

SECURITY WORKSHOP AND CRIME PREVENTION  
FOR SENIOR CITIZENS

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THE SENIOR CITIZENS COMPREHENSIVE

GUIDE TO CRIME PREVENTION

The Proceedings of the University of New Haven  
Workshop on Crime Prevention and the Elderly

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The evidence as supported by a variety of studies, is beginning to show that the elderly are being victimized at an alarming rate. Trauma, both physical and mental, resulting from criminal assault is more likely to have greater and more devastating after effects, even in economic terms, for the elder victim than for the younger. In 1975, Lou Harris conducted a poll for the National Council on Aging, Inc. This Harris poll found that crime, or the fear of crime, was the primary concern of the senior citizen.

It is with these facts in mind that the Division of Criminal Justice of the University of New Haven obtained a grant from the Connecticut Board of Higher Education under Title I-A of the Higher Education Act to set up a series of workshops which aimed to assist those responsible for and concerned with the senior citizen. These workshops provided valuable information from a variety of viewpoints about what is being done, and what can be done. This monograph was extracted from the proceedings of the workshops on crime prevention for the elderly and supplemented with materials provided by similar projects from other states.

I hope this monograph will serve as a reference for those who are concerned with the prevention of crime against the elderly and as a security guide for the senior citizen.

I want to thank all the speakers and participants for giving generously of their time and effort to make the workshops successful. I also want to thank the University of New Haven and the Connecticut Board of Higher Education which provided financial assistance and made the project available.

I also want to thank Dr. Robert Meier, Dr. Richard Farmer, Dr. Lynn Monahan, Dr. Lutakome Kayiira, Dr. Alfred Attard, Mr. Scott Tilden, Mrs. Kay Allard, Mrs. Anne Callahan, Mr. George Fluter, Mr. Lin Mau Hsiung, Mr. Wolfgang Schlader and other members of the Criminal Justice Division for their hard work and dedication.

A handwritten signature in cursive script, reading 'Henry C. Lee'.

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PART I - CRIME AND THE SENIOR CITIZEN



## THE NATURE OF CRIME AGAINST SENIOR CITIZENS

Crimes committed against the elderly in the United States seem to be increasing at alarming rates. Crimes committed against elderly persons most often fall into one of several categories including: crimes of force (assault, purse snatching, robbery and attempted robbery), crimes of property (burglary and larceny), bunco and confidence games, medical quackery, and consumer frauds.

Trauma, both physical and mental, resulting from criminal assault is more likely to have greater and more devastating after effects, even in economic terms, for the elder victim than for the younger. The evidence, as supported by a variety of studies, is beginning to show that the edlerly are being vicitmized at an alarming rate. Data drawn from a variety of victimization surveys and prepared by the Law Enforcement Assistance Administration, as presented to the House Select Committee on Aging, indicate that although the personal crime rates among senior citizens were somewhat lower than for other age groups, about 12% of victimizations involving violent crimes against persons age 65 or over resulted in hospitalization. Other studies, for example, one conducted in Detroit, identified the median age of the street crime victim as 67.8 yrs.,

further reported that 12% of the victims were over 80 years old. A study in Kansas City found that the elderly living in high crime areas were victimized by burglary and robbery at a rate 3 to 4 times that of the general population. Further, other studies have shown that the victimization rates for crimes of personal larceny were significantly higher for elderly persons than for people in other age categories or for people from the general population.

Turning to categories of crime other than household and personal, the victimization of the elderly comes more sharply into focus as a concern of major proportions. The Attorney General of California reports that "crimes of a bunco and confidence nature are almost exclusively directed towards the senior citizen. The San Francisco and Los Angeles Police Departments report that more than 90% of the bunco victims are over 65 years of age and are mainly women." The elderly seem to be particularly prone to a wide variety of frauds which are designed to take advantage of the special concerns of the elderly for income security and health maintenance. Mail order retirement site sales, insurance schemes, pre-need funeral planning, and perhaps most especially, medical quackery, bilk the elderly out of extraordinary amounts of money annually, possibly billions.

