



San Diego County Sheriff's Department

Y.A.N.A. SERVICE REQUEST FORM

Y.A.N.A. PARTICIPANT _____ BIRTHDATE _____

ADDRESS _____ TELEPHONE _____

REQUESTED BY _____ RELATIONSHIP _____

ADDRESS _____ TELEPHONE _____

PREFERRED METHOD OF CONTACT:

TELEPHONE CALL DAY _____ TIME _____ FREQUENCY _____

PERSONAL VISIT DAY _____ TIME _____ FREQUENCY _____

EMERGENCY CONTACT/ RELATIONSHIP _____

ADDRESS _____ TELEPHONE _____

NAME OF CLOSEST NEIGHBOR _____

ADDRESS _____ TELEPHONE _____

NAME OF ATTENDING PHYSICIAN _____

ADDRESS _____ TELEPHONE _____

WHAT IS YOUR CURRENT HEALTH SITUATION? _____

ANY SERIOUS HEALTH PROBLEMS? _____

ARE YOU ALLERGIC TO ANY DRUGS? _____

COMMENTS: _____

Participation in the Y.A.N.A. Program does not establish a special relationship between the Y.A.N.A. participant and the San Diego County Sheriff's Department. A duty to call you on the phone, respond to your home, or summon emergency aid if you fail to answer your telephone is not established. The Y.A.N.A. agencies and their volunteers will not be liable to you or any person claiming through you, for any act or omission which proximately causes injury or property damage to you or others as a result of your home not being called, or for failure to respond to your home if you do not answer a call.

PARTICIPANT'S SIGNATURE _____ DATE _____

SIGNATURE OF PERSON MAKING REQUEST _____ DATE _____

YANA - VACATION CHECKS

YANA-VACATION CHECKS

- **You Are Not Alone Program (YANA)**
 - Welfare Checks (Well-Being)
- **Vacation Checks (Security Checks)**
 - 11-53
- **These are "How to" Procedures**

YANA PROGRAM

- Customers
- Purpose of YANA Program
- Services we the Senior Volunteers provide
- Information derived from:
 - Daily phone calls
 - Weekly scheduled & unscheduled visits
- Program tailored to fit particular individuals
- Other means for expanding their current horizons
- Statistics compiled throughout the course of a year

CUSTOMERS

- YANA Program - Outreach Program
 - Elderly/Disabled - Shut-Ins
 - Enables our customers to live independently longer
- Voluntary Program - most of the time
 - Source of clients
 - Referred/Volunteered/Assigned
 - Interview
 - Information-Emergency Contact(s), personal routine
 - Agreements reached - call time, visit day & time of visit
 - Assurances of confidentiality
 - Procedures - if unable to comply
- Potential for mishaps

Services Provided by SVP

- Telephone calls
- Scheduled Visits
- Unscheduled Visits
- Anything required to ascertain a client's well being

Detailed Services Provided by SVP

- Telephone calls on a daily basis
 - Scheduled Telephone Calls
 - Answered by Customer
 - Assessment of individual's well-being
 - Log Call in individual file & Daily Log
 - No Answer -What do you Do?
 - Information Sheet-Emergency Contact(s), Notes, etc.
 - Log Book Notes/Check Voice Mail
 - Comm Center/Station Call In
 - Unscheduled Visit/Call Deputy to scene
 - Indicators left behind (Door hangers)
 - Do not leave any of these unanswered calls unresolved

Detailed Services Provided by SVP(Cont.)

- YANA Visits (Unscheduled)
 - Unscheduled – Priority - customer’s safety
 - Secondary issue– client’s mental state
 - Overloaded, physical issues or do we have a confused, depressed or agitated individual
 - Abuse comes in several forms - others or self
 - Mandated Reporters
 - Administrator
 - Adult Protective Services
 - Time for independent living may be close to its end

Detailed Services Provided by SVP(Cont.)

- YANA Visits (Scheduled)
 - Scheduled Time, Length of Stay & Purpose of the Visit
- Communications Center Calls
 - Arriving at YANA Visit
 - “Welfare Check, Pt X” (More time latitude--after 30-40 min. Comm Ctr starts looking for you)
 - YANA Visit Completion
 - “10-8.....OK”
- Log YANA Visit - individual file & Daily Log

Detailed Services Provided by SVP(Cont.)

