sup>28</sup> San Jose Police Department's Duty Manual at xv.

<sup>29</sup>Id. at 261.

- Utilize either APS investigators and/or the County Ombudsman to provide refresher training to law enforcement officers.

### **The Adequacy of Means of Reporting Elder and/or Dependent Adult Abuse**

Elders are especially vulnerable to crimes of abuse because of the social stigma often attached to reporting elder abuse, difficulties in expressing their concerns, financial dependence, embarrassment, and/or the fear of potential backlash from the perpetrator.<sup>30</sup> Dependent adults face similar and often different barriers. The County, however, has law enforcement agencies, APS, and the County Ombudsman in place to receive complaints of elder and dependent adult abuse, investigate such abuse, and pursue resolution of the abuse. Law enforcement personnel respond to reports of elder and dependent adult abuse. In 2014, APS received over 3,200 reports and the County Ombudsman approximately 15,000 reports of such abuse.<sup>31</sup>

The California Constitution confers certain enumerated rights to victims of crime.<sup>32</sup> In the course of its investigation, the Grand Jury was told that law enforcement personnel give a card to crime victims known as Marsy's card. The card details their rights as victims. The DA's Office should recommend to the Police Chiefs' Association that it create a similar card to be given to elders and/or dependent adults who reportedly were abused. The card should include phone numbers of County law enforcement agencies, APS, and the County Ombudsman as well as other agencies that may be of aid to the victim.

### **Conclusions**

The Grand Jury found that law enforcement and social service agencies are competent and committed to the protection of the elder and dependent adult population.

With respect to law enforcement duty manuals, only the San Jose Police Department duty manual does not refer to Penal Code Section 368 nor its substance. Additionally, it does not refer to the County Elder Abuse Protocol. Rather the San Jose Police Department's duty manual directs officers faced with incidences of reported elder and/or dependent adult abuse to adhere to the County Child Abuse Protocol.

The Santa Clara County Police Chiefs' Association has not updated the County Elder and Dependent Adult Abuse Protocol in nearly five years. The document, is overly long, and should be reviewed and revised.

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<sup>30</sup> A review of the literature suggests elder vulnerability is a combination of three factors: health status, cognitive ability, and social support. Elder vulnerability variables were identified and applied to data from the 2000 Health and Retirement Study. <http://ncsu.edu/ffci/publications/2008/v13-n1-2008-spring/Kim-Geistfeld.php>; <http://www.washingtonlawhelp.org/resource/protecting-elders-and-vulnerable-adults-from?ref=oPTo3>

<sup>31</sup> Law enforcement agencies, by and large, do not keep statistics as to reports of elder and/or dependent adult abuse.

<sup>32</sup> California Constitution, Article 1, Section 28(b).

In order to promote uniformity between all law enforcement agencies in Santa Clara County, the duty manuals of each county law enforcement agency should refer to the County Elder and Dependent Adult Abuse Protocol. The duty manuals of the law enforcement agencies of Los Altos, Milpitas, Morgan Hill, Mountain View, and San Jose do not refer to the protocol.

In order to best serve elders and dependent adults who may be victims of abuse, the County of Santa Clara; Social Services Agency; Adult Protective Services, and the Office of the District Attorney should collaborate on a document for law enforcement agencies to provide elder and dependent adult abuse victims advising them of available and applicable resources

## **Findings And Recommendations**

### **Finding 1**

The San Jose Police Department's duty manual refers to the County Child Abuse Protocol and not to the County Elder and Dependent Adult Abuse Protocol.

### **Recommendation 1**

The San Jose Police Department should revise its duty manual to refer to the County Elder and Dependent Adult Abuse Protocol.

### **Finding 2**

The Los Altos Police Department's duty manual does not reference the Santa Clara County Elder and Dependent Adult Abuse Protocol.

### **Recommendation 2**

The Los Altos Police Department should revise its duty manual to reference the Santa Clara County Elder and Dependent Adult Abuse Protocol.

### **Finding 3**

The Milpitas Police Department's duty manual does not reference the Santa Clara County Elder and Dependent Adult Abuse Protocol.

### **Recommendation 3**

The Milpitas Police Department should revise its duty manual to reference the Santa Clara County Elder and Dependent Adult Abuse Protocol.

### **Finding 4**

The Morgan Hill Police Department's duty manual does not reference the Santa Clara County Elder and Dependent Adult Abuse Protocol.

### **Recommendation 4**

The Morgan Hill Police Department should revise its duty manual to reference the Santa Clara County Elder Abuse Protocol.

## **Finding 5**

The Mountain View Police Department's duty manual does not reference the Santa Clara County Elder and Dependent Adult Abuse Protocol.

### **Recommendation 5**

The Mountain View Police Department should revise its duty manual to reference the Santa Clara County Elder and Dependent Adult Abuse Protocol.

## **Finding 6**

The Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement, dated July 2010, has not been revised in five years, is over 100 pages long, and should be revised and shortened.

### **Recommendation 6A**

The City of Campbell Police Department, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

### **Recommendation 6B**

The City of Gilroy Police Department, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

### **Recommendation 6C**

The City of Los Altos Police Department, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

### **Recommendation 6D**

The Cities of Los Gatos / Monte Sereno Police Department, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

### **Recommendation 6E**

The City of Milpitas Police Department, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

**Recommendation 6F**

The City of Morgan Hill Police Department, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

**Recommendation 6G**

The City of Mountain View Police Department, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

**Recommendation 6H**

The City of Palo Alto Police Department, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

**Recommendation 6I**

The City of San Jose Police Department, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

**Recommendation 6J**

The City of Santa Clara Police Department, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

**Recommendation 6K**

The Office of the Sheriff of Santa Clara County, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

**Recommendation 6L**

The City of Sunnyvale Department of Public Safety, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

### **Recommendation 6M**

The County of Santa Clara Office of the District Attorney, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

### **Recommendation 6N**

The Santa Clara County Department of Correction, as a member of the Police Chiefs' Association of Santa Clara County, should advocate for revision of the Elder and Dependent Adult Abuse Protocol for Santa Clara County Law Enforcement.

### **Finding 7**

There is no document to be given to elder and dependent adult abuse victims containing a list of available resources.

### **Recommendation 7**

The County, through County of Santa Clara; Social Services Agency; Adult Protective Services, and the County of Santa Clara Office of the District Attorney should collaborate on a document for law enforcement agencies to provide elder and dependent adult abuse victims advising them of available and applicable resources.

## APPENDIX A

“Abuse of an elder or a dependent adult” is defined as either of the following:

- (a) Physical abuse, neglect, financial abuse, abandonment, isolation, abduction or other treatment with resulting physical harm or pain or mental suffering.
- (b) The deprivation by a care custodian of goods or services that is necessary to avoid physical harm or mental suffering.<sup>33</sup>

“Mental suffering” is defined as:

[F]ear, agitation, confusion, severe depression, or other forms of serious emotional distress that is brought about by forms of intimidating behavior, threats, harassment, or by deceptive acts performed or false or misleading statements made with malicious intent to agitate, confuse, frighten, or cause severe depression or serious emotional distress of the elder or dependent adult.<sup>34</sup>

“Isolation” is defined as:

- (1) Acts intentionally committed for the purpose of preventing and that do serve to prevent, an elder or dependent adult from receiving his or her mail or telephone calls.
- (2) Telling a caller or prospective visitor that an elder or dependent adult is not present, or does not wish to talk with the caller, or does not wish to meet with the visitor where the statement is false, is contrary to the express wishes of the elder or dependent adult, whether he or she is competent or not, and is made for the purpose of preventing the elder or dependent adult from having contact with family, friends, or concerned persons.<sup>35</sup>

A rebuttable presumption exists, however, that isolation is not to be found if such acts are “in response to a reasonably perceived threat or danger to property or physical safety.”<sup>36</sup> Thus, court ordered conservatorships or restraining orders prohibiting contact with named persons take precedence and challenging such authority is a civil matter, rather than a criminal matter.

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<sup>33</sup> Welfare and Institutions Code § 15610.07.

<sup>34</sup> Welfare and Institutions Code § 15610.53.

<sup>35</sup> Welfare and Institutions Code §§ 15610.43(a)(1) and (2).

<sup>36</sup> Welfare and Institutions Code § 15610.43(c).

## APPENDIX B

Welfare and Institutions Code 15630(a) provides that any person who has assumed full or intermittent responsibility for the care or custody of an elder or dependent adult is a “mandated reporter”—a term that includes:

- Administrators, supervisors, and any licensed staff of a public or private facility that provides care or services for elder or dependent adults
- Any elder or dependent adult care custodian
- Health practitioners
- Clergy members
- Employees of a county adult protective services agency
- Local law enforcement agencies

## **APPENDIX C**

### Documents Reviewed

The items in this appendix were requested by the Grand Jury, provided to the Grand Jury by interviewees, found among public media materials, located through internet searches, or any combination thereof. Some of these items are not available to the public.

The following sources were reviewed in preparing this report:

#### **Documents**

- The Adult Protective Services FY 15 Budget Revenue Sources
- The Adult Protective Services 2013 Annual Report
- California Legislative Information: Assembly Bill No. 2034; An Act to Add Section 236 to the Probate Code, and to Add Section 15657.035 to the Welfare and Institutions Code, Relating to Elders and Dependent Adults: Assembly Bill #2034
- California Legislative Information: Assembly Bill No. 2171; An Act to Amend Section 1569.886 of to Add Article 2.5 (commencing with section 1569.261) to Chapter 3.2 of Division 2 of the Health and Welfare Code, relating to care facilities: Assembly Bill # 2171
- California Legislative Information: Assembly Bill 937; Chapter 127; An Act to Amend Section 2351 of the Probate Code, Relating to Conservators and Guardians: Assembly Bill #937, Chapter 127
- California Legislative Information: Assembly Bill No.40; Chapter 659; Elder and Dependent Adult Abuse; Reporting (9/27/2012)
- California Penal Code: Section 368
- Santa Clara County Police Chiefs' Association: Child Abuse Protocol for Santa Clara County Law Enforcement (June 2008)
- Santa Clara County Police Chiefs' Association: Elder and Dependent Adult Abuse Protocol
- Santa Clara County Police Chiefs' Association: Domestic Violence Protocol for Law Enforcement (2/10/2011)
- Police Chiefs' Association of Santa Clara County: Domestic Violence Protocol for Law Enforcement; 2014; Adopted 03/2014

- Elder Abuse/Bill Text – AB40 Elder and Adult Abuse reporting
- Family Violence Protocol: Integrated Training for Law Enforcement, Social Services, and Advocates (Module 5: elder and neglect)
- Lexipol: Law Enforcement, Fire, Custody (1998-2014)<sup>37</sup>
- The California Department of Aging: Long-Term Care Ombudsman Program (03/28/2012)
- The State of California Department of Justice Office of the Attorney General: Elder Abuse Laws (Criminal) (Kamala Harris)
- County of Santa Clara Office of the Sheriff:
  - Patrol Procedures (7/10/2014)
  - Elder and Dependent Adult Abuse Training Standards and Enforcement Protocol (M. Cuevas) rev. 2014
- California Penal Code: Section 368-368.5
- California Penal Code Sections:
  - Title 9 Part 1. Of Crimes and Punishments, Of Crimes Against Elders, Dependent Adults, and Persons with Disabilities
  - Section 15657.8: Elder Abuse and Dependent Adult Civil Protection Act, Article 9
- California Probate Code: Division 2, General Provisions, Part 19: Conveyance or Transfer of Property Claimed to belong to Decedent or Other Person
- State and County Population Projections by Major Age Group: 2010-2060 (California Department of Finance, Demographic Research Unit; <http://www.dof.ca.gov/research/demographic/reports/projections/P-1/>)
- The State of California Department of Justice Office of the Attorney General: Victims Bill of Rights Act of 2008- Marsy's Rights (10/21//2014)
- California Welfare and Institutions Code:
  - Section 4231.5
  - Sections 15610-15610.70
  - Section 15630 and 15630.1
  - Sections 15633 and 15634

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<sup>37</sup> <http://www.lexipol.com/>

- Sections 15763

## **Policies**

- Santa Clara County; Social Services Agency; Department of Aging & Adult Services; Adult Protective Services Handbook
- Police Chiefs' Association of Santa Clara County: Domestic Violence Protocol for Law Enforcement 2011; (02/10/2011)
- The Campbell Police Department's Law Enforcement Services Manual: Policy 326, Adult Abuse, 1995-2014
- The Gilroy Police Department's Policy Manual:
  - Adult Abuse: Policy 326 (07/28/2014)
  - Child Abuse: Policy 330 (07/28/2014)
- The Los Altos Police Department's Policy Manual:
  - Policy 208 Training Policy (08/01/2014)
  - Policy 326 Adult Abuse (08/26/2013)
- The Los Altos Police Department's Training Plan
- The Los Gatos/Monte Sereno Police Department's:
  - Policy 326 Elder Abuse
  - Policy Manual August 2014
- Merced County Human Services Agency: Family Violence Protocol, Integrated Training for Law Enforcement, Social Services and Advocates, "Elder & Neglect" (03/16/2007)
- The Milpitas Police Department's
  - Policy 326: Adult Abuse (08/28/2014)
  - Policy 330: Child Abuse
- The Morgan Hill Police Department:
  - Field Training Manual: Elder and Adult Abuse (8/19/2014)
  - Training Plan and Policy (2012)
- The Mountain View Police Department:
  - Elder Abuse; Policy 326
  - Child Abuse Reporting; Policy 330
  - Field Training Manual (06/2008)
  - Policy Manual (05/01/2013)
  - Trainee Rook Book (06/2014)

- The Palo Alto Police Department's Policy Manual: Adult Abuse Policy 326 (09/04/2013)
- The San Jose Police Department's:
  - Duty Manual—Policies, Roles, Procedures (2013)
  - Elder/Dependent Adult Abuse Committee, Procedure Review (10/01/2014)
- The Santa Clara County Adult Protective Services Policy: Steps to Report Dependent Adult or Elder Abuse to Adult Protective Services (rev. 2014)
- The Santa Clara County Office of the Sheriff's Policy: Elder and Dependent Adult Abuse Training Standards and Enforcement Protocol
- The Santa Clara County Office of the Sheriff; Procedure Review
- The Santa Clara Police Department's:
  - General Order 42.1: Criminal Investigation: Organization and Administration (4/2006)
  - General Order 91.2: Reporting of Dependent or Elder Abuse (4/2006)
- The Sunnyvale Public Safety Department's Policy: Elder and Adult Abuse Committee; Procedure Review

## Articles

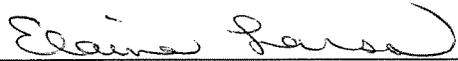
- U.S. Administration for Community Living; Press Release (6/14/2013)
- Adult Protective Services Presentation Report
- Adult Protective Services Training Report
- Adult Protective Services, Santa Clara County, Financial Abuse Specialist Team (F.A.S.T.) (09/25/2014)
- Coalitions by State—Center of Excellence on Elder Abuse Neglect
- Elder Abuse Investigation (Richard Calhoun)
- Elder and Dependent Adult Abuse (1/2011)
- Financial Abuse Specialist Team Practice Guide, Santa Clara County 1.0 (9/25/2014)
- History and Role of the Long Term Care Ombudsman Program (9/2008)

- Lack of Oversight Puts In-Home Clients at Risk: San Jose Mercury (1/10/2015)
- Local Family Justice Centers Offer Help to Domestic Violence Victims (Andie Waterman) (09/17/2014)
- The PPJ Gazette: Guardianship Abuse: Testimony for the Senate Judiciary Committee (09/28/2011)
- Relevant Statutes re: California Welfare and Institutions Code (section 15610.70): Undue Influence: Schwartz and Schwartz (8/11/2014)
- Reporting Elder Abuse: San Jose Police Department (2014)
- Shouse California Law Group: California Elder Abuse Laws; Penal Code 368pc
- Welcome to NASGA: Guardianship/Conservatorship Can be Bad for Your Health and Wealth (9/10/2014)
- What is Elder/Dependent Adult Abuse?

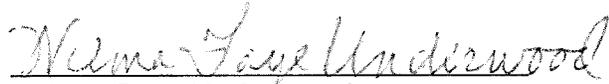
#### **Memoranda/Miscellaneous/Media**

- United States Department of Health and Human Services, Administration for Community Living, US Department of Health and Human Services, Press Release (06/25/2014)

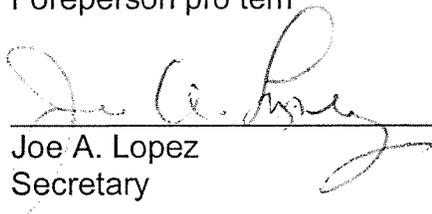
This report was PASSED and ADOPTED with a concurrence of at least 12 grand jurors on this, 31<sup>st</sup> day of June, 2015.



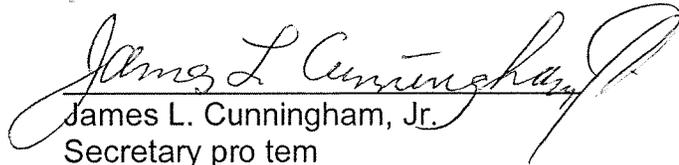
Elaine K. Larson  
Foreperson



Wilma Faye Underwood  
Foreperson pro tem



Joe A. Lopez  
Secretary



James L. Cunningham, Jr.  
Secretary pro tem

June 10, 2015

Ms. Elaine K. Larson, Foreperson  
2014-1015 Civil Grand Jury  
191 North First Street  
San Jose CA 95113

Re: Final Report: Protecting Our Most Vulnerable Residents

Dear Ms. Larson,

Thank you for your thoughtful report on this most important topic. We have carefully reviewed the report and in particular the findings and recommendations with respect to the Elder and Dependent Adult Abuse Protocol.

Please be assured that we and other members of the Elder Death Review Team are working to revise and shorten the document. We are also considering other ways to make the Protocol a better tool for law enforcement and for other agencies who serve this vulnerable population.

Thank you for recognizing the good work already being done in this area by law enforcement and the social service agencies. We strive to do even better in the future.

Sincerely,

Cindy Seeley Hendrickson  
Assistant District Attorney

# ELDER AND DEPENDENT ADULT ABUSE PROTOCOL

July, 2010

FOR SANTA CLARA COUNTY LAW  
ENFORCEMENT

## ACKNOWLEDGMENTS

The following persons and their agencies in Santa Clara County assisted in reviewing the protocol and recommending amendments and updates:

**Susan Anderson**

Los Altos Police Department

**Craig Anderson**

Sunnyvale Department of Public Safety

**Kristin Baker**

County of Santa Clara County Counsel's Office

**Russell Bence**

San Jose Police Department

**Jamie Buckmaster**

County of Santa Clara Department of Aging and Adult Services

**Kimberly Connors (Co-Chair)**

County of Santa Clara District Attorney's Office

**Chief Bruce Cumming**

Morgan Hill Police Department

**David Ostrander**

Milpitas Police Department

**Steven Dick (Co-Chair)**

County of Santa Clara District Attorney's Office

**Alisa Doran**

Palo Alto Police Department

**Wanda Hale**

Long Term Care Ombudsman Program

**Jason Kadluboski**

Gilroy Police Department

**John Korges**

Los Altos Police Department

**Larry Lundin**

County of Santa Clara Sheriff's Department

**Kathleen Lynch**

Santa Clara County Victim Witness Assistance Center

**Dan Moreno**

Santa Clara Police Department

**Renee Paquier (Chair)**

County of Santa Clara Department of Aging and Adult Services

**Lee Pullen**

County of Santa Clara Department of Aging and Adult Services

**Cherie Purdy**

County of Santa Clara Department of Aging and Adult Services

**Martin Rivera**

Campbell Police Department

## ACKNOWLEDGMENTS

**Kevin Elliott**

Los Gatos/Monte Sereno Police  
Department

**Armando Espitia**

Mountain View Police Department

**Valerie Smith**

County of Santa Clara Department of  
Aging and Adult Services

**MISSION STATEMENT**

Santa Clara County's Law Enforcement Agencies, District Attorney's Office, County Counsel's Office, Social Services Agency-Department of Aging and Adult Services, Victim Witness and Long Term Care Ombudsman Program are committed to the prompt, thorough and effective investigation of incidents of elder and dependent adult homicide, sexual and physical abuse, neglect, abduction and financial abuse. This commitment recognizes the importance of respecting victimized elder and dependent adults and their families, holding offenders fully responsible for their conduct, and providing appropriate intervention and preventive services to elder and dependent adults in crisis.

This protocol commits the signatory agencies to: (1) conduct prompt, thorough investigations of elder and dependent adult homicide, sexual and physical abuse, neglect, abduction and financial abuse; (2) reduce trauma to victimized elder and dependent adults; (3) cooperate effectively to investigate, prosecute and prevent elder and dependent adult abuse within Santa Clara County; (4) train its employees on recognition and investigation of elder and dependent adult abuse; and, (5) contribute to the annual review of this protocol.

C. T. Younis

Chief Tuck Younis, Chair  
Police Chief's Association of Santa Clara County

8-12-10

Date

**MEMBERS**

<p><b>CALIFORNIA HIGHWAY PATROL</b> Captain Cathy Wayne</p> <p><b>CAMPBELL POLICE DEPARTMENT</b> Chief Greg Finch</p> <p><b>GILROY POLICE DEPARTMENT</b> Chief Denise Turner</p> <p><b>LOS ALTOS POLICE DEPARTMENT</b> Chief Tuck Younis</p> <p><b>LOS GATOS/MONTE SERENO POLICE DEPARTMENT</b> Chief Scott R. Seaman</p> <p><b>MILPITAS POLICE DEPARTMENT</b> Chief Dennis Graham</p> <p><b>MORGAN HILL POLICE DEPARTMENT</b> Chief Bruce Cumming</p> <p><b>MOUNTAIN VIEW POLICE DEPARTMENT</b> Chief Scott Vermeer</p> <p><b>PALO ALTO POLICE DEPARTMENT</b> Chief Dennis Burns</p>	<p><b>SAN JOSE POLICE DEPARTMENT</b> Chief Rob Davis</p> <p><b>SAN JOSE STATE UNIVERSITY POLICE DEPT.</b> Chief Peter Decena</p> <p><b>SANTA CLARA POLICE DEPARTMENT</b> Chief Stephen D. Lodge</p> <p><b>COUNTY OF SANTA CLARA DISTRICT ATTORNEY'S OFFICE</b> Dolores Carr, District Attorney</p> <p><b>SANTA CLARA COUNTY SHERIFF'S OFFICE</b> Sheriff Laurie Smith</p> <p><b>SUNNYVALE DEPARTMENT OF PUBLIC SAFETY</b> Director Don Johnson</p> <p><b>DEPARTMENT OF CORRECTION</b> Chief Edward Flores</p> <p><b>FEDERAL BUREAU OF INVESTIGATION</b> Thomas P. Ravenelle, Special Agent in Charge</p>
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## INTRODUCTION

### I. NEEDS STATEMENT

The population of California has changed drastically over the past several years. According to the 2008 United States Census Bureau, there are 4,731,093 persons aged sixty five years and older in California. As of 2010, 1 in every 5 Californians is over age 65. It is projected that by the year 2020, the population of those 60 years of age and older in California will increase by 38%.

As people live longer they also face more problems with chronic illness and disabilities. Nearly half of the population aged 85 or older live alone and are among the most vulnerable and impoverished groups in California.

The change in the composition of our population and the sheer number of older persons has had and will continue to have important implications for our law enforcement community. The number of elderly victims entering the criminal justice system can be expected to increase significantly including those that are victims of physical abuse, neglect, psychological or emotional abuse, sexual abuse, financial exploitation and homicide.

Based on statistics gathered by the National Center on Elder Abuse, each year between 1 and 2 million Americans aged 65 and older have been injured, exploited, or otherwise mistreated by someone on whom they depended for care or protection. It is estimated that for every one case of elder abuse, neglect, exploitation, or self-neglect reported to authorities, about five more go unreported. Current estimates put the overall reporting of financial exploitation at only 1 in 25 cases, suggesting that there may be at least 5 million financial abuse victims each year. Elder abuse affects individuals of all races, religions, socio-economic status and gender.

