



## **COMMUNITY RESPONSIBILITY 9 -- REPORTING OTHER PROBLEMS AND INCIDENTS**

SDPD Crime Prevention

February 28, 2017

### **CONTENTS**

PREFACE  
INTRODUCTION  
GRAFFITI  
LITTER  
ANIMALS  
UNSAFE STREET CONDITIONS  
CODE VIOLATIONS  
NEIGHBORHOOD NUISANCES  
BARKING DOGS  
ABANDONED SHOPPING CARTS  
CHILD ABUSE  
ELDER AND DEPENDENT ADULT ABUSE  
LOST PERSON WITH ALZHEIMER'S DISEASE  
CITY FRAUD, WASTE, AND ABUSE

### **PREFACE**

The SDPD is committed to working in a problem-solving partnership with individuals, community groups, and businesses, as well as with schools, hospitals, religious groups, private organizations, and other government agencies to fight crime and improve the quality of life for the people of San Diego. Problem solving is a key component in the Department's philosophy of Neighborhood Policing, which focuses on community crime and disorder problems and recognizes the need for close relationships between the police and other elements in the City to identify and solve problems. However, Neighborhood Policing cannot succeed on the efforts of the police alone. All elements of the City have responsibilities to fulfill.

Twelve community responsibilities have been defined for making Neighborhood Policing work in San Diego. They are:

1. Voicing concerns about disorder problems
2. Employing crime prevention measures
3. Knowing about crime and disorder in your community
4. Addressing and solving certain community problems
5. Volunteering services to police and other community groups
6. Commenting on SDPD personnel performance in Neighborhood Policing
7. Reporting crimes and suspicious activities
8. Reporting suspicious person, activities, vehicles, etc. to prevent terrorism
9. Reporting other problems and incidents
10. Helping to convict and punish criminals
11. Getting help with personal and family problems
12. Exercising parental authority

The first six are discussed in one paper. The last six, including this one, are discussed in separate papers. They are published as part of the SDPD's continuing efforts to promote Neighborhood Policing. They provide information to

help individuals, community groups, businesses, property owners, and others fulfill their responsibilities. All can be opened on the Community Resources and Responsibilities page of the SDPD website at [www.sandiego.gov/police/services/prevention/community](http://www.sandiego.gov/police/services/prevention/community).

## INTRODUCTION

The SDPD is not responsible for dealing with all of the problems and incidents that affect public health, safety, and welfare, although in many cases it works with other agencies in addressing them. Problems involving graffiti, litter, animals, unsafe street conditions, certain municipal code violations, neighborhood nuisances, abandoned shopping carts, suspected child and elder abuse, lost persons with Alzheimer's disease, and City fraud, waste, and abuse should be reported to the agencies that have the primary responsibility. All of these reports are completely confidential so you should not be afraid to give your name, address, and phone number.

Phone numbers for reporting various problems and incidents are provided in this section. Now with the City's *Get It Done* project you can also report a variety of common non-emergency problems online or on your smartphone. These deal with abandoned vehicles, curbs, gutters, dead animals, graffiti, litter, dumping, potholes, sidewalks, storm drains, street lights, traffic signs, traffic signals, etc.

To report a problem online go to [www.sandiego.gov/get-it-done](http://www.sandiego.gov/get-it-done) and click on the icon for the type of problem you want to report to get the New Report screen. Before completing steps 1 through 4 to locate and describe the problem you need to register and log in. To do this click on LOGIN/REGISTER on the top right of the screen and follow the instructions. You will get another New Report screen. Complete steps 1 through 4. Note that only 1 and 2 are required. After entering an address in Step 1 you will get several addresses below the box. Click on the correct one. It will appear in the box and a map will appear below it with the location shown with a red arrow. Click next at the bottom of the page when you are finished. It will take you to the Verify and Confirmation screens.