- Some do not fit the conventional YANA pattern
 - Tailor an individual program
 - Need a daily contact
 - Look at home, become acquainted with routine
 - Use any means to ascertain well-being
- Other means of expanding their current horizons
 - What is the most important item to them?
 - Social Contact, Shopping, Hair Dresser?
 - What is available in your community that will help out?

Yearly Statistics

- Statistics: YANA Contacts—about 14,000+/CY
- 13,000 + Phone Calls (about 1000+/mo)
 - 1000 Visits (about 80+/mo)
 - Total Yana Contacts – about 27,000
- Rule: Treat individuals like we want to be treated when we reach this point in time.

Vacation Check Program

- Security Check of citizen’s homes
- Customers
- Requirements
- Radio Calls
- Procedures used to accomplish security check

Vacation Check Program

- Customers
- Requirements- a signed VACK Request
 - Vacation Request vs Vacant House
 - People occupying premises while owners are away?
 - Dogs on premises?
 - Vehicles left behind (Descriptions/ Lic #)
 - Personnel authorized on premises/ for what purpose
 - Emergency Contact(s)
 - Home Marked?
 - Expiration Date
 - Access to Property (Gate codes, keys or remotes)

Vacation Check Program(Cont.)

- SVP Response
 - Perform Security check on property
 - Maintain confidentiality of vacant property
 - On Point List (communicate only this info)
 - Care on parking SVP Vehicle
 - Care on approach to premises
 - When external configuration of property does not conform with request form
 - Do leg work/call deputy/standoff - observe
 - Discrepancy discovered during check-request
 - Deputy standoff-observe - Deputy now in charge

Vacation Check Program(Cont.)

- SVP Calls
 - "Fallbrook 32V71",
 - Comm Ctr ---- "32V71"
 - "11-53 at Point XY"
- At completion of check
 - "Fallbrook 32V71, 10-8.....OK"
- No more than about 15 min should elapse between initial call & close out call
 - Call from Comm Ctr on status, if no response
 - Send Deputy to look for you

Vacation Check Program(Cont.)

- Procedures
 - Call in prior to arrival using Point System
 - Drive by to determine if external configuration conforms to Vacation Request Form
 - Park vehicle down street, if possible
 - Turn hand held radio ON upon getting out of veh
 - Approach property from a direction other than down driveway
 - Maintain some separation from each other but maintain unit integrity
 - Wide turns around blind corners
 - Complete ck, ck out with Comm Ctr, Log entry

Vacation Check Program(Cont.)

- Procedures (continued)
 - Termination of security checks
 - Expiration Date of VACK
 - Early return by residents
 - First day residents are away - most likely time for discrepancies
 - Letter to residents
 - Letter has copy of annotated log sheet with feedback comments
 - Feedback from residents
- Calendar year stats - 4100 + homes checked (about 380+/mo)

Summary

- YANA Program
 - Calls--Answered/Not Answered
 - Visits (Scheduled /Unscheduled)
 - Program tailored to client
 - Communications Center Calls
- Vacation Check Program
 - External configuration conforms w/vacation req.
 - Vehicle parking
 - Approach Technique
 - Communications Center Calls
 - Check complete-Log entry

YANA

One of the most important functions of the Senior Volunteer Patrol is “You Are Not Alone” or YANA. Many elderly or disabled shut-ins have no one to check on them on a regular basis and live lonely lives with little or no contact with the outside world. These people can fall or become seriously ill and lay unattended in their homes for many days before someone checks on them. Patrol deputies are often called to do “welfare checks” in situations, such as these. All too often, these “welfare checks” turn into death investigations when the deputy finds that the shut-in passes away in their home.

YANA is intended to provide an outreach to people who would otherwise have nobody to check on their welfare on a regular basis. SVP Volunteers will telephone each YANA member at a regular time on a daily basis. During the phone conversation, the SVP will check the welfare of each YANA and if any problems are noted, will arrange to make a personal visit with them. The SVP should determine if the YANA will be home at the scheduled time the next day and if not, should make arrangements to make the call at a different time. If that is not possible (e.g., the YANA will be out of town, etc.), the SVP should not in the YANA’s file that they will not be home and should schedule a time for the next telephone call. If the YANA is home and all seems well, remind the YANA that the SVP will be calling again the next day.