Traditionally, law enforcement has dealt with crime committed by and against a younger population. This population shift, and the increase in crime targeted specifically against older persons, requires the development of specialized services to address elderly victims of crime.

### II. PURPOSE OF PROTOCOL

Differences in practices and policies by the many disciplines that provide service to dependent adults and elderly victims can lead to significant disparities in prevention, protection, reporting and service to those victims.

- The purpose of this protocol is to institute a coordinated Law Enforcement response in order to promote a comprehensive method of addressing abuse, neglect and exploitation of dependent adults and older persons.
- This protocol will provide model guidelines and investigation procedures for law enforcement responding to abuse, neglect and exploitation against dependent adults and the elderly.
- Implementation of this protocol will improve law enforcement's overall coordinated response to elderly victims of crime. In addition, it will enable officers to more clearly focus on the safety and well-being of the victim and the accountability of the offender.

## SECTION ONE: INTRODUCTION

- Utilization of this protocol will ensure a more coordinated community response with law enforcement, by bringing together health care, social service and elder protective services in serving victims of abuse, neglect and financial exploitation.

### **Specifically, the goals of these protocols are the following:**

- Reports of abuse, neglect, and financial exploitation of dependent adults and older persons are to be fully investigated regardless of the relationship between the victim and the suspect(s.)
- Collaboration and coordination of efforts with dependent adult and elder abuse provider agencies shall be made in response to elder abuse, neglect, financial exploitation and self-neglect.
- Expedient and full reporting should be made to appropriate agencies on any case of confirmed or suspected abuse, neglect, and financial exploitation, including non-criminal acts, and organized scam/fraud. This should be done regardless of the victim's capacity to understand the consequences of their actions. It is the policy of this protocol that officers utilize the arrest powers granted by law when there is probable cause to do so.
- Immediate effective assistance and protection to dependent adults and elderly victims of crime be provided and appropriate actions against offenders should be taken. Further, the implementation of these solutions should not result in increased risk to the victim and should not exacerbate the situation.
- Officers will treat all older persons with dignity and respect including recognizing an older person's right to self determination. Self determination is a competent person's right to make his or her decisions, including the right to privacy and to refuse well-intended interventions.

## III. POLICY COMPONENTS

In order to achieve an effective response to elderly crime victims, this law enforcement agency will utilize the model investigative procedures and promote the following goals and responsibilities:

### **A. Interagency Cooperation**

Interagency cooperation is a goal that requires a teamwork approach. Coordination of law enforcement, prosecutors, banking, medical, court, mental health and victim advocates is necessary for a thorough response to a case involving a dependent adult or an elderly crime victim. For the purpose of this protocol, elder abuse staff shall include personnel from Adult Protective Services (APS), Ombudsman (OMB), State Department of Mental Health Services, State Department of Developmental Services and Bureau of Medical Fraud.

### **B. Training**

Successfully addressing many of the crimes perpetrated against dependent adults and the elderly is complex and requires specialized intervention techniques. Therefore, members of the department who respond to cases involving the abuse, neglect, financial exploitation, and/or fraud of an older person should go through specialized training. Training will include laws impacting dependent adults and elderly crime victims, victim and offender profiles, interviewing techniques, investigative strategies, evidence collection and joint investigation procedures with elder and dependent adult abuse agencies. Like any profession, continuing education is critical for the development of expertise. Law

## SECTION ONE: INTRODUCTION

enforcement professionals, veterans and recruits, will participate in ongoing education opportunities.

### **C. Communications**

The communications personnel will solicit information from callers to determine the facts of the report, the condition of the victim, explain the law enforcement response and needs to the caller, and initiate the appropriate law enforcement response. Referral information will also be provided, when applicable.

## IV. MODEL INVESTIGATION PROCEDURES

### **A. Pre-Investigation – Police officers will:**

- Know the prosecution standards for differing dependent adult and elderly crime cases including criminal neglect, financial exploitation, and physical abuse.
- Maintain an ongoing collaborative commitment to working with all agencies and institutions responding to crimes against dependent adults and the elderly.
- Understand the role of police work in responding to crimes against dependent adults and elderly victims.
- Understand the role of all elder and dependent adult abuse caseworkers in supporting victims of abuse, neglect and financial exploitation.

### **B. Responding Officer responding will:**

- Safely and expeditiously respond to the complaint.
- Ensure the safety of the victim and, if assistance is needed, notify the appropriate medical, law enforcement, and social service personnel. In cases of suspected abuse, neglect, and financial exploitation, submit a report to the elder and dependent adult abuse provider agency if a report has not been made by communications personnel.
- Conduct a thorough preliminary investigation including: identify victim, suspects, and witnesses, identify and preserve the crime scene, tell the dependent adult or elderly victim what will be expected of her/him in the investigation, i.e., hospital, evidence collection, in-depth interview.
- Respect and protect the confidentiality and the wishes of the dependent adult or elderly victim regarding the notification and participation of others throughout the investigation.
- Complete the necessary reports, departmental notifications, and transfer information to the evidence collector and the continuing investigator, if another officer will assume those roles.

### **C. The evidence collection technician or other officer who collects evidence will:**

- Determine available facts of the case by interviewing the appropriate responding and investigating officer(s.)
- Assess and preserve the crime scene as in any other crime.
- Identify all possible evidence, depending on the nature of the crime and conduct a thorough evidence search. Photograph and videotape, when appropriate.
- Complete the necessary reports, including documents to transfer evidence, and transfer information to the continuing investigator.

## SECTION ONE: INTRODUCTION

### **D. Follow-up Investigators will:**

- Consult with the responding officer and any evidence collectors.
- Develop an investigative strategy.
- Videotape/audiotape and conduct in-depth interviews with the victim, alleged offender(s), and witnesses.
- Ensure that all evidence has been identified, collected, properly stored, and processed from the crime scene, the victim, the offender, and other sources (i.e., bank records, contracts, wills, etc.)
- Ensure the victim has been referred to the elder abuse provider agency or other social service provider, as needed.
- In cases of abuse, neglect, and exploitation, conduct a joint investigation of the allegations with the elder abuse provider agency in the jurisdiction.
- Complete the necessary reports and transfer information to the District Attorney's Office for prosecution.
- Respect and protect the confidentiality and the wishes of the dependent adult or elderly victim regarding the notification and participation of others throughout the investigation.

## SECTION TWO: MANDATORY REPORTS

### MANDATORY REPORTS

Welfare and Institutions Code Sections (W&I) relating to the protection of elders and dependent adults provide for the reporting of abuse or neglect to various agencies such as Adult Protective Services (APS), local law enforcement, the Long Term Care Ombudsman and others.

#### I. MANDATORY REPORTING

##### A. Adult Protective Services

Adult Protective Services is mandated by the State of California, Welfare and Institutions code to receive and investigate reports of abuse or neglect regarding elders (anyone age 65 or older) or dependent adults (ages 18 to 64 who because of mental or physical disability are unable to protect themselves and advocate on their own behalf.) Santa Clara County Adult Protective Services is available to respond to urgent situations 24 hours a day, 7 days a week. Adult Protective Services is staffed by Social Workers who collaborate with elders, dependent adults, families and care providers to protect and prevent abuse, neglect or self neglect of elders and dependent adults.

##### B. Reportable Abuse Includes: From Welfare and Institutions Code Section 15610:

1. **Physical:** "Physical abuse means assault; battery; unreasonable physical constraint, or prolonged or continual deprivation of food or water; **sexual assault**; use of physical or chemical restraint or psychotropic medication for punishment, for a period beyond that for which the medication was ordered or for any purpose not authorized by the physician and surgeon."
2. **Neglect:** "The negligent failure of any person having the care or custody of an elder or dependent adult to exercise that degree of care that a reasonable person in a like position would exercise."
3. **Financial:** "Takes or assists in taking, secreting, appropriating, or retaining real or personal property of an elder or dependent adult to a wrongful use or with intent to defraud, or both."
4. **Abandonment:** "The desertion or willful forsaking of an elder or a dependent adult by anyone having care or custody of that person under circumstance in which a reasonable person would continue to provide care and custody."
5. **Isolation:** "Acts intentionally committed for the purpose of preventing, and that do serve to prevent, an elder or dependent adult from receiving his or her mail or telephone calls."
6. **Abduction:** "The removal from this state and the restraint from returning to this state, of any elder or dependent adult who does not have the capacity to consent to the removal from this state and the restraint from returning to this state, as well as the removal from this state or the restraint from returning to this state, of any conservatee without the consent of the conservator or the court."
7. **Self Neglect:** "The negligent failure of the person themselves to exercise that degree of care that a reasonable person in a like situation would exercise."
8. **Other (non-mandated):** e.g. deprivation of goods and services; psychological/mental.

## **II. REPORTING REQUIREMENT**

### **A. Who Must Report**

*“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, including 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 is a mandated reporter.” **Welfare & Institutions Code Section 15630(a)***

- Care custodians (e.g., attendants, day care staff, senior center staff)
- Health care practitioners (e.g., doctors, dentists, nurses, therapists, and their office staff)
- Law enforcement agency employees
- Medical examiners
- Paramedics and firefighters
- Code enforcement agency employees
- Animal control agency employees
- Financial institutions employees
- Clergy members
- Adult/child protective services staff
- All staff of Santa Clara County Social Services Agency having client contact

### **B. What to Report**

- Physical abuse: (Including **sexual abuse assault** [[W&I 15610.63(e)(1-8)]; battery; severe deprivation of food or water, unreasonable use of restraints.) [W&I 15610.63(d)]
- Neglect: (Failure to provide for basic needs.) [W&I 15610.57(a)]
- Financial abuse: (Including theft, fraud or embezzlement.) [W&I 15610.30]
- Abandonment: (The willful desertion by care custodian.) [W&I 156610.05]
- Isolation: (Including false imprisonment.) [W&I 15610.43]
- Abduction: (Including removal from this state and restraint from returning to this state.) [W&I 15610.07]
- Self-neglect: (Inability to provide for basic needs for oneself.) [W&I 15610.57(b)]
- (Mental suffering - reporting optional): (Including emotional abuse due to threats, intimidation or harassment.) [W&I 15610.53]

## SECTION TWO: MANDATORY REPORTS

Mandated reporters are **required** to report when:

- The victim reports abuse has occurred.
- Abuse is observed by the mandated reporter.
- Abuse is reasonably suspected (e.g., injury or condition.)

*“Any mandated reporter who, in his or her professional capacity, or within the scope of his or her employment, has observed or has knowledge of an incident that reasonably appears to be physical abuse (including sexual abuse), abandonment, isolation, financial abuse, abduction, or neglect (including self-neglect), or is told by an elder or dependent adult that he or she has experienced behavior constituting physical abuse, abandonment, isolation, financial abuse, abduction, or neglect, or reasonably suspects that abuse shall report the known or suspected instance of abuse by telephone immediately or as soon as practically possible, and by written report sent within two (2) working days to the appropriate agency.”*  
**Welfare & Institutions Code 15630**

### Steps to report Dependent Adult or Elder Abuse to Adult Protective Services: (Call 911 for Life-Threatening Emergencies)

1. Call APS to report dependent adult or elder abuse:
  - **408-975-4900 or 1-800-414-2002**
2. Complete State of California Abuse report forms:
  - Mandated Reporters and all other reporters use this form:  
Report of Suspected Dependent Adult/Elder Abuse: [SOC 341](#)
  - Financial Institutions ONLY use this form:  
Report of Suspected Dependent Adult/Elder Financial Abuse: [SOC 342](#)
3. Mail the written report within 2 working days to:
  - **Santa Clara County Adult Protective Services  
333 West Julian St. – Fourth Floor  
San Jose CA 95110**

To report dependent adult/elder abuse that has occurred in a long term care facility such as a skilled nursing facility or residential care facility, call the Long Term Care Ombudsman:  
**408-974-0567**

**Failure to report** suspected abuse is a misdemeanor punishable by imprisonment/fine.

**Confidentiality:** A mandated reporter is required to give their name. The identity of all persons who report shall be confidential. 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 abuse will bear criminal liability for reporting. No supervisor or administrator may impede or prohibit reporting.

**Violation of statutory confidentiality is a misdemeanor. [W&I 15633(a)]**

## SECTION TWO: MANDATORY REPORTS

### III. CROSS REPORTING

Under certain circumstances, agencies must **Cross Report** incidents of abuse. The purpose of this is to ensure thorough investigations, as well as optimal coordination among agencies when more than one agency is involved.

#### A. Law Enforcement

Depending on where the known or suspected abuse occurred, cross reporting will occur as follows:

1. If the abuse occurred in a **long-term care facility**, the cross report shall be made to the **Local Ombudsman** by **telephone immediately** or soon as practically possible (a fax may be sent in lieu of a telephone call if there is a written agreement between the agencies) **and** must be followed up with a written report within two (2) working days. [W&I 15630, 15640]
  - a. **Santa Clara County Long-Term Care Ombudsman: 408-944-0567**
2. Except in an emergency, the local ombudsman and the law enforcement agency shall report any case of known or suspected abuse to the **State Department of Health Services** and any case of known or suspected **criminal activity to the Bureau of Medi-Cal Fraud**, as soon as is practical. [W&I 15630]
  - a. **State Department of Health Services: 916-654-3565**
3. If the abuse occurred in a **state mental health hospital or a state developmental center**, the report shall be made to the designated investigators of the **State Department of Mental Health or the State Department of Developmental Services**.
  - a. **State Department of Mental Health: 800-704-0900**
4. Except in an emergency, the local law enforcement agency shall report any case of known or suspected **criminal activity to the Bureau of Medi-Cal Fraud**, as soon as is practical. [W&I 15630]
  - a. **Bureau of Medi-Cal Fraud: 800-722-0432**
5. If the abuse occurs **anywhere else**, the report shall be made to **Adult Protective Services immediately by telephone** or as soon as practically possible (a fax may be sent in lieu of a telephone call if a written agreement exists between the agencies) **and** must be followed up with a written report within two (2) working days. [W&I 15630]
  - a. **Santa Clara County Adult Protective Services: 408-975-4900**

## SECTION TWO: MANDATORY REPORTS

### B. Adult Protective Services

1. APS shall cross-report known or suspected criminal activities to **Local Law Enforcement** by telephone (and/or fax pursuant to an agreement between the agencies) immediately or as soon as practically possible and must follow up with a written report within two (2) working days. [W&I 15640(a)(1)]
2. APS is also responsible for cross reporting to any other licensing or public agency charged with the responsibility for investigation of incidents of suspected abuse. [W&I 15640(b)]
3. Prior to making any cross report of allegations of **financial** abuse to law enforcement agencies, APS shall first determine whether there is reasonable suspicion of any criminal activity. [W&I 15640(a)(1)]
4. APS shall cross-report known or suspected criminal activities to **Local Law Enforcement** by telephone (and/or fax pursuant to an agreement between the agencies) immediately or as soon as practically possible and must follow up with a written report within two (2) working days. [W&I 15640(a)(1)]
5. APS is also responsible for cross reporting to any other licensing or public agency charged with the responsibility for investigation of incidents of suspected abuse. [W&I 15640(b)]

### C. Ombudsman

1. The Ombudsman will ask all victims or authorized representatives if they want Law Enforcement or the Bureau of Medi-Cal Fraud involved.
2. If the victim or the victim's authorized representative consents, the Ombudsman shall cross report known or suspected criminal activities to local law enforcement or to the Bureau of Medi-Cal Fraud as soon as practical and must follow up with a written report within two (2) working days.

### D. Abuse Committed By a Licensed Health Practitioner

Whenever local law enforcement, APS or Ombudsman receives a report of a known or suspected elder or dependent adult abuse being committed by a licensed health practitioner, the agency receiving the report shall cross report this information to the appropriate licensing agency as soon as practically possible. [W&I 15640(a)(2)(b)]

### E. Sharing of Investigative Reports

W&I Code Section 15640 requires APS, local law enforcement & Ombudsmen to cross-report. This section also provides that APS, local law enforcement and Ombudsmen shall report the results of their investigation of referrals or reports of abuse to the respective referring or reporting agencies.

## SECTION TWO: MANDATORY REPORTS

### F. Confidentiality

1. The identity of all persons who report shall be confidential and disclosed only among adult protective services agencies and their counsel; long term-care ombudsman programs and their counsel; licensing agencies and their counsel; local law enforcement agencies and their counsel; the Bureau of Medi-Cal Fraud; the Deputy District Attorney in a criminal prosecution; when the reporting party waives confidentiality or by court order. [W&I 15633.5(b)]
2. The reports and information contained therein are confidential and may be disclosed only as follows:
  - a. To the agencies entitled to know the identity of the reporting party as listed in paragraph A above. [W&I 15633(b)(1)]
  - b. To persons who are trained and qualified to serve on multi-disciplinary personnel teams which may include police officers, medical personnel and public guardians. [W&I 15633(b)(2)(A), W&I 15610.55]
  - c. APS may disclose abuse reports to the law enforcement agency having jurisdiction over the case, including out-of-state law enforcement. [W&I 15640(a)(1)]
  - d. APS may disclose abuse reports to elder and dependent adult death review teams. [W&I 15633(b)(2)(A), W&I 15610.55]
  - e. The Ombudsman cannot disclose the identity of any complainant or resident without consent from them or by court order. Federal Older Americans Act, Title VII, Chapter 2, Section 712 (d.)

### G. Joint Investigations with Elder Abuse Investigators- Where to Report Abuse, Neglect, or Exploitation Situations- Responsibility to Report - Law Enforcement to Elder Abuse Agencies

1. Law enforcement is to refer all allegations of abuse, neglect, or financial exploitation to the appropriate agency with statutory responsibility to receive and investigate such allegations. This does not relieve law enforcement's responsibility to also investigate the complaint to determine if criminal violations have occurred.
2. **Even if the investigating officer does not believe the evidence rises to the level of a crime, a report must still be made to the appropriate elder abuse agency.** The level of evidence required of the elder abuse agency to substantiate an allegation is generally less than that of a crime.

## SECTION TWO: MANDATORY REPORTS

### H. Investigations

1. In situations where it is suspected that a crime has been committed against an older person, the elder abuse provider and law enforcement agency will discuss whether a joint intervention is appropriate.
2. The primary purposes of a joint intervention are to provide protection to the victim and to utilize law enforcement options that maybe available. Each case is unique; therefore, the joint approach will vary depending on the circumstances of the situation.
3. To ensure a successful outcome, elder abuse and law enforcement agencies agree to work cooperatively and to develop intervention strategies in accordance with the respective roles of each agency. If a joint response is determined appropriate, the following guidelines should be followed:
  - a. The dependent adult or elder abuse caseworker and law enforcement officer will discuss the referral or incident information and determine what role each individual will play in the investigation. Information shared in accordance with confidentiality requirements of both agencies to facilitate the investigation. Decisions will be reached on who will be contacted (referral sources, victim, witness, alleged perpetrator), and where contacts will occur (home, office, police station, other protected setting.)
  - b. Law enforcement staff will determine whether a crime has been committed against the dependent adult or elderly person. They will preserve the crime scene (which may include photographing evidence, injuries or conditions), obtain preliminary statements of the victim and witnesses and identify specific violations.
  - c. Elder abuse staff will assess the risks that are present for abuse, the elderly victim's ability to deal with the situation and willingness to accept assistance from others. Arrangements for care may be needed if medical or psychological problems exist which may affect the victim's ability to participate fully in the investigation process. Staff will also develop an intervention strategy that includes the coordination of medical care, supportive counseling, services or other resources in the community, including the need for emergency relocation to a protected setting, and victim assistance for support through the criminal justice system.
  - d. Law enforcement and elder abuse agencies will coordinate victim and witness interviews whenever possible. Initially, it may not be possible for a law enforcement officer to have an elder abuse caseworker present when the officer conducts preliminary interviews, however, at the later stages of the investigation, every effort should be made to coordinate interviews.

## SECTION TWO: MANDATORY REPORTS

- e. Where an officer has reasonable cause to believe that an individual has committed a felony crime, the officer shall arrest the offender. **The officer will not ask the victim whether or not there should be an arrest.** There is no requirement that a crime (misdemeanor or felony) occur in the officer's presence. Consequently, a lawful arrest may be and often shall be founded upon factors other than the officer's observations, including but not limited to physical injury, property damage, signs of serious visible disruption and/or statements by the victim or other witnesses.
- f. Both entities agree to share information concerning the referred person which is necessary to conduct investigations and deliver services, to the extent permitted by applicable laws and policies.

## REQUIREMENTS FOR PROTECTIVE CUSTODY OR DETENTION

### I. PROBABLE CAUSE REQUIRED

A peace officer may upon probable cause take or cause to be taken the person into custody and place him/her in a facility designated by the county and approved by the state as a facility for 72-hour treatment and evaluation when all the following conditions are met:

As a result of **mental disorder**, a person is

A **danger to others**, or

A **danger to himself/herself**, or

Is **gravely disabled**

**Gravely Disabled:** A condition in which a person, as a result of mental disorder, is presently unable to provide for his or her basic personal needs for food, clothing and shelter.

### II. WRITTEN APPLICATION REQUIRED

The facility shall require an application in writing stating the circumstances under which the person's condition was called to the attention of the officer, which leads the officer to have probable cause to believe that the person meets the above-listed requirements. [W&I Code 5150]

### III. AT THE SCENE/AT THE FACILITY

#### A. ASSESS FOR SAFETY

Once on scene, the officer needs to assess the area to make sure it is safe to enter.

#### B. CONDUCT EVALUATION

One contact is made; the officer must evaluate the subject for a mental disorder before a 72-hour detention can be placed on the subject. **Again, the officer must have probable cause to believe that the person is a danger to him or herself, a danger to others, or is gravely disabled.**

#### C. READ DETAINMENT ADVISEMENT TO SUBJECT

Whoever takes a subject into custody (under W&I 5150), shall provide the subject with the information contained in the attached Detainment Advisement section, which is on the upper right hand corner of the Application for 72-hour Detention for Evaluation and Treatment form (Form MH302- See Directory B, Web Resources for a copy of the form.

If the Detainment Advisement is not read, the officer must write in a good cause for an incomplete advisement. Examples of good cause includes: patient not conscious, patient not lucid, etc.

#### **IV. TRANSPORT SUBJECT**

If the subject falls within one of the listed categories, the officer can take the subject into custody and transport them to the designated facility for 72-hour treatment and evaluation. The designated facility in Santa Clara County is the Valley Medical Center-Emergency Psychiatric Services (VMC-EPS.)

The officer must fill out the MH302 Form, Application for 72-hour Detention for Evaluation and Treatment. The application for a 72-hour detention form is used to document the circumstances surrounding the detention and commitment of any person deemed to be a danger to self, a danger to others, or gravely disabled as defined by Welfare and Institutions Code Section 5150. This form is also used by Emergency Psychiatric Services (EPS) at Valley Medical Center (VMC) as a part of the person's medical file after commitment and must accompany the person to EPS or be completed there. A photocopy of this form should be attached to the actual police report form.

## SECTION FOUR: WELFARE CHECKS

### WELFARE CHECKS

Adult Protective Services (APS) social workers or staff from other agencies are often in a position of needing immediate evaluations of a person's safety and well-being and at times may request welfare checks by law enforcement agencies. Such checks enable APS staff to most appropriately deliver services to victims and ensure safety in a timely manner.

