

# The Shield

**Spring 2009** A newsletter for senior housing facilities provided by Senior Crimestoppers

Senior Crimestoppers | 5100 Poplar Avenue | Suite 711 | Memphis, TN 38137 | seniorcrimestoppers.org | 800-529-9096



## Helping Protect Those Who Can't Protect Themselves

**T**he Senior Crimestoppers program had a very successful year in 2008. The impact of reducing risk and preventing crime incidents from occurring in the living quarters of over one million elderly residents is dramatic. Overall, the facilities and communities served by the program have seen a reduction in crime by a certified 92.55% through March 31, 2009. The reward postings and payments require millions of dollars annually, as Senior Crimestoppers continues to post rewards in the highest of ranges possible in order to receive anonymous tips from those who know the details about crime incidents in participating facilities.

While it is true that a majority of the crimes that take place are directed at the elderly residents of facilities and communities, it is surprising to learn that approximately 35% of all incidents reported to the tips line deal with crimes perpetrated against the facility or the employees, staff and management. There is one simple key to having the Senior Crimestoppers program operate successfully in a facility or community — it must be used, and it must have management support.

A portion of this report will profile just a few of the incidents that Senior Crimestoppers has handled. These situations will provide you with a greater insight into the positive impact of Senior Crimestoppers and how educated employees — motivated by giving anonymous information for cash rewards — can make the program work. We look forward to continuing our relationship with each of you, and we appreciate your support.

Terry B. Rooker  
**President**

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## What is Senior Crimestoppers?

Senior Crimestoppers is a proactive program intended to affect a senior housing facility in the same positive manner that a Neighborhood Watch Program affects a community or neighborhood. The inference is not that a community has problems, only that crime of any nature is not tolerated under any circumstance. Since its inception, the total number of crime incidents at participating facilities has been reduced by a certified 92.55%. The program employs proven components to help provide safe, crime-free facilities for senior housing residents.

The primary components of Senior Crimestoppers include:

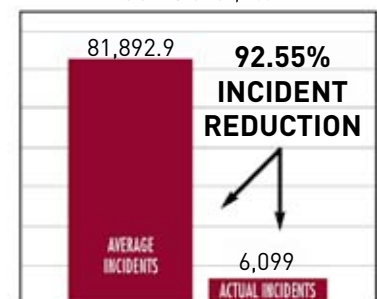
- A charter membership plaque
- Personal lock boxes
- Anonymous toll-free tipline, available 24/7, to report incidents or information
- Cash rewards posted on each incident reported up to \$1,000 each
- \$500 Workman's compensation reward
- Signage for indoor and outdoor high-traffic areas
- Training materials on how to operate the program
- Continuing education

## The program is a win-win for all.

Senior Crimestoppers is a win-win proposition for all involved in a senior housing community — owners, board of directors, management, staff, residents, family and visitors. Here are some of the benefits the program provides:

- Abatement of litigation events
- Value needed/added to residents and staff
- Positive marketing tool increases census 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
- Corporate compliance with state and federal mandates
- Stabilize or reduce insurance costs in medical malpractice, general liability and workers comp
- Loss containment
- Hard dollar costs savings

Member Facilities Cumulative Incident Reduction Statistics As of March 31, 2009



## Senior Crimestoppers Works! Here's How...

Information is the key to solving and preventing problems in any facility. This information, however, is difficult to get. Often, management feels as if it is searching in the dark when trying to uncover information to address issues that occasionally arise. The most logical place for management to search for information is the staff, family and residents of a senior housing community. These groups are right there and often have first-hand knowledge concerning occurrences that take place. Why then, is this information so difficult to attain? This question can best be answered with two simple words: fear and apathy.

People are fearful to "get involved" and provide information, even if it is the "right thing to do." The fear is in being retaliated against by the offending or guilty party. In addition, no one wants his or her name associ-

ated in any way, shape or form with a negative situation. Human nature is to ignore or become apathetic about these circumstances. After all, what is the motivation to associate your name with something negative?

The Senior Crimestoppers program and tipline alleviates both of these issues and allows management to get the necessary information required to solve and/or prevent incidents. Fear is relieved because the entire process, from the first call to the reward payment is totally and completely anonymous. No one will ever know who called and who provided the information so there is no reason to be fearful. Cash rewards of up to \$1,000 eliminate apathy. People have a tendency to want to become involved when they are going to be rewarded for their efforts.