In summary, the elderly crime picture is one of great concern. Elderly persons, particularly those living in our

urban areas, are 3 to 4 times more likely than the younger population to be victimized in a variety of ways, including robbery and purse snatching, burglary, and more especially bunco and confidence games, medical quackery and consumer frauds over which the elderly have almost exclusive domain. Thus, elderly crime represents a major problem, not only to the elderly themselves, but more importantly and most especially, to the police and other agencies of the criminal justice system.

Thus, the nature of crimes against the elderly may be summarized as follows

1. There is a high incidence of low income among the elderly. Thus, the impact of economic resources is relatively greater.
2. Older people are more likely to be victimized repeatedly, often the same crime and the same offender.
3. Older people are more likely to live alone. Social isolation increases vulnerability to crime.
4. Older people have diminished physical strength and stamina; hence, they are less able to defend themselves or to escape from threatening situations.
5. Older people are far more likely to suffer from physical ailments, such as loss of hearing or sight, arthritis, and circulatory problems which increase their vulnerability.
6. Older people are physically more fragile and more easily hurt, should they opt to defend themselves. For example, bones are more easily broken, and recovery is more difficult. Thus, they are less likely to resist attackers.
7. Potential criminals are aware of the diminished physical capacity and the physical vulnerability of the elderly, and thus are more likely to seek out an elderly target (whose age status is easily visible).

8. There is a greater likelihood that older people will live in high crime neighborhoods, rather than in suburbia, as a result of diminished income and of being rooted in central cities. Thus, they find themselves in close proximity to groups most likely to victimize them - the unemployed, teen age dropouts.
9. The dates of receipt by mail of monthly pension and benefit checks (and hence the dates when older people are most likely to have cash on their person or in their dwelling) are widely known.
10. Dependency on walking or on public transportation is more likely among older people who, for physical, financial, or other reasons, are less likely to drive or own a private automobile.
11. There is evidence that older people are particularly susceptible to fraud and confidence games.
12. Older people have the highest rates of crime of personal larceny with contact (theft of purse, wallet, or cash directly from the person of the victim, including attempted purse snatching).
13. Awareness of increased vulnerability to criminal behavior has a chilling effect upon the freedom of movement of older Americans. Fear of criminal victimization causes self imposed "house arrest" among older people who may refuse to venture out of doors. Furthermore, even in those situations where the fear of being victimized may be somewhat exaggerated or unwarranted by local conditions, the effect on the older persons is just as severe as when the fears are justified.
14. Because of loss of status and decreased sense of personal efficacy associated in the American culture with being old, older people may be less likely to process complaints through the criminal justice bureaucracy and to draw upon available community resources for protection and redress.

## A PROFILE OF THE SENIOR CITIZEN

In considering the nature of crimes committed against the elderly, it is useful to first examine a variety of facts that relate to the elderly in general and to the elderly and crime in particular. The elderly, defined as those 65 years and older, represent a bit more than 10% of the population. They are increasing in numbers at a faster rate than the rest of the population; their ranks swell by a daily net increase of approximately 1,400. About half of the more than 22,000,000 elderly are over 73 years old, and close to 2,000,000 are over 85. Women constitute 59% of the senior population.

As a rule, the elderly have approximately half the income of those under 65 and spend almost 4 times as much on health care. Approximately 30% of persons over 65 years live alone or with non-relatives, and of those, 74% are women. Approximately 41% of the senior citizens live in the central cities of our urbanized areas.

A typical profile of the elderly person in a major city finds him or her:

Living on social security or a limited and fixed retirement income

Living in small quarters, often in lower rent building and in high crime areas

Isolated and lonely but convinced of the necessity to barricade him or herself at dusk out of fear of intruders

With increasing health and mobility problems

With limited transportation resources

### Rates of Victimization

From the responses collected in the survey, rates of victimization were estimated. It was discovered that overall, those aged 12 to 34 are more than twice as likely to fall victim to one of these personal crimes as are those over 64 years old. Moreover, the elderly have the lowest rate of victimization for every crime category except that of pocket picking and purse snatching. In that category the elderly rank first. However, when considering theft, regardless of the use or threat of force, the elderly rate of theft victimization is equal to that of every other age group. In other words, one is no more likely to be a victim of a personal theft if one is 65 or 75 than if one is 20 or 35 or 50. But, the older the person is, the less likely he is to be a victim of a theft that involves the use or threat of force. Theft, then, can be seen as a constant across age groups, but the use of threat of force decreases as age increases. All told, 83 percent of all victimizations of the elderly involved theft, but slightly less than one quarter had an element of force. In comparison, those under 65 were victims of crimes involving theft 50 percent of the time, but an element of violence was present in 59 percent of the incidents.