#### I. WELFARE CHECKS WITH REPORTING PARTY

If the reporting party (RP) needs immediate Law Enforcement assistance to do a welfare check on victims of abuse the following steps will be adhered to:

1. Communications shall ask the RP if there are any weapons, threats, or violence and if this is a life-threatening situation and obtain all pertinent and specific information.
2. The officer will meet the RP at the location given and be briefed about the incident. If appropriate, both parties will conduct the welfare check.
3. APS' responsibilities are to provide services to the victims. The police officer responsibilities are to investigate and document the incident for possible prosecution. The officer will document the incident on a crime report even if the case is unfounded.
4. The officers shall check the following:
  - a. The condition of the home.
  - b. The ability of the individual to recognize and communicate his or her most basic needs.
  - c. The general appearance of the person.
  - d. The presence or lack of food, water or electricity in the home.
  - e. Signs of any significant medical needs e.g. bed sores, odor, feces or urine etc.
  - f. An altered mental state.
  - g. Quality of relationships with others in home.
  - h. The ability to enlist assistance of others when needed.
  - i. Whether or not the person might present a danger to themselves or others.
  - j. The presence or availability of a caretaker, if necessary.
5. If the RP is not at the scene, the officer will:
  - a. Call the RP while still at the scene.
  - b. Provide RP with detailed information about the victim's situation to include A-J above, if RP is authorized receiver of information (see Protocol Section Two, Subsection III-F.)
6. Conduct any cross-reporting as necessary.

## PATROL OFFICER RESPONSE, NEGLECT, SELF-NEGLECT, ENDANGERMENT

### I. GENERAL ISSUES WITH NEGLECT OR ENDANGERMENT

**Neglect** (including **Self-Neglect**) means the negligent failure of a caretaker or custodian, or the elder or dependent adult, to exercise the degree of care a reasonable person would have exercised in the same situation. Persons at risk for neglect include individuals who rely on others as a result of frailty, medical (recent or long-term), mental or physical disability.

Neglect includes the failure to provide medical care for physical and mental health needs; failure to protect from health and safety hazards; failure to provide basic necessities of life including food, clothing or shelter; and failure to prevent malnutrition or dehydration. Neglect can be acts and omissions on the part of the victim and/or caretaker.

It is common to observe a combination of indicators when neglect exists. Neglect may be found in varying degrees and may be recent or long-standing. Care should be taken to photograph and document evidence that will likely change with better care.

There also may be non-criminal influences (poverty, family background/culture, ignorance) that may contribute to the appearance of neglect which are consistent with normal living conditions of that person's family. The need for action should be guided by the likelihood of harm to the person if allowed to remain in those conditions.

#### **A. Responding officer should consider the following:**

1. Does the dependent adult/elder need any medical services?
2. Provide for the well-being of the victim.
3. Can the person recognize and communicate their most basic needs?
4. Gather evidence on which to base a successful prosecution of criminal behavior or indicates that there was no criminal act.
5. Determine if there is probable cause that an offense has been committed and make an arrest if appropriate.
6. Safety checks. Make sure that the home is reasonably cared for, that there are no dangerous conditions in the home, food is provided and is not spoiled, and they have the necessary medical aids.
7. Determine if there is the presence of an available caretaker.

## **II. COLLECTION OF EVIDENCE OF NEGLECT OR ENDANGERMENT**

### **A. Document Physical Evidence**

1. Photograph and/or video tape the victim and living conditions. Are there unsanitary or unsafe living conditions?
2. Collect clothing and bedding that may be evidence of neglect. Is there a lack of clothing?
3. Report on food condition (document expiration dates, inventory refrigerator contents.) Is there an adequate supply of food?
4. Photograph health and safety hazards (i.e. unguarded stairwells, broken windows, exposed wires, inadequate plumbing.)
5. Report on insect infestation. Photograph animal or insect bites on elder or dependent adult.
6. Document number and kind of animals (pets) in the living environment.
7. Photograph sleeping arrangements.
8. Determine if there are proper utilities including heat, water and electricity.
9. Are there Restraints?
10. Document signs of health and medication mismanagement (i.e. empty or unmarked bottles or outdated prescriptions, the absence of needed dentures, eyeglasses, hearing aids, walker, wheelchair, or braces.)
11. Is there a telephone or other ways to communicate?
12. Seize and book into evidence, any object used to injure the elder/dependent adult.

### **B. Obtain Statements**

1. Reporting party
2. Victim(s)
3. Witnesses, neighbors and/or relatives
4. Caretaker(s)
5. Medical personnel
6. Other professionals, including APS

### **C. Additional Investigative Agencies**

1. Criminal History data (local, state, national)
2. Adult Protective Services
3. Department of Motor Vehicles
4. Fire Department

## SECTION FIVE: PATROL OFFICER RESPONSE, NEGLECT, SELF-NEGLECT, ENDANGERMENT

5. Ombudsman's Office – administered by the California Department of Aging
6. Animal Services
7. Code Enforcement

### **D. Medical Treatment**

1. Document extent of injuries and treatment.
2. Obtain names, addresses, and phone numbers of fire, paramedic, or medical personnel.
3. Medical reports/Obtain signed medical release.
4. Medical history.
5. Substance abuse by caregiver or victim.
6. Does anyone have a valid "power of attorney?" If so, whom and does it cover medical decisions?

### **E. Observations of the Elder**

1. Hunger, malnutrition, dehydration (as evidenced by low urinary output, dry, fragile skin, dry, sore mouth, apathy, or lack of energy and mental confusion.)
2. Potbelly with diarrhea.
3. Edema (swelling, bloating.)
4. Poor personal hygiene including soiled clothing, matted or lice-infested hair, odors or presence of feces, dirty nails/skin.
5. Bed Sores, rashes or skin disorders bruising.
6. Listlessness and general demeanor.
7. Untreated illnesses or medical disorders.
8. Pallor, sunken eyes or cheeks.

### **F. Take Photos Showing Full View**

1. Photograph injuries from several angles.
2. Photograph injuries from different distances.
3. Start with a full body shot for identification purposes, then gradually narrow the focus to specific injuries.
4. Photograph injuries with and without a forensic ruler or other measuring device.

### **III. Behavioral Indicators of the Victim or Caretaker**

#### **A. Caretaker/Suspect**

1. Do they show a lack of concern about the incident or the elder/dependent adult?
2. Are their attitudes indifferent and/or do they blame the elder or dependent adult?
3. Do they keep the elder or themselves isolated?
4. Is there substance abuse in the home?
5. Is there inappropriate behavior or reaction over the incident?
6. Lack of supervision; are they leaving the elder unattended?
7. The caretaker appears under stress: may look pressured: show frustration, depression, anger or sadness.
8. The caretaker “blames” the elder or dependent adult (for example, accusation that incontinence is a deliberate act.)
9. The caretaker demonstrates aggressive behavior (threats, insults, harassment, or threatening gestures.)
10. There is previous history of abuse to others (for example, children or spouse.)

#### **B. Victim**

1. Does the victim seem to be intimidated by the caretaker and/or concerned about retaliation?
2. Is the victim non-responsive or express feelings of helplessness?
3. Does the victim have the ability to care for self?
4. Does the elder exhibit symptoms of detachment, delusions, impaired judgment or dependency?
5. Is the elder alert and oriented to time, place, person and surroundings?
6. Does he/she recognize and identify caregiver?
7. Can the person recognize and communicate his or her most basic needs?
8. Can they enlist assistance of others when needed?
9. Change in demeanor? Eating/drinking habits?
10. Is the elder a danger to themselves or others?

## **IV. REPORTS**

### **A. Reports required:**

1. Initial crime report.
2. Cross report pursuant to Protocol Section Two, Subsection III.
3. Supplemental reports if applicable.

### **B. A crime report shall always be written for:**

1. Suspected Abuse.
2. Neglect, Self-Neglect, or Endangerment.
3. Unfounded/unsubstantiated abuse.
4. Any act which results in a non-accidental injury.

### **C. Details in Report**

1. Determine jurisdiction.
2. Determine how to re-contact victim(s) and witness(es)
3. Describe the relationship between the victim(s) and offender(s.)
4. Describe injuries.
5. Describe unfit homes.
6. Articulate the danger in endangerment cases.

### **D. Suspect's Background**

- Psychiatric history or hospitalization
- Drug/alcohol abuse
- Special medications
- Criminal history

## **V. CONDUCTING JOINT INVESTIGATIONS**

### **A. Deciding whether to conduct a joint investigation:**

Officers may conduct joint investigations with Adult Protective Services (APS), Long Term Care Ombudsman (OMB), the Bureau of Medi-Cal Fraud, the Attorney General's Office or any one of the other agencies authorized to receive a cross report and charged with the duty to investigate elder or dependent adult abuse. While an officer has a duty to cross report any known or suspected instance of abuse or neglect immediately or as soon as practically possible to the appropriate agency, the need for a joint investigation may not be immediately apparent. Therefore, the decision to conduct a joint investigation may be made prior to, in conjunction with or after cross reporting obligations are satisfied. In some instances, the elder/dependent adult may be in need of immediate emergency services. In such cases it will be clear that an agency such as APS or OMB should be immediately contacted for the dual purpose of providing a cross report and beginning a joint investigation. (For more information regarding cross reporting requirements, see Protocol Section Two, Subsection III.)

## SECTION FIVE: PATROL OFFICER RESPONSE, NEGLECT, SELF-NEGLECT, ENDANGERMENT

### **B. Communication during the joint investigation:**

Should a joint investigation be deemed appropriate, the agency initiating the investigation shall provide the other agency with information regarding the status of the case. Thereafter, both agencies shall provide each other with periodic updates of their investigation, as appropriate and necessary, to assure effective coordination and efficient use of agency resources.

### **C. Roles of joint investigators:**

Whenever possible, the investigating officer shall coordinate the investigation with the appropriate agency while mindful that the officer's investigative focus may differ from that of the other agency. For instance, while the officer is responsible for the criminal documentation of the crime, the APS social worker and/or OMB are there to provide supportive services and to ensure the elder is safe. Any conflicts regarding the role of each of the agencies involved in the investigations should be kept confidential from the subjects of the investigation and referred to respective supervisors.

## SECTION SIX: INVESTIGATIVE FOLLOW-UP, NEGLECT, SELF-NEGLECT, ENDANGERMENT

### FOLLOW-UP INVESTIGATION OF NEGLECT, SELF-NEGLECT AND ENDANGERMENT

#### I. REVIEW THE INITIAL PATROL RESPONSE

Ensure that Protocol Section Five has been followed.

#### II. INITIAL CASE REVIEW AND ASSESSMENT

- A. Determine that the victim is safe and whether there is a need for emergency housing.
- B. Ensure that the case has been cross-reported. (Protocol Section Two, Subsection III - Cross Reporting)
  - 1. If long term care facility – Long Term Care Ombudsman
    - a. **(408) 944-0567**
    - b. (Evening/weekends) Hotline/Emergencies **(800) 231-4024**
  - 2. If state mental health hospital - State Department of Mental Health
    - a. **(916) 654-3565**
  - 3. If state developmental center - State Department of Developmental Services
    - a. **(408) 451-6000**
  - 4. Except in an emergency, report any case of known or suspected criminal activity to DOJ Bureau of Medi-Cal Fraud and Elder Abuse
    - a. **(800) 822-6222**
  - 5. Abuse anywhere else - Adult Protective Services
    - a. **(408) 975-4900**
    - b. 24 Hr hotline **(800) 414-2002**
- C. Make contact with the assigned Adult Protective Services social worker or the Attorney General's Department of Justice Elder Abuse Investigator for the possibility of a joint investigation.
- D. Verify that the preliminary investigation has addressed all elements of the reported crime.
- E. Obtain and review all available evidence, including medical information and photographs.
- F. Determine if there is more evidence to gather.
- G. Determine the need for further investigation and photographs.
- H. Determine custody status of the suspect(s.) Has the suspect been interviewed?
- I. Avoid premature arrests of suspect(s) in neglect cases prior to additional interviews.
- J. If there is an unidentified suspect, or the suspect is at large, make appropriate law enforcement notifications and all-points-bulletins; coordinate with other agencies.

### **III. ADDITIONAL INVESTIGATIVE RESOURCES**

- A. Criminal history data (local, state, national)
- B. Department of Motor Vehicles
- C. Department of Justice (DOJ) Bureau of Medi-Cal Fraud and Elder Abuse for any prior referrals: **(408) 452-7366**
- D. Santa Clara County Long-Term Care Ombudsman: **(408) 944-0567 or (800)231-4024**
- E. California Department of Social Services - Community Care Licensing for residential care facilities and adult day programs: **(408) 277-1289**
- F. California Department of Health Services (Refer to Directory A for contact information)
- G. Adult Protective Services (APS)

### **IV. CORROBORATING INFORMATION**

#### **A. Determine if medical personnel saw the victim.**

- 1. Obtain a signed medical release for the medical records.
- 2. If the victim is conserved, obtain conservator(s) signed release. Also obtain any paperwork that documents the conservatorship.

#### **B. Interview the treating physician(s) regarding the incident. Obtain their educational/medical background in relation to the abuse.**

#### **C. Assessment of the victim**

- 1. Is elder alert and oriented to time, place, person, and surroundings?
- 2. Does elder recognize and identify caregiver(s)?
- 3. Any evidence of delusional patterns/ impaired judgment?
- 4. Is the elder mobile, able to perform activities for daily living (cooking/bathing/etc)?
- 5. Who are family members and caregivers?
- 6. How dependent is the elder on the caregiver?
- 7. How often does the elder see the caregiver and for how many hours?

#### **D. Statement of suspect(s)**

- 1. An attempt should be made to interview all suspects.
- 2. Interviews should always be recorded, minimally on audio tape and ideally on video tape.
- 3. All statements including spontaneous statements shall be made part of the offense report.
- 4. "Mirandize" the suspect during a custodial interrogation.
- 5. Determine the suspect's access to victim at the time of the reported offense.

## SECTION SIX: INVESTIGATIVE FOLLOW-UP, NEGLIGENCE, SELF-NEGLECT, ENDANGERMENT

6. Refer to Appendix A - "Suggested Questions for Suspect/Caretaker in Cases Involving Elder/Dependent Adult Abuse."

**E. Statement of witness(es)**

**F. Evidence**

1. Photographs of scene.
2. Take photos showing full view of the victim.
  - a. Photograph injuries from several angles.
  - b. Photograph injuries from different distances. Start with a full body shot for:
    1. Identification purposes, then gradually narrow the focus to specific injuries.
  - c. Photograph injuries with and without a forensic ruler or other measuring device.
  - d. Photograph scene documenting health and safety hazards.

**G. Pretext conversations. All conversations should be recorded.**

**H. Line-ups.**

**I. Computer (i.e. hardware, data, e-mail, storage media.)**

**J. 911 tape(s)**

**K. Seize and book any object used to injure the elder/dependent adult.**

**L. Medications. Book sample as evidence if it is material to the case.**

**M. Searches:**

1. Consent
2. Probation/Parole
3. Exigency/Emergency
4. Warrant

**N. Report on food conditions:**

1. Samples.
2. Document expiration dates.
3. Inventory refrigerator/freezer contents.
4. Is the victim able to prepare food themselves? Is it accessible to the elder?

## V. ADDITIONAL CONSIDERATIONS

**A. Consider the use of a press release.**

**B. Determine previous residences for all involved parties.**

1. Prior consistent behavior, criminal history or both.

**C. Determine previous and current relationships.**

1. Spouses/Partners
2. Ex-spouses/Ex-Partners
3. Cohabitants
4. Other caretakers

## SECTION SIX: INVESTIGATIVE FOLLOW-UP, NEGLECT, SELF-NEGLECT, ENDANGERMENT

- D. Meet with the Physical Abuse Against Children and the Elderly (PACE) Deputy District Attorney on serious cases when seeking a complaint.**
- E. For a case involving a suspect who holds a license with the Department of Health Services, notification must be made to the California Department of Health Services.**

### VI. CONSERVATORSHIP

When someone is claiming to be a conservator to an elder or dependent adult, an attempt will be made to confirm the conservatorship by asking the following questions:

1. Who makes the decisions for the elder/dependant adult?
2. What documents do they have appointing them as the conservator? Obtain a copy of any related documents.
3. Confirm conservatorship by contacting either:
  - a. Santa Clara County Superior Court Probate Investigations – 8:00 am to 5:00 pm, Monday thru Friday - **(408) 882-2761**
  - b. On call Deputy Public Guardian or supervisor - **(408) 577-2500**

## PATROL OFFICER RESPONSE, PHYSICAL ABUSE

### I. GENERAL ISSUES WITH PHYSICAL ABUSE

Dependent adults and elderly persons may frequently exhibit signs of falls and accidents. These same signs may be indicators of physical abuse, especially when victims or suspects attempt to conceal their presence or offer inconsistent or irrational excuses for injuries. Investigators should consider the presence of any injury in their assessment of physical abuse cases.

#### A. A responding police officer should consider the following:

1. Does the dependent adult/elder need any medical services?
2. Provide for the well being of the victim.
3. Can the person recognize and communicate their most basic needs?
4. Gather evidence on which to base a successful prosecution of criminal behavior or indicates that there was no criminal act.
5. Determine if there is probable cause that an offense has been committed and make an arrest if appropriate.
6. Safety checks. Make sure that the home is reasonably cared for, no dangerous conditions in the home, food is provided and is not spoiled, and they have the necessary medical aids.
7. Determine if there is the presence or an available caretaker.

### II. COLLECTION OF EVIDENCE OF PHYSICAL ABUSE

#### A. Bruises or welts

Older adults bruise more easily than younger people, and they are also at risk for a variety of injuries that lead to bruising. For this reason, it is often difficult to distinguish between bruises and other injuries that are accidental and those that were inflicted. There are, however, certain types of bruising or situations which may suggest abuse, including:

- Bilateral bruises are rarely accidental. These are bruises on both sides of the body - for example, on the top of both shoulders, both sides of the face or inside both thighs. Bilateral bruising to the arms may indicate that the older person has been shaken, grabbed or restrained. Bilateral bruising of the inner thighs may indicate rape or other types of sexual abuse.
- "Wrap around" bruises are also unlikely to be accidental. These are bruises which encircle the older person's arms, legs, or torso. They indicate that the older person has been physically restrained.
- The shape and location of bruising can tell a lot. Sometimes pattern marks are visible that resemble the instrument used to cause the bruising. Rope or strap marks, for example, may indicate inappropriate restraint.

## SECTION SEVEN: PATROL OFFICER RESPONSE, PHYSICAL ABUSE

### **B. Burns**

- Caused by cigarettes, caustics, hot objects.
- Friction from ropes, chains or other physical restraints.

### **C. Other injuries or conditions**

- Fractures, sprains, lacerations, and abrasions.
- Injuries caused by biting, cutting, poking, punching, whipping or twisting of limbs.
- Disorientation, stupor or other effects of deliberate over-medication.
- Dehydration or malnutrition without an illness related cause.

### **D. Obtain Statements**

- Each elder and dependent adult should be interviewed separately.
- Interview all potential witnesses and get contact information.
- If complications or questions arise, contact the detective who investigates elder abuse.
- Patrol officers are responsible for the basic interview.
- Document demeanor and apparent ability to recollect.

### **E. Photographs**

- Photograph and/or video record all injuries and other evidence.
- Use ABFO scales (American Board of Forensic Odontology scales.)
- Suspected crime scene.
- Full view of victim(s) and all injuries.
- Take photographs from several angles.
- Living conditions.
- One photograph of the victim's face for identification purposes.
- Any bloody or stained items.
- Any property damage.
- The alleged abusers injuries or lack of injuries. This is especially important in instances of potential self-defense.

### **F. Document Physical Evidence**

- Seize any object used to injure the victim (belt, shoe, cane.)
- Seize any object involved in the alleged accident (iron, coffee pot, restraints.)
- Take measurements pertinent to the suspected crime. (For example, measure the distance from the bed or couch to the floor where the victim allegedly fell.)
- Medications: Book sample as evidence if material to the case and document them in your report.
- Alcoholic beverages and empty bottles, cans or other containers. May be necessary for abuse or neglect.
- Items used to restrain, gag or torture a victim.
- Letters, emails or any other form of communication between the victim and suspect that may be indicia of a crime.
- Clothing, sheets, blankets and other items that may have feces, urine, blood or other stains.
- Financial documents.
- Diaries that discuss abuse.

## SECTION SEVEN: PATROL OFFICER RESPONSE, PHYSICAL ABUSE

### G. Medical Information

- Medical history.
- Medical records if available.
- Substance abuse by the victim's caretaker?
- Interview of medical personnel available. (I.e. ambulance, paramedics, or doctors.)

## III. BEHAVIORAL INDICATORS OF VICTIM OR CARETAKER

### A. Behavioral Indicators-Suspect

- Gives conflicted stories; offers inconsistent or implausible explanations for the victim's injuries.
- Is reluctant to let the elderly person be interviewed alone.
- Speaks for the elderly person.
- Handles the elderly person roughly or in a manner that is threatening, manipulative, or insulting.
- Alcohol or Drug abuse.
- Previous history of abuse.
- Appears indifferent or angry towards the older person.
- Reluctant to, or fails to, assist or attend to the older person.

### B. Behavioral Indicators – Victim

Indications of abuse are not limited to visible wounds or injuries. The behavior of victims can reflect traits often associated with elder abuse. Presence of these indicators is not conclusive and should serve only to direct the focus of further investigation.

- Easily frightened, agitated, or trembling.
- Exhibiting denial.
- Hesitant to talk openly.
- Implausible explanations concerning injuries. Often when victims have injuries related to abuse, they are explained as the result of accidents. By carefully assessing the type of injury and the explanation, it is possible to discover inconsistencies. For example, a bruise which is explained as the result of an accidental fall may be on a part of the body which is unlikely to sustain impact in a fall.
- Confusion or disorientation.
- Fear of speaking for oneself in the presence of caretaker.
- Shame, fear, embarrassment.

## IV. REPORTS

### A. Reports required:

1. Initial crime report.
2. Cross report pursuant to Protocol Section Two, Subsection III.
3. Supplemental reports if, applicable.

### B. A crime report shall always be written for:

1. Suspected Abuse.
2. Neglect, Self-Neglect, or Endangerment.
3. Unfounded/unsubstantiated abuse.

## SECTION SEVEN: PATROL OFFICER RESPONSE, PHYSICAL ABUSE

4. Any act which results in a non-accidental injury.

### C. Details in Report

1. Determine jurisdiction.
2. Determine how to re-contact victim(s) and witness(es.)
3. Describe the relationship between the victim(s) and offender(s.)
4. Describe injuries.
5. Describe unfit homes.
6. Articulate the danger in endangerment cases.

### D. Suspect's Background

- Psychiatric history or hospitalization
- Drug/alcohol abuse
- Special medications
- Criminal history

## V. INVESTIGATION

### A. Conducting Joint Investigations

#### 1. Deciding whether to conduct a joint investigation:

Officers may conduct joint investigations with Adult Protective Services (APS), Ombudsman (OMB), the Bureau of Medi-Cal Fraud, the Attorney General's Office or any one of the other agencies authorized to receive a cross report and charged with the duty to investigate elder or dependent adult abuse. While an officer has a duty to cross report any known or suspected instance of abuse or neglect immediately or as soon as practically possible to the appropriate agency, the need for a joint investigation may not be immediately apparent. Therefore, the decision to conduct a joint investigation may be made prior to, in conjunction with or after cross reporting obligations are satisfied. In some instances, the elder/dependent adult may be in need of immediate emergency services. In such cases it will be clear that an agency such as APS or OMB should be immediately contacted for the dual purpose of providing a cross report and beginning a joint investigation. (For more information regarding cross reporting requirements, see Protocol Section Two, Subsection III.)

#### 2. Communication during the joint investigation:

Should a joint investigation be deemed appropriate, the agency initiating the investigation shall provide the other agency with information regarding the status of the case. Thereafter, both agencies shall provide each other with periodic updates of their investigation as appropriate and necessary to assure effective coordination and efficient use of agency resources.

## SECTION SEVEN: PATROL OFFICER RESPONSE, PHYSICAL ABUSE

### **3. Roles of joint investigators:**

Whenever possible, the investigating officer shall coordinate the investigation with the appropriate agency while mindful that the officer's investigative focus may differ from that of the other agency. For instance, while the officer is responsible for the criminal documentation of the crime, the APS social worker and/or OMB are there to provide supportive services and to ensure the elder is safe. Any conflicts regarding the role of each of the agencies involved in the investigations should be kept confidential from the subjects of the investigation and referred to respective supervisors.

