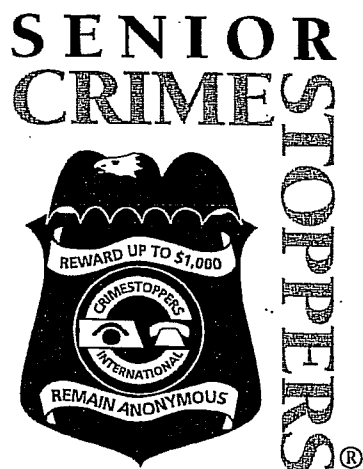
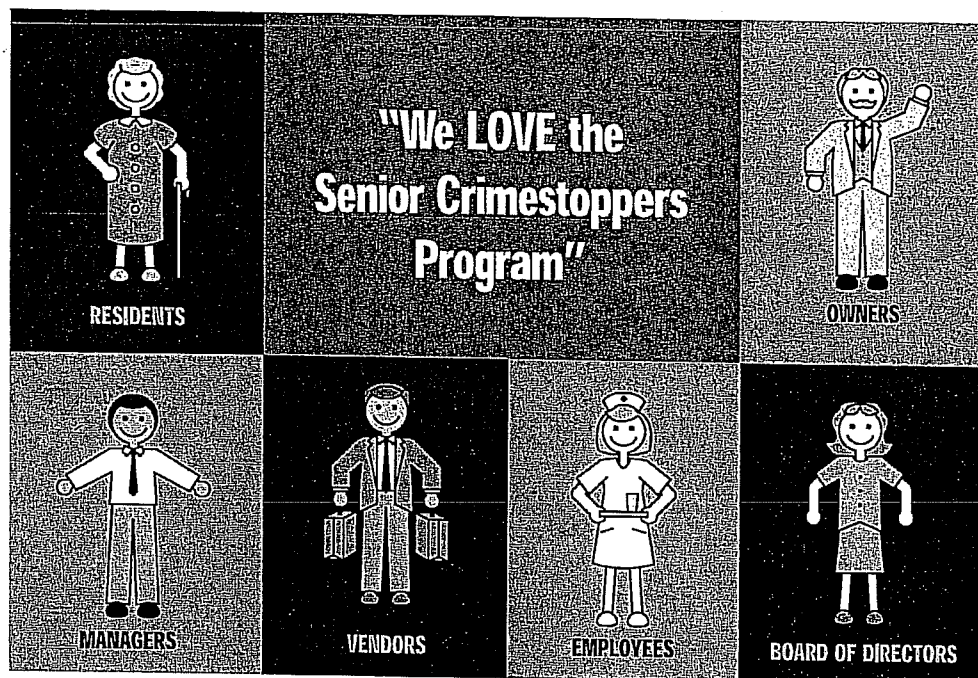


SENIOR CRIMESTOPPERS



*Serving Nursing Homes,
Assisted Living Facilities
and HUD Senior Housing*



What Is The Senior Crime Stoppers Program?

The Senior Crime Stoppers Program employs proven components to help provide safe, crime free facilities for senior housing residents. The primary components of Senior Crime Stoppers include:

Tips Line, Cash Rewards, Guaranteed Anonymity

- Available 24 hours/365 days a year
- Rewards posted on each incident reported up to \$1,000 each
- Cash and anonymity overcomes the issues of fear and apathy
- Outlet for gaining information previously unknown to management.

Personal Lock Boxes for Residents

Solves the number one problem with senior housing — theft/loss/misplacement of personal property.



Three functions of the personal lock box:

- Security — a safe place to store and lock personal belongings
- Constant Daily Reminder — reminds all that see it of the program's existence

- Liability Reducer — protection against vicarious liability lawsuits/replacement of personal items.

Continuing Education

- In-service Video
- Management and Staff Briefing
- Employee In-service Training
- Employee Oath Sheets
- Membership Charter
- Continual Reinforcement of "Zero Tolerance" Policy

Quotes from Peers About Senior Crime Stoppers

Reduced Crime —

Theft and Minor Incidents:

- "Incident rate dramatically reduced."
- "Definite drop in crime, great deterrence."
- "People are now more honest."
- "Employee theft has dried up."

Reduced Crime — Major Incidents:

- "Fast reward posting avoided a lawsuit."
- "Never suspected fraud from a 20-year employee."
- "Two abusive employees could have had us closed."

- "A program with deterrence and teeth."

- "What happened was unmentionable, we dealt with it quickly and quietly."

Compliance with Federal and State Laws and Mandates:

- "The easiest compliance tool we've ever used."
- "Deficiencies were cleared on the spot when they learned we were members."
- "The lock boxes put us in state compliance, and the residents use them."
- "Our board of directors had your compliance manual copied and mailed to each staff member's home."