# Recent Highlighted Crime Incidents

## Nursing Home – Virginia

**Tip:** A resident reported that her wedding rings, which she had been wearing for 57 years without ever taking them off, were missing. She recalled someone in her room, noting how pretty the rings were and how she hoped to have such beautiful rings when she married. She awoke one morning to find the rings had been removed from her fingers.

**Reward Posted:** \$750.00

**Result:** After police were called in and Senior Crimestoppers posted a reward, the rings were miraculously returned to the resident's dresser.

## HUD for Seniors – California

**Tip:** The apartment manager called the tipline, reporting that rude and demeaning graffiti – containing mostly racial and ethnic slurs – had been drawn on the doors of several apartments. The graffiti appeared three times over a four-month period.

**Reward Posted:** \$750.00

**Result:** Several weeks later, someone called the tipline to divulge that a disgruntled employee and an accomplice were vandalizing the apartment doors late at night. Criminal charges were filed against the perpetrators, and the reward was paid to the tipster.

## Assisted Living Community – Florida

**Tip:** A deceased resident's family reported to the Senior Crimestoppers tipline that a TV, a VCR and other small items were

missing from their relative's apartment just days after her death.

**Reward Posted:** \$500.00

**Result:** An employee called in a tip about a co-worker who said he had been sent to clean the apartment, which the management denied requesting from the employee. Senior Crimestoppers assisted in bringing in the police in a discreet manner. The employee was questioned and admitted to taking the property and selling it to a pawnshop. Some of the items were recovered, and Senior Crimestoppers presented the family with a check to make up for the balance of the losses. While the family chose not to press charges, the employee was fired, and the tipster received the reward.

## Nursing Home – Colorado

**Tip:** A resident's family reported bruises on the resident's legs to the home administrator. The resident, who had just moved in two weeks before, had never had this problem prior to being in the facility. Senior Crimestoppers were made aware of the incident.

**Reward Posted:** \$1,000.00

**Result:** For two days, tips were called in to the Senior Crimestoppers tipline, reporting the same night shift employee as the abuser. Upon questioning, the employee admitted to being the abuser. He was fired and abuse charges were brought against him. Three anonymous tipsters, giving different but corroborating details, were each paid \$1,000 rewards.

## HUD for Seniors – Tennessee

**Tip:** The manager called the tipline to report that a fire alarm was being pulled in non-emergency situations.

**Reward Posted:** \$750.00

**Result:** Two tips were received on the tipline, naming a tenant as the perpetrator. As a result, a security camera was placed in the tenant's hallway and recorded him pulling the alarm. As it turns out, the tenant was involved in selling illegal drugs out of his apartment, and the alarm was being activated to allow his dealer to get in and out of the building undetected by security. Both the resident and the dealer were arrested and are serving time for possession and intent to distribute. The two tipsters were paid \$750 each.

## Nursing Home and Assisted Living – Texas

**Tip:** A resident noticed that his phone bill had increased from \$35 to more than \$300 a month. He told his son, who examined his phone bill and discovered several hours of calls to a 900 number.

**Reward:** \$750.00

**Result:** An informant called the tipline, reporting that this resident often did not lock his door, even at night. In addition, the tipster said he had overheard two male attendants discussing calling these 900 numbers on the resident's phone and laughing about it. After an investigation, both employees were terminated, forced to make restitution for the bill and the tipster was paid the reward.

## Questions and Answers

### Q: How does Senior Crimestoppers help reduce liability for my facility/property/community?

A: Nationally, Senior Crimestoppers has produced certified incident reduction statistics for all types of facilities of 92.55%. Fewer incidents mean fewer opportunities for litigation to arise, thus reduced liability.

### Q: Can Senior Crimestoppers help my facility/property/community reduce insurance costs?

A: Yes. In many cases, liability insurance premiums can be reduced as much as 10 to 15%.

### Q: What if two people call in tips on the same incident – who gets the reward?

A: As a general rule, each tip called in to the 800 number 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.

### Q: What if we don't currently have any problems at our community?

A: 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 may 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 not to suspect anything wrong.