## INVESTIGATIVE FOLLOW UP, PHYSICAL ABUSE

### I. REVIEW THE INITIAL PATROL OFFICER RESPONSE

Ensure that Protocol Section Seven has been followed.

### II. INITIAL CASE REVIEW AND ASSESSMENT

1. Is the victim safe? Is there a need for emergency housing?
2. Ensure that the case has been cross-reported. (See Protocol Section Two, Subsection III on cross reporting.)
3. Make contact with the assigned APS social worker, Ombudsman or the Department of Justice (DOJ) elder abuse investigator for the possibility of a joint investigation.
4. Verify that the preliminary investigation has addressed all elements of the reported crime.
5. Is there further evidence to gather?
6. Determine the need for further interviews and photographs.
7. Determine custody status of the suspect(s.) Has the suspect been interviewed?
8. If there is an unidentified suspect, or the suspect is at large, make appropriate law enforcement notifications and all-points-bulletins; coordinate with other agencies.

### III. ADDITIONAL INVESTIGATIVE RESOURCES

- Criminal history data. (Local, state, national.)
- Department of Motor Vehicles.
- Department of Justice elder abuse investigators for prior referrals. (See Telephone Directory for phone numbers.)

### IV. CORROBORATING INFORMATION

1. **Determine if medical personnel saw the victim.** Get a signed medical release for medical records. If the victim is conserved, get the conservator's signed release.
2. If possible, **obtain the names and contact information for all medical personnel who treated the victim** both now and in the past including private doctors and hospitals.
3. Interview treating physician(s) regarding the incident and obtain their educational/medical background in relation to the abuse, if appropriate. See Appendix B on suggested interview of a treating physician or expert witness.
4. **Statement of suspect(s.)**
5. **Statements of witnesses:**
  - a. Neighbors
  - b. Friends
  - c. Employer
  - d. Medical and hospital personnel
  - e. EMS
  - f. Probation or parole officers
6. **Any reports with APS.**
7. **Evidence:**
  - a. Pretext recorded conversations
  - b. Photographs
  - c. Line-ups
  - d. Computer (i.e. hardware, data, e-mail, storage media)
  - e. Current or previous 911 calls

## SECTION EIGHT: INVESTIGATIVE FOLLOW-UP, PHYSICAL ABUSE

### 8. Collect Evidence.

- a. Seize and book any object used to injure the elder/dependent.
- b. Medications: Book sample as evidence if material to the case.

### 9. Searches:

- a. Consent
  - b. Probation/Parole
  - c. Exigency/Emergency
  - d. Warrant
  - e. Report on food conditions (samples, document expiration dates, inventory refrigerator contents)
  - f. Photograph health and safety hazards
10. **Medications:** Obtain information regarding past and present medications taken by the elder, as well as the pharmacy from which they were obtained. This includes not only prescribed medications, but homeopathic and over the counter remedies as well.

## V. SUSPECT INTERVIEW/INTERROGATION

An attempt should be made to interview all suspects. Interviews should be recorded, minimally on audio tape and optimally on video tape. The suspect should be interviewed by a detective or follow-up investigator, if available. (See Appendix A for suspect interview questions.)

## VI. ADDITIONAL CONSIDERATIONS

1. Consider the use of a press release.
2. Determine previous residences for all involved parties (Prior consistent behavior, criminal history or both.)
3. Determine previous and current relationships (Spouses, ex-spouses, co-habitants, or other caretakers.)
4. Meet with the Physical Abuse Against Children and the Elderly (PACE) Deputy District Attorney on serious cases when seeking a complaint.
5. For cases involving a suspect who holds a license with the Department of Health Services, notification must be made to the **California Department of Health Services**.

## VII. CONSERVATORSHIP

The Conservatorship Division of Public Guardian's Office safeguards the lives and property of conservatees who cannot care for themselves.

Confirm conservatorship by contacting either:

- Santa Clara County Superior Court Probate Investigations – 8:00 am to 5:00 pm, Monday thru Friday - **(408) 882-2761**
- On call Deputy Public Guardian or Supervisor - **(408) 577-2500**

## PATROL OFFICER RESPONSE, FINANCIAL ABUSE

### I. REPORTS

#### A. Reports required:

1. Initial crime report.
2. Cross report pursuant to Protocol Section Two, Subsection III.
3. Supplemental reports if applicable.

#### B. A crime report shall always be written for:

1. Suspected financial abuse.
2. Unfounded/unsubstantiated financial abuse.
3. Any instance of suspected abuse where the elder or dependent adult is unable to manage his or her own financial affairs.

### II. INVESTIGATION

#### A. Conducting Joint Interviews

##### 1. Deciding whether to conduct a joint investigation

Officers may conduct joint investigations with Adult Protective Services (APS), Ombudsman (OMB), the Bureau of Medi-Cal Fraud, the Attorney General's Office or any one of the other agencies authorized to receive a cross report and charged with the duty to investigate elder or dependent adult abuse. In addition, officers may conduct a joint investigation with members of the Financial Abuse Specialist Team (FAST) which include APS, the Public Administrator/Public Guardian (PA/G), County Counsel, and the District Attorney (notify APS.) While an officer has a duty to cross report any known or suspected instance of abuse or neglect "immediately or as soon as practically possible" to the appropriate agency, the need for a joint investigation may not be immediately apparent. Therefore, the decision to conduct a joint investigation may be made prior to, in conjunction with or after cross reporting obligations are satisfied. In some instances, the elder/dependent adult may be in need of immediate emergency services. In such cases it will be clear that an agency such as APS or OMB should be immediately contacted for the dual purpose of providing a cross report and beginning a joint investigation.

##### 2. Communication during the joint investigation

Should a joint investigation be deemed appropriate, the agency initiating the investigation shall provide the other agency with information regarding the status of the case. Thereafter, both agencies shall provide each other with periodic updates of their investigation as appropriate and necessary to assure effective coordination and efficient use of agency resources.

##### 3. Roles of Joint Investigators

Whenever possible, the investigating officer shall coordinate the investigation with the appropriate agency while mindful that the officer's investigative focus may differ from that of the other agency. For instance, while the officer is responsible for the criminal documentation of the crime, the APS social worker and/or OMB are there to provide supportive services and to ensure the elder is safe. Any conflicts regarding the role of

## SECTION NINE: PATROL OFFICER RESPONSE, FINANCIAL ABUSE

each of the agencies involved in the investigation should be kept confidential from the subjects of the investigation and referred to respective supervisors.

### B. Actual Investigation

#### 1. Interview all parties

- a. Document all information very accurately. It is important to remember that on occasion **elders/dependent adults may forget what they said or did even a few minutes before**. This fact is one of the things that make them so vulnerable to the suspect.
- b. Determine the identity of the reporting party – his or her relationship to the victim and any suspect, and the reporting party’s motivation in reporting the crime.
- c. The elder or dependent adult must be interviewed separately, away from the suspect(s.) Remember that **oftentimes the elder or dependent adult victim is emotionally, financially or otherwise dependent on the suspect** and doesn’t want anything bad to happen to the suspect. Keep in mind that the victim may be embarrassed or afraid to report the abuse to the police. Treat the victim in a delicate, compassionate way, as you would your own grandparent.
  1. See Appendix B for specific questions for the **victim**.
- d. Exercise patience in the interview. Remember that elders and dependent adults may have difficulty responding quickly. Your efforts to hurry their responses may cause them to become less responsive and forgetful.
- e. Take some time to get to know the elder/dependent adult. Begin the interview with non-confrontational questions such as general questions about their background.
- f. Avoid leading questions. Let the elder/dependent adult explain his or her answers using his or her own words.
- g. Assure the elder/dependent adult that your primary concern is his or her welfare.
- h. Take detailed notes but **do not form or articulate** in your written report or notes any determination regarding the elder/dependent adult’s mental capacity.
- i. Obtain sample signature of the elder/dependent adult.
- j. If complications or questions arise, contact an elder/dependent adult fraud detective.
- k. If the case involves the threat of continuing or imminent loss, or the threat of eviction or foreclosure, notify the APS worker or Ombudsman that the case should be referred to the Santa Clara County **FAST team (Financial Abuse Specialist Team)** by notifying APS.

## SECTION NINE: PATROL OFFICER RESPONSE, FINANCIAL ABUSE

**NOTE:** *If a decision is made to arrest the suspect prior to the District Attorney's Office issuing a complaint, call the on-duty judge to have him or her set higher bail pursuant to PC 1269(c.)*

### 2. Details in report

- a. Determine dates of loss, how and when the loss was discovered and who discovered the loss.
  1. Document the victim's reaction to the loss, i.e. tears, disbelief, shaking, etc.
  2. Document who told the victim about the loss, how and when.
- b. Determine when and where to re-contact victim(s) and witness(es.)
- c. Describe the relationship between the victim(s) and offender(s.)
- d. Identify all witnesses who may have relevant information.
- e. Interview the caregiver separately.
  1. Confirm method and amount of payment, scope of duties, gifts/loans from victim to caretaker.
  2. See Appendix A for specific questions for the **caregiver/suspect**.
  3. If the caretaker resides with the elder/dependent adult, confirm whether the caretaker pays rent to the elder/dependent adult, or **whether the caretaker receives free room and board in exchange for services provided to the elder/dependent adult.**

### 3. Physical Evidence

- a. **Obtain written victim authorization** to request bank records, credit card statements, real estate loan documents and other relevant financial information.
- b. Collect any available and relevant documentary evidence including but not limited to the following:
  1. Documents related to money: bank statements, check registers, canceled checks, credit card statements, wills, trust, and Power of Attorney, deeds, promissory notes, stock certificates, brokerage account statements, and tax returns.
  2. Documents related to schedules and appointments: day planner, notes, monthly calendar, and anything else the victim uses to track his schedule.

## INVESTIGATIVE FOLLOW UP, FINANCIAL ABUSE

### I REVIEW THE INITIAL PATROL OFFICER RESPONSE

Ensure that Protocol Section Nine has been followed.

### II. INITIAL CASE REVIEW AND ASSESSMENT

#### A. Risk Assessment

1. Determine the level of risk of ongoing harm to the elder or dependent adult.
  - a. Is the suspect still in the victim's home?
  - b. Does the suspect still have access to the victim?
  - c. Is the victim represented by a civil attorney?
2. Ensure that the case has been cross-reported. (See Protocol Section Two, Subsection III on cross reporting.)

#### B. Case Review

1. If the case is being investigated jointly with another agency, continue ongoing communication with that other agency to assure effective collaboration and efficient use of resources. If another agency is not co-investigating the case, determine whether a joint investigation is appropriate.
2. Verify that the preliminary investigation has addressed all elements of the reported crime.
3. Determine the need for further interviews and collection of physical evidence. Try to locate neighbors, friends and relatives of the victim with relevant information regarding the victim's spending habits and mental capacity.
  - a. Obtain factual descriptions that reflect changes in victim's mental state.
    1. Observations of Victim-forgetting when he last wrote a check or his neighbor's name.
4. Determine custody status of the suspect(s).
  - a. If in custody/arraigned, is there a no contact order for victim?
5. If there is an unidentified suspect, or the suspect is at large, make appropriate law enforcement notifications and all-point-bulletins; coordinate with other agencies.

### III. GATHER EVIDENCE

1. **Video tape of victim's statement (as soon as possible):**
  - a. Videotape entire interview.
  - b. Do not prompt witness.
  - c. Videotape witness away from all other witnesses (e.g. family members, caretakers, friends or relatives.)
  - d. See Appendix B for specific questions for the **victim**.
  - e. Review tape to ensure clarity.
2. **Documentary evidence:**
  - a. Checking account statements.
  - b. Savings account statements.
  - c. Credit card bills.
  - d. Real property deed of trust.

## SECTION TEN: INVESTIGATIVE FOLLOW-UP, FINANCIAL ABUSE

- e. Promissory notes
  - f. Wills, trusts
  - g. Power of Attorney
  - h. Stock certificates
  - i. Brokerage account statements
  - j. Tax Returns
- 3. Prior Adult Protective Services or Ombudsman contacts**
- a. Contact APS and/or Ombudsman to gather information regarding victim and suspect.
- 4. Use one of more of the following methods to gather additional evidence:**
- a. Consent.
  - b. Probation/parole.
  - c. Exigency/emergency.
  - d. Search Warrants:
    - 1. For financial records of Victim and/or Suspect
    - 2. For homes and offices
  - e. Criminal history data (local, state, national) of suspect.
  - f. Credit report on victim to see whether suspect has applied for credit in the victim's name.
  - g. Title searches. If the elder or dependent adult owns real property, check with the County Recorder's office to identify any encumbrances on the property and to determine how title is held.
  - h. Call victim's medical provider.
  - i. Statements of witnesses: Neighbors, bankers, loan officers, and real estate agents, family members, doctors.

## IV. SUSPECT INTERVIEW/INTERROGATION

An attempt should be made to interview all suspects. Interviews should be recorded, minimally on audio tape and ideally on video tape. The suspect should be interviewed by a detective or follow-up investigator, if available. All statements, including spontaneous statements, shall be made part of the offense report. See Appendix A for specific questions for the **suspect**.

- 1. Often, the Suspect will be an excellent source for information regarding victim's mental state. Suspect will describe to you how much he/she has done to help the victim because the victim cannot take care of themselves.
  - b. Obtain Handwriting examples – have suspect sign his name as well as the victim's name.
  - c. Describe/determine Suspect's access to victim's financial information.
  - d. Determine prior work history for the suspect (prior consistent behavior, criminal history or both.)

## **V. ADDITIONAL CONSIDERATIONS**

1. Consider the use of a press release in order to locate other victims.
2. For cases involving a suspect who holds a license with the Department of Health Services, notification must be made to the **California Department of Health Services**.
3. Meet with the Deputy District Attorney.
  - a. As the investigation progresses and/or when seeking a complaint.
4. When you are ready to obtain a complaint:
  - a. Provide ALL financial records to the Deputy District Attorney.
  - b. Copies of all police reports.
  - c. Copies of all search warrants, evidence lists and any due diligence.
5. Ensure arrest warrants are served.

## **VI. FAST**

The Santa Clara County Financial Abuse Specialist Team (FAST) was formed in 1999, and is composed of members from Adult Protective Services, the Office of the Public Guardian, the Office of the District Attorney and the office of County Counsel. The mission of the FAST team is to identify, investigate, prevent, and remedy financial abuse of elders and dependent adults in Santa Clara County. Rapid response, team confidentiality, and a multi-disciplinary approach are key components of the team. Speaking out against financial abuse, educating the public, and supporting legislative changes designed to deter financial exploitation of elders and dependent adults are team values. With these key aspects and motivated members, prompt and decisive action to prevent and remedy financial abuse is accomplished. For further information see the FAST Protocol located on the Santa Clara County Social Services Web Site or call APS: 408-975-4900.

## PATROL OFFICER RESPONSE, SEXUAL ABUSE

### I. OVERVIEW

#### A. Indicators of Sexual Abuse

Physical indicators of sexual elder abuse should direct investigators to search for other corroborating evidence. Many of these indicators cannot be identified without physical examination. Indicators may include the following:

- Torn, stained or bloody underclothing.
- Genital and/or anal infection, irritation, discharges or bleeding, itching, bruising or pain.
- Painful urination and/or defecation.
- Difficulty walking or sitting due to anal or genital pain.
- Psychosomatic pain such as stomach or headaches.
- Physical evidence of pornography or prostitution.
- Sexually transmitted disease.

#### B. Behavioral Indicators - The Victim

The embarrassment of recounting forced sexual activity often results in the refusal of an elderly victim to report and describe the crime. The following indicators are often present in (but not limited to) cases of sexual abuse:

- Inappropriate, unusual or aggressive behavior or curiosity about sexual matters.
- Self-exposure.
- Intense fear reaction to an individual or people in general.
- Extreme upset when assisted with bathing or other physical caregiving.
- Direct or coded disclosure of sexual abuse.
- Fecal soiling.
- Depression or poor self-esteem.
- Eating disturbances (overeating and under-eating.)
- Tears, phobias, compulsive behavior.
- Self-destructive behaviors such as head-banging or self-biting.
- Regressive behavior such as bedwetting or thumb sucking.
- Sleep disorders (nightmares, fear of sleep, excessive sleeping.)

#### C. Behavioral Indicators - The Suspect

An individual who is sexually abusing or exploiting an elderly person may take extreme measures to ensure the activity is concealed. This may be exhibited through such behaviors as the following:

- Over protectiveness, dominance, hostility toward others.
- Inappropriate sex-role relationship between victim and suspect.
- Social isolation.

## **II. REPORTS**

### **A. Reports required:**

1. Initial crime report.
2. Cross report pursuant to Protocol Section Two, Subsection III.
3. Supplemental reports, if applicable.

### **B. A crime report shall always be written for:**

1. Suspected abuse.
2. Unfounded/unsubstantiated abuse.

## **III. INVESTIGATION**

### **A. Conducting joint investigations**

#### **1. Deciding whether to conduct a joint investigation:**

Officers may conduct joint investigations with Adult Protective Services (APS), Ombudsman (OMB), the Bureau of Medi-Cal Fraud, the Attorney General's Office or any one of the other agencies authorized to receive a cross report and charged with the duty to investigate elder or dependent adult abuse. While an officer has a duty to cross report any known or suspected instance of abuse or neglect immediately or as soon as practically possible to the appropriate agency, the need for a joint investigation may not be immediately apparent. Therefore, the decision to conduct a joint investigation may be made prior to, in conjunction with or after cross reporting obligations are satisfied. In some instances, the elder/dependent adult may be in need of immediate emergency services. In such cases it will be clear that an agency such as APS or OMB should be immediately contacted for the dual purpose of providing a cross report and beginning a joint investigation.

#### **2. Communication during the joint investigation:**

Should a joint investigation be deemed appropriate, the agency initiating the investigation shall provide the other agency with information regarding the status of the case. Thereafter, both agencies shall provide each other with periodic updates of their investigation as appropriate and necessary to assure effective coordination and efficient use of agency resources.

#### **3. Roles of joint investigators**

Whenever possible, the investigating officer shall coordinate the investigation with the appropriate agency while mindful that the officer's investigative focus may differ from that of the other agency. For instance, while the officer is responsible for the criminal documentation of the crime, the APS Social Worker and/or OMB are there to provide supportive services and to ensure the elder is safe. Any conflicts regarding the role of each of the agencies involved in the investigation should be kept confidential from the subjects of the investigation and referred to respective supervisors.

## SECTION ELEVEN: PATROL OFFICER RESPONSE, SEXUAL ABUSE

### B. Contact with victim

The initial interview should be limited only to establish corpus of the offense. Santa Clara County's policy is to minimize the number of interviews of the victim and a specially trained detective should conduct the detailed follow-up interview.

#### The patrol officer should consider the following:

1. Use a comfortable room or location. Officers should make every effort to put the victim at ease. In some cases involving a dependent adult the officer may need to establish that the victim understands the difference between the truth and a lie, time and spatial concepts, etc. The suspect(s) shall not be present. Non-suspect relatives/conservators/caretakers should not be present in the immediate area. If they are, they should be out of visual range of the victim.
2. It is important to establish only the basic information of the allegation.
3. Determine the nature of sexual abuse allegations (oral/genital, digital/genital, etc.)
4. Determine **JURISDICTION, TIME(s)** and **DATE(s)** of offenses.
5. Determine **SUSPECT(s)** involved and the relationship to the victim
  - a. If a suspect is a stranger, obtain the best possible description of suspect and vehicle. Immediately broadcast a Be On the Lookout (BOL.) Immediately canvass the area, noting all license plates. Notify investigative personnel on details of offense and solicit their input.
6. Crime scene: Prior to proceeding with evidence collection, determine if there is a need to obtain a search warrant. A conservator may give consent if the elder/dependent adult has an assigned conservator.
7. Evidence collection:
  - a. If in a residence or long-term care facility, secure, process and store any items of evidentiary value. Collect and bag separately items such as bedding, tissues and clothing. Look for items such as photographs, pornography or letters from suspect to victim, etc.
  - b. If in a vehicle, impound and seal it unless there is time-critical evidence that will lead to capture (exterior fingerprints, indicia, etc.) leave processing for follow-up investigators.
  - c. If outdoors, secure the area. Proceed in sequential search pattern. Photograph evidence prior to collection with scale device and draw a sketch.
8. **Photograph and when possible videotape the crime scene. Photograph any visible victim injuries. Photograph suspect's injuries and suspect's appearance. If possible photograph all parties involved.**

## SECTION ELEVEN: PATROL OFFICER RESPONSE, SEXUAL ABUSE

- a. Coordinate with Medical/SART staff and ensure that all victim injuries are photographed for evidentiary purposes.
9. Other Interview Factors:
- Care should be taken to determine if there are additional victims.
  - Determine if there are additional outstanding suspects and what their relationship is to the victim.
  - If there are multiple victims, consult with investigators to ensure that they are aware of the potential from multi-disciplinary interviews.
  - If the victim(s) are developmentally disabled, identify their caretaker(s) and with which care program they are associated.
  - Identify any other potential witnesses or persons to whom the victim may have made disclosures.
  - All attempts should be made to video and audio record all interviews.

### IV. SEXUAL ABUSE EVIDENCE (WITHIN 72 HOURS OF ABUSE)

1. **During all hours:** Obtain check for sexual assault exam, as required by your department policy. Notify APS or OMB. Prior to leaving for Valley Medical Center, contact should be made with the on-duty Sexual Assault Response Team (SART) nurse to discuss the case. The elder/dependent adult victim should then be transported to the Valley Medical Center (VMC) Emergency Room where you will meet with the examiner and crisis counselor.
2. Take custody of sexual assault evidence, reports, etc., and handle as biological evidence. Store appropriately.
3. There will be no sexual assault exam if the victim refuses cooperation and otherwise appears competent to give or refuse to give informed consent.
4. If the victim does not appear competent to give or refuse informed consent and does have a conservator, successor trustee or a valid Durable Power of Attorney for Health Care, consent should be obtained from the victim's conservator or Attorney In Fact for Health Care. APS should be contacted immediately.
5. If the victim does not appear competent to give or refuse informed consent and does not have a conservator or Attorney In Fact for Health Care, an emergency Court Order or search warrant should be obtained. APS should be contacted immediately.
6. If the victim's conservator or Attorney In Fact for Health Care is a suspect, an emergency Court Order or search warrant should be obtained. APS should be contacted immediately.
7. If the alleged offense occurred more than 72 hours earlier, follow-up investigators should determine the necessity of an exam.

## SECTION ELEVEN: PATROL OFFICER RESPONSE, SEXUAL ABUSE

### V. SUSPECT

#### A. In-custody; follow-up detective available:

When taking the suspect into custody, the patrol officer should avoid obtaining a statement or reading Miranda rights. The interview of the suspect and Miranda are the responsibility of the follow-up detective. Any spontaneous admissions shall be recorded in the crime report. The follow-up detective should be notified and made aware of the need to conduct an interview with a Miranda waiver. Standard rape kit evidence shall be collected if appropriate.

#### B. In-custody; misdemeanor cases or no follow-up detective available:

The goal in all cases is to obtain a Post-Mirandized statement from the suspect(s.) In the case of an in-custody (or cite and release) misdemeanor, the patrol officer should try to obtain this statement. When in doubt as to how to proceed, consult a supervisor.

#### C. Out-of-custody:

Every attempt should be made to identify the suspect, suspect's residence, workplace, vehicles, associates, etc. Determine if the suspect is a PC 290 registrant or on probation/parole. Consult with investigators prior to taking the suspect into custody.

**A victim of a violation of PC 261, 261.5, 262, 286, 288a, or 289 has the right to have victim advocates and a support person of the victim's choosing present at any interview by law enforcement authorities, district attorneys, or defense attorneys, unless law enforcement determines the presence of that person would be detrimental to the purpose of the interview. A victim shall be notified of this right orally or in writing prior to the commencement of the interview. (PC §§ 679.04, 264.2.)**

## INVESTIGATIVE FOLLOW UP, SEXUAL ABUSE

### I. REVIEW THE INITIAL PATROL OFFICER RESPONSE

Ensure that Protocol Section Eleven has been completed.