Staff Morale:

- "It was a different staff when they learned this was their program."
- "Now, they don't fear reprisal from others."
- "All it took was one employee telling a co-worker about receiving \$500 for giving information, and the word spread...everybody wanted to be involved."

Continued from page 1

■ "Staff likes having a program that reduces crime, because there is always a blanket indictment against them when something goes wrong."

■ "I can say that our turnover has been greatly reduced by having Senior Crimestoppers...criminals don't want to work in a facility that has a zero tolerance for crime."

Reduced Legal Risk/Exposure:

■ "Our agent negotiated a nice reduction in our liability coverage."

■ "The Board feels your program indemnifies the management with its protection features."

■ "Cash rewards and fast action prevent lawsuits from getting off the ground."

■ "It's simple, less incidents of crime, less problems, less liability...doesn't take a brain surgeon to see that."

Resident Appeal:

■ "Resident satisfaction survey shows a much higher rating on security."

■ "We have a newfound resident sense of security, safety and peace of mind."

■ "This program gives our social workers an action plan that families love."

■ "Having Senior Crimestoppers on our campus is a strong competitive advantage."

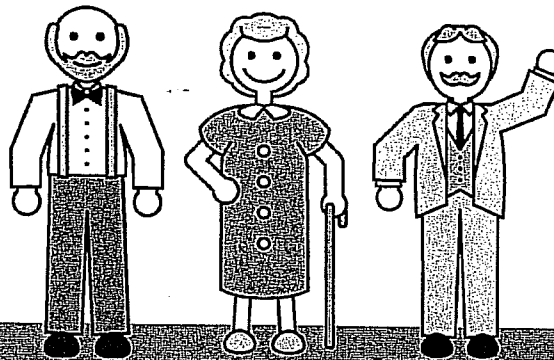


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www.seniorcrimestoppers.org

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"We can't explain it. There is just a wonderful peace of mind that comes with knowing we've got the Senior Crimestoppers Program working for us."

Put the proven program of Senior Crimestoppers to work for your residents and staff.
Call us at 800-529-9096. Fax us at 901-529-4788

OR

Email us through our web site: www.seniorcrimestoppers.org

☐ Please send the complete information packet on participation in Senior Crimestoppers

My name is _____

Facility name _____

Address _____

City _____

State _____

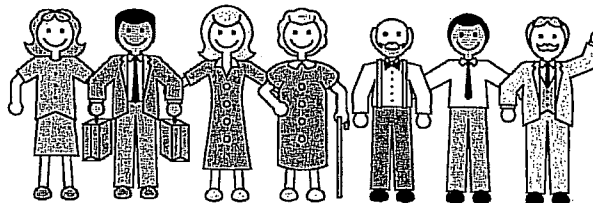
Zip _____

Phone _____

Fax _____

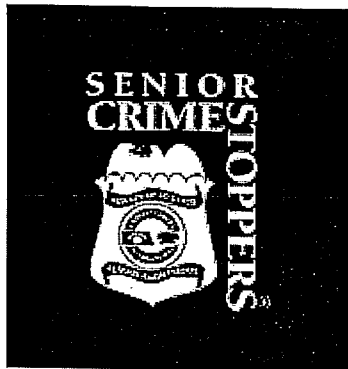
Email _____

**Why Do We Love
Senior Crimestoppers?**



- Abatement of litigation events
- Value added to residents and staff
- Positive marketing tool
- Positive community and media exposure
- Liability reduction
- Potential creation of revenue stream
- Improved staff morale
- Lower employee turnover rates and associated costs
- Effective risk management

- Reduction in number and severity of crime incidents
- Stabilized/reduced insurance premiums
- Hard dollar cost savings
- Compliance with state and federal mandates
- Positive publicity
- Corporate compliance
- Information conduit
- Positive awareness from survey teams
- **A win-win decision for everybody**



"This program is an excellent way to be proactive and deal with very difficult problems that often affect facilities. Our staff supports it and feels it is as much for them as for the residents of our facility."

Jodi Rupp,
Administrator, Mary Health of the Sick,
Newberry Park, CA



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[Ask Kay / FAQ](#)



Your 24 Hour Support Staff at Senior Crimestoppers

Need Help? Ask Kay or Judy

- Not sure whether to report an incident to the tipsline? Ask us!
- Questions on the most effective way to complete an Employee in-service? Ask us!
- Don't know what to do when a resident/responsible party loses his/her key to a lock box? Ask us!
- Reported an incident to the tipsline and haven't RECEIVED A REWARD POSTER? Ask us!

When any questions or problems come up that you need assistance with, we are here to help. Our staff is ready to assist you whenever the need arises. My name is Kay Joest and I am the Director of Senior Crimestoppers. I know the problems that facilities have to face everyday. I am here to make your job easier and to make your facility a happier and safer place for all your residents. To reach me, call 800-529-9096 or email me at kay.joest@seniorcrimestoppers.org.