To report a problem with your smartphone download the official City mobile app at <https://itunes.apple.com/us/app/san-diego-311/id1065050595?ls=1&mt=8> or <https://play.google.com/store/apps/details?id=com.connectedbits.sd311>. With it you can take a photo of a problem and upload it from home or while still nearby. *Get It Done* will automatically update the problem report with information about where the photo was taken. After uploading the photo the app user simply has to identify a few details about the problem and click Submit. The app also makes it easier for residents to check the status of projects in real time and view information on various issues in the City.

## GRAFFITI

If you see graffiti in your neighborhood on public or private property, report it immediately. This can be done by calling the City's Public Works Dispatch at **(619) 527-7500** or by reporting it on *Get It Done* as described above.

City crews will remove graffiti from City property, usually within five days of receiving a report. Graffiti on private property can be removed by the property owner or by Urban Corps. For the latter to occur, the City gives Urban Corps a description of reported graffiti and Urban Corps contacts property owners to get written authorization to remove it. This will release the City from liability for any damage that might occur in the removal process. And there is no cost to the property owner for this. If the graffiti is not removed the City will use the enforcement remedies and abatement procedures in Secs. 54.0401 *et seq* of the San Diego Municipal Code (SDMC) to bring the property into compliance.

If you see graffiti vandalism is in progress, call **911** and give the dispatcher the location and a good description of the vandals and their vehicles. Do not confront them because they often carry weapons and have lookouts you may not see.

Generally the City does not pay rewards for information about crimes. However, a City ordinance authorizes the City Manager to pay a reward of up to \$500 for information leading to the arrest and conviction of graffiti vandals. Reward claim forms for this *Graffiti Spray and Pay Program* can be obtained online at

**[www.sandiego.gov/sites/default/files/legacy/street-div/services/graffiti/pdf/claim.pdf](http://www.sandiego.gov/sites/default/files/legacy/street-div/services/graffiti/pdf/claim.pdf)**. Complete the form and send it to: Office of the City Attorney Spray and Pay Program, 1200 Third Avenue, Suite 700, San Diego, CA 92101.

## **LITTER**

Call the City of San Diego's Environmental Services Department at **(858) 694-7000** regarding litter on private or public property. Call City Park and Recreation at **(619) 685-1350** regarding litter on property in a Landscape Maintenance Assessment district.

## **ANIMALS**

Call the County Department of Animal Control 24-hour emergency number, **(619) 236-2341**, to report incidents involving animals that threaten public health and safety. Call the City Environmental Services Department at **(858) 694-7000** for the removal of dead animals in public right-of-ways. The following numbers can be used for other animal control services:

- Spaying or neutering, lost and found, operator assistance, etc. **(619) 236-4250**
- Licensing and rabies vaccinations **(619) 236-4250**
- Adoptions **(619) 236-4250**
- Noise abatement. If you and one or two neighbors are willing to sign complaints you should call the City's Code Enforcement Intake Line at **(619) 236-5500** to report the nuisance. More about this and other measures for dealing with barking dogs is in a separate section below.

## **UNSAFE STREET CONDITIONS**

The City now has a website, **<https://streets.sandiego.gov>**, with maps of City streets that have been repaired since July 1, 2013 and those that are currently scheduled for repair. Depending on which layer is showing, streets are colored by type of repair or by their condition measured with a 100-point Overall Condition Index (OCI) in surveys conducted by the City. Types of repair are asphalt paving/overlay/inlay, concrete, or slurry seal. Streets are classified as good, fair, or poor, as defined below:

- A good street has little or no cracking, minor potholes, or other distresses. It has excellent drivability and needs little maintenance or remedial repair. Its OCI is between 70 and 100.
- A fair street has moderate cracking or some minor potholes. It has adequate drivability and is typically in need of remedial repairs and a slurry seal. Its OCI rating is between 40 and 69.
- A poor street has severe cracking or numerous areas of failed pavement with possible sub-base failure. It exhibits a rough ride and qualifies for a comprehensive repair or a total reconstruction. Its OCI rating is between 0 and 39.