### II. INITIAL CASE REVIEW AND ASSESSMENT

1. Determine the level of risk of ongoing harm to the elder or dependent adult.
  - a. Is the suspect still in the victim's residence?
  - b. Does the suspect still have access to the victim?
2. Ensure that the case has been cross-reported. (See Protocol Section Two, Subsection III on cross reporting.)
3. Verify that the preliminary investigation has addressed all elements of the reported crime.
4. Determine the need for further interviews, photographs, and collection of physical evidence. Try to locate neighbors, friends and relatives of the victim with relevant information regarding the victim.
5. Determine custody status of the suspect and determine if they have been interviewed.
6. Interview suspect if suspect has not been previously interviewed or if additional questions are appropriate.
7. If there is an unidentified suspect or the suspect is at large, make the appropriate law enforcement notifications and all-points bulletin.
8. Coordinate with other agencies, including Adult Protective Services, Public Guardian, Ombudsman and Department of Justice, as necessary.

#### A. Additional Investigative Resources

1. Criminal history data (local, state, national)
2. DOJ's Serious Habitual Offender Program (SHOP) and P.C. 290 (registrants) files
3. Department of Motor Vehicles
4. Court records

#### B. Corroborating Information

1. Videotape of victim's statement (as soon as possible):
  - a. Do not prompt victim.
  - b. Videotape victim away from all other witnesses such as family members, caretakers, friends or relatives.
  - c. Review the tape to ensure clarity.

#### C. Documentary evidence:

1. Review physical evidence collected from the scene to supplement photograph.
  - a. Sexual Assault Response Team (SART) exam evidence.

#### D. Searches:

1. Consent of residence or area where assault occurred
2. Probation or Parole search area under suspect's control for evidence of the crime
3. Search warrant (absent consent)

## SECTION TWELVE: INVESTIGATIVE FOLLOW UP, SEXUAL ABUSE

- E. Determine Suspect's access to victim at the time of the reported offense.**
- F. Statements of any witnesses (Audio or videotaped if possible.)**
- G. Evidence:**
  - 1. Biological (e.g. semen, saliva, blood, hair.)
  - 2. Medical Records.
  - 3. Pretext recorded conversations. When appropriate, it is strongly recommended that the pretext recorded conversation occur prior to any suspect interview. Detailed information regarding the suspect's statements, reactions, and/or silence during the pretext recorded conversation should be included in the offense report.
  - 4. Photographs.
  - 5. Photo Line-ups.
  - 6. Trace evidence (e.g., fibers.)
  - 7. 911 tape(s)

### III. SUSPECT INTERVIEW/INTERROGATION

An attempt should be made to interview all suspects. Interviews should be recorded, minimally on audio tape and ideally on video tape. The suspect should be interviewed by a detective or follow-up investigator, if available. All statements, including spontaneous statements, shall be made part of the offense report.

### IV. ADDITIONAL CONSIDERATIONS

- 1. Consider use of a press release.
- 2. Meet with the Deputy District Attorney to review the case for complaint issuance.
- 3. Ensure arrest warrants are served per Due Diligence statutes.
- 4. Serve or arrange for serving arrest warrant.

## PATROL OFFICER RESPONSE, SUSPICIOUS DEATH/HOMICIDE

### I. INITIAL RESPONSE

- A. Follow standard first aid protocol; preservation of life is the first priority.
- B. Administer first aid and call the Fire Department and paramedics, unless there are obvious signs of death, such as post-mortem lividity, rigor mortis or putrefaction.
- C. Make mental notes of the scene, particularly things which will change in time, such as condition of the elder/dependent adult (body temperature, pallor), appearance of the scene, any medications, temperature of residence, thermostat settings, and canvassing of neighborhood.
- D. Continue with the investigative steps listed in the following sections after relinquishing responsibility for the elder/dependent adult's care to fire personnel or paramedics.

### II. ELDER/DEPENDENT ADULT DEATH PROCEDURES

Any unexplained or suspicious elder or dependent adult deaths should be treated as a homicide until a complete investigation, including autopsy, has been performed.

- A. Promptly take necessary steps to secure and control the immediate death scene (the location where the elder/dependent adult was first discovered unresponsive); preserve all items of evidence which may assist in determining the cause of death. Document all people (including emergency personnel) who have entered or left the crime scene.
- B. Identify and record the names of all persons who may be involved in the incident.
- C. Make appropriate field notes which will serve as preparation for the required reports documenting the circumstances of the incident from the time the elder/dependent adult was last seen alive through discovery and revival efforts.
- D. If the agency has an available detective response, notification should be made immediately.
- E. The On-Call Homicide Deputy District Attorney should be contacted immediately. (See Telephone Directory for phone number.)
- F. Obtain an initial statement from the elder/dependent adult's most recent conservator or caretaker, concerning the circumstances of the elder/dependent adult's death. If there is more than one caretaker, interview them separately and as soon as possible.
- G. Obtain initial statement from RP or person who found/discovered elder or dependent adult deceased or who found body.
- H. Interview person who last saw elder/dependent adult alive.

### **III. NO IMMEDIATE DETECTIVE RESPONSE**

- A. **Define and secure the area** where the elder/dependent adult was discovered, as well as any other area that may contain evidence of the cause of death.

Evidence should be seized and documented by crime scene personnel of the department or by the Santa Clara County Crime Lab. The Medical Examiner-Coroner's Office should also be contacted prior to body's removal or manipulation in order to view the scene.

- B. **Obtain information concerning the elder/dependent adult:**

1. Name, date of birth, sex, race.
2. Physical appearance and condition.
3. Name, address, phone number of conservator or caretakers.
4. Medical history, including prior injuries and accidents, pre-existing medical conditions, and a signed medical release from a conservator or caretakers wherever possible.
5. Description of the resuscitation attempts, including the name of the person who attempted the resuscitation or who pronounced death.

- C. **Obtain the names, addresses, and telephone numbers of possible witnesses** or other persons who may be able to furnish information concerning this incident.

- D. **Canvass the neighborhood.**

- E. **Conduct a walk-through of the immediate and surrounding areas** where the elder/dependent adult was discovered in order to:

1. Visualize what the area may have looked like before the incident took place.
2. Identify potential evidence which may assist in determining the cause of death.
3. Note medications type & quantity. **Coordinate with the Coroner.**
4. Diagram plain view and photograph the immediate and surrounding areas where the elder/dependent adult was first discovered and any other location where the elder/dependent adult was known to be prior to death.

## INVESTIGATIVE FOLLOW-UP, SUSPICIOUS DEATH/HOMICIDE

### I. REVIEW THE INITIAL PATROL OFFICER RESPONSE

Ensure that Protocol Section Thirteen has been followed and that the On-Call Homicide Attorney and Chief Medical Examiner/Coroner have been notified.

### II. CONDUCT THE FOLLOW-UP INVESTIGATION

- A. **Define and secure the area** where the elder/dependent adult was discovered, as well as any other area that may contain evidence which will assist in determining the cause of death.
- B. **Evidence should be seized and documented by crime scene personnel** of your department or the Santa Clara County Crime Lab.
- C. **Obtain information concerning the elder/dependent adult:**
  - 1. Name, date of birth, sex, race
  - 2. Physical appearance and condition of the elder/dependent adult
  - 3. Name, address, phone number of caretaker(s.) (A custodial history of the elder/dependent adult for the week preceding the death should be obtained, listing and identifying all persons who provided care of the elder/dependent adult during that time period.)
- D. **Medical history of the elder/dependent adult**, including prior injuries, accidents and pre-existing medical conditions.
- E. **Obtain a signed medical release** from the conservator/responsible party/power of attorney wherever possible.
- F. **Description of the resuscitation attempts**, including the name(s) of the person(s) who attempted the resuscitation, or who pronounced death.
- G. **Interview witnesses** or other persons who may be able to furnish information concerning this incident.
- H. **Conduct a walk-through of the immediate and surrounding areas** where the elder/dependent adult was discovered in order to:
  - 1. Visualize what the area may have looked like before the incident took place.
  - 2. Identify potential evidence which may assist in determining the cause of death.
  - 3. Search for vomit, urine, blood, saliva, and any signs of clean up.

## SECTION FOURTEEN: INVESTIGATIVE FOLLOW-UP, SUSPICIOUS DEATH/HOMICIDE

4. Diagram and photograph the immediate and surrounding areas where the elder/dependent adult was first discovered and any other location where the elder/dependent adult was known to be prior to death. Take relevant measurements, such as: the heights of all chairs, tables, counters, beds; height and width of the stove and bathtub. Photograph all heat sources.
- I. **If the elder/dependent adult has been scalded**, document the water temperature immediately when it comes out of the spigot. Also measure the highest temperature the water reaches out of the tap.
- J. **Collect and document evidence:**
  1. For example, sheets, pillow cases, bedding, clothing, diapers, air temperature of the residence, clothes from hamper or washing machine, weapons, belts, irons, chemicals, prescribed drugs, rope, etc.
  2. Photograph medicine cabinet.
  3. Coordinate review, handling, and custody of all relevant pill bottles, prescription drugs and medications with the investigator from the Coroner's Office.
  4. Prepare a thorough report.
- K. **Describe who discovered the elder/dependent adult**, and what actions were immediately taken by that person.
  1. Describe the circumstances which led to the discovery of the elder/dependent adult.
  2. Describe the location where the elder/dependent adult was found by the responding officer or other emergency personnel; if the elder/dependent adult was initially found elsewhere and moved before emergency personnel arrived, describe that location.
  3. Include phone number of elder/dependent adult's doctor(s.)
  4. Note the behavior of the individuals who are present.
  5. Obtain preliminary information of all recent hospital and doctor visits.
  6. Obtain a detailed statement from the elder/dependent adult's most recent caretaker concerning the circumstances of the elder/dependent adult's death, actions, location and who was responsible for and observed the elder/dependent adult for the week preceding the death.
  7. Secure 911 tape(s.)
  8. Obtain phone records of the elder/dependent adult.
  9. Have the suspect reenact the event; measure all relevant distances; video tape if possible.

## SECTION FOURTEEN: INVESTIGATIVE FOLLOW-UP, SUSPICIOUS DEATH/HOMICIDE

- L. **Avoid a premature arrest:**
  - 1. Maintain a relationship with the suspect(s) that will allow continuing non-custodial interrogation until definitive information is obtained from the Coroner's Office identifying all injuries with corresponding time limits. Audiotape all statements if at all possible.
  - 2. Read Miranda Rights during all custodial interrogations.
  - 3. Contact District Attorney's Office for status conference the first work day after investigation commences.
  - 4. Make sure that all information concerning elder/dependent adult's death is relayed to coroner prior to autopsy.
  
- M. **Attend autopsy at Coroner's Office and take photos and collect evidence not retained by Coroner's Office.**
  
- N. **If death occurred during stay in a nursing home or in an acute care hospital contact the Department of Health Services. (See Telephone Directory for phone numbers.)**
  
- O. **If death occurred during stay in a residential care facility for the elderly or an adult residential facility, contact the Department of Social Services, Community Care Licensing. (See Telephone Directory for phone numbers.)**
  
- P. **Call APS with suspicious death cases.**
  - 1. APS will evaluate cases for discussion with the Elder Death Review Team.

## COMPLAINT FILING

### I. OVERVIEW-DISCOVERY AND ISSUING

#### A. Penal Code 1054.1 requires disclosure of:

1. The names and addresses of persons the prosecutor intends to call as witnesses at trial.
2. Statements of all defendants.
3. All relevant real evidence seized or obtained as a part of the investigation of the offense charged.
4. The existence of a felony conviction of any material witness whose credibility is likely to be critical to the outcome of the trial.
5. Any exculpatory evidence.
6. Relevant written or recorded statements of witnesses or reports of the statements of witnesses whom the prosecutor intends to call at the trial, including any reports or statements of experts made in conjunction with the case, including the results of physical or mental examinations, scientific tests, experiments, or comparisons which the prosecutor intends to offer in evidence at the trial.

- B. It is the policy of the Santa Clara County District Attorney's Office that such **evidence shall promptly be given to the defense** in order to facilitate an early plea of guilty.

### II. INVESTIGATING OFFICERS' DUTIES AT THE COMPLAINT STAGE (FELONIES)

- A. Investigating officers who wish to obtain a felony complaint should meet with and discuss the case with the issuing Deputy District Attorney in the family Violence unit or Elder/Dependent Financial Abuse Division/PACE unit.
- B. Investigators should bring the following materials:
1. Three copies of all reports including supplemental reports. (Two copies should have names, addresses, and telephone numbers of witnesses and victims redacted.)
  2. Copies of all photographs.
  3. Copies of audio and video tapes.
  4. Defendant's rap sheet (local, state and FBI.)
  5. Victim's medical records (if available.)
  6. Copies of all financial records.

## **SECTION FIFTEEN: COMPLAINT FILING**

### **III. INVESTIGATING OFFICER'S DUTIES AT THE COMPLAINT STAGE (MISDEMEANORS)**

- A. Investigating officers who wish to obtain an out-of-custody misdemeanor complaint should meet and discuss with the issuing Deputy District Attorney from the District Attorney's Family Violence Division or Elder/Dependent Financial Abuse Division.

### **IV. SEXUAL ASSAULT CASES ARE FILED BY THE DISTRICT ATTORNEY'S SEXUAL ASSAULT UNIT**

- A. District Attorney's office responsibilities:
  - 1. The police reports will be filed with the defendant's discovery packet. The Deputy District Attorney reviewing the case will determine whether any reports should initially be held back.
  - 2. The discovery unit of the District Attorney's Office will duplicate audio and video tapes, photographs, medical records and all other discoverable materials for the defendant's attorney after a request from the Deputy District Attorney assigned to the case.

### **V. SUPPLEMENTAL REPORTS**

The investigating officer shall provide copies of all supplemental reports (including lab reports and autopsy reports) to the Deputy District Attorney assigned to the case. It shall be the responsibility of the District Attorney's Office to provide copies to the defendant's attorney.

### **VI. LONG TERM CARE: NURSING HOME/RESIDENTIAL CARE**

There is concurrent jurisdiction between the Santa Clara County District Attorney's Office and the State Attorney General in nursing home cases. The family violence unit leader will be informed at the outset of any investigation of a nursing home so that the investigation and prosecution of the nursing home or its employees can be coordinated with the California State Attorney General office.

## PROTECTIVE ORDERS

### I. INTRODUCTION

Restraining orders are available to **anyone** who has been harassed, physically abused, or had their health and safety endangered by another. There are several types of protective orders including:

**A. Emergency Protective Restraining Order (EPRO)**

An Emergency Protective Restraining Order (EPRO) is issued by a Duty Judge at any time, whether or not court is in session. It is intended to function as a short-term temporary restraining order if a person is in immediate and present danger of abuse or neglect and is requested by a police officer in urgent circumstances. The EPRO is authorized by a Duty Judge after receiving a telephonic application from the requesting officer. An EPRO is valid for five court days or seven calendar days, providing the protected person sufficient time to obtain a Temporary Restraining Order. The issuance of an EPRO is not precluded by an arrest.

**B. Temporary Restraining Order (TRO)**

Temporary Restraining Order (TRO) is obtained in court by a protected person upon submission of an application, including an affidavit explaining the need for the order. A TRO is valid for a limited period of time, usually about a month, until a court hearing is conducted to receive testimony from both the restrained and protected persons. A protected person may receive assistance from a victim advocacy agency in applying for a TRO.

**C. Civil Restraining Order**

A Civil Restraining Order requires a person to refrain from doing a particular act or acts issued by the Superior Court. If no time period is noted, these orders remain in effect for three (3) to five (5) years and may be extended beyond the five years upon request of the protected person.

**D. Stay Away Orders (AKA Criminal Protective Orders)**

A Stay Away Order is a restraining order issued in a criminal or civil case generally involving domestic violence, elder abuse or child abuse where there is a likelihood of harassment of the victim by the defendant, pursuant to PC 136.2. Stay Away Orders are generally issued while prosecution is pending, and may remain in effect as long as the defendant is under the court's jurisdiction (including while on probation).

Stay Away Orders may also be issued pursuant to the Civil Harassment Prevention Act (Code of Civil Procedure 527.6), the Workplace Violence Act (CCP 527.8), the Uniform Parentage Act, or in connection with a dissolution, legal separation or annulment.

**E. Domestic Violence Orders**

Domestic Violence Orders includes all local domestic violence related orders and those from other states, counties, and juvenile courts pursuant to the Domestic Violence Prevention Act (Family Code 6200-6389), the Uniform Parentage Act (Family Code 7710-7720), or in connection with a dissolution, legal separation or annulment (Family Code 2045, 2047, and 2049.)

**II. OBTAINING EMERGENCY PROTECTIVE ORDERS**

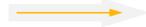
- A. **Emergency Protective Restraining Orders (EPRO)** are available to persons who are or have been victims of domestic violence, child abuse, child abduction, elder or dependent adult abuse, or stalking (including workplace violence or civil harassment) and provide supporting court and law enforcement processes.
- B. When responding to any elder abuse or domestic violence incident, **an officer shall advise the victim of the availability of an Emergency Protective Restraining Order (EPRO) in every case.**
  - 1. **In arrest situations, the following procedures should be implemented:**
    - a. When a person is arrested based upon an allegation of a recent incident of abuse or threat of abuse or in danger of stalking, and the officer can assert reasonable grounds to believe that a person is in immediate and present danger of domestic violence or elder abuse, which would require restraint if the defendant were to be released from custody (e.g., bail, OR, 849, or no PC found), then the police officer shall be required to explain the EPRO to the victim and ascertain if the victim desires one. Where the officer fears for the safety of the victim, but the victim does not desire an EPRO, an investigating officer shall request one on behalf of the victim. (Family Code 6275). The officer shall advise the victim that an EPRO has been issued. Every effort should be made to provide the victim with a copy of the EPRO at the earliest opportunity.
    - b. If an EPRO is appropriate, the application should be completed. The officer should note on the application whether or not the suspect has been arrested, or will be arrested when located. During normal court hours the police officer should call the Family Court at (408) 534-5601 and ask to speak to a judge available to process an EPRO. After 5 PM on weekdays, on weekends, and holidays, the police officer should call County Communications at (408) 299-2501 and ask for the Duty Judge to call back. The police officer should leave the phone number where he/she can be reached. Officers should ensure that the telephone equipment is operational before requesting that the Duty Judge utilize that number. If the Duty Judge is not available, the officer should ask to speak to another Judge.

**Note:** The Duty Judge may elect to call County Communications at 408 299-2501 and request that the phone call be transferred to the number where the officer is

## SECTION SIXTEEN: PROTECTIVE ORDERS

located. This will protect the privacy of the Duty Judge's home phone number if the Duty Judge is calling into a private residence.

2. In a non-arrest situation where an EPRO is desired, the officer should complete an application then contact the Duty Judge or Family Court for evaluation and issuance of the EPRO.
3. If issued, EPRO legislation requires an officer to make a reasonable attempt to serve the restrained party. If he or she is present or can be readily contacted, serve the order and complete the Proof of Service on the form. Document whether and how the order was served in the police report. Persons subject to RO's are **required to turn over all firearms when told to do so by law enforcement. Refer to Firearms Relinquishment Protocol if necessary.** Copies of the EPRO should be distributed as follows:

Original		Court
Yellow		Restrained Person
Pink		Protected Person
Goldenrod		Law Enforcement Agency

4. Once an EPRO is issued, it is the responsibility of the police agency to promptly file the EPRO with the Family Court at 170 Park Center Plaza, San Jose, California 95113.
5. A judicial officer may also issue an EPRO if a peace officer asserts reasonable grounds to believe that a person is stalking another person as defined in PC 646.9 (authority PC 646.91.)
6. Upon requesting an EPRO the officer should immediately contact the Adult Protective Services.

### III. ENFORCEMENT OF RESTRAINING ORDERS

When an incident involves an alleged violation of a restraining order assigned officers will adhere to the following procedure:

#### A. Domestic Violence Restraining Order Violations

1. Officers shall make arrests for any violations that they observe. A victim still retains his/her right to make a private person's arrest. A misdemeanor warrant less arrest shall be made absent exigent circumstances if an officer has reasonable cause to believe that the person violated a restraining order outside his/her presence. (836(c)(1) PC), (13701 PC)

## SECTION SIXTEEN: PROTECTIVE ORDERS

2. If, at the scene of a domestic disturbance a person shows or informs the officer of the existence of a restraining order, it is crucial to establish the present status and terms of the order. Pursuant to Penal Code Section 13710, each Law Enforcement Agency shall maintain a complete and systematic record of all protection orders with respect to domestic violence incidents. These records shall include orders which have not yet been served, orders issued pursuant to Penal Code section 136.2, restraining orders, and proofs of service in effect. This shall be used to inform law enforcement officers responding to domestic violence calls of the existence, terms, and effective dates of protection orders in effect.

All civil restraining orders are in the statewide registry available to all law enforcement.

- a. Upon request, law enforcement agencies shall serve the party to be restrained at the scene of a domestic violence incident or at any time the party is in custody (13710(c) PC). Verbal notice by the officer of the terms of the order is sufficient. However, in order to successfully prosecute a later violation of the order, the officer who delivered verbal notification must be able to testify that the subject notified was positively identified as the restrained person (FC 6383(e)). Within one business day of service, the law enforcement agency serving the protective order shall enter the proof of service directly into the DOJ Domestic Violence Restraining Order System (DVROS), including the officer's name and employing agency and shall transmit the original proof of service to the issuing court (FC 6380(d)). Once the order is served, an arrest may be made if the suspect refuses to comply with the terms of the order.
- b. If the officer cannot verify the order, it may be enforced through a private person's arrest procedure. If it is the officer's opinion that the elements of the crime do not exist, the officer may then consider a release per Penal Code Section 849(b.)
- c. If a Restraining Order violation has occurred and the suspect is not present, the officer will submit a crime report of the appropriate violation and the officer will attempt to locate the suspect and arrest pursuant to Section 836(c) PC. Under **NO CIRCUMSTANCES** shall an officer fail to prepare a crime report on a restraining order violation simply because the suspect is no longer present.
- d. If a violation of a restraining order is alleged, the officer shall request of records or communications personnel that information on the reported violation is entered into the Domestic Violence Restraining Order System (DVROS.)
- e. A restraining order issued in a criminal case of domestic violence has precedence over any conflicting civil orders affecting the parties, unless it is an EPRO, which is more restrictive. (PC 136.2 (h)(2))

### B. Non-Domestic Violence

1. Verify a court restraining order when the complainant states that one exists:
  - a. Check that the order is on file with the Sheriff's Office and Police Department, or that the complainant has a copy of the order in her or his possession.
  - b. Ensure the judge signed the order and there is a court stamp or seal.
  - c. Check that the order is still valid in duration and time.

## SECTION SIXTEEN: PROTECTIVE ORDERS

- d. Determine if there is proof of service or prior notice to the subject, or if the subject was in court when the order was made.
- e. Determine the terms of the restraining order.
- f. If the subject has left the scene, prepare a case report. Tell the complainant the case number and advise on follow-up criminal procedure.
- g. If the officer cannot verify the subject was served or had prior knowledge restraining order, or if service is made upon a party at the scene or while in custody then:
  1. Inform the subject of the terms of order;
  2. Admonish the subject that a subsequent violation of the order will result in arrest. If, after admonishment, the subject does not conform to the order, make an arrest.
  3. Supplement with Department copy of the order with a report that the subject was admonished.
  4. Verify a court restraining order when the complainant states that one exists.

### C. Out of State Orders

Officers shall enforce out-of-state protective or restraining orders that are presented to them if conditions below are met. "Out-of-state" orders include those issued by U.S. Territories, Indian tribes, and military agencies.