You may also call and ask for Judy Holcomb at 800-529-9096. She is here to assist you whenever a problem or question arises. You may also reach her by email at judy.holcomb@seniorcrimestoppers.org.

All of us at Senior Crimestoppers are here to assist you and we look forward to hearing from you soon.

Remember.....ASK US!

Frequently Asked Questions

1. Who pays the rewards?

Senior Crimestoppers posts and pays all reward money for each community. At no time will a community receive an invoice for a reward payment.

2. Does the program only cover property theft?

No. Any type of detrimental activity taking place anywhere on a participating member's campus, to anyone on the campus, is covered under the Senior Crimestopper umbrella and will have a reward amount assigned to it.

3. How is information at the 800# handled?

All information that is channeled through the Senior Crimestoppers 800# is funneled directly back to community management or program contact person. At no time is information received at the 800# provided to any other source or agency unless directed to do so by community management personnel.

4. How often should we in-service our employees relative to the Senior Crimestoppers program?

Because of the high turnover rates of staff in the industry (125% annually), we recommend that the in-service programs be administered quarterly. We also recommend that each new hire be asked to sign an "employee oath sheet" which summarizes the program and makes everyone aware of its existence.

5. Will Senior Crimestoppers generate positive publicity for my community?

Yes. A standard part of the implementation process is press releases to all local media in communities where senior facilities are located. Your facility will have the final say so in what and where information is published.

6. How long are rewards valid?

Senior Crimestoppers rewards are valid until an incident is solved. If a reward is posted today and the incident is not solved until six months from now, the reward offering is still valid.

7. How long should I leave reward posters up?

This should be addressed on a case by case basis. Each incident and community will be different so the length of the reward posting is left to the discretion of the community.

8. What if two people call in tips on the same incident? Who gets the reward?

As a general rule, each tip called into the 800# qualifies for the reward. If two individuals call in information and the incident is solved as a result of the information provided, both individuals will be paid rewards.

9. What if information is received without a reward having been posted?

This happens frequently. If the information provided leads to the solving of an incident, a reward payment will be made to the individual reporting the information. Reward amounts in these situations will vary depending on what type of information is provided.

10. What constitutes a solved incident?

Any information provided, which, according to the management team helps solve an incident. Solving could mean a variety of things depending upon the particular situation: recovering a stolen item, termination of an employee, knowledge to watch a certain employee more closely, are a few examples of "solved" incidents.

11. Who installs the personal lock boxes?

The community's maintenance staff is responsible for installing all personal lock boxes.

12. Is Senior Crimestoppers bad for employee morale?

No. The reverse is actually true! Nobody likes to be blamed for something they didn't or wouldn't do; however the reality of any given incident is that the staff receives the blame by everyone, regardless of the outcome of the incident.

False blame is the worst thing for morale. How would you like to work in a place where you are blamed every time something happens? A large majority of industry employees are good, decent people doing a hard job. A small minority is responsible not only for the negative reputation the industry has, but also for the good staff members being falsely blamed for incidents they didn't or wouldn't do.

The program allows the majority (the good staff members) to rid themselves of the minority (the bad staff members), remain completely anonymous, receive payment for information, and eliminate those who are responsible for the incidents that lead to a blanket indictment of all employees.

It has been demonstrated that morale is improved with staff because the SCS program allows each person a confidential outlet to get whatever they wish off their chest and doing so in a way that overcomes the fear of becoming involved and retaliated against.

REDUCTION IN THE NUMBER OF CRIME INCIDENTS REDUCES THE NUMBER OF TIMES THAT STAFF IS BLAMED AND MORALE IS LOWERED. THE SENIOR CRIMESTOPPER TRACK RECORD STANDS AT A 91.38% OVERALL REDUCTION OF INCIDENTS RATING

13. Would the staff feel that SCS is being put in because management can't trust the staff?

No. The reverse is actually true! The program is as much for the benefit of the staff as the residents. The issue of trust has nothing to do with the program. Within any industry, especially in a communal setting,

there are going to be problems that arise from time to time. The program is a way to hedge against incidents occurring, being proactive and preventing these types of problems from happening. A NEIGHBORHOOD WATCH PROGRAM DOES NOT MEAN THAT YOU LIVE IN A BAD NEIGHBORHOOD, OR THAT YOU DO NOT TRUST YOUR NEIGHBORS, it simply is a mechanism and layer of insulation to help prevent problems and crime from occurring.