To see the most recent surveyed condition of a particular street address, click on the button on the upper left of the screen, select OCI as of 2015 on the drop-down menu, and zoom to that address. You can also get maps that show future/ongoing work, OCI as of 2011, and street work in fiscal years 2014, 2015, and 2016. The data in these maps is the latest and most accurate available from the City's Transportation & Storm Water Department. It will be updated quarterly.

Conditions that should be reported include: holes and cracks in surfaces and curbs; missing, damaged, or obscured signs; inoperative lights and signals; hazardous debris; needs for new safety measures; and trees that need trimming.

- **Holes and Cracks in Surfaces and Curbs.** Call Public Works Dispatch (PWD) at **(619) 527-7500** to report potholes, cracks, and other problems with street surfaces, sidewalks, and curbs.
- **Missing, Damaged, or Obscured Signs.** Call PWD at **(619) 527-7500** to report these problems.
- **Inoperative Lights and Signals.** Call PWD at **(619) 527-7500** to report inoperative street lights and traffic signals.

- **Hazardous Debris.** Call the City Environmental Services Department at **(858) 694-7000** to report hazardous debris on streets. Call the California Highway Patrol at **(858) 637-3800** to report small objects on freeways that are unlikely to cause an accident or injure a motorist. Call **911** if the object could endanger motorists.
- **Needs for New Safety Measures.** Call City Transportation Engineering Operations Division at **(619) 533-3126** to suggest new crosswalks, curb markings, traffic signals, signs, speed bumps, additional street lights, obstruction removal, etc.
- **Trees.** Call PWD at **(619) 527-7500** to report city-owned trees that need trimming.

## CODE VIOLATIONS

Call the City's Code Enforcement Intake Line at **(619) 236-5500** regarding violations of the City's housing, building, sign, zoning, vehicle parking, weed abatement, and noise regulations. Some common violations that should be reported include vehicles parked in front yards, excessive weeds on private property, dilapidated or unsafe structures or fences, unsecured vacant structures, uninhabitable rental housing, building or remodeling without permits, illegally posted signs, operating a business from a home, other illegal uses of residential property, and garages converted to living spaces. When you phone in your complaint, you will be asked if you have contacted the responsible party. Most people want to be good neighbors and are cooperative once the issue is brought to their attention. Due to the existing case load and staff constraints, the complaint you file should be for those properties where the violations directly affect you. Community-initiated complaints will usually receive a higher priority than individual complaints. High service demands can routinely cause cases to remain open for 30 or more days. These cases usually involve violations that do not affect the public at large and do not constitute a health and safety problem.

Alternatively, you can report a violation online or by mail using the Request for Information form at **[www.sandiego.gov/ced/report/investigation](http://www.sandiego.gov/ced/report/investigation)**. Forms submitted by mail should be addressed to: Code Enforcement Division 1222 First Ave., Fifth Floor, MS 511, San Diego, CA 92101. More information about reporting violations can be found at **[www.sandiego.gov/ced/report](http://www.sandiego.gov/ced/report)**.

Now you can get information on code enforcement cases since 2011 on the City Development Department's OpenDSD page at **[www.sandiego.gov/development-services/opendsd](http://www.sandiego.gov/development-services/opendsd)**. If you know the Case ID number or address, click on Code Enforcement Case Search box to do a search. If you want information on the existing cases in a particular area, click on the Code Enforcement Case Map box. You will get a map of Balboa Park with case icons around it. Pan to the area of interest and click on Refresh Results to get the case icons there. Move the hand to the icon at an address of interest. The hand will change to a finger, which will create a little pop-up with the name of the code violation when the hand is placed on the icon. You can then click on the icon to get the Case ID number and its open and close dates. Then if you click on the Case ID number you will get the case details and a street view of the property. If you want information on another case you have to start over from the map of Balboa Park.