1. The order appears valid on its face.
2. The order contains both parties' names.
3. The order has not yet expired (Full Faith and Credit Provision of the Violence Against Women Act, Family Code 6400-6409.)

Officers should check CLETS to determine if the order has been registered in California. If the order is not registered, an attempt should be made to contact the foreign jurisdiction or its registry for confirmation of validity.

If validation cannot be substantiated, contact the Duty Judge for an EPRO, but the out-of-state protective or restraining order must still be enforced if it meets the above criteria. If not registered in California parties should be advised to immediately register the order through the Family Court.

### D. Encouraged Violation of Restraining Orders

Occasionally, officers may encounter a situation wherein a protected party has encouraged or invited a restrained party to violate the terms of an order by initiating contact. Officers should remember that the order remains in effect until canceled by the court, and that the restrained party is the only person in violation of the order in such a situation.

## SECTION SIXTEEN: PROTECTIVE ORDERS

### **E. Firearms**

When an officer verifies that a restraining order has been issued, the officer shall make reasonable efforts to determine if the restraining order prohibits the possession of firearms and/or requires the relinquishment of firearms. If the order prohibits firearms possession, the officer will make reasonable efforts to:

1. Inquire of the restrained person, if present or contacted during the investigation, if he/she possesses firearms.
2. Inquire through the CLETS, and the Consolidated Firearms System (CFS) to determine if any firearms are registered to the restrained person.
3. Inquire of the protected person whether the restrained person possesses any firearms.
4. Receive or seize prohibited firearms located in plain view or pursuant to a consensual or other lawful search.
5. Law enforcement is authorized to request the immediately surrender of firearms when a person is served with a domestic violence protective order, rather than having to wait 24 hours for the person to self-surrender the firearms.
6. If a restraining order prohibits firearms possession, the officer shall make record in the crime or incident report of:
  - a. Inquiries made to determine if the restrained person possesses any firearms.
  - b. The results of efforts made to locate and seize any unlawfully possessed firearms.
7. All law enforcement agencies shall have the responsibility of receiving and storing firearms surrendered pursuant to a restraining order for residents in their jurisdiction.
8. Each county law enforcement agency having responsibility for the investigation of domestic violence shall adopt policies and procedures addressing the receipt, storage and release of firearms surrendered or seized pursuant to a restraining order.

## RESOURCES AND SERVICES

### I. VICTIM WITNESS

#### A. Introduction

Local law enforcement has the duty, as stated in Government Code Section 13959, to inform victims of crimes of the existence of local victim centers. Additionally, Government Code Section 13968, subdivisions (d) and (e) direct law enforcement agencies to provide a copy of the crime report to the Victim Center for the purpose of application for victim compensation. Victim Witness Advocates will never give a copy of the crime report to any source other than the State Board of Control for verification of information in obtaining victim compensation. Mandated services provided by Victim Witness are described in Penal Code Section 13835. Services are available to all victims of crime and eligibility for services is determined by the occurrence of a crime and not by whether or not a criminal complaint is filed.

#### B. Services Provided

##### 1. Emergency assistance

Crisis counseling, companionship for court appearances, transportation, food, shelter, clothing or other emergency services are available.

##### 2. Community and resource referral

Counseling, medical and dental assistance, legal assistance, clean up of minor home repair for residential burglary, follow-up contact to assess victim status & needs, etc.

##### 3. Victim of crime compensation

Assist victims in applying for compensation from the State Victims of Crime Compensation Program for such things as medical and dental costs necessitated by the crime, wage loss if applicable, funeral/burial costs to family if victim dies as a result of the crime, assist victim in preparation of Victim Impact Statement and request for restitution from the offender, etc.

##### 4. Property return

Assist victim with obtaining property held as evidence by law enforcement.

##### 5. Orientation to the criminal justice system

Explain criminal justice proceedings to victim and provide support person during proceedings.

## SECTION SEVENTEEN: RESOURCES AND SERVICES

### 6. Case status

Inform victims of status of criminal case and of sentence at conclusion of criminal case, help victim in requesting information from the state prison system for notification as to release of offender.

### C. Department of Justice: Bureau of Medi-Cal Fraud & Elder Abuse (BMFEA)

1. **Scope of Authority:** BMFEA is a unit within the California Department of Justice, Attorney General's office. It has concurrent statutory authority with local agencies for the investigation and prosecution of crimes against elders and dependent adults in government funded healthcare facilities. It maintains a dedicated unit called the Elder Abuse Prosecution Unit (EAPU) which is comprised of investigators (Special Agents), Investigative Auditors and prosecutors (Deputy Attorney Generals.) It is divided into three sub-units:

- a. **Violent Crimes Unit (VCU)** which investigates crimes of violence including homicides, sexual assaults, rapes, batteries and neglect as well as fiduciary crimes committed against persons within facilities. Most of these offenses are referred to local prosecutors. The VCU maintains a rapid response program in which agents are on call and able to respond to any crime scene 24 hours a day/7 days a week.
- b. **Facilities Enforcement Team (FET)** which investigates and prosecutes both criminal and civil actions against facilities when they are determined to be responsible for the neglect or abuse of patients and residents.
- c. **Operation Guardians** consists of BMFEA staff and local agencies working as task forces which conduct surprise onsite inspections of healthcare facilities. Each Operation Guardians team member inspects the selected facility for non-compliance and/or violations of state and/or federal laws and regulations for which they are statutorily responsible. Each team member either has independent statutory authority to conduct onsite inspections without court-issued orders or plays a critical support/response role providing expertise, background data or prosecution of crimes discovered during the inspection.

2. **Services Provided:** BMFEA will accept referrals from, as well as, assist other law enforcement, prosecuting agencies and other agencies with such cases. Assistance includes personnel (agent, investigative auditor, and attorney) and equipment as appropriate.

3. **Tracking of Cases:** BMFEA maintains a computer tracking system of reported abuse and neglect cases occurring in healthcare facilities; includes information on the facilities and persons involved in the offenses as well as case status and dispositions.

## SECTION SEVENTEEN: RESOURCES AND SERVICES

Reports are accepted from any sources, but are primarily from law enforcement, the Department of Health Services Licensing and Certification and Ombudsman programs.

- 4. Training:** Per mandate by state and federal law BMFEA provides training to law enforcement, prosecuting agencies, and other state and local agencies regarding the investigation and prosecution of elder and dependent adult abuse and neglect.

### D. Adult Protective Services

- 1. Program Overview:** As a program administered by the Social Services Agency, Department of Aging and Adult Services, Adult Protective Services (APS) has the important responsibility of: identifying, evaluating and assisting vulnerable county residents who are at risk for many forms of abuse or neglect, including self-neglect. Adult Protective Services social workers provide services to clients in their own homes, as well as coordinate with a large number of community agencies with the goal of keeping clients safe and able to live as independently as possible.

**APS is available 24 hours a day/7 days a week to respond to life threatening situations and imminent danger to the populations it serves.**

State Welfare and Institutions Code governs the reporting and investigation of elder and dependent adult abuse. Under this law, the County's APS is charged with the responsibility of recording and evaluating reports of abuse as they are received from the community. The law gives APS the responsibility for investigating all abuse that takes place outside of licensed long-term care facilities and specifies that APS cross report to law enforcement agencies whenever cases of suspected criminal activity are reported to APS. Similarly, law enforcement agencies cross report such cases to APS and there is interagency coordination between law enforcement and APS in the investigation of reports.

APS serves two population groups as defined by state law on adult abuse. The first group is the elderly, defined as anyone age 65 and older, many of whom have age-related medical conditions such as congestive heart failure, rheumatoid arthritis, Alzheimer's disease, and other conditions that limit the ability of the individual to adequately care for himself or herself. The second group is composed of dependent adults. Dependent adults are those between the ages of 18 to 64 who lack the ability to care for themselves or protect their own rights. This group may include the mentally ill, the developmentally delayed, persons with physical handicaps, brain injury, substance abuse or other limiting physical conditions, persons who are hospitalized, and others.

**Once a call is made to Adult Protective Services, the following services may be provided:**

- Consultation
- Referral to community based agencies
- APS investigation

## SECTION SEVENTEEN: RESOURCES AND SERVICES

The APS investigation focuses on assessing the elder or dependent adult's physical, cognitive, psychological, functional and socio-economic status; the elder or dependent adult's living environment; the elder or dependent adult's support system or lack of support system; and the elder or dependent adult's strengths. The allegations of abuse or neglect are examined and level of risk is assessed. A plan is developed with the elder or dependent adult's participation, which may include arranging for emergency services, emergency shelter or medical care.

APS social workers may provide referrals or linkage to community services, benefits, advocacy and medical professionals. They also may arrange for direct services such as Meals on Wheels, and transportation. APS Social Workers also coordinate with family, friends and other professionals involved with the elder or dependent adults to meet their needs. APS may request assistance from law enforcement for welfare checks and/or criminal investigations. As a result of the APS investigative findings, the following possible interventions and outcomes may occur:

- The abuse allegations are unfounded and the elder or dependent adult is not at risk of abuse, and does not need services.
- The elder or dependent adult may be in need of hospitalization, or medical evaluation by physician or public health nurse.
- The elder or dependent adult's support systems, (family, friends, spiritual and/or community agencies) are able to meet the needs of the elder or dependent adult and no further APS involvement is needed.
- The elder or dependent adult may be referred to community based agencies for a variety of services such as care-giving, meal delivery, housing resources, and legal resources.
- The elder or dependent adult may be assisted with applying for public assistance programs, medical services, and transportation services.
- The elder or dependent adult may benefit from a probate conservatorship, and APS may coordinate a physician assessment and referral to the [Santa Clara County Office of the Public/Administrator/Guardian/Conservator](#).
- APS may report the elder and dependent adult abuse allegations to law enforcement agencies, and may work together to facilitate safety and reduction of risk.
- The Financial Abuse Specialist team (FAST) may work on coordinated efforts to protect the elder or dependent adult by investigating elder and dependent adult abuse, referring for a probate conservatorship, and by reviewing cases for possible civil and criminal actions.

It should be noted that APS social workers have certification in the following languages: Spanish, Vietnamese, Mandarin, Cantonese, and Korean. The number of languages spoken reflects a high degree of cultural competency within the APS program.

**APS can provide tangible support services to victims of abuse. This might include emergency food, shelter, and clothing.**

## SECTION SEVENTEEN: RESOURCES AND SERVICES

### **E. Public Administrator/Guardian/Conservator: Department of Aging and Adult Services Office of the Public Administrator/Guardian/Conservator:**

- 1. Program Overview:** The Divisions of the Public Administrator/Guardian/Conservator (PA/G/C) are part of the Department of Aging and Adult Services of Santa Clara County's Social Services Agency. Typically the Public Guardian is responsible for those clients under court ordered probate conservatorship; the Public Conservator is responsible for those persons under a mental health conservatorship; and the Public Administrator is responsible for administering decedent estates in the event that there is no other capable legal party to do so. Each of the three administrators are appointed by and accountable to the Superior Court of Santa Clara County to provide a broad range of services to those people who are mentally and/or physically incapable of managing their personal needs and financial affairs.

The service delivery structure is designed to provide care and services to all clients without regard to age, sex, language, national origin or economic status. The clients served fit into the following criteria: (1) persons suspected of being or judicially determined to be unable to provide food, clothing or shelter due to mental illness; (2) persons suspected of being or judicially determined to be unable to manage financial resources or resist fraud or undue influences; (3) persons suspected of being or judicially determined to be unable to provide for personal needs of health, food, clothing or shelter; (4) Decedent Estates; (a) with no personal representative whose property is subject to loss, waste, injury or misappropriation; (b) when so ordered by the court; (c) if no other person has higher priority; or, (d) determined by the Public Administrator to be proper for the Public Administrator.

The mission of the Conservatorship division is to safeguard the lives and property of conservatees who cannot care for themselves with the least possible restriction on their lives. When a person is gravely disabled because of mental illness, injury, physical illness or dementia and no one is available to assume responsibility for the functions of daily living, the Public Guardian/Conservator may be determined by the court to be appropriate for handling the personal, medical and financial affairs of the person. Referrals come from hospitals (medical and psychiatric), Adult Protective Services, Public Health nurses, attorneys, banks, concerned friends and neighbors. When a referral is received, an initial screening and evaluation is done. If the case appears to be appropriate, it is accepted from investigation and a temporary conservatorship is requested from the court. The Investigator investigates the referral, verifies the facts and within 30-90 days, makes a recommendation to the court as to whether ongoing conservatorship is needed and, if so, who is appropriate to provide that function, the Public Guardian or a private party. If the PA/G/C is appointed as conservator, the client is assigned a Deputy Public Guardian who makes decisions regarding medical issues, legal matters, where to live, how assets are utilized, ensures all income is received and all bills paid with the goal of protecting and acting in the best interest of the client. In providing these client services, the PA/G/C interacts with County Counsel, Mental Health, Public Health Nursing, Veterans Administration, the County Jail, and the Social Security Administration.

## SECTION SEVENTEEN: RESOURCES AND SERVICES

### F. Long Term Care Ombudsman Program (OMB) at Catholic Charities

- 1. Program Overview:** The Long Term Care Ombudsman Program (OMB) is mandated by federal law (Older Americans Act) and state law (Welfare and Institutions Code) to receive and investigate all complaints, including allegations of abuse, made by or on behalf of residents in long term care facilities, i.e. Nursing Facilities (nursing homes) and Residential Care Facilities for the Elderly (Board and Care, Assisted Living.) Ombudsmen have legal access to these facilities and confidential access to the residents 7 days/week.

In Santa Clara County, financial abuse of a resident in a Skilled Nursing Facility (SNF) is investigated by APS.

In addition, the Long Term Care Ombudsman Program has other unique state mandates to witness Durable Powers of Attorney for Health Care and Property Transfers (to certain parties associated with the long term care facility and fair market value more than \$100) for residents in nursing homes.

California's elder and dependent adult abuse law requires the Ombudsman Program to receive, respond to, and investigate any report of alleged or suspected abuse of any resident in any long term care facility, including (Skilled) Nursing Facilities, Residential Care Facilities for the Elderly (60+), and Adult Residential Facilities (18-59 years.)

All alleged or suspected abuse occurring in long term care facilities must be reported to either the Ombudsman Program or local law enforcement.

OMB has strict federal confidentiality requirements that may impact the extent of the information of such allegations cross-reported to the appropriate licensing agency and to the Attorney General's Bureau of Medi-Cal Fraud and Elder Abuse Prosecution Unit and Law Enforcement.

The Long Term Care Ombudsman Program's role is to be a visible and vocal community advocate for these frail, chronically ill, primarily elderly residents with emphasis on the protection of the residents' rights and promotion of quality of life and quality care.

## SECTION EIGHTEEN: TRAINING

### TRAINING

**Penal Code: Section 13515 (Requirement to train)**

**Welfare and Institutions Code, Chapter 11: Section 15600 through Section 15675, covers the elder and dependant adult abuse laws.**

Each law enforcement agency is encouraged to provide training for members of the agency.

1. Each law enforcement agency shall provide training for members of the agency.
2. The goals of the training are to inform officers of:
  - a. The elder and dependent adult abuse laws;
  - b. The law enforcement department's elder and adult abuse policies and procedures;
  - c. The signs and dynamics of elder and dependent adult abuses;
  - d. Patrol officer investigative techniques;
  - e. District Attorney elder and dependent adult abuse policies;
  - f. The Adult Protective Services elder and dependent adult abuse policies;
  - g. The Public Guardian Offices' elder and dependent adult abuse policies.
3. Additional training should include written bulletins, videotapes, verbal reminders, and updates during patrol briefings.
4. The Chief of Police, or designee, shall ensure the review of the department's training policies annually and make any revisions deemed necessary.

**APPENDIX A: SUGGESTED QUESTIONS FOR SUSPECT/CARETAKER IN CASES INVOLVING ELDER/DEPENDENT ADULT ABUSE**

**APPENDIX A: SUGGESTED QUESTIONS FOR SUSPECT/CARETAKER IN CASES INVOLVING ELDER/DEPENDENT ADULT ABUSE**

**I. INTERVIEWING A POTENTIAL SUSPECT**

**A. Techniques for Interviewing Suspects**

1. Advise the suspect of his or her Miranda rights if conducting a custodial interrogation.
2. Encourage the suspect to relate the incident in her or his own words.
3. Note the suspect's attitude or demeanor during the interview.
4. Determine the relationship between the suspect, victim, and witnesses.
5. Look for behavioral indicators of abuse.
6. Note statements that are inconsistent with other findings and evidence.
7. If handwriting is an issue, collect handwriting samples (financial crimes.)
8. Show disputed documents to the suspect one at a time and record his or her response to each one.
9. If the suspect admits to abuse, ask him or her to specify precisely what he or she did and record it.
10. Do not communicate hostility or disbelief.

**B. Questions for Caretakers**

1. Background Questions:
  - a. Name
  - b. Address
  - c. DL Number
  - d. Contact Information
2. Relationship with the victim:
  - a. How do you know the victim? For how long?
  - b. Who lives with the victim?
  - c. Do you live here? If yes, for how long?
  - d. Do you pay rent or do you receive room and board in exchange for services you perform for the victim?
  - e. Are there any other relatives living in the area? Do they visit and how often?

**APPENDIX A: SUGGESTED QUESTIONS FOR SUSPECT/CARETAKER IN CASES INVOLVING ELDER/DEPENDENT ADULT ABUSE**

3. Current Medical Care:
  - a. Is the victim currently under a doctor's care?
  - b. What is the Doctor's Name?
  - c. When was the last time the victim saw a doctor?
  - d. Did you take the victim to the doctor? If not, who did?
4. Medical History:
  - a. Is there any recent or past history of accidents, illness, disease, or mental health issues regarding your relative?
  - b. Explain details and dates of any medical diagnosis.
  - c. Does the victim take any medications? If yes, how often and how much.
  - d. Where is the medication stored?
  - e. Who gives the victim their medication(s)?
  - f. Describe the victim current mental state. Is he/she slow, forgetful, trusting, easily influenced?
5. Legal Issues:
  - a. Is the elder conserved? If so, when and by who?
  - b. Does anyone have valid Power of Attorney over the elder?
  - c. Does the elder have a will or trust? If so, who are the beneficiaries and have there been any recent changes made to it? Who is the trustee? Successor trustee?
  - d. Who is the elder's attorney? Name and contact information.
  - e. Are you the victim's conservator? If so, since when?
  - f. Do you have a valid Power of Attorney over the victim? If so, since when?
6. Background on Becoming the Caretaker:
  - a. How did you get to be the caretaker?
  - b. Who hired you?
  - c. What was your training for this job?
  - d. How long have you been the caretaker?
  - e. How are you coping with the caregiving responsibilities?

**APPENDIX A: SUGGESTED QUESTIONS FOR SUSPECT/CARETAKER IN CASES INVOLVING ELDER/DEPENDENT ADULT ABUSE**

7. Current Duties:
  - a. Are you the only caretaker?
  - b. Who, if anyone, assists you in caring for the victim? What is his/her name? What does he/she do specifically?
  - c. What are your duties as it relates to:
    1. Medication
    2. Toilet assistance
    3. Cooking/cleaning services
    4. Shopping
    5. Paying bills
8. Elder/Dependant Adult's Financial Situation:
  - a. What is the elder's monthly income and from what sources? (Social security, pension?)
  - b. What are the elder's monthly expenditures?
  - c. Is the elder in debt or at financial risk?
  - d. Where does your relative bank and is anyone joint on the accounts?
  - e. Does anyone else have access to the elder's bank accounts, ATM, credit cards, etc. and why?
  - f. What are the current balances on the victim's banking & credit card accounts?
9. Suspect's Involvement with Victim's Finances:
  - a. What are you paid? How are you paid? How often are you paid?
  - b. Does the victim owe you any money? If so, how much and what for?
  - c. Who is responsible for the victim's finances/bills? Who pays the bills?
  - d. If you pay the bills, how long have you been doing so? Does anyone else help?
  - e. Do you make any deposit's of your own money into the elder's account? If so, why, how much and how often?
  - f. Do you have access to the victim's savings or checking accounts? Money market accounts? Investments? Is your name on any of these accounts? If so, Why?
  - g. Do you have access to the victim's credit cards? Have you ever had permission to use the victim's credit card?
  - h. Have you or someone else withdrawn money from any account or financial institution on behalf of the elder? If so, why, what for, did you have permission and was it paid back?

**APPENDIX A: SUGGESTED QUESTIONS FOR SUSPECT/CARETAKER IN CASES INVOLVING ELDER/DEPENDENT ADULT ABUSE**

- i. Have you or the elder signed any documents recently? IE; loans, deeds, promissory notes, POA, etc.?
  - j. Have you written any checks for the elder and had them sign the check?
  - k. Have you ever had permission to sign the victim's name?
  - l. Who writes the checks (to pay the victim's expenses)?
  - m. Who, if anyone, do you talk to before making a financial decision on behalf of the victim?
  - n. Has the victim given you any gifts, money or loans?
  - o. Do you have any promissory notes showing loans to you from the victim or from the victim to you?
10. Suspect's Current Financial Situation:
- a. Are you employed anywhere else? Where and how long?
  - b. Do you have any bank accounts? How many and where?
  - c. Is the victim joint on any of your accounts?
  - d. Have you received an inheritance recently or won any money?
  - e. Have you or anyone else taken a trip or vacation with the elder or at the elder's expense? If so, who, when, where, and how much did it cost?
  - f. What are your sources of income? What are the total amounts per month? Any recent inheritances, unusual winnings?
11. Ask Specific Questions about the Current Case:
- a. Obtain as many details as possible.
  - b. If appropriate, show the suspect any documents to verify signatures.
12. Concluding Questions:
- a. Have you ever been arrested? If so, what for and are you currently on probation or parole? If so, name of probation officer/parole agent.
  - b. If needed, what is the best way to contact you in the future?
  - c. Is there anything else you think I should know or want to say about this case?

## APPENDIX A: SUGGESTED QUESTIONS FOR SUSPECT/CARETAKER IN CASES INVOLVING ELDER/DEPENDENT ADULT ABUSE

### C. Interviewing Relatives

1. Background Questions:
  - a. Name
  - b. Address
  - c. DL Number
  - d. Contact Information
2. Relationship to the Victim:
  - a. What is your relationship to the elder?
  - b. How often do you see the elder/dependent adult?
  - c. When was the last time you saw them?
3. Who is the Caretaker for the Elder/Dependent Adult?
  - a. Do you perform any duties, errands, cleaning, cooking, etc. on behalf of your relative in exchange for financial consideration, housing, car payment, etc.?
  - b. Are there any other relatives living in the area?
  - c. How often do you or any of them visit the elder?
  - d. Who takes care of the elder's cleaning, cooking, shopping, etc.?
4. Current Medical Care:
  - a. Is your victim currently under a doctor's care for anything?
  - b. What is the Doctor's Name?
  - c. When was the last time the victim saw a doctor?
  - d. Did you take the victim to the doctor? If not, who did?
  - e. Describe the victim. Is he/she slow, forgetful, trusting, and easily influenced?
5. Medical History:
  - a. Is there any recent or past history of accidents, illness, disease, or mental health issues regarding your relative?
  - b. Explain details and dates of any medical diagnosis.
  - c. Does the victim take any medications? If yes, how often and how much?
  - d. Where is the medication stored?
  - e. Who gives the victim their medications?
6. Legal Issues:
  - a. Is the elder conserved? If so, when and by whom?
  - b. Does anyone have a valid Power of Attorney over the elder?
  - c. Does the elder have a will or trust? If so, who are the beneficiaries and have there been any recent changes made to it? Who is the trustee? Successor trustee?