By putting the program into effect, a community trusts its employees to provide it with the necessary information to resolve incidents when they occur, by providing an anonymous outlet for them to use. In essence, the community is saying to the staff "we are counting on you, and giving you the tools to help us all make this community safe and crime free. And we are paying to have this program available for you to use". Statistically, 35% of all Senior Crimestoppers rewards and payments are made resolving incidents of crime AGAINST a staff member. (They are often victims, too.)

14. Is becoming a Charter Member of Senior Crimestoppers a negative admission that this community has problems?

No. The reverse is actually true! The Senior Crimestoppers Charter, hanging in the main lobby, signifies just the opposite. The existing perception, which has been largely created by the media, is that crime is prevalent in the long-term care industry. Senior Crimestoppers allows a community to face any negative perceptions up front, and helps to put fears to rest before they ever become issues. An ounce of prevention is worth a pound of cure. Communities should take the approach with all prospective residents and families, "We don't have a problem with crime here, we are a Charter Member of Senior Crimestoppers and we have adopted, through this program, a zero tolerance-to-crime position."

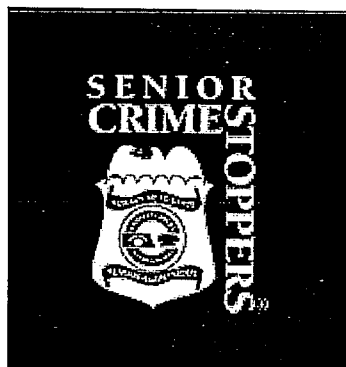
BY ADDRESSING THINGS UPFRONT IN A POSITIVE WAY, YOU DON'T HAVE PROBLEMS LATER. Remember: the public's perception of the industry is very negative, thanks to newspaper articles, magazines, 20/20, 60 Minutes, etc.

15. What if we don't currently have any problems in our community?

Statistics indicate that an average community has a 125% employee turnover rate per year. New employees are constantly coming into the community, and what is true today will not be true tomorrow. The program is a good way to insure that you will have greatly reduced problems moving forward.

In addition, until you install a truly anonymous based system for gaining information, backed by substantial cash rewards, you will really never know what problems you may have. The goal of every criminal is to never get caught, and for management to not suspect anything is wrong.

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"This program is an excellent way to be proactive and deal with very difficult problems that often affect facilities. Our staff supports it and feels it is as much for them as for the residents of our facility."

Jodi Rupp,
Administrator, Mary Health of the Sick,
Newberry Park, CA



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Welcome To Senior Crimestoppers



The Senior Crimestoppers program represents the most unique partnership alliance ever formed for the

good of a common cause; the safety, security and protection against theft and crime for the residents, staff, management, family and visitors of nursing homes, assisted living communities, independent living communities and HUD/USDA venues.

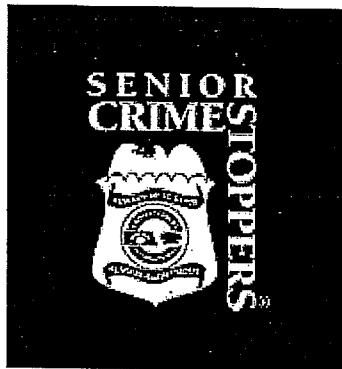
Mission Statement

To lead in the delivery of crime preventive services and systems to ensure that a zero tolerance-to-crime atmosphere exists and is vigilantly maintained for the residents, staff, management, board members, and visitors in our nation's senior housing communities that contributes to the overall quality of life.

Our Senior Crimestoppers program covers a broad range of senior housing venues including:

- Medicare/Medicaid Skilled Nursing Homes
- Assisted Living Communities
- Independent Living Communities
- HUD/USDA venues

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Program Quotes from Peers



The Senior Crimestoppers program has been implemented in over 4,000 facilities across the United

States, resulting in an 92.30% cumulative incident reduction statistic for its' members. While the results speak for themselves, quotes from individuals who have used and studied the program speak even louder about the program's power. Listed below are some select quotes about the program from people within industry who have experienced the program first hand.

"Senior Crimestoppers is a win-win proposition."
Nursing Home Magazine – Oct. 1996

"When I first came to work at Hale House, there were an unacceptable number of reports of missing items, including money. Although we were concerned about the reported losses, the local Police Department did not take them seriously, given the nature of their caseload. When I received information from Senior Crimestoppers, I realized that I could have a powerful ally in trying to reduce or stop thefts from occurring. I used the staff and resident training component to stress how tough on crime I intended to be I believe that bringing thefts out in the open and talking about them and having a zero tolerance for them is what works. . . . Since implementing the program, we have definitely had fewer reports of thefts. One "theft" of a ring last summer was "found" or returned to its drawer three days later after Senior Crimestoppers reward posters had been posted. We are pleased with Senior Crimestoppers and hope that any future thefts will be a very rare occurrence indeed."