## NEIGHBORHOOD NUISANCES

Nuisances can include an unsightly property, excessive noise, gang activity, prostitution, drug activity, trespassing, CC&R violations, etc. The SDPD will assist neighbors wishing to take civil action against problem property owners to abate these and other nuisances. The basis for the civil action is a California law that makes property owners responsible for using their property in an ordinary and reasonable manner that is conducive to the peace and harmony of the neighborhood and does not interfere with the comfortable enjoyment of life and property by others. Property owners violate the law by allowing a nuisance to exist on their property whether they themselves live there or not. Once they become aware of the nuisance they become responsible for abating it.

The following steps should be taken to keep disputes with neighbors from becoming violent.

- Get to know your neighbor. Introduce yourself and talk about general issues of interest. A few weeks later raise your complaint.
- Keep a log of the nuisance. Write down the date, time, duration, and nature and effects of the nuisance.
- Discuss the nuisance with your neighbor and propose a solution to the problem. Explain your situation in a calm, polite way and outline the reasons for your concerns.

- Talk to your other neighbors. If the nuisance is affecting them a joint appeal for a solution should be made.
- Try mediation. It's less formal and may be less expensive than going to court. You can call the National Conflict Resolution Center (NCRC) at **(619) 238-2400** or go to its website at **www.ncrconline.com** to open a case. A case coordinator will call you within 24 hours to gather information about your case. The NCRC mediates disputes free of charge through funding by the County of San Diego.

If you need assistance in dealing with a nuisance you can send an e-mail describing the problem to Fred Zuckerman at **FZuckerman@pd.sandiego.gov**. He will work with you and guide you through a process to abate the nuisance. The process involves the following steps: collection of evidence, documentation of the nuisance effects, notification and negotiation with the property owner, demand that the nuisance be stopped, etc. If the property owner fails to abate the nuisance you and other neighbors affected by the nuisance can file a suit in small claims court where you describe the nuisance and your efforts to resolve it. In court, the judge has the power to order the property owner to abate the nuisance and/or pay monetary damages. There is no charge for the assistance. Court costs will usually be around \$100.

## **BARKING DOGS**

SDMC Sec. 59.5.0502(c)(1) makes it unlawful to keep an animal which by any frequent or long-continued noise annoys or discomforts a reasonable person of normal sensitivities in the vicinity. Sec. 59.5.0502(c)(2) states that animal noise that disturbs residents in two separate adjacent residences or three residents in three separate nearby residences will be prima facie evidence of a violation. If you and one or two neighbors are willing to sign complaints you should call the City Neighborhood Code Compliance Department at **(619) 236-5500**. If not, you could try mediation or a civil action as suggested below under neighborhood nuisances. But you will still need to prove the nuisance, which is best done with several witnesses.

SDMC Sec. 59.5.0502(c)(1) makes it unlawful to keep an animal which by any frequent or long-continued noise shall cause annoyance or discomfort to a reasonable person of normal sensitiveness in the vicinity. Section 59.5.0502(c)(2) states that animal noise that disturbs two or more residents residing in separate residences adjacent to any part of the property on which the subject animal or animals are kept or maintained, or three or more residents residing in separate residences in close proximity to the property on which the subject animal or animals are kept or maintained shall be prima facie evidence of a violation of this section.

To deal with barking dogs you should first try talking to the property owners to make them aware of the nuisance and their responsibility to abate it. If it is not abated, start keeping a detailed log of the nuisance. Write down the date, time, and duration of the barking, and its effects on you and other nearby residents. Then if you and one or two neighbors are willing to sign complaints you should call the City's Code Enforcement Intake Line at **(619) 236-5500** to report the nuisance. The City will then mail a citation to the property owner. If the nuisance continues you can try mediation or file a law suit.

If the dog owners are willing to go to mediation call the NCRC at **(619) 238-2400** or go to its website at **www.ncrconline.com** to open a case. A case coordinator will call you within 24 hours to gather information about your case. The NCRC mediates disputes free of charge through funding by the County of San Diego.