### Q: How long are rewards valid?

A: Senior Crimestoppers rewards are valid until an incident is solved. If a reward is posted today and the incident is not solved until 13 months from now, the reward offering is still valid.

### Q: Does the program only cover property theft?

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



February 7, 2008

Dear Members of Senior Crime Stoppers

It has been nearly ten months since your wonderful and generous act of putting up the reward for information that lead to the return of my computer. When the computer was taken I couldn't believe someone would do this. The computer was my lifeline to the outside world - to the world of my grandchildren (all 8 of them), to my children and all the places I may never be able to see or learn about in person. I am sorry it took so long for me to find out who the people were that I needed to thank.

I can never thank you adequately for helping the police find the young man who had stolen something that meant so much to me. I wish I could express my gratitude to each of you individually. However, it was fortunate to meet two of your members who came to Danish Care Center who came to town the facility where I live and asked to meet me. It was great to meet them in person and thank them for their (and your) tremendous generosity and the help they give the police. It is inspiring to see what organizations working together can do for the community and me. God bless you and thank you for all you have done for me.  
Sincerely,  
Carolyn Denny

COMPASS HEALTH, INC.

200 SOUTH 13TH STREET SUITE 205  
GROVER BEACH, CALIFORNIA 93433  
PHONE 805-474-7010  
FAX 805-474-7013

February 4, 2008

Dan Snowden  
Senior Vice President  
Retail Banking Regional Manager  
Rabobank  
P.O. Box 6002  
Arroyo Grande, CA 93421-6002

Re: Senior Crimestoppers Sponsorship by Rabobank

Dear Mr. Snowden:

On behalf of Compass Health Inc. and all our operating facilities, I would like to express our sincere appreciation in Rabobank's continued support of the Senior Crimestoppers program.

Last week Carol van Horst, Field Consultant for the Senior Crimestoppers and I had the pleasure of hand delivering the *Wish Comes True* checks and the *Time of Your Life* videos to each of our skilled nursing and senior care facilities. We were able to see first hand how the program has benefited the seniors we care for; new patio furniture for the residents to enjoy the fresh sea air with friends and family members at Bayside Care Center in Morro Bay, a Sweetheart Celebration where residents and their spouses were able to renew their wedding vows at Mission View and San Luis Obispo hosted a special activity program transforming their facility into a luxury cruise liner and setting sail for the Mexican Riviera. The examples are endless and inspirational.

In addition, we were able to speak with a resident who had her personal laptop recovered through the 1-800 Tip Line; the laptop was recovered, an arrest was made and a cash reward was given to the anonymous caller for the information provided. She was truly appreciative, and the staff expressed how her daily livelihood was dependent on her ability to use her laptop. Again, just another example of how the Senior Crimestoppers program makes a difference.

Please pass along and share my gratitude with the others at Rabobank that are involved in helping fund the program. It has made a very positive impact on the frail, dependent elderly residents in our community. As an organization, we believe it contributes, aides and helps support the vital healthcare services we provide on a daily basis.

If you have any questions, or if you would like additional information, please don't hesitate to contact me directly. I can be reached at (805) 235-9528.

Compass Health, Inc.

Marcy W. Woolpert  
Outreach Coordinator

## Senior Crimestoppers Helps Woman Recover Her Laptop Computer

- Carolyn Denny was appalled when she realized her laptop computer had been taken from her.
- "I couldn't believe someone would do this," wrote the resident of the Danish Care Center in Atascadero, California, in a letter to the Senior Crimestoppers program. "The computer was my lifeline to the outside world - to the world of grandchildren (all eight of them), to my children and all the places I may never be able to see or learn about in person."
- But, thanks to the Senior Crimestoppers anonymous, toll-free tipline - open 24 hours a day, seven days a week - Carolyn's laptop was recovered, an arrest was made and a cash reward was given to the anonymous caller who provided the information.
- "She was truly appreciative, and the staff expressed how her daily livelihood was dependent on her ability to use her laptop," wrote Marcy W. Woolpert, outreach coordinator with Compass Health, Inc., in Grover Beach, California. "Again, just another example of how the Senior Crimestoppers program makes a difference."