Ms. Barbara Hopcroft – Executive Director, Hale House, Boston, MA

"I would like to take this opportunity to thank your organization. As a member of a nursing home, and as an individual who serves in a leadership position, I attempt to assure my fellow residents of the right to have a safe living environment. The Senior Crimestoppers program is an important element of our residency which assures all of us who reside here the right to a safe environment."

Marvin Wickline - Resident, Rockport Coastal Care Center, Rockport, TX

"We view the Senior Crimestoppers program as a win-win situation. It sends a clear message to would-be thieves that we're committed to a zero tolerance approach to crime in any form and, most important, it helps restore trust by sending a message to residents, family members and staff that we care enough to go the extra mile to protect them and what is theirs, and make them feel secure."

Judy Ullery - President of a 35 facility chain, Covenant Dove, Inc., Memphis, TN

"As a HUD facility, I wasn't exactly sure how the Senior Crimestoppers program would fit our needs. After two months in the program, I can honestly say that it couldn't fit our needs better. Senior Crimestoppers has worked with us in 'customizing' the program to fit our campus and the results have been great. Based upon the results achieved, we definitely plan on continuing the program."

Ellen Daugherty - Administrator, El Paso Jewish Housing Federation, El Paso, TX

"Senior Crimestoppers stands tall in crime prevention and even larger as an effective quality of life enhancer for nursing home residents."

Bob Brown - U.S. Department of Justice

"Since we have implemented the Senior Crimestoppers program, we've seen an immediate positive impact at our facility in two areas: 1) an enhanced, improved relationship with our residents and families because they realize that we're doing everything possible to maintain a safe living environment, and 2) that the number of incidents that we were previously

experiencing have been drastically reduced. Since implementation, the Senior Crimestoppers Program has had nothing but a positive impact on our residents, our families, and our staff members. It's a negligible cost program that all facilities would be wise to implement."

Warren Slavin - Chief Executive Officer, The Hebrew Home of Greater Washington, Rockville, MD

"Many Veteran's homes across the country enjoy the many benefits that Senior Crimestoppers brings. My Veteran's home in Missouri has been a charter member for three years. We highly value the program because of its crime deterrence effect, investigative assistance and public relations power."

Sam McVay, Ph.d. - Vice President National Association of State Veterans Homes (NASVH) and Administrator of Missouri Veterans' Home

"The Senior Crimestoppers program is as appropriate for assisted living facilities as it is for nursing homes. We've experienced nothing but positive feedback since becoming participants in the program almost one year ago. Our residents, families and staff love the program because of the added level of security it brings to our facility."

Ms. Sharon Ricardi - Executive Director, Heritage at Framingham, Framingham, MA

"The Senior Crimestopper program has been very beneficial to our facility in both marketing and resident 'peace of mind'. The press release in the local paper was a real plus and the publicity has been well received in the community. Only positive comments have been made during the admissions process."

Eddy Flora - Director of Admissions and Social Services, Eldercare of Franklin County, Rocky Mount, VA

"I am writing to express my gratitude for the presence of Senior Crimestoppers in Pinecrest Retirement Home. My mother resides there and while visiting, I lost my diamond and sapphire wedding ring. We searched frantically but ended up having to file a police report about our loss. A few months later, the administrator called to tell me that my ring had been turned in by a delivery man who saw the Senior Crimestoppers reward poster. During his deliveries he had been combing the bushes and accomplished what seemed to be a miracle. I feel gratitude toward your organization and am thankful that my mother is in a facility that is protected by Senior Crimestoppers. Keep up the good work!"

Carol Willis - Family member of a resident at Pinecrest Retirement Home, Lufkin, TX

"The Senior Crimestopper program is a positive way to assure our residents of the fact that we care about their need to feel that they and their belongings are safe."

Mary Cabello - Director of Admissions, The Arnold Home, Detroit, MI

"Since we have implemented the Senior Crimestoppers program, our incidents have been dramatically reduced. Of the two incidents we have reported, both were quickly solved with information provided through the anonymous 800 # tips line. Our results have been wonderful."

Kenneth M. Brown - President & CEO, Margaret Tietz Center for Nursing Care, Jamaica, NY

"Senior Crimestoppers has heightened our security awareness. Staff in particular, have been cooperative in alerting management to possible adverse situations. Residents, families, and staff appreciate that management cares enough to take steps to create a safe and secure

environment in which to live and work.”

E. Drew Gackenheimer - Executive Vice President, The Joseph L. Morse Geriatric Center, West Palm Beach, FL

“The support we have received after joining Senior Crimestoppers has been a positive motivator in reducing the number of incidents of crime in our facility. Residents, family members, and employees are pleased with the security the lock boxes offer. This sense of security has enhanced their lives as well. Furthermore, our residents are no longer fearful of leaving their personal belongings behind and now they feel free to interact and participate in functions outside their room.”