If the dog owners refuse to go to mediation or the mediation fails to resolve the nuisance you and the residents affected by the nuisance can file a suit in small claims court where you describe the nuisance and your efforts to resolve it. The judge has the power to order the property owner to abate the nuisance and/or pay monetary damages. Court costs will usually be around \$100. If you need assistance in dealing with filing a suit you can call Fred Zuckerman at **FZuckerman@pd.sandiego.gov** for help. There is no charge for this.

## **ABANDONED SHOPPING CARTS**

Members of neighborhood and business watch groups, business improvement districts, and other community groups who are concerned about this problem should do the following when they see an abandoned cart:

- If the cart has a phone number on it for retrieval purposes, call that number and report the location of the cart. The number may be that of the store or that of the California Shopping Cart Retrieval Corporation (CSCRC), which has contracts with some stores to retrieve and return their carts. Its number is **(800) 252-4613**.
- If the cart has a store name on it but no phone number, look up the number of the nearest store and call it to report the location of the cart or call the City Environmental Services Code Enforcement Section at **(858) 694-7000** to report its location. It will investigate the complaint and deal with the cart in the appropriate manner.
- If the cart has neither a store name nor a phone number, which is rare, call the City Environmental Services Code Enforcement Section to report its location.

## **CHILD ABUSE**

Call the County Social Services Department's Child Protective Services Child Abuse Hotline at **(858) 560-2191** or **(800) 344-6000** to report situations in which you suspect that a child has been abused or appears to be at risk of being abused. Your report will be investigated and steps will be taken to protect the child and preserve the family unit. The SDPD will be informed if abuse is involved. If you know that abuse has occurred, you should call SDPD directly at **(619) 531-2000** or **(858) 484-3154**. If the abuse is in progress you should call **911**. The police will investigate, take steps to protect the victim, prosecute the abuser, and inform the County Social Service Department.

The following are some signs of child abuse:

- Frequent or unexplained injuries
- Injuries that appear to have a pattern such as marks from a hand or belt
- Sexual language, knowledge, interest, or behavior beyond what is normal for the child's age
- Specific comments or complaints about abuse
- Lack of basic needs for food, clothing, and medical care
- Poor hygiene
- Sudden decline in school performance or frequent truancy
- Lack of supervision for long periods of time
- Excessively withdrawn, fearful, or anxious about doing something wrong
- Always watchful and on alert as if waiting for something bad to happen
- Shies away from touches, flinches at sudden movements, or seems afraid to go home
- Changes in behavior, extreme mood swings, withdrawal, fearfulness, and excessive crying
- Bed-wetting, nightmares, fear of going to bed, or other sleep disturbances
- Avoids undressing or wears extra layers of clothing
- Sudden acting out of feelings or aggression, rebellious behavior
- Regression to infantile behavior
- Acts inappropriately adult, e.g., taking care of other children
- Pain, itching, bleeding, fluid, or rawness in private areas
- Fear a certain places, people, or activities, especially being alone with certain people.

## **ELDER AND DEPENDENT ADULT ABUSE**

Call San Diego County Aging & Independence Services (AIS) at **(800) 510-2020** to report suspected instances of neglect and psychological, physical, financial, or sexual abuse of elders and dependent adults. This agency carries out investigations and provides assistance and case management where appropriate. The SDPD will be informed if abuse is involved. If you know that abuse has occurred, you should call SDPD directly at **(619) 531-2000** or **(858) 484-3154**. If the abuse is in progress, you should call **911**. The police will investigate, take steps to protect the victim, prosecute the perpetrator, and inform the appropriate County office.