If there appears to be something wrong with the YANA, notify the emergency contact(s) and advise them of the situation. If they feel a personal visit is necessary, advise the SVP Administrator of the situation and a decision will be made as to whether to send SVP volunteers or a patrol deputy. Most often, the SVP will respond to situations such as these. If, during a personal visit, you feel the YANA needs additional care or services, advise the SVP Administrator and contact the proper referral agency. Always keep good notes in the YANA file.

If you do not get an answer from the YANA and there is nothing in the file to indicate that the YANA planned to be away from their home, notify the emergency contact and the SVP Administrator. If the emergency contact is unable to make contact with the YANA, notify the patrol sergeant, who will call for a patrol deputy to make a welfare check. All of this information shall be logged in the YANA file.

In addition to the daily telephone calls, VPP volunteers will visit YANA members on a weekly basis. These visits should be done as regularly as possible and the YANA should be reminded of the visit when the morning telephone call is made. When visiting the YANA, your good judgment and common sense will help you decide how long to stay. A general rule of thumb would be about 15 minutes. When visiting the YANA, there will **ALWAYS BE TWO VOLUNTEERS** and they will **STAY TOGETHER AT ALL TIMES WHILE IN THE YANA’S HOUSE**. This will protect the SVP from false accusations of theft, dishonesty or other misconduct.

While visiting the YANA, you should be looking for signs that the YANA is not being properly cared for or is no longer able to care for him/herself without assistance. Be alert for signs that someone is taking advantage of the YANA by living in the house, using the house or garage for storage, or has gained access to the YANA's bank accounts. If you feel uncomfortable with anything, notify the SVP Administrator and a decision will be made as to whether to notify the emergency contact or the proper referral agency(s). Again, nothing can replace your common sense and good judgment in cases like these.

The SVP relationship with the YANA is friendly and yet professional. SVP members will not become personally involved with the YANA outside of the Senior Volunteer Patrol. **DO NOT GIVE THE YANA YOUR HOME PHONE NUMBER! DO NOT LOAN MONEY OR ACCEPT ANYTHING FROM THE YANA MEMBERS!**

YANA is not required by law and is a voluntary program provide to citizens of the community by the Sheriff's Department and the SVP. The Sheriff's Department and the SVP make a commitment to the YANA to check on them on a daily basis, via the telephone. Failure to make this call daily, or failure to follow procedures in the event that you receive no answer, could open the Sheriff's Department up to a tremendous liability.

It is important that you follow all YANA procedures and guidelines and that you accurately record all calls, visits, etc. in the YANA file. If you have any questions or doubts about anything concerning the YANA or YANA procedures, notify the SVP Administrator immediately.

The following YANA procedures should be closely followed and any deviations should be reported to the SVP Administrator or patrol sergeant.

1. The assigned patrol member will call each YANA member and carefully note on each member's file whether the call was completed and if any problems were noted.
2. Remind the YANA member SVP personnel will be calling again and determine if the YANA will be home. If the YANA is not expected to be home, make a note of that in the YANA's file.
3. If the YANA file shows that it is visit day, do not call. If the YANA does not want you to visit as scheduled, notify the emergency contact and the SVP Administrator. This should be noted in the YANA's file.
4. If you do not get an answer, hang up and call again, carefully checking the number as you dial. If you still do not get a response and there is nothing in the YANA file to indicate that they would not be home, notify the emergency contact and the SVP Administrator. If the emergency contact is unable to make contact with the YANA, notify the patrol sergeant, who will send a deputy to make a welfare check. Be sure to log all of this in the YANA file.

5. While making a YANA visit, there will **ALWAYS BE TWO SVP MEMBERS AND THEY WILL ALWAYS STAY TOGETHER.** If anything unusual is noted, the SVP Administrator will be notified as soon as possible and a determination will be made as to whether to notify the emergency contact or other referral agency(s). The visit will be noted in the YANA log.

6. All YANA contacts, whether telephone calls or visits, will be logged in the YANA's personal file. The YANA daily log will be used to record calls and visits. The YANA comment sheet will be used to record notes or comments that will not fit on the daily log. Be sure to note on the daily log if the comment sheet was used.



San Diego County SHERIFF'S DEPARTMENT

VACATION CHECK REQUEST

Name _____ Phone _____ Map ID# _____

Address _____

Is your property marked with an address number? If not, please provide specific details.