Pete Sulik - Owner and Administrator, Sherwood Health Care, Bryan, TX

“The Senior Crimestoppers program is an excellent way to be proactive and deal with very difficult problems that often affect facilities. Our staff readily supports Senior Crimestoppers and views it as a program as much for them as a program for the residents and families of our facility.”

Jack Bates - Risk Management Specialist, Hilltop Retirement Community, Johnson City, NY

“Senior Crimestoppers, sponsored by our local bank, is instrumental in providing the highest security to our veterans with the same depth that our nation's veterans paid in providing security to our country. We love the program and we are behind it 100%. Thanks for the support you have given us and keep up the good work.”

Lt. Col. Bryan Batulis, USMC (Ret.) - Southwest Louisiana War Veterans Home, Jennings, LA

“I have analyzed and watched Senior Crimestoppers for approximately 18 months. I have seen it work and talked to those who are charter members. This program is high quality, contributes to operational savings, and at any level is a petty cash investment for the returns generated.”

Larry Zippin - Past President, Association of Jewish Aging Services (AJAS), Washington, D.C.

“Senior Crimestoppers addresses many issues, that, unfortunately, occur in many long term care facilities. We're excited to be a part of such a positive, pro-active program and anticipate a substantial reduction in incidents and risk, while saving money in many areas.”

Jeanne E. Randall - Administrator, Mountainside Residential Care Center, Margaretville, NY

“Senior Crimestoppers has been a wonderful addition to our facility. Not only have the incidents we were previously experiencing significantly decreased, several of the incidents we have experienced since program implementation have been solved. We're delighted, as are our residents and families, to be a part of the program.”

Connie Biederman - Social Services Director, Cedar Village, Mason, OH

“Senior Crimestoppers allows residents a chance to maintain some control as so much of their control has been taken away.”

Julie Blaser - Director of Admissions and Social Services, Mary Washington Health Center, Colonial Beach, VA

“From the first time we heard about the program, we knew we wanted to participate. The

program brings so many benefits to participating facilities, especially in light of the recent White House announcements. It's just a good way to let our residents, families, and staff know we're doing everything possible to provide a safe and secure living environment for very little out of pocket expense."

Leon A. Bormann - Chief Executive Officer, Good Samaritan Lutheran Health Care Center & Good Samaritan Lutheran Home, Delmar, NY

"I have witnessed Senior Crimestoppers decrease all types of incidents, which translates to fewer professional liability challenges for long-term care owners. Facilities benefit in many areas including liability reduction, loss containment, preventative measures, in-service tools to educate staff, risk enhancement, insurance rate reductions and improved staff morale. To sum it up, fewer incidents mean fewer lawsuits, which translates to a reduced cost of risk for owners and operators of long-term care facilities."

Lanier Garland, AAI - Vice President, Sedgwick, PLC

"Although we are relatively new participants in Senior Crimestoppers, and haven't had the opportunity to fully experience the program, the support we've received from Senior Crimestoppers headquarters has been wonderful. The good news is that since we've implemented the program we have not experienced a single incident at our facility. We're looking forward to this continued success and fully enjoying all the benefits the program will bring, especially positive awareness during the survey process."

Ms. Betsy Mullen - Assistant Administrator, Chelsea Jewish Nursing Home, Chelsea, MA

"We make a point of educating our patients and their families about our Senior Crimestoppers program at the time of admission. In fact, our Senior Crimestopper Charter is prominently displayed on the wall in our admissions office. We are optimistic that this proactive approach will give us a leg up on reducing losses and the accusations that normally follow."

David Denton - Administrator, Guardian Ygnacio, Walnut Creek, CA

"Like any individual, their possessions are quite valuable to them and the lock box program will give them the security and peace of mind that they so much deserve... Senior Crimestoppers has been an asset for our facility. Residents, as well as staff, feel more secure knowing we have zero tolerance-to-crime. Since becoming involved with Senior Crimestoppers, we have had two incidents. I was very impressed with the professionalism and response of the staff and their communication with us, as well as, our local sheriff's department. I would highly recommend this program, and I have, to other facilities."

Sue Watts - Administrator, Trinity Mission of New Paris, New Paris, OH

"Senior Crimestoppers has helped employees insure that our facility has a zero tolerance - to-crime. Since we have been a part of SCS, our crime rate has been reduced 99%. Senior Crimestoppers has made our residents feel more comfortable with their 'prize' possessions by having a lock box that is accessible to them."

Dellareese Kendrick - Director of Admissions, Richmond Nursing Home, Richmond, VA

"Since our affiliation with Senior Crimestoppers, one very positive event has already occurred. A resident had misplaced her diamond ring. Two weeks later a nursing assistant found the rings under a coffee maker. Although no crime occurred, Senior Crimestoppers decided to reward the nursing assistant for her honesty and integrity by paying her a reward. We are proud to be a part of the Senior Crimestoppers program".