# THE SELFHHELP HOME, INC.

908 W. Argyle Street | Chicago, Illinois 60640  
Phone: 773.271.0300 | Fax: 773.271.0633 | Web: Selfhelphome.org

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### EX OFFICIO

Hedy Ciocci  
*Administrator*  
Marvin E. Rubin  
*Director of Administrative Services*

July 1, 2008

Judy Holcomb  
Senior Crimestoppers  
5100 Poplar Ave., Suite 711  
Memphis, TN 38137

Dear Judy:

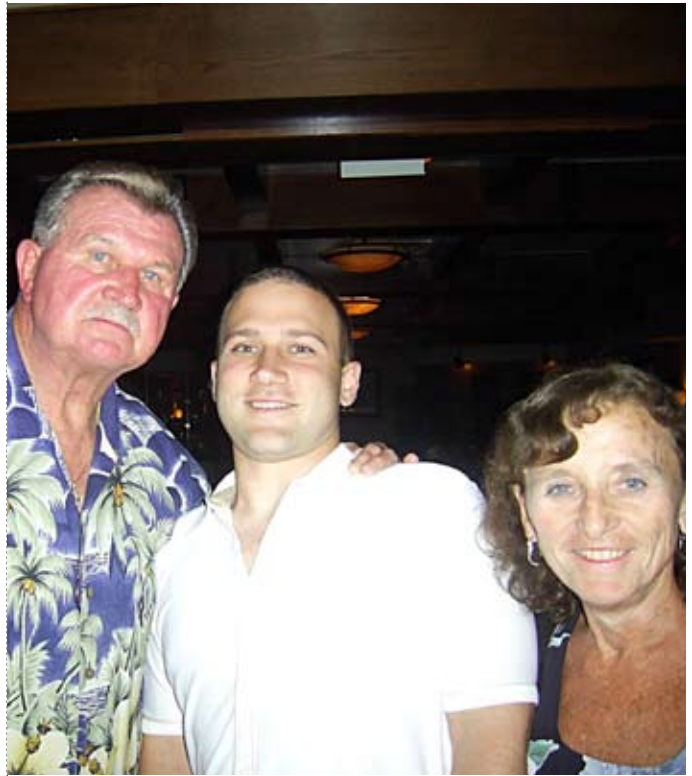
The Selfhelp Home has given this year's "Wish Come True" check to Mrs. Edith Stern. It was felt unanimously that this woman has been an angel for us, watching out for our other residents and doing what needs to be done when no one else can or wouldn't be able to do. She gives of herself, whether it is hospital visits to the acutely ill or visiting a resident in their apartment or going to our health care floors to help with lunches or dinners. She is a selfless person. She, herself is not a youngster, being 87 years old. She springs to any occasion as if she were 20 years younger. We are proud to be able to offer such a gift. Mrs. Stern will use this money to invite her immediate family (some from out of state) to a birthday party for her sister, Marietta, who also lives at our home.

We, at The Selfhelp Home, wish to thank Senior Crime Stoppers and the Bridgeview Bank Group for this opportunity.

Sincerely,

Hedy Ciocci  
Administrator

The Selfhelp Home, Inc. is a non-profit organization. Contributions are deductible to the extent allowed by law.



## “Wish Comes True” For Caring Chicago Nursing Home Resident

Taking care of the other residents at The Selfhelp Home in Chicago is Edith Stern's favorite pastime. And her hard work paid off! In July 2008, Edith was presented with a "Wish Comes True" check courtesy of her sponsoring bank provided through the Senior Housing Crime Prevention Foundation. Edith's selfless work, including visiting very ill residents and helping with meals on the health care floors of the home, was the reason she was given this gift. Edith selflessly used the money to celebrate the birthdays of her grandson and her sister, and fellow nursing home resident Marietta, by taking the family to Mike Ditka's Chicago restaurant. Congratulations, Edith!

The "Wish Comes True" contribution is provided by the facility's sponsoring bank through the Senior Housing Crime Prevention Foundation. Each sponsored facility will receive a contribution each year at the rate of \$5.00 per resident per year. The program has one goal: for one or more residents to fulfill a lifelong wish or to receive a current wish that they desire such as:

- I wish I could see my grandson in Peoria for his birthday next month
- I wish I could ride in a Thunderbird convertible
- I wish I could fly in an airplane
- I wish I could take a tour of my old hometown in the spring

JULY 2, 2008

TO THE ADMINISTRATOR  
AND THE MANAGEMENT  
OF THE SELFHHELP HOME.