Cross Streets _____

Departing Date _____ Time _____ Returning Date _____ Time _____

Alarm YES NO Alarm Company _____ Phone _____

Armed Response YES NO Gated Community YES NO Gate Code _____

Dog(s) on Site YES NO Number of Dogs _____

Gardener YES Work Days _____

Gardener Company/Gardener's Name _____

Lights left on YES NO Where _____

Vehicles Left in Driveway YES NO Vehicle Information _____

Any person authorized on property. If so, describe when and for what purpose:

EMERGENCY CONTACT

Name _____ Relationship _____

Home Phone _____ Work Phone _____ Mobile Phone _____

Address _____

Additional Comments

Vacation checks for residents are not a requirement by law. Vacation checks have been a long standing practice of the San Diego Sheriff's Department, when time and duties permit. When you are absent from your residence it will be checked by members of your local station's Senior Volunteer Patrol. This request is not intended to provide you with any additional law enforcement services, and deputies will not check your residence unless a problem is noted by the Senior Volunteer Patrol.

We request that you notify us when you return from vacation, or anytime that the home will be occupied again.

Resident's Signature

Date

Received By

ID No.

VACATION HOME CHECK PROCEDURES

1. Vacation check forms are in your assigned posse box.
2. Before leaving the station, review each request form to see if any have expired. **DO NOT CHECK** a vacation house after the expiration date.
3. The first step in the vacation check is to drive past the house looking for anything unusual or suspicious. If all appears to be in order, continue until you are past the residence. **NEVER STOP IN FRONT OF THE PREMISES BEING CHECKED!**
4. If no obvious problem is noted:
 - a. Report you 11-53 and Point number to the Communication Center.
 - b. Park patrol vehicle one or two houses away.
 - c. Lock the vehicle and turn on your portable radio.
 - d. As you approach the house, examine windows, doors and shrubs. Check for missing screens, broken glass, and other signs of forced entry.
IF ANY SIGNS OF FORCED ENTRY ARE FOUND, IMMEDIATELY RETURN TO YOUR VEHICLE AND NOTIFY THE COMMUNICATION CENTER!
 - e. Visually inspect each window and door looking for signs of forced entry or other tampering. Physically try to open each door and make sure it is locked.
IF YOU FIND AN OPEN DOOR, IMMEDIATELY RETURN TO YOUR VEHICLE AND NOTIFY THE COMMUNICATIONS CENTER!
 - f. Check the garage doors (remember that they often appear to be unlocked because they have automatic garage openers, do not attempt to force them open).
 - g. Walk carefully around the entire house, checking each door and window as you go. Be sure to close any gates that you go through.
 - h. Before entering any fenced yard (front or back), be sure that there are not dogs.
 - i. Gather up any newspapers, handbills, etc. that are on the sidewalks or driveway of the house and place them out of sight of the street.
 - j. Note and record any open window, doors, missing screens, etc. on the vacant house check form. This is especially important on the first check, as the house should be in the same condition on each subsequent check.
5. **IF ANY PROBLEMS ARE NOTED OR ENCOUNTERED:**
 - a. Return to your patrol vehicle immediately
 - b. Move to a safe location
 - c. Notify the Communication Center of your location
 - d. If possible, keep the residence under surveillance from a safe location
 - e. Make a complete report to the deputy upon his arrival

REMEMBER: IN THE EVENT THAT YOU FIND SOMETHING UNUSUAL, DO NOT DISTURB ANYTHING THAT COULD BE USED AS EVIDENCE.

At the end of your shift, return the vacation check form to the SVP office. If the residents have returned, mark the sheet "returned" and put it in the vacation check box in the SVP Office.

WHAT IS YANA?

(You're Not Alone)

We want our elderly, disabled and shut-in residents to know they are never alone. The *You Are Not Alone (YANA)* program is a **FREE** service for people who live within the jurisdiction of the San Diego County Sheriff's Department. It offers peace of mind and a sense of security for those who enjoy their independence, but have no friends or family to check on them regularly. People in the YANA program are able to take care of their own day-to-day needs, but recognize that a medical crisis could render them helpless. The YANA program has been credited with saving the lives of many elderly adults who live alone and have fallen or become sick.