**APPENDIX A: SUGGESTED QUESTIONS FOR SUSPECT/CARETAKER IN CASES INVOLVING ELDER/DEPENDENT ADULT ABUSE**

- d. Who is the elder's attorney? Name and contact information.
  - e. Does the victim have any insurance policies? Who is the beneficiary?
7. Elder/Dependant Adult's Financial Situation:
- a. What is the elder's monthly income and from what sources?
  - b. What are the elder's monthly expenditures?
  - c. Is the elder in debt or at financial risk?
  - d. Where does your relative bank and is anyone joint on the accounts?
  - e. Does anyone else have access to the elder's bank accounts, ATM, credit cards, etc. and why?
  - f. Do you make any deposits of your own money into the elder's account? If so, why, how much and how often?
  - g. Have you or someone else withdrawn money from any account or financial institution on behalf of the elder? If so, why, what for, did you have permission and was it paid back?
  - h. Who is responsible for the elder's finances, who pays the bills, signs checks, etc.?
  - i. Have you or the elder signed any documents recently? IE; loans, deeds, promissory notes, POA, etc.? Have you written any checks for the elder and had them sign the check?
  - j. Does your relative owe you any money? If so, how much and what for?
8. Suspect's Financial Situation:
- a. Are you employed? Where and how long?
  - b. Do you have any bank accounts? How many and where?
  - c. Is your relative joint on any of your accounts?
  - d. Have you received an inheritance recently or won any money?
  - e. Have you or anyone else taken a trip or vacation with the elder or at the elder's expense? If so, who, when, where, and how much did it cost?
9. Ask Specific Questions about the Current Case:
- a. Obtain as many details as possible.
  - b. If appropriate, show the suspect any documents to verify signatures.
  - c. If appropriate, ask about living conditions.
  - d. If appropriate, ask about how the victim suffered their injuries.

**APPENDIX A: SUGGESTED QUESTIONS FOR SUSPECT/CARETAKER IN CASES INVOLVING ELDER/DEPENDENT ADULT ABUSE**

10. Concluding Questions:

- a. Have you ever been arrested? If so, what for and are you currently on probation or parole? If so, name of probation officer/parole agent.
- b. If needed, what is the best way to contact you in the future?
- c. Is there anything else you think I should know or want to say about this case?

**D. Questions for suspects who may be contractors, landscapers, handyman, etc.**

1. Background Questions:

- a. Name
- b. Address
- c. DL Number
- d. Contact Information

2. Background on **Suspect's Business**:

- a. How long have you been in business? Are you a sole proprietor or incorporated? Number of employees?
- b. Have you entered into any type of verbal or written contract for services or home repairs with the elder? If so, describe the dates, necessity of work and pay received. Obtain copies of contract or receipts.
- c. Do you have a valid state contractor's license for the work performed? If so, contractor's license number and bonding company.
- d. Has any disciplinary action ever been taken against your license? If so, when, where and what for?
- e. Do you maintain separate financial accounts for your business? IE; a business checking or savings accounts versus personal banking accounts.
- f. Do you maintain a business office or work from your home? Obtain a business card and/or document all contact information.
- g. Is your business the only source of income? If not, what is your secondary source of income and how much does that source contribute to your finances?

3. Information on the Current Case:

- a. How were you contacted for the job? IE; such as through neighborhood solicitation, phone book, word of mouth, or friend of the elder?
- b. Was a building permit obtained prior to beginning the job? Obtain copies of all.
- c. Did you sub-contract work out to another party or person? If so, is that person licensed, was the work completed and did you pay them?

**APPENDIX A: SUGGESTED QUESTIONS FOR SUSPECT/CARETAKER IN CASES INVOLVING ELDER/DEPENDENT ADULT ABUSE**

- d. Did you employ anyone to help you with the job? If so, their names and contact information.
  - e. Did you complete the job to the elder's satisfaction and were you paid?
  - f. Were you paid in cash or by check?
  - g. Have you completed similar work in the area or neighborhood? When and where?
  - h. Is there any future business pending between you and the elder?
4. Concluding Questions:
- a. If needed, what is the best way to contact you in the future?
  - b. Have you ever been arrested? If so, what for and are you currently on probation or parole? If so, name of probation officer/parole agent.
  - c. Is there anything else you think I should know or want to say about this care?

## **II. INTERVIEWING VICTIMS**

### **A. Special concerns when interviewing older victims**

1. Interviewing older victims requires special care and patience. Simple measures such as treating the person with respect and asking permission to enter the home or to be seated can help the victim to feel less anxious. Other strategies include:
  - a. Speak slowly and clearly, and be patient in waiting for a response.
  - b. Keep your weapon out of sight--a weapon can be frightening.
  - c. Address the victim by name, but do not use first names as this is considered disrespectful by many elderly persons.
  - d. Indicate immediately that you are there to help.
2. Conduct a structured interview using predetermined questions. This is a way to obtain the facts needed to proceed with case without losing ground to confusion the victim may be feeling.
3. If the person is having difficulty remembering when an event occurred, offer memory cues like "At the time of the event, what television program were you watching?"
4. For hearing impaired persons, eliminate as much background noise as possible and use visual cues.
5. Ask if the person is having difficulty hearing you, and whether he or she has a hearing aid that would help.
6. Written communication can be used.
7. Some visually impaired people may not look directly at you because they see better in their peripheral zones.
8. Tell the victim what to expect during the investigation.
9. Minimize the number of interviews and the number of people present.
10. Allow the victim to describe the incident in his or her own words.
11. Be patient and reassuring. Some older people, particularly, those in crisis, may need time to collect their thoughts and may need to take frequent breaks.
12. Avoid unnecessary pressure.
13. Acknowledge the victim's anxiety and try to discern its cause. For example, you may

## APPENDIX B: SUGGESTED QUESTIONS FOR VICTIM OF ELDER/DEPENDENT ADULT ABUSE

say, "You seem anxious. Are you concerned that your relative will find out that you have talked with me?"

14. Keep it simple. Phrase questions in clear, concise fashion.
15. Keep questions short.
16. Ask open-ended questions that encourage further discussion.
17. Accept and use victim's terminology and language for acts, body parts, etc.
18. Avoid influencing the victim's account of the alleged offense.
19. Even if the victim appears to be somewhat confused, do not discount the information.
20. Make every effort to obtain the fullest possible response before relying on information from others.
21. If you need another person to assist in communicating or providing information for the victim, conduct the conversation in the victim's presence and look for signs of corroboration from the victim (e.g. nodding in agreement.) Do not discuss the victim as if he or she is not in the room.
22. Do not discount a complaint because the victim is unwilling to cooperate.
23. Do not argue with the victim.
24. Assess the likelihood of retaliation. If a threat is present, arrange for protection.
25. Determine whom the victim first told about the abuse/neglect/fraud.
26. Show the victim records or other documents that suggest abuse. Record his or her response to each one that is in dispute.
27. Conclude the interview in such a fashion that the victim feels free to contact the investigator again.
28. Ensure that the victim is capable and has the means for contact. If not, take measures to facilitate follow-up with the victim.
29. Determine whether the witnesses are likely to be intimidated, made to feel guilty, or threatened with reprisal for providing testimony.

**B. Victims with Dementia or Diminished Capacity**

When interviewed patiently, persons with dementia, Alzheimer's disease or other illnesses that diminished capacity, can often provide useful information. Be calm and reassuring as people with diminished capacity are very sensitive to feelings. Pay close attention to their reactions; emotional responses may reveal what they cannot express in words.

A sensitive approach to interviewing the person with diminished capacity may yield valuable results. Following are some strategies that may make the police interview more productive:

- Keep the interview area quiet and as free as possible from environmental distractions (e.g., TV or open window with traffic noise.)
- Begin the interview with orienting information, such as the purpose of the interview and what you would like to accomplish.
- Offer a few words of reassurance.
- Relax and be yourself. Your degree of calmness is quickly sensed, just as any anxiety will be sensed.
- Acknowledge the person's feelings. It shows your concern and that you are trying to understand his or her point of view.
- Speak slowly and in a soothing tone, without infantilizing the individual.
- Give the person with diminished capacity ample time to respond.
- Repeat questions as needed, using simple and concrete words.
- Remember that what has been asked may take longer to be understood.
- Give simple directions, one step at a time.
- Distraction or redirection may help to calm and refocus an individual who is upset.
- Document non-verbal reactions. For example, if the individual becomes agitated, frightened, or mute when asked about a certain person or situation, there may be a reason.

For further suggestions see *Interviewing Techniques for Victims of Elder Abuse Who May Suffer From Alzheimer's disease or Related Dementia* ©2004 by Sue Beerman and Arlene Markarian.

If you find a lost and confused elderly person, call Medic Alert at Safe Return, **1-800-572-1122** to share information, even if the "wanderer" you find bears no pertinent identifying data.

**C. Cultural Issues**

Our communities are becoming more diverse. Since no cultural/ethnic group is immune from elder abuse, it is likely that the victim and/or perpetrator in an elder abuse case may be from a culture different than your own. In order to effectively intervene in these situations, it is important to have an understanding of the cultural factors that might influence the victim or the victim's family.

Cultural factors may inhibit the reporting of elder abuse crimes or cooperation with the police if the crimes are reported:

- Cultural norms of perseverance, silent suffering and quiet endurance are valued in many communities. These qualities are also associated with victimization.
- Consequently, elders may deny or minimize problems, or refuse to cooperate with authorities.
- Some cultures place great value on family interdependence and multi-generational households. They may fear the social consequences of bringing shame to the family.
- Some cultures believe that maintaining community or family honor is more important than the interests of the individuals and that the authorities should not be involved in what they consider "family matters." Laws and customs in some countries forbid intervention in family affairs without the permission of families.

Elders who are immigrants may also have fears in relation to police based on experiences in their country of origin. They may not know they have rights in this country regardless of their immigrant status. They may fear deportation if the police get involved. Empathy and reassurance can help to reduce these fears.

Good cross-cultural communication begins with respect. As with any older victim/witness, begin by addressing a person formally, using his or her last name.

Cultural beliefs often emerge during interviews:

- While a gentle touch on the shoulder may be comforting to some elderly victims, in some cultures this is considered an intrusion or offensive.
- In some cultures it is considered disrespectful to make eye contact with an authority figure such as a police officer, while in others it is rude not to make eye contact.
- Some victims may be reluctant to reveal injuries that are covered with clothing due to cultural customs of modesty or religious beliefs. Be careful not to interpret an unwillingness to show injuries as an indication that there are no injuries.

While culture does play a significant role in shaping a person's behavior, it should not be seen as an automatic predictor of how a given victim will respond. Each case is unique and should be assessed keeping relevant aspects of culture in mind.

## APPENDIX B: SUGGESTED QUESTIONS FOR VICTIM OF ELDER/DEPENDENT ADULT ABUSE

### D. Language

Many elders who live in insular ethnic communities do not speak English. In these situations it is important to use an impartial interpreter. Avoid using a family member, friend or neighbor to communicate with the victim or with the suspected offender. This is likely to bias the translation. The interpreter may be involved in the abusive situation or may give an inaccurate translation due to their personal bias. The victim may also be reluctant to speak honestly in front of an acquaintance or family member.

### E. Fears that the Victim May Have

1. May fear retribution, such as isolation or emotion/verbal abuse.
2. Abuser may be an adult child or grandchild. It may be very difficult for a parent to testify against a child.
3. The abuse may cast doubt on their ability to live alone and they will be placed in a nursing home.
4. The abuser may be a spouse of many years.

### F. Interview Questions for Financial Abuse

1. Background Information:
  - a. What is your name?
  - b. Do you have any close relatives? (Identify nature of relationship, names, addresses, phone numbers of any relatives.)
  - c. Who are some of your close friends? (Identify names, addresses, phone numbers and length and nature of relationship.)
  - d. Are you close to any of your neighbors? (Identify names and addresses.)
  - e. Does anyone visit you on a regular basis?
  - f. When is the last time you saw a doctor? Who is your doctor? Who took you to your last doctor's appointment?
  - g. Have you been diagnosed with any medical condition?
2. Housing Questions:
  - a. Where do you live?
  - b. Do you own your home? How long? Who is on the title of the house?
  - c. How long have you lived in your current residence?
  - d. Does anyone live with you? (Identify names and relationships) Do they pay rent?
  - e. Do they provide any services for you in exchange for staying there?
3. Caretaker:
  - a. Do you have a caretaker?
  - b. How long has caretaker been involved with your care?

## APPENDIX B: SUGGESTED QUESTIONS FOR VICTIM OF ELDER/DEPENDENT ADULT ABUSE

- c. Does caretaker get paid? If yes, how much?
  - d. Who takes care of bills or finances?
  - e. Who signs the checks?
  - f. Do you drive? (Who takes elder to appointments, shopping, etc.)
  - g. When did you stop driving?
  - h. Does anyone other than the suspect provide any services for you? If so, describe.
4. General Finance questions:
- a. Who handles your finances?
  - b. Who writes the checks?
  - c. Who pays the bills?
  - d. Who does your taxes?
  - e. What is your monthly income? (Amount and sources of income)
  - f. What are your monthly expenses? (Describe some of them.)
  - g. Have you ever given anyone permission to sign your name? Use your credit card?
  - h. Place their name on any of your banking accounts?
  - i. Have you signed any documents lately? If so, what were they?
  - j. What are the balances on your bank accounts? Credit card accounts?
  - k. Do you have a will or trust? Does anyone have a valid Power of Attorney for you?
  - l. Do you have an attorney? (Name and phone number, if available.)
5. Suspect Related Questions:
- a. How long have you known the suspect? How did you meet the suspect?
  - b. Does the suspect provide any services for you? If so, describe. Who hired the suspect?
  - c. How is the suspect compensated for any services provided?
  - d. Did you ever give the suspect any loans or gifts (monetary or otherwise)?
  - e. Does the suspect owe you any money?
  - f. Do you owe the suspect any money?
  - g. Is there anyone else who can do the things the suspect currently does for you?
6. Case Specific Questions:
- a. Do you recognize these documents?
  - b. Do you recognize these signatures?
  - c. Why did you agree to the transaction(s)?
  - d. Who spoke to you before you agreed to the transactions(s)?
  - e. What was your understanding of the agreement?

**G. Interview Questions for Neglect or Physical Abuse**

1. Background Information:
  - a. What is your name?
  - b. Do you have any close relatives? (Identify nature of relationship, names, addresses, phone numbers of any relatives.)
  - c. Who are some of your close friends? (Identify names, addresses, phone numbers and length and nature of relationship.)
  - d. Are you close to any of your neighbors? (Identify names and addresses.)
  - e. Does anyone visit you on a regular basis?
  - f. When is the last time you saw a doctor? Who is your doctor? Who took you to your last doctor's appointment?
  - g. Have you been diagnosed with any medical condition?
2. Housing Questions:
  - a. Where do you live?
  - b. Do you own your home? How long? Who is on the title of the house?
  - c. How long have you lived in your current residence?
  - d. Does anyone live with you? (Identify names and relationships) Do they pay rent?
  - e. Do they provide any services for you in exchange for staying there?
3. Caretaker:
  - a. Do you have a caretaker?
  - b. How long has caretaker been involved with your care?
  - c. Does caretaker get paid? If yes, how much?
  - d. Who takes care of bills or finances?
  - e. Who signs the checks?
  - f. Do you drive? (Who takes elder to appointments, shopping, etc.)
  - g. When did you stop driving?
  - h. Does anyone other than the suspect provide any services for you? If so, describe.
4. General Finance Questions: (If there is physical abuse, there may also be financial abuse.)
  - a. Who handles your finances?
  - b. Who writes the checks?
  - c. Who pays the bills?
  - d. Who does your taxes?

## APPENDIX B: SUGGESTED QUESTIONS FOR VICTIM OF ELDER/DEPENDENT ADULT ABUSE

- e. Do you have a will or trust? Does anyone have a valid Power of Attorney for you?
- f. Do you have an attorney? (Name and phone number, if available.)
- 5. Suspect Related Questions:
  - a. How long have you known the suspect? How did you meet the suspect?
  - b. Does the suspect provide any services for you? If so, describe. Who hired the suspect?
  - c. How is the suspect compensated for any services provided?
  - d. Did you ever give the suspect any loans or gifts (monetary or otherwise)?
  - e. Does the suspect owe you any money?
  - f. Do you owe the suspect any money?
  - g. Is there anyone else who can do the things the suspect currently does for you?
- 6. Case Specific Questions:
  - a. Neglect:
    - 1. Who is generally responsible to take care of you?
    - 2. How long have they taken care of you?
    - 3. Who helps you with the following activities:
      - a. Shopping.
      - b. Preparing meals.
      - c. General Hygiene (showers, bathing, etc.)
      - d. Paying the bills including utilities.
      - e. Cleaning the residence.
    - 4. How long have you been in this position? (If the person is immobile go into details regarding their physical location.)
    - 5. When was the last time that you saw a doctor?
    - 6. How long have you had these physical conditions? (Go through each injury.)
    - 7. Will you sign a medical release form? If yes, then have elder/dependent adult sign the form (If elder/dependent adult has a valid Power of Attorney, then have that person sign the form instead.)
  - b. Physical Abuse:
    - 1. Did you have any prior injuries before this incident?
    - 2. Were these injuries reported? If not, why not?
    - 3. What happened to you during the current incident?
    - 4. Who did this to you?
    - 5. When did this happen?

## APPENDIX B: SUGGESTED QUESTIONS FOR VICTIM OF ELDER/DEPENDENT ADULT ABUSE

6. Did you see a doctor regarding the injury?
7. What Doctor did you see?
8. Will you sign a medical release form? If yes, then have elder/dependent adult sign the form (If elder/dependent adult has a valid Power of Attorney, then have that person sign the form instead.)



**DIRECTORY A: TELEPHONE DIRECTORY**

<b>AGENCY</b>	<b>PHONE</b>	<b>FAX</b>
<b>County of Santa Clara</b> Office of the District Attorney Victim Witness	(408) 299-7400 (408) 792-2954	(408) 287-5076
<b>County of Santa Clara</b> Valley Medical Center - Main number	(408) 885-5000	Not Available
<b>VMC Emergency Psychiatric</b>	(408) 885-6100	(408) 885-6117
<b>County of Santa Clara</b> Victim Witness Assistance Center	(408) 295-2656	(408) 289-5430
<b>Department of Aging &amp; Adult Services (DAAS)</b> Adult Protective Services In-Home Supportive Services Public Admin/Guardian/Conservator Senior Nutrition Program	(408) 975-4848 (408) 975-4900 (408) 975-4899 (408) 577-2500 (408) 975-4860	(408) 975-4850 (408) 975-4910 (408) 975-4820 (408) 577-2506 (408) 975-4830
<b>Deputy District Attorneys</b> Janet Berry  Steven Dick	(408) 792-2790  (408) 792-2652	(408) 287-5437
<b>Family Court for Protective Orders</b>	(408) 299-8582	Not Available

**DIRECTORY B: SANTA CLARA COUNTY LAW ENFORCEMENT AGENCIES**

<b>Agency</b>	<b>Phone Numbers</b>
<b>California Highway Patrol</b> 2020 Junction Avenue San Jose, CA 95131	(408) 467-5400 (408) 467-5407 (Fax)
<b>Campbell Police Department</b> 70 N. 1 <sup>st</sup> Street Campbell, CA 95008	(408) 866-2101 (408) 379-7561 (Fax)
<b>Gilroy Police Department</b> 7370 Rosanna Street Gilroy, CA 95020	(408) 846-0300 (408) 846-0339 (Fax)
<b>Los Altos Police Department</b> #1 N. San Antonio Road Los Altos, CA 94022	(650) 947-2770 (650) 947-2704 (Fax)
<b>Los Gatos/Monte Sereno Police Department</b> 110 E. Main Street (Admin) Los Gatos, CA 95030	(408) 354-5257 (408) 354-0578 (Fax)
<b>Milpitas Police Department</b> 1275 N. Milpitas Blvd. Milpitas, CA 95035	(408) 586-2400 (408) 586-2488 (Fax)
<b>Morgan Hill Police Department</b> 17605 Monterey Road Morgan Hill, CA 95037	(408) 776-7300 (408) 776-7328 (Fax)
<b>Mountain View Police Department</b> 1000 Villa Street Mountain View, CA 94041	(650) 903-6395 (650) 962-0180 (Fax)
<b>Palo Alto Police Department</b> 275 Forest Avenue Palo Alto, CA 94301	(650) 329-2413 (Dispatch) (650) 321-3067 (Fax)
<b>Santa Clara Police Department</b> 601 El Camino Real Santa Clara, CA 95050	(408) 615-4700 (408) 248-0276 (Fax)
<b>Santa Clara County DA Investigators</b> 70 W. Hedding Street San Jose, CA 95110	(408) 792-2888 (408) 286-2522 (Fax)
<b>Santa Clara County Sheriff's Office</b> 55 W. Younger Street San Jose, CA 95110	(408) 808-4705 (408) 808-4730 (Fax)
<b>Santa Clara County Probation Dept.</b> 2600 N. 1 <sup>st</sup> Street San Jose, CA 95134	(408) 435-2004 (408) 944-9748 (Fax)
<b>San Jose Police Department</b> Family Violence Center 125 E. Gish Road San Jose, CA 95112	(408) 277-3700 (408) 573-9598 (Fax)

**DIRECTORY B: SANTA CLARA COUNTY LAW ENFORCEMENT AGENCIES**

Agency	Phone Numbers
<p><b>San Jose Police Department</b>                      Financial Crimes Unit                      201 W. Mission Street                      San Jose, CA 95110</p>	<p>(408) 277-4521                      (408) 277-2814 (Fax)</p>
<p><b>San Jose Police Department</b>                      Homicide Unit                      201 W. Mission Street                      San Jose, CA 95110</p>	<p>(408) 277-5283                      (408) 971-9214 (Fax)</p>
<p><b>San Jose Police Department</b>                      Sexual Assault Unit                      201 W. Mission Street                      San Jose, CA 95110</p>	<p>(408) 277-4102                      (408) 971-8031 (Fax)</p>
<p><b>San Jose State University Police Department</b>                      One Washington Square                      San Jose, CA 95192</p>	<p>(408) 924-2205                      (408) 277-3512 (Fax)</p>
<p><b>Stanford Department of Public Safety</b>                      711 Serra Street                      Stanford, CA 94305-7240</p>	<p>(650) 723-9633                      (650) 725-8485 (Fax)</p>
<p><b>State Parole</b>                      909 Coleman Avenue                      San Jose, CA 95110</p>	<p>(408) 277-1821</p>
<p><b>Sunnyvale Department of Public Safety</b>                      700 All America Way                      Sunnyvale, CA 94088</p>	<p>(408) 730-7120                      (408) 737-4942 (Fax)</p>

## GLOSSARY AND LAWS: DEFINITIONS

*Note: Because the law is constantly evolving, these definitions are periodically amended. Therefore, this glossary should be used only as a starting point. When examining a specific case, please refer to the actual statute that defines the term you are reviewing to assure that you have the most current definition. In addition, when uncertain about the meaning of a specific statute, please consult with your department's counsel.*

<p><b>Abuse of an Elder or a Dependent Adult:</b></p>	<p>“Abuse of an elder or a dependent adult” means either of the following: Physical abuse, neglect, financial abuse, abandonment, isolation, abduction, or other treatment with resulting physical harm or pain or mental suffering; or The deprivation by a care custodian of goods or services that are necessary to avoid physical harm or mental suffering. (W&amp;I 15610.07) (Criminal Physical Abuse: Physical: 368(a), (b), (c))</p>
<p><b>Care Custodian:</b></p>	<p>“Care custodian” means an administrator or an employee of any of the following public or private facilities or agencies, or persons providing care or services for elders or dependent adults, including members of the support staff and maintenance staff:</p> <p style="padding-left: 40px;">Staff of a 24-hour health facility; clinic; home health agency; agencies providing publicly funded in-home supportive service; independent living centers; office of the long-term care ombudsman; county welfare departments; offices of public conservators; public guardians; court investigators; Adult Protective Services; and any other protective, public, sectarian, mental health, or private assistance or advocacy agency or person providing health services or social services to elders or dependent adults. [For a complete list of persons defined as “care custodians” please see (W&amp;I 15610.17)]</p> <p>A care custodian is statutorily mandated to report abuse of elder or dependent adults. (W&amp;I 15630)</p>
<p><b>Caretaker:</b></p>	<p>Any person who has the care, custody, or control of, or who stands in a position of trust with, an elder or a dependent adult. Penal Code Section 368(i.) See also W&amp;I Section 15656 (d)</p>
<p><b>*Conservator of the Estate:</b></p>	<p>A conservator of the estate may be appointed by the Court for a person who is substantially unable to manage his or her own financial resources or resist fraud or undue influence.</p> <p>Probate Code Section 1801(b)</p>
<p><b>*Conservator of the Person:</b></p>	<p>A conservator of the person may be appointed by the Court for a person who is unable to provide properly for his or her personal needs for physical health, food, clothing, or shelter. Probate Code 1801(a) [Note: the Office of the Public Guardian or a private individual/conservator may be appointed by the Court to serve as the conservator of both the person and estate]</p>