THANK YOU SO VERY MUCH FOR  
GIVING ME THE CHECK FOR THIS YEAR'S  
"WISH COME TRUE"

I DO NOT HAVE ENOUGH WORDS  
TO EXPRESS MY GRATITUDE. I WOULD  
LIKE TO ASSURE YOU THAT I WILL TRY  
NOT TO DISAPPOINT YOUR DECISION TO  
HONOR ME.

THANKS, THANKS AND THANKS  
AGAIN.

VERY FONDLY

Edith Stern

# Initiative Provides Safe Environment for Jewish Senior Housing Facilities

The Senior Housing Crime Prevention Foundation (SHCPF) is working with the banking industry to ensure safe and secure living environments for the nation's 207 Jewish senior housing facilities via the Bankers Coalition for Jewish Seniors. The initiative allows banks to serve an underserved segment of society – the nation's Jewish nursing home and senior housing residents, who have been classified as a low- to moderate-income group.

The SHCPF and banks make for natural partners in this area for several reasons:

1. The sole purpose of the SHCPF is to reduce crime in the nation's senior housing facilities.
2. This can be accomplished through the highly successful Senior Crimestoppers program in facilities, which are sponsored by banks through CRA qualified loans and investments to the SHCPF.

So, by working together, banks and the SHCPF can make senior housing facilities across the nation safer for the Jewish elderly.

"We are grateful to the banking industry for working with the SHCPF, making it possible to keep our aging Jewish population safe and free from crime," said Harvey Tillipman, executive director of the Association of Jewish Aging Services.



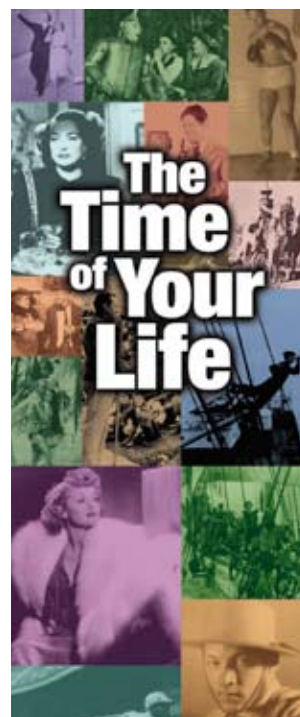
## Senior Crimestoppers Participates in White House Conference on Aging

Senior Crimestoppers was invited to participate in the White House Conference on Aging in Washington, D.C. The conference, held once every ten years, brings leaders together from across America to make aging policy recommendations to the President and Congress, and to assist the public and private sectors in promoting dignity, health, independence and economic security of current and future generations of older persons. Senior Crimestoppers was honored to be chosen as part of the elite group and "we felt that we were representing each of our nursing home participants on this occasion," said Charles C. King, III, Chairman.



## Senior Crimestoppers Wins Award from CAHF

For the third year in a row, Senior Crimestoppers was chosen as one of fourteen recipients of the California Association of Health Facilities (CAHF) Patron of the Association Award, presented at the CAHF conference in Palm Springs, California. The Patrons program was developed to recognize CAHF Associates that provide generous and continued support to the program and projects of the organization. "On behalf of the members and staff of CAHF, I would like to thank Senior Crimestoppers for your continuing generosity," said Sally A. Craven, CAHF's Director of Member Services.



## Entertain Your Residents With A Walk Down Memory Lane

The Time of Your Life is a high quality video series provided by a sponsoring bank and produced through the Senior Housing Crime Prevention Foundation using original scripts by award winning producers. Each video is designed to provide senior housing facilities with an entertainment opportunity for their residents, staff and family members. The video features movies, television and historical clips with original music and lyrics. It is designed to invoke memories from the past — the best times of the residents' lives — and allows them to relive some of the more prominent events from their heyday.

# New Consultants Join Senior Crimestoppers Staff

Senior Crimestoppers is pleased to announce the addition of eight new consultants to our staff! Our goal is to provide hands-on support to all of our senior housing facilities across the country, and that's what these consultants do. Here they are:



• Walter V. Crosby, President of the private investigative and security consulting firm WVMC Associates, retired after 46 years in law enforcement, including 22 years with the New York City Police Department, two years as security administrator for Estee Lauder Company and 22 years with the New York State Attorney General's office where he received an award for the tremendous courage and leadership he demonstrated during September 11, 2001. Walter covers New York and New Jersey.