The following are some signs of various types of elder and dependent adult abuse:

- Neglect
  - Inadequate clothing
  - Missed medical appointments

- Dirty and unkempt appearance
- Sudden decline hygiene
- Malnutrition
- Dehydration
- Bedsores
- Home that smells of urine or feces
- Utilities turned off
- No food in home
- Lack of necessary medications
- Need for eyeglasses or hearing aid
- Psychological abuse
  - Unreasonable or excessive fears
  - Withdrawal
  - Loss of appetite
  - Agitation
  - Isolation from family and friends
  - Unexplained bouts of crying
  - Confusion
  - Fearful or anxious in presence of a third party
- Physical abuse
  - Bites or burns
  - Unexplained broken bones, welts, or bruises
- Financial abuse
  - Changes in long-established banking routines
  - Third-party involvement in financial transactions, especially unusual ones
  - Sudden reliance on a “new best friend” for financial advice
  - Account activity involving unusually large and frequent withdrawals, numerous checks made to cash, new use of ATMs, new names on accounts, or out-of-sequence checks
  - Sudden transfers of assets
  - Unopened statements from new brokers
  - Property refinancing with cash out, e.g., new loan on home when the mortgage had been paid off
  - Transactions that can’t be remembered or explained
  - Power of attorney requests that can’t be explained or understood
  - Payments to claim prizes, or obtain unnecessary or inappropriate services
  - Payments to provide additional income to caregivers
  - Increased in credit card activity
  - Failure to pay outstanding balances in full as in the past
  - Worried about theft of assets
- Sexual abuse
  - Unexplained venereal diseases or genital infections
  - Bruising or bleeding in the genital area
  - Unexplained pain or itching in the genital area
  - Torn, stained, or bloody underwear

Self-neglect is also a serious problem for older persons. Suspensions of it should also be reported to San Diego County AIS. Signs include a worsening of medical conditions or a sudden change in weight or hygiene.

Many kinds of elder abuse can be prevented by the careful selection of home care agencies and workers. The following are some questions to ask about agencies:

- What is its licensing status? Is it certified by Medicare and Medi-Cal? How old is it?
- Does it carry liability insurance? Are the workers bonded?
- What are its hiring standards? Does it provide training? How are the workers supervised?

The following tips involve home care workers:

- Hire through a licensed home care aide organization that employs registered home care aides (HCAs).
- Check the Registry before hiring an independent HCA. The Registry is accessible at [www.bit.ly/HCCregistry](http://www.bit.ly/HCCregistry). It provides individuals with the ability to search for a HCA who has completed the application and criminal background check process. For this you must have the HCA's first and last name at the time of application and their PIN, which is a unique 10 digit number that is given to each HCA for the Registry. The number is created when HCAs complete their application.
- Do not let aides handle the elder's finances.
- Visit the elder frequently and conduct unannounced spot checks at different time of the day to evaluate the aide's work and make sure he or she is following your instructions.

More information on selecting elder care facilities and caregivers can be found online in the SDPD paper entitled *Senior Safety and Security Tips*. Go to the Prevention Tips page on the SDPD website at [www.sandiego.gov/police/services/prevention/tips](http://www.sandiego.gov/police/services/prevention/tips) and click on Senior Safety and Security.

If the elder cannot handle his or her finances or has become a victim of elder financial abuse, you need to do the following.

- Handle all accounts, pay bills, etc. or have a trusted relative or friend, licensed professional fiduciary, or bank take care of the elder's finances.
- Lock up or remove from the home all financial records, checkbooks, credit cards, personal ID information, etc.
- Supply a limited amount of cash to the elder or caregiver for necessities, and require receipts and an itemized accounting of all expenditures.

For current information on preventing elder abuse in San Diego County, go to the AIS website at [www.sandiegocounty.gov/hhsa/programs/ais](http://www.sandiegocounty.gov/hhsa/programs/ais), click on All Services A-Z, select AIS Publications under Staying Informed, and then select the *Safe Seniors* newsletter under AIS Publications. Its articles include features about related programs and services, items of general interest regarding elder abuse prevention, and a listing of current legislation related to elder abuse. The newsletter is a combined effort of AIS and the District Attorney's (DA's) office.