### Who Are the Victims?

As is true of the general population, elderly men are victimized more often than are elderly women. Considering all personal crimes, it is estimated that 4.3 out of every 100 elderly men will be a victim of one of these personal crimes,

and 3.9 out of every 100 elderly women will similarly suffer. Elderly men are more likely than elderly women to be victims of robbery or assault, and the women are more likely to be victims of rape or personal larceny with contact. Eighteen percent of the elderly American population are members of minority races. As is the case for the remainder of the population, elderly minorities have a higher rate of victimization than do elderly whites. Again conforming to the pattern for the population in general, the elderly who belong to lower income brackets are more likely to be victimized than are wealthier elderly persons. Married and widowed people, regardless of age have lower victimization rates than do divorced, separated, or single people. However, in the one crime category of personal larceny with contact, widowed elderly have a rate almost twice that of married elderly; a difference due almost completely to the high rate of purse snatching among elderly widowed females. As could be expected, elderly persons who live alone have higher rates of victimization than do those who live with other adults in the same household.

#### The Victimization Incident

Three-quarters of all victimizations of the elderly occurred in the daytime (between 6 a.m. and 6 p.m.), whereas only one-half of the victimizations of those under 65 took place during the day. Forty-five percent of the incidents were committed when the elderly person was in an open, public place, such as a city street or park. Twenty-six percent of the victimizations occurred in a public or commercial building, and another 26 percent took

place in or around the home. This accounts for 97 percent of all the crimes against the elderly. The most common crime committed against the elderly, personal larceny with contact, occurred 88 percent of the time in a public, commercial building or in an open, public place; robbery occurred in one of those two places 61 percent of the time.

Contrary to popular belief, it does not appear that juvenile gangs disproportionately select elderly victims as targets. Almost half of the incidents involved only one offender, and when there was more than one offender, the elderly were more likely to be confronted with two offenders than with three or more offenders. In contrast, when victims under 65 faced more than one offender, the chances were that there were more than two offenders present. The data does indicate that the more offenders involved in the incident, the greater the likelihood that the victim will suffer an attack or sustain an injury, but this is true for all age groups, not just the elderly.

Elderly victims told the interviewer that a weapon was present during the offense in only one-quarter of all the incidents. Frequently the respondent was not sure whether or not the offender had a weapon. Weapons were much more often involved when the victim was younger; 42 percent of all victimizations of people under 65 involved weapons. Most of the weapons the elderly victims saw were used to commit robberies, yet only 44 percent of the robberies of elderly citizens involved a weapon. Being confronted with a weapon was twice as likely if the elderly



person was alone than if there was a bystander. If a weapon was present, there was a slightly greater chance that the victim would be attacked and a substantially greater chance that he would be injured than if no weapon was present.

All personal crimes considered, the elderly were subjected to fewer physical attacks on their person than were younger people. Furthermore, they suffered fewer injuries if they were attacked than did their younger counterparts. Sixty-eight percent of all victimizations of senior citizens entailed no physical attack whatsoever, 15 percent resulted in attacks without injury, and 17 percent ended with an injury. Elderly males were far more likely to be attacked than were elderly females, but if attacked, the females were more likely to sustain an injury. Attack and injury were most frequent when the victim was alone. Three-quarters of the injuries suffered by senior citizens were incurred during the course of a robbery.

#### Summary of Data on Personal Victimizations

The data collected in the National Crime Survey portray a different picture of the nature of crime against the elderly than would be inferred from other sources, such as the news media or police statistics. This information, based on the victim's own report, indicates that the elderly members of the population are not preyed upon by criminals any more often than are other groups in the population. In fact, on the whole, they are less likely to suffer a victimization than are younger

members of society. Furthermore, they are less often a victim of a serious crime, such as rape, robbery, or aggravated assault than are younger people. The elderly who are unfortunate enough to fall victim to a personal crime are less likely than younger people to be attacked or injured, and less likely to be confronted with a weapon.