• Dr. Sandra Sims-de Graffenried served as a chief lobbyist and spokesperson for all Alabama public school boards in her position of executive director for the Alabama Association of School boards for 19 years. After that, she was the associate executive director for the Alabama Nursing Home Association until she retired in December 2008. Sandra covers the state of Alabama.



• Roy G. Owen, the new field consultant for Texas, spent more than 40 years in law enforcement, retiring as a federal agent in 1993 and, more recently, retired as a Texas police chief. He joined the Senior Crimestoppers staff because he believes Senior Crimestoppers is a valuable asset to law enforcement.



• Shannon McDonald covers Tennessee, Georgia, Kentucky and part of Illinois, Indiana and Missouri for Senior Crimestoppers. Retired in 2005 from a 30-year career in floor covering sales, Shannon has already received the nickname "McGruff", after McGruff the Crime Dog, from one of his facility directors. He says that being a consultant for SCS is the most rewarding position he has ever held.



• Johnny Parker has worked for the Senior Housing Crime Prevention Foundation part time for five years. He retired from banking in 1995 after 32 years in the business and visits senior facilities in the state of Louisiana.



• Paul Phillips is the field representative in northeastern Illinois. Over the years, Paul has worked as a chaplain and as an actor. He is currently the personnel manager of the Northbrook Symphony Orchestra and is also the founder of the St. Luke's Bottle Band, a group of church musicians who play music on tuned bottles.



• Carol Van Horst, who visits Senior Crimestoppers facilities in California, Arizona, Nevada, Colorado, Utah, Washington State and Oregon, is a registered nurse and a licensed nursing home administrator. She co-founded Brighton Health Alliance in 1990, owning and managing six skilled nursing and rehabilitation facilities as well as three assisted living and Alzheimer's care facilities.



• Bill Wilson of Charlotte, North Carolina, comes from a background of consulting and working with financial institutions. His most recent jobs were with Clark Consulting, where he worked for six years consulting with community banks, and with Wilson & Associates, where he worked for 10 years, establishing marketing programs and developing and implementing retirement plans for individuals and businesses. He covers North and South Carolina, Washington DC, Maryland, Virginia and West Virginia.

## Specialized Wheel Chair is Young Man's "Wish Come True"



Marquez Hillard was an outgoing young man. Just the mention of family or sports put a smile on his face. He was full of youthful exuberance and looked forward to an active life. All of that changed in a split second three years ago when he was robbed at gunpoint and shot in the head. Marquez's doctors had to remove part of his brain, which left him paralyzed from his waist down with no chance to walk again.

From the hospital, he was moved to Ashton Place in Memphis, Tennessee, an assisted living center with the rehabilitation equipment Marquez needs to maintain his upper body strength. But, as he started to grow, his equipment started to fail. Renee Tutor, administrator of Ashton Place, says, "A lot of our residents are Medicaid only, and they don't have any private funds. Un-

fortunately, nursing homes don't have the provisions to provide residents with personal wheelchairs. We went through every venue we could to get insurance to get him one, but they would not do it for him."

What Marquez needed was for someone to make his wish come true and, thanks to Senior Crimestoppers and the "Wish Comes True" grant provided by SunTrust Bank, a specialized wheelchair came rolling in! Dru Phillips, Marquez's physical therapist, said, "He was really excited. You just saw a big old grin on his face! Everybody was excited. Because it's a specialized chair, he's able to get in and out of his chair by himself and roll himself around. It has been a big plus for him."

Ashton Place believes that Senior Crimestoppers and SunTrust Bank are in the business of transforming the lives of the residents and employees at their facility and they greatly appreciate it.

## A Tribute to Marvin Silver: 1932 - 2009

Mr. Marvin Silver had a long and distinguished career as a nursing home administrator; first as assistant Director of the Jewish Geriatric Center in Kansas City, Missouri, and later as the executive director of the Memphis Jewish Home in Memphis, Tennessee where he was named Nursing Home Administrator of the Year for the State of Tennessee.