Answers to frequently asked questions about elder abuse are provided in a consumer education pamphlet entitled *What Should I Know about Elder Abuse?* published by the State Bar of California. The text is available on its website at [www.calbar.ca.gov](http://www.calbar.ca.gov) by clicking on Consumer Information in the left-hand menu and then on Legal Information, Criminal Justice, and its title.

At the federal level the National Center on Elder Abuse serves as a resource center dedicated to the prevention of elder abuse. On its website at <https://ncea.acl.gov> you will find up-to-date information regarding research, training, best practices, news and resources on elder abuse, neglect, and exploitation.

## **LOST PERSON WITH ALZHEIMER'S DISEASE**

After calling **911** to report a lost or found person, call the Alzheimer's Association's *MedicAlert + Safe Return Program* 24-hour Hotline at **(800) 625-3780**. Your call will activate a community response team that will: (1) notify other law enforcement agencies, hospitals, transportation modes, the media, and other organizations, as appropriate; (2) provide support to the family; (3) provide new information to law enforcement agencies as available; and (4) notify all agencies when the person is found. To enroll a person in *MedicAlert* and obtain identification for the person to wear you can call **(800) 432-5378** or visit its website at [www.medicalert.org](http://www.medicalert.org).

Persons at risk of wandering should also be enrolled in the *Take Me Home (TMH)* Program maintained by the San Diego County Sheriff's Department. Information about this Program can be found on its website at [www.sdsheriff.net/tmh](http://www.sdsheriff.net/tmh). The easiest way to enroll a person in the Program is by clicking the REGISTER ONLINE NOW button on this website. This allows you to register a person and submit a photo electronically from a desktop computer, iPad, iPhone, or Android device. There is no cost for enrollment. The data is confidential and only



accessible to local law enforcement agencies. It will include relevant health information, details on behavioral patterns, etc. and will be relayed to first responders when a person is reported lost. So be sure to tell the dispatcher that the person is enrolled in the *TMH* Program when you call.

The Sheriff has also partnered with several organizations in the community, including the local Alzheimer's Association, that have entry access to the Program. You can contact it and request to meet and have your person entered into the Program through it. Its phone number is **(858) 492-4400**. It is located at 6632 Convoy Court, San Diego, Ca 92111.

The Alzheimer's Association offers the following tips to caregivers of persons at risk of wandering. More information is available on its website at **[www.alz.org/care/alzheimers-dementia-wandering.asp](http://www.alz.org/care/alzheimers-dementia-wandering.asp)**.

- Never leave the person alone without supervision.
- Avoid busy places such as shopping malls and grocery stores in which the person can become confused and disoriented.
- Place door locks where the person is unlikely to see them. Consider installing slide bolts at the top or bottom of exterior doors.
- Install devices such as a bell or alarm system that signals when a door or window is opened.
- Keep car keys out of sight.

### **CITY WASTE, FRAUD, AND ABUSE**

The City Auditor has a hotline for anonymously reporting suspected cases of fraud, waste, or abuse of public resources. It's designed for use by the public as well as city employees who are not comfortable going through their chain of command. The number is **(866) 809-3500**. Reports can also be submitted online at **[www.reportlineweb.com/Welcome.aspx?Client=citysandiegoFraudHotline](http://www.reportlineweb.com/Welcome.aspx?Client=citysandiegoFraudHotline)**. To process a complaint about fraud, waste, abuse that involves a City of San Diego employee, a contractor, or a vendor doing business with the City of San Diego, you should have the following information before contacting the hotline:

- The name of the involved suspect(s)
- The nature of the alleged incident
- How the alleged incident was committed
- Where the alleged incident was committed
- When the alleged incident was committed

If a hotline complaint is substantiated, disciplinary actions by management may include oral or written counseling, oral or written warning, reprimand, supplemental performance evaluation, suspension, compensation reduction, demotion, or termination. Suspected Code violations would be referred to City Attorney's Office or the SDPD for investigation and possible prosecution.