Carol Cauvel - Administrator, Presbyterian Home of Titusville, Titusville, PA

"Senior Crimestoppers has been an effective program for us in dealing with one of the most frustrating problems in long-term care: loss of property (deliberate or otherwise). This program gives us a visible means of assuring staff, families, and residents that we are proactive and will not tolerate dishonesty in this facility."

Mr. Bruce Glass – Executive Director, The German Center, Boston, MA

"Senior Crimestoppers is a positive, pro-active program because it re-assures residents that we don't tolerate disappearance of personal items or crime of any type. That's the zero tolerance aspect. The program also helps the staff. None of them want to be considered people that do bad things. It's really an empowerment of both residents and staff members allowing them to be in control of another aspect of their lives."

Molly Savard – Administrator, The Bradley Home, Meriden, CT

"We found the Senior Crimestoppers educational materials to be very helpful. From those, we developed our own brochure for employees, residents and families as a way to keep the idea fresh on their minds. Responses to incidents, tips, etc. [by Senior Crimestoppers Staff] have been very good."

Jan Jenkins – Administrator, United Methodist Home, Topeka, KS

"We have only been a Senior Crimestoppers participant for a short time, but in that time we have been very satisfied with service we have received from the Senior Crimestoppers staff. Whenever we have called in an incident, we have received the reward poster back within one hour."

Stacy Brenton – Social Services Director, Apostolic Christian Home of Eureka, Eureka, IL

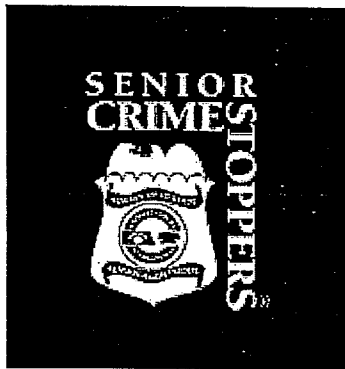
"I believe that the Senior Crimestoppers program is a deterrent to theft in our facility. We have had fewer incidents since we began participating in the program. When something is stolen from a resident, it is the same as if had been taken from our home – this is their home – and they should feel safe and secure."

Carol Newman – Administrator, Bala Presbyterian Home, Philadelphia, PA

"The personal lock boxes (provided by the Senior Crimestoppers program) are a pledge to our residents that they have a safe place for their valuables. It also exemplifies to our employees and the community that we will not tolerate crime. Our residents deserve to have every benefit available to them to make their homes feel as safe as possible. Senior Crimestoppers has helped Northrooke Health Care assure its residents a better and safer place to live in."

Glenda McCartney – Administrator, Northbrooke Healthcare Center, Jackson, TN

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"This program is an excellent way to be proactive and deal with very difficult problems that often affect facilities. Our staff supports it and feels it is as much for them as for the residents of our facility."

Jodi Rupp,
Administrator, Mary Health of the Sick,
Newberry Park, CA



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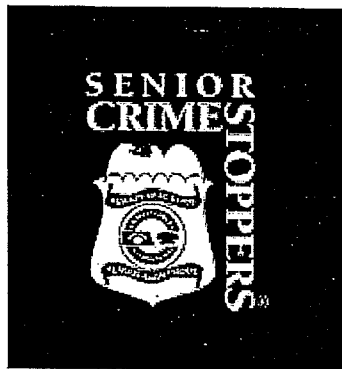
Partners and Supporters



MAJOR PROGRAM ENDORSEMENT / PARTNERS / SUPPORTERS

- TRIAD – AARP, National Sheriffs Association, International Association of Chiefs of Police
- National Crime Prevention Council
- National Association of State Veterans Homes (NASVH)
- HUD Housing – Best Practices Honoree
- Quality National Award by the National Affordable Housing Management Association (NAMHA)
- Department of Justice Assistance (DJA)
- Tennessee Health Care Association
- Florida Health Care Association
- Illinois Health Care Association
- Virginia Health Care Association
- Louisiana Nursing Home Association
- Pennsylvania Health Care Association
- Mississippi Health Care Association
- California Association of Health Facilities
- New York State Health Facilities Association
- Texas Association of Homes & Services for the Aging
- Kentucky Association of Homes & Services for the Aging
- North Carolina Association of Non-Profit Homes for the Aging
- Virginia Association of Non-Profit Homes for the Aging
- Florida Association of Homes & Services for the Aging
- California Association of Home & Services for the Aging
- New York Association of Homes & Services for the Aging
- Pennsylvania Association of Non-Profit Homes for the Aging
- Michigan Association of Homes & Services for the Aging
- Mid-Atlantic Non-Profit Homes for the Aging
- Arizona Association of Homes for the Aging
- Wisconsin Association of Homes & Services for the Aging
- Northern New England Association of Homes & Services for the Aging
- Minnesota Health & Housing Alliance
- Rhode Island Association of Facilities & Services for the Aging
- Association of Ohio Philanthropic Housing & Homes & Services for the Aging

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Program Components



SENIOR CRIMESTOPPERS PROGRAM COMPONENTS:

A. Membership Charter signifies a zero tolerance-to-crime environment for the community. Displaying this plaque in the lobby or front entrance of the community signifies to all who enter your doors that crime is not tolerated.