**GLOSSARY AND LAWS: DEFINITIONS**

<p><b>Dependent Adult:</b></p>	<p>Any person between the ages of 18 and 64, who has physical or mental limitations which restrict his or her ability to carry out normal activities or to protect his or her rights, including, but not limited to, persons who have physical or developmental disabilities or whose physical or mental abilities are diminished because of age.</p> <p>(W&amp;I Section 15610.23)</p>
<p><b>Elders:</b></p>	<p>Any person 65 years of age or older. (W&amp;I Section 15610.27)</p>
<p><b>Financial Abuse:</b></p>	<p>There are several circumstances under which a person can be said to have engaged in “financial abuse.” Only one is outlined here; for a complete definition of financial abuse please see Welfare and Institutions Code section 15610.30. “Financial abuse” means a situation in which a person, including, but not limited to, one who has the care or custody of, or who stands in a position of trust to, an elder or a dependent adult, takes, secretes, or appropriates their money or property, to any wrongful use, or with the intent to defraud. (W&amp;I 15610.30) (Criminal Financial Abuse: 368 (d), (e))</p>
<p><b>Long term Care Facility:</b></p>	<p>A “Long term care facility” means any of five different types of facilities. A description of each type of facility is provided here in an abbreviated manner. For a complete definition, please see Welfare and Institutions Code Section 15610.47 and the provisions of the Health and Safety Code Section referenced after each description.</p> <p>(1) Any facility licensed to provide skilled nursing, nursing, intermediate care and rehabilitation treatment for clients including those who are developmentally disabled, congregate living health services and/or pediatric day health and respite care. (W&amp;I 15610.47, Health and Safety Code Section 1418)</p> <p>(2) Any licensed or unlicensed “community care facility.” A community care facility means any facility, place, or building that is maintained and operated to provide nonmedical residential care, day treatment, adult day care, or foster family agency services to various populations including the physically handicapped, mentally impaired, incompetent persons and abused or neglected children. A “community care facility” includes the following types of facilities: “residential facility,” “adult day care facility,” “therapeutic day services facility,” “foster family agency,” “foster family home,” “small family home,” “social rehabilitation facility,” “community treatment facility,” “full -service adoption agency,” (W&amp;I 15610.47, Health and Safety Code Section 1502 which defines all of the above-referenced facilities)</p> <p>Any swing bed in an acute care facility, or any extended care facility. (W&amp;I 15610.47)</p> <p>Any “adult day health care facility.” An “adult day health care facility” means an organized day program of therapeutic, social, and health activities services provided to elderly persons with functional</p>



**GLOSSARY AND LAWS: DEFINITIONS**

	attorney-in-fact to transfer the principal's property into the attorney-in-fact's name or to otherwise misappropriate the principal's assets.
<b>Sexual Assault:</b>	A form of physical abuse (W&I 15610.63.) It includes conduct that constitutes any of the following crimes: sexual battery, rape, rape in concert, spousal rape, incest, sodomy, oral copulation and penetration of a genital or anal opening by a foreign object etc. For a complete definition, please see Welfare and Institutions Code section 15610.63.
<b>Trust/Trustee:</b>	A trust is a contract entered into between a trustor and a trustee, at a time when both parties have capacity that is drafted for the benefit of a beneficiary. Real or personal property is said to be held in "trust" if it is held by a party (the "trustee") for the benefit of others (the "beneficiaries"). The person signing the trust instrument creating the trust is known as the "grantor" or "trustor." A copy of the trust instrument must be obtained and analyzed to determine the rights and duties of the parties. The trustee owes a fiduciary duty to the grantor to manage the trust assets according to the provisions of the trust, for the economic benefit of all of the beneficiaries. (Probate Code Section 82; and Black's Law Dictionary, Sixth Edition.) There are various types of trusts; however, none of them authorize the trustee to act in a manner that is in conflict with the grantor's wishes as expressed in the trust instrument; in conflict with the interest of the beneficiaries, or for the trustee's benefit. Therefore, any of the following acts when undertaken by a trustee should be examined closely: selling property that the grantor does not want sold; placing trust property in the trustee's name as an individual; failing to keep accurate accountings of the trust property; failing to follow the directions given in the trust instrument; giving or gifting trust assets to his or her self (the trustee) or to anyone other than a named beneficiary pursuant to the trust provisions
<b>Will:</b>	A will is a written declaration of a person's wishes as to the disposition of their property, to take effect after the person's death. (Black's Law Dictionary, Sixth Edition, Probate Code Sections 88; 6100 et seq.) The person creating a will ("testator") must be at least 18 years of age and be of "sound mind," and the will must follow certain formalities of execution as provided by statute (See Probate Code sections 6100 and 6100.5 for more information regarding the requisite mental capacity to execute a will.) A will has no effect regarding the ownership of property until the testator dies and a beneficiary under a will has no present interest in such property.

\* The definitions for conservatorships provided here relate to conservatorships granted pursuant to the Probate Code. Please note that there are conservatorships granted pursuant to the Lanterman-Petris-Short Act (LPS) and conservatorships for developmentally disabled persons that are not defined here.

## PENAL CODES

Acquiring Access Cards Without Consent	484e
Battery on an Elder	243.25
Caretaker Defined	368(i)
Dependent Adult Defined	368(h)
Dissuading a Witness from Contacting the Police	136.1
Domestic Violence	273.5
Elder Defined	368(g)
Elder Abuse False Imprisonment	368(f)
Elder Abuse Physical Felony	368(b)(1)
Elder Abuse Physical Misdemeanor	368(c)
Elder Abuse Financial , Caretaker Felony > \$950	368(e)
Elder Abuse Financial, Non-Caretaker Felony > \$950	368(d)
<b>SENTENCING ENHANCEMENTS</b>	
Physical Abuse Causing GBI	368(b)(2)
Victim under 70 years old + 3 years	368(b)(2)(A)
Victim 70 years or older + 5 years	368(b)(2)(B)
Physical Abuse Causing Death	368(b)(3)
Victim under 70 years old + 5 years	368(b)(3)(A)
Victim 70 years or older + 7 years	368(b)(3)(B)
Committing any felony & Causing GBI + 3 years	12022.7
Repeat Offenders, Victim is 65 or over	
Generally + 1 year	667.9
Anal or Genital Penetration with Foreign Object + 2 years	667.10

**PENAL CODES**

Taking, Damaging or Destroying Property	12022.6(a)
Loss Exceeds \$65,000 + 1 year	12022.6(a)(1)
Loss Exceeds \$200,000 + 2 years	12022.6(a)(2)
Loss Exceeds \$1.3M + 3 years	12022.6(a)(3)
Loss Exceeds \$3.2M + 4 years	12022.6(a)(4)
False Imprisonment	236-237
Forgery	470
Forging Access Cards	484f
Grand Theft Felony > \$400	487

**WELFARE AND INSTITUTIONS CODES**

Caretaker Defined	15656(d)
Confidentiality of Identity of Reporters	15633.5(b)
Cross Reporting	15640(A)(2)(b)
<b>DISCLOSURE OF REPORTS AND INFORMATION</b>	
Agencies Entitled to Identity of Reporting Party	15633(b)(1)
APS to Law Enforcement Agency	15640(a)(1)
APS to Elder/Dependent Adult Death Review	15633(b)(2)(A)
	15610.55
Multi-Disciplinary Personnel Teams	15633(b)(2)(A)
Elder Abuse, Physical, Felony	15656(a)
Elder Abuse, Physical, Misdemeanor	15656(b)
Elder Abuse, Financial, Felony. \$950	15656(c)
Failure to Report Elder Abuse	15630(h)
Mandatory Reporting	15610
Abandonment	15610.05
Abduction	15610.07
Financial Abuse	15610.30
Isolation	15610.43
Mental Suffering	15610.53
Neglect	15610.57(a)
Physical Abuse	15610.63(d)
Self-Neglect	15610.57(b)

**WELFARE AND INSTITUTION CODES**

Sexual Abuse	15610.63(e)
Violation of Statutory Confidentiality	15633(a)

## WEB RESOURCES

### **Adult Protective Services**

Site contains information about APS, mandated reporting, types of abuse and services offered.

<http://www.sccgov.org/aps>

### **Alzheimer's Association**

This national association is dedicated to researching the prevention, cures and treatments of Alzheimer's disease. Many of its findings and other on-line resources for caregivers, advocates and researchers are included on their site.

<http://www.alz.org/>

### **United States Administration on Aging (AOA)**

Representative of its weight within the aging network, this site contains the largest collection of on-line aging resources

<http://www.aoa.gov>

### **American Bar Association: *Facts about the Law and the Elderly***

This site offers a brief overview of state laws related to elder abuse, mandatory reporting requirements, and guardianship, the rights of grandparents, and medical and end of life planning.

<http://www.abanet.org/media/factbooks/elderlaw.pdf>

### **American Society on Aging**

American Society on Aging (ASA) is the largest organization of professionals in the field of aging. Publications such as *Generations* and *Aging Today*, and several newsletters, are offered online, as well as resources for people working with the elderly or their families.

<http://www.asaging.org>

### **Association for Protection of the Elderly**

Association for Protection of the Elderly (APE) is a national non-profit corporation that seeks to insure civil and criminal liability for all offenses committed against elders and vulnerable adults, especially for those who reside in institutional settings. This site contains advocacy links and information particularly related to improving the quality of care in nursing homes.

<http://www.aepeape.org>

### **Clearinghouse on Abuse and Neglect of the Elderly (CANE)**

CANE, funded by the Administration on Aging, is a database of elder abuse materials and resources operated by the University of Delaware's National Center on Elder Abuse (NCEA.) CANE staff will conduct customized information searches and provide resources and referrals to elder abuse support groups.

<http://www.elderabusecenter.org/clearing/index.html>

### **Department of Justice (DOJ)**

DOJ, part of the Federal Government, works to protect older Americans in a variety of ways, including the Nursing Home Initiative and elder justice efforts to prosecute institutions whose wrongdoing results in harm or death for residents. DOJ prosecutes health care and consumer fraud and enforces civil rights addressing discrimination against older people. Publications and statistics on victimization of older people are available.

<http://www.usdoj.gov/>

### **Department of Justice: Tips for Responding to Elderly Crime Victims**

<http://www.ojp.usdoj.gov/ovc/publications/infores/firstrep/2001/eldvic.html>

## WEB RESOURCES

### **District Attorney's Office**

This site contains information about the Santa Clara County District Attorney's Office, an attorney directory and resource links for law enforcement.

<http://www.santaclara-da.org>

### **Elder Abuse: Types, Causes, and Prevention**

This site contains definitions of various types, overview of possible causes of abuse, prevention strategies, and resources for additional information.

<http://www.geocities.com/~elderly-place/abuse.html>

### **National Center on Elder Abuse (NCEA)**

The Center performs elder abuse clearinghouse functions, develops and disseminates information, provides training and technical assistance, and conducts research and demonstration projects. Their site provides elder abuse statistics, outcomes of incidence studies and publications.

<http://www.elderabusecenter.org>

### **National Center on Elder Abuse: List Serve**

The elder abuse list server provides professionals working in the field of elder abuse with a free forum for raising questions, discussing issues, and sharing information and best practices.

<http://www.elderabusecenter.org/listserve/index.html>

### **National Center on Elder Abuse Fact sheet: Basic definitions and facts**

<http://www.elderabusecenter.org/basic/index.html>

### **National Clearinghouse on Abuse in Later Life (NCALL)**

The clearinghouse develops programs and training focused on the intersection of domestic violence, sexual assault, and elder abuse/neglect. Site contains resources, links, and a store to purchase publications and training materials or rent videos.

<http://www.ncall.us>

### **National Committee for the Prevention of Elder Abuse**

The Committee is one of six partners that make up the National Center on Elder Abuse, which is funded by Congress to serve as the nation's clearinghouse on information and materials on abuse and neglect.

<http://www.preventelderabuse.org/>

### **National Sexual Violence Resource Center (NSVRC)**

The National Sexual Violence Resource Center serves as a central clearinghouse for resources and information on sexual assault. They provide information, help and support and work to influence public awareness, policy, practice and new research.

<http://www.nsvrc.org>

## WEB RESOURCES

Agency	Phone Number
<b>FAMILY/DOMESTIC VIOLENCE</b>	
<b>Asian Americans for Community Involvement (AACI)</b>	(408) 975-2730 <a href="http://www.aaci.org">http://www.aaci.org</a>
<b>Community Solutions</b>	(877) 363-7238 <a href="http://www.communitysolutions.org">http://www.communitysolutions.org</a>
<b>San Jose Police Department Family Violence Center</b>	(408) 277-3700 <a href="http://www.sjpd.org/BOI/fvc/">http://www.sjpd.org/BOI/fvc/</a>
<b>Next Door Solutions to Domestic Violence</b>	(408) 279-2962 <a href="http://www.nextdoor.org">http://www.nextdoor.org</a>
<b>Support Network for Battered Women</b>	(800) 572-2781 <a href="http://www.supportnetwork.org">http://www.supportnetwork.org</a>
<b>Victim Witness Assistance Program</b>	(408) 295-2656 <a href="http://www.svccj.org/victim-witness.html">http://www.svccj.org/victim-witness.html</a>
<b>LEGAL</b>	
<b>Bay Area Legal Aid</b>	(408) 850-7066 or (800) 551-5554 (Toll-Free) <a href="http://www.baylegal.org">http://www.baylegal.org</a>
<b>California Bar Association</b>	(866) 442-2529 (Toll Free) <a href="http://www.calbar.ca.gov">http://www.calbar.ca.gov</a>
<b>California Courts Self Help Center: Legal Forms</b>	<a href="http://www.courtinfo.ca.gov/selfhelp">http://www.courtinfo.ca.gov/selfhelp</a>
<b>California Rural Legal Assistance</b>	(415) 777-2752 <a href="http://www.crla.org">http://www.crla.org</a>
<b>Private Fiduciaries</b>	(866) 886-7322 <a href="http://www.pfac-pro.org">http://www.pfac-pro.org</a>
<b>Probate Court Investigator's Office</b>	(408) 882-2761 <a href="http://www.sccsuperiorcourt.org/probate/">http://www.sccsuperiorcourt.org/probate/</a>
<b>Pro-bono Project</b>	(408) 998-5298 <a href="http://probonoproject.org/index.html">http://probonoproject.org/index.html</a>
<b>Restraining Orders</b>	<a href="http://www.scservice.org/ro/default.htm">http://www.scservice.org/ro/default.htm</a>
<b>Santa Clara County Legal Aid</b>	(408) 998-5200 <a href="http://www.legalaidociety.org/">http://www.legalaidociety.org/</a>
<b>Santa Clara Superior Court</b>	(408) 882-2700 <a href="http://www.sccsuperiorcourt.org/">http://www.sccsuperiorcourt.org/</a>
<b>Santa Clara Valley Bar Association</b>	(408) 287-2557 <a href="http://www.sccba.com">http://www.sccba.com</a>
<b>Senior Adults Legal Assistance (SALA)</b>	(408) 295-2557 <a href="http://www.sala.org/">www.sala.org/</a>
<b>Silicon Valley Bar Association</b>	(650) 325-7808 <a href="http://www.svba.org">http://www.svba.org</a>
<b>MORTGAGE INFORMATION</b>	
<b>California Department of Real Estate</b>	(916) 227-0864 <a href="http://www.dre.ca.gov/conshome.html">http://www.dre.ca.gov/conshome.html</a>

**WEB RESOURCES**

<b>Agency</b>	<b>Phone Number</b>
<b>Council on Aging Silicon Valley Fair Lending Project for Seniors</b>	(800) 510-2020 <a href="http://www.coasiliconvalley.com/site/fair-lending-project">http://www.coasiliconvalley.com/site/fair-lending-project</a>
<b>U.S. Department of Housing and Urban Development</b>	(415) 489-6400 (San Francisco Regional Office) <a href="http://www.hud.gov">http://www.hud.gov</a>
<b>OTHER AGENCIES</b>	
<b>California Department of Aging</b>	(916) 419-7900 <a href="http://www.aging.ca.gov">http://www.aging.ca.gov</a>
<b>Santa Clara County District Attorney's Consumer Protection Unit</b>	(408) 792-2880
<b>Dispute Resolution Program Services Community Mediation</b>	(408) 792-2327

**APPLICATION FOR 72 HOUR DETENTION FOR EVALUATION AND TREATMENT**

MH 302 (Rev. 08/04) Front

*Confidential Client/Patient Information*  
See California WIC Section 5328 and HIPAA Privacy Rule 45 C.F.R. § 164.508

**Welfare and Institutions Code (WIC), Section 5157**, requires that each person when first detained for psychiatric evaluation be given certain specific information orally, and a record be kept of the advisement by the evaluating facility.

**DETAINMENT ADVISEMENT**

My name is \_\_\_\_\_

I am a (Peace Officer, etc.) with (Name of Agency). You are not under criminal arrest, but I am taking you for examination by mental health professionals at (Name of Facility).

You will be told your rights by the mental health staff.

*If taken into custody at his or her residence, the person shall also be told the following information in substantially the following form:*

You may bring a few personal items with you which I will have to approve. You can make a phone call and/or leave a note to tell your friends and/or family where you have been taken.

**Advisement Complete**                       **Advisement Incomplete**

Good Cause for Incomplete Advisement

Advisement Completed By

Position

Date

To \_\_\_\_\_

Application is hereby made for the admission of \_\_\_\_\_

Residing at \_\_\_\_\_, California, for 72-hour treatment and evaluation pursuant to Section 5150, (adult) et seq. or Section 5585 et seq. (minor), of the WIC. If a minor, to the best of my knowledge, the legally responsible party appears to be / is: (Circle one) Parent; Legal Guardian; Juvenile Court as a WIC 300; Juvenile Court as a WIC 601/602; Conservator. If known, provide names, address and telephone number:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\*\*\*\*\*

The above person's condition was called to my attention under the following circumstances: (see reverse side for definitions)

The following information has been established: (Please give sufficiently detailed information to support the belief that the person for whom evaluation and treatment is sought is in fact a danger to others, a danger to himself; herself and/or gravely disabled.)

Based up on the above information it appears that there is probable cause to believe that said person is, as a result of mental disorder:

**A danger to himself/herself.**     **A danger to others.**     **Gravely disabled adult.**     **Gravely disabled minor.**

Signature, title and badge number of peace officer, member of attending staff of evaluation facility or person designated by county.	Date	Phone
	Time	

Name of Law Enforcement Agency or Evaluation Facility/Person	Address of Law Enforcement Agency or Evaluation Facility/Person

Weapon was confiscated and detained person notified of procedure for return of weapon pursuant to Section 8102 WIC.  
(officer/unit & phone #) \_\_\_\_\_

**NOTIFICATIONS TO BE PROVIDED TO LAW ENFORCEMENT AGENCY**

**NOTIFICATION OF PERSON'S RELEASE FROM AN EVALUATION AND TREATMENT FACILITY IS REQUESTED BY THE REFERRING PEACE OFFICER BECAUSE:**

Person has been referred under circumstances in which criminal charges might be filed pursuant to Sections 5152.1 and 5152.2 WIC.  
Notify (officer/unit & telephone #) \_\_\_\_\_

Weapon was confiscated pursuant to Section 8102 WIC.  
Notify (officer/unit & telephone #) \_\_\_\_\_

**SEE REVERSE SIDE FOR INSTRUCTIONS**

**APPLICATION FOR 72 HOUR DETENTION  
FOR EVALUATION AND TREATMENT**

MH 302 (Rev. 08/04) Back

**DEFINITIONS****GRAVELY DISABLED**

“**Gravely Disabled**” means a condition in which a person, as a result of a mental disorder, is unable to provide for his or her basic personal needs for food, clothing and shelter. SECTION 5008(h) WIC

“**Gravely Disabled Minor**” means a minor who, as a result of a mental disorder, is unable to use the elements of life which are essential to health, safety, and development, including food, clothing, and shelter, even though provided to the minor by others. Mental retardation, epilepsy, or other developmental disabilities, alcoholism, other drug abuse, or repeated antisocial behavior do not, by themselves, constitute a mental disorder. SECTION 5585.25 WIC

**PEACE OFFICER**

“**Peace Officer**” means a duly sworn peace officer as that term is defined in Chapter 4.5 (commencing with Section 830) of Title 3 of Part 2 of the Penal Code who has completed the basic training course established by the Commission on Peace Officer Standards and Training, or any parole officer specified in Section 830.5 of the Penal Code when acting in relation to cases for which he or she has a legally mandated responsibility. SECTION 5008(i) WIC

**INSTRUCTIONS FOR SECTION 5152.1, 5152.2 AND 5585 WIC****Section 5152.1 WIC**

The professional person in charge of the facility providing 72-hour evaluation and treatment, or his or her designee, shall notify the county mental health director or the director's designee and the peace officer who makes the written application pursuant to Section 5150 or a person who is designated by the law enforcement agency that employs the peace officer, when the person has been released after 72-hour detention, when the person is not detained, or when the person is released before the full period of allowable 72-hour detention if all of the conditions apply:

- (a) The peace officer requests such notification at the time he or she makes the application and the peace officer certifies at that time in writing that the person has been referred to the facility under circumstances which, based upon an allegation of facts regarding actions witnessed by the officer or another person, would support the filing of a criminal complaint.
- (b) The notice is limited to the person's name, address, date of admission for 72-hour evaluation and treatment, and date of release.  
If a police officer, law enforcement agency, or designee of the law enforcement agency, possesses any record of information obtained pursuant to the notification requirements of this section, the officer agency, or designee shall destroy that record two years after receipt of notification.

**Section 5152.2 WIC**

Each law enforcement agency within a county shall arrange with the county mental health director a method for giving prompt notification to peace officer pursuant to Section 5152.1 WIC.

**Section 5585 et seq. WIC**

Section 300 WIC is a minor who is under the jurisdiction of the Juvenile Court because of abuse (physical or sexual), neglect or exploitation.

Section 601 WIC is a minor who is adjudged a ward of the Juvenile Court because of being out of parental control.

Section 602 WIC is a minor who is adjudged a ward of the Juvenile Court because of crimes committed.

**Section 8102 WIC (EXCERPTS FROM)**

- (a) Whenever a person who has been detained or apprehended for examination of his or her mental condition or who is a person described in Section 8100 or 8103, is found to own, have in his or her possession or under his or her control, any firearm whatsoever, or any other deadly weapon, the firearm or other deadly weapon shall be confiscated by any law enforcement agency or peace officer, who shall retain custody of the firearm or other deadly weapon.  
“Deadly weapon,” as used in this section, has the meaning described by Section 8100.

- (b) Upon confiscation of any firearm or other deadly weapon from a person who has been detained or apprehended for examination of his or her mental condition, the peace officer or law enforcement agency shall notify the person of the procedure for the return of any firearm or other deadly weapon which has been confiscated.

Where the person is released without judicial commitment, the professional person in charge of the facility, or his or her designee, shall notify the person of the procedure for the return of any firearm or other deadly weapon which may have been confiscated. Health facility personnel shall notify the confiscating law enforcement agency upon release of the detained person, and shall make a notation to the effect that the facility provided the required notice to the person regarding the procedure to obtain return of any confiscated firearm.