For over 20 years, Mr. Silver was very involved in the Tennessee Health Care Association (THCA) having served on various committees, serving as a Board of Director of the THCA, and eventually serving as a Board member of the Tennessee Health Care Education Foundation (THCEF). Through THCEF, Mr. Silver taught geriatric administration seminars and courses throughout the country and was awarded the Distinguished Association

Service Award; the highest honor that can be awarded to an association member. Mr. Ron Taylor, President of THCA remembers, "Mr. Silver always had a ready smile, a quick wit and an engaging personality. He was extremely trustworthy, forthright and honest, while always being sincere and diplomatic. He was dedicated to being a leader in the care of the elderly and disabled and saw his profession not as a job but as a mission."

After retirement, he worked with the Senior Crimestoppers program, which provides safe, secure living environments and a higher quality of life for senior housing residents across the nation. In this role, he was always the advocate for the resident and the administrator, relishing the positive effects that Senior Crimestoppers has for both. Mr. Charles C.

King, III, Chairman of Senior Crimestoppers remembers, "Marvin was the only man I have even known who was both a gentleman and a gentle man. I will miss my friend very much."

Mr. Silver obtained a Bachelor's Degree in Business from University of Missouri and a Master's Degree from Central Missouri State. He was involved in many volunteer organizations including the National Park Rangers of Tennessee and was a veteran of the Korean Conflict where he served in Japan.

We thank you, Mr. Silver, for all of the ways in which you touched and enriched our lives. You will truly be missed.



## Bank Sponsorship Can Provide...

Your facility can receive the program at no cost through bank sponsorship. Banks sponsor senior housing facilities in the Senior Crimestoppers program through a fully collateralized, no risk, investment or loan to the Senior Housing Crime Prevention Foundation. The bank receives federally required Community Reinvestment Act (CRA) credit and the facility receives the Senior Crimestoppers program at zero cost. Bank sponsorship also provides a nostalgic entertainment video once a year entitled, *Time of Your Life*, produced by the Foundation for the entertainment of the senior residents, and the "Wish Comes True" program. "Wish Comes True" provides each sponsored facility with a check once a year to make a wish come true for one or more residents.

Please call Kay Joest at 800-529-9096 or contact Kay by email at [kay.joest@seniorcrimestoppers.org](mailto:kay.joest@seniorcrimestoppers.org) for more information on how to become a sponsored facility.

Bank sponsored Senior Crimestoppers members receive:

- Senior Crimestoppers program free for five years
- A charter membership plaque
- Personal lock boxes for residents
- Anonymous toll-free tipsline, available 24/7, to report incidents or information
- Cash rewards posted on each incident reported up to \$1,000 each
- \$500 Workman's compensation reward
- Signage for indoor and outdoor high-traffic areas
- Training materials on how to operate the program
- Continuing education
- Time of Your Life video once a year for residents' entertainment
- "Wish Comes True" program for residents

## Look who's got great things to say about us...

We are great believers in Senior Crimestoppers and as a Certified Crime Prevention Practitioner since 1977, I truly appreciate you and all the organization does for us and SENIORS all over the United States.

— **Jim Fetterman, Safety/Security Manager, Westminster Village, Scottsdale, AZ**

On behalf of our resident, Bonnie Drane, Superintendent Robert Hawkins and the staff working with the Senior Crimestoppers program here at the Indiana Veterans' Home, I wish to take this opportunity to say thank you for your consideration and kindness towards Mrs. Drane with the "Wish Comes True" program. What you and Senior Crimestoppers have done is an act of kindness and generosity that in my opinion was above and beyond.

— **James Patton, Safety and Security Director**

We implemented the program early last fall and have found that it has made a dramatic impact on the quality of our resident's lives. The program you have created reinforces to me your dedication to our communities and how committed you are to creating a culture where crime is simply not tolerated.

— **Kevin Rainbolt, Support Services Coordinator, McKendree Village, Hermitage, TN**

As a leader in my nursing home environment, I attempt to assure my fellow residents of the right to a safe living environment. The Senior Crimestoppers program is an important element of our residency which assures all of us it is a safe place to live.

— **Marvin Wickline, a resident of Rockport Coastal Care Center, Rockport, TX**

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 you 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**