CALL TO ENROLL

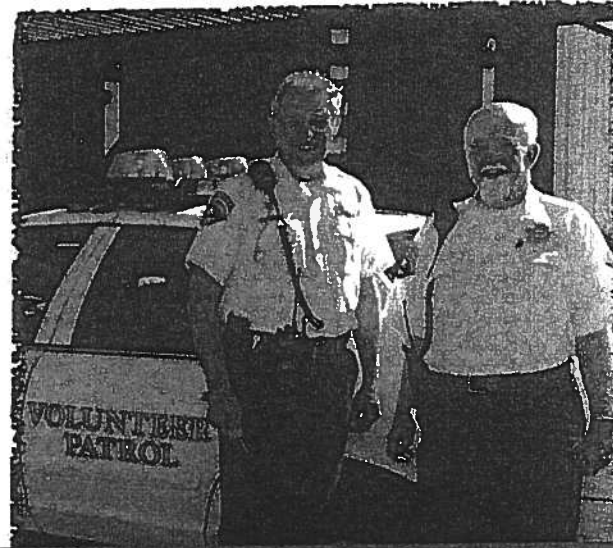
- Alpine Station
(619) 405-0750
- Bonita Community
(619) 952-3477
- North Coastal Station
(619) 993-2859
- Fallbrook Substation
(760) 419-0423
- Imperial Beach Substation
(619) 518-8885
- Julian Substation
(619) 417-6141
- Lemon Grove Substation
(619) 756-3061
- Pine Valley Substation
(619) 405-5305
- Poway Station
(858) 232-8000
- Ramona Substation
(760) 518-6286
- Rancho San Diego
(619) 952-3724
- San Marcos Station
(619) 972-7930
- Santee Station
(619) 972-6846
- Valley Center Substation
(760) 751-4405
- Vista Station
(619) 972-6796



You Are Not Alone



A San Diego County Sheriff's Department Program



San Diego County Sheriff's Department
(858) 565-5200

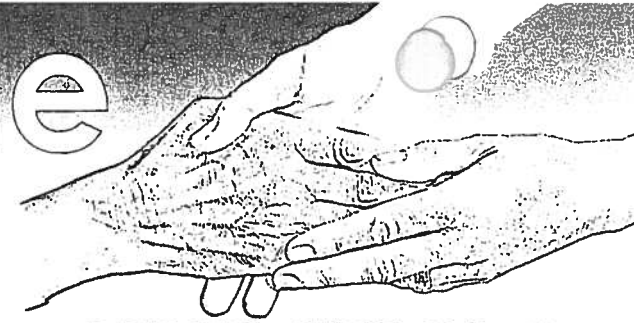


Keeping the Peace Since 1850
William D. Gore, Sheriff

You Are Not Alone

HOW IT WORKS

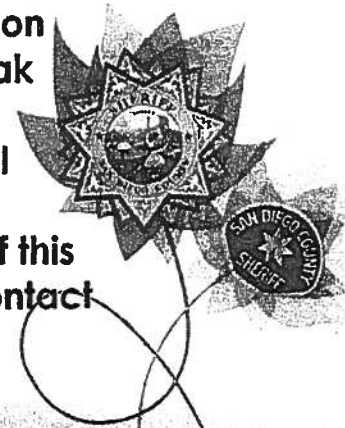
- ✓ Calls are made Monday through Friday before 10:00 a.m.
- ✓ A daily log is kept to verify that contact was made and to note any special requests or information such as doctor visits.
- ✓ If a YANA does not answer after three attempts, Sheriff's Senior Volunteer Patrol (SVP) members will go to the YANA's home to make sure the YANA is not sick, injured or in need of help.
- ✓ If senior volunteers see a problem or still cannot make contact, a deputy is called to the scene and emergency medical help may be summoned.
- ✓ Each YANA gets a weekly personal visit from Sheriff's Senior Volunteer Patrol (SVP) members. This brings a personal touch to the program. For some participants, the visits are the only social contacts they have. During the visit, volunteers check if the YANAs are eating. They also stay aware for basic signs of abuse whether financial, physical or even self-inflicted through general neglect or lack of resources. If needed, referrals are made to the County's Aging and Independence Services, as well as Adult Protective Services.
- ✓ Some Sheriff's Stations and Substations offer birthday, Easter and Holiday Season visits with gift baskets.



HOW TO ENROLL?

The enrollment process is very basic it simply provides senior volunteers with the information necessary to make the daily phone calls and weekly visits, and for emergency (fire, medical, deputies) personnel respond and access the enrollee's property should the need arise. All information provided in the application process is kept confidential.

Call the enrollee's nearest Sheriff's Station/Substation and ask to speak to a Senior Volunteer Patrol Coordinator. See the back of this brochure for contact information.



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