B. Personal Lock Boxes for the safekeeping of resident's personal property, medications and sentimental items. The lock boxes serve as constant daily reminder of the program's existence, its effect and the consequences, by law enforcement, if caught.

C. **Yard Signs** displayed as close as possible to every entrance of your community signifies to all who enter and exit your doors, including potential residents and families, of the community's pro-active zero tolerance-to-crime policy.

D. **On-Going Education** of the program's existence maximizes the deterrence aspect of Senior Crimestoppers.

- In-Service videos for management, staff, family and residents.
- Employee Oath Sheets are used to confirm everyone has an understanding of the program and agrees to abide by the policies of the program.
- New employee orientation sets the tone and expectations up-front that this facility has a zero-tolerance policy toward crime.

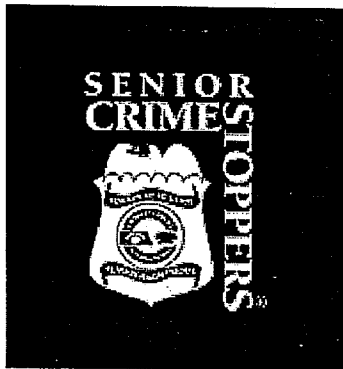
E. **Tips Line Call Center** is staffed 24 hours a day, 365 days a year by professionally trained program counselors. Each counselor is trained in 911 emergency and law enforcement interrogation techniques and the sensitivity of dealing with elderly.

- Anonymous outlet where anyone can call and provide information about any incident or occurrence.
- All calls remain completely anonymous, eliminating the fear of retribution.
- All information received is kept entirely confidential.
- All information from calls go directly to appropriate community management personnel through private telephone conversations.

F. Program Cash Rewards are paid on every incident reported from a participating community, regardless of the incident type. Each incident is assigned an immediate cash reward amount up to \$1,000.00.

- Cash rewards overcome the issue of apathy because cash motivates people.
- All rewards posted are open and payable until an incident is resolved. Rewards are never retracted and remain payable indefinitely.
- Rewards are paid based on management's satisfaction that the problem has been resolved. Arrests and convictions are not required; only the management's O.K. to release the funds.
- All cash rewards are safely and confidentially paid with no questions asked.
- Each participating community is provided a standing cash reward up to \$500.00 for information on workers compensation fraud.

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Program Benefits

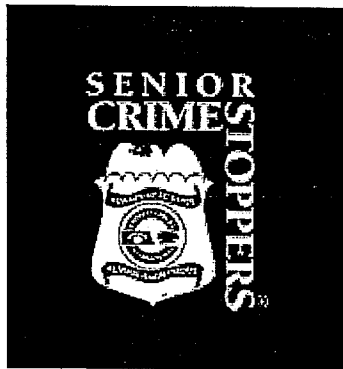


MAJOR SENIOR CRIMESTOPPERS PROGRAM BENEFITS

The program is a win-win proposition for all involved in a senior housing community: owners, board of directors, management, staff, residents, family, and visitors.

- Abatement of litigation events
- Value needed/added to residents and staff
- Positive marketing tool beneficial in competitive environment
- Positive community and media exposure
- Liability reduction
- Improved staff morale
- Lower employee turnover rates and associated costs
- Effective risk management
- Reduction in number and severity of crime incidents
- Stabilize/reduce insurance premiums in: medical malpractice, general liability and workers comp
- Loss containment
- Hard dollar cost savings
- Corporate compliance with state and federal mandates
- Information conduit
- A win-win decision for everybody

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Brochures and Materials



These brochures and materials have further detailed information dealing with certain aspects of the

Senior Crimestoppers program. Click on the title below and learn more about how this unique program can help your facility.

Brochures

[Senior Crimestoppers Brochure \(pdf\)](#)

[Corporate Compliance Brochure \(pdf\)](#)

[Economic Impact Brochure \(pdf\)](#)

[Family Brochure \(pdf\)](#)

Materials

[SCS Hotline Poster \(pdf\)](#)

[SCS Workman's Comp Poster \(pdf\)](#)

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