#### Congames and Swindles

Turning to categories of crime other than personal offenses against the senior citizen, the rate of victimization of the elderly is more difficult to assess because there is only limited statistical data available. The Attorney General of California, however, reports that "crimes of a bunco and confidence nature are almost exclusively directed toward the senior citizen. The San Francisco and Los Angeles Police Departments report that more than 90% of the bunco victims are over 65 years of age and are mainly women." The elderly may be particularly prone to a wide variety of frauds which are designed to take advantage of the special concerns of the elderly for income security and health maintenance. Mail order retirement site sales, insurance schemes, pre-need funeral planning, and perhaps most especially, medical quackery, bilk the elderly out of large amounts of money annually.

## THE LIABILITY OF BEING ELDERLY

One of the characteristics of the elderly is that they tend to live alone and apart from the general population. this can lead to isolation. Isolation can make the older person more vulnerable to crime victimization. Two major reasons why the above statement tends to be true are: Con artists are attracted to "lonely" people who have social needs, and secondly "Criminals" are attracted to "predictable" people, who will not depart from their routines, be it daily or weekly.

Fear, caused by the media, actual victimization, or psychological and physical reasons, can make the fear of crime more of a problem than the crime itself. The so-called "minor" crime can have a lasting effect on the elderly. The paradox is : The home has been soiled; person does not want to leave it, but is afraid to remain alone in it.

A study in Wilmington Delaware gives general characteristics of the elderly victim: they are most often female, carrying a purse, generally alone, often attacked in own neighborhood, often attacked during daylight hours, often attacked by male teenagers, and are considered an easy victim by the attacker.

What characteristics make the elderly an easy victim? The offender feels that the elderly are more vulnerable to schemes than other parts of the population for any of the following reasons. The con artist knows that many senior citizens are lonely, they know how to get on your side, being friendly, sooth-

ing, and being nice to you. The offender also uses grief to his advantage, he could become a substitute for lost spouse or friend. The renewal of hope in the voice of the con artist does the job. During periods of depression, the con artist can help a person spend money in a foolish and useless manner. Many elderly people also have perception (sight and hearing) impairments and their pride stops them from asking questions of the con artist pertaining to small print and confusing verbal explanations. Their double talk appears like educational jargon, so the elderly do not want to appear stupid by asking questions. Illness and pain will cause many people to buy any kind of hopeful relief or cure from the con artist without sufficient evidence. The criminal also uses the idea of hedonism to his advantage, fear that time is running out and the feeling that you can't take it with you, this may lead an elderly person to make unwise investments. The con person will help you enjoy spending your money.

How extensive is the crime of fraud against the elderly? The California Crime Prevention Division gives these indications of the extent of victimization by means of the pigeon drop only: seniors are the victims in 90% of the cases estimated to be perpetrated against persons in California, the average age of victim is 70 years, average loss is about \$2,000, losses statewide are reported to be about one-half million dollars per year, police estimate that only one in five cases is reported, and most con artists are not apprehended and lost funds are seldom

returned, con artists work swiftly in an area and move on to another area.

Some tips that can help you avoid becoming a victim of a con artist include. be suspicious in sales, contributions and gift situations, don't be rushed into business deals, do not reveal financial status, marital status, or any banking practices to survey teams or poll takers, be careful about prepaying for products or services offered by travelling sales teams, and never withdraw large sums of money from the bank at the urging of strangers.

Methods by which victims are selected include: random, person-to-person contact, indiscriminate house-to-house canvassing, "resident" mail, random mailing list acquired from another group, "soft touch" mailing list acquired from legitimate charitable/religious organizations, offering prizes to induce people to suggest names of friends who might be interested in the product, names from newspaper articles, visual inspection of neighborhoods by roof, driveway, or home repair "specialists" - looking for prospects, checking the phone book for unusual biblical names (usual characteristic of older people), and female listed in phone book or on mail box by their first name.

There are many clues that may indicate that you are in the process of being TAKEN. Knowing these clues may help a potential victim, whether elderly or not, and may defeat the con artist. Among these clues are the following: free or spectacular offers, "hot" or stolen goods, left-over material

from a nearby job - offered cheaply, a statement like - "We have carefully selected you as a showcase for our product or service", hurry-up deals with no time to check authenticity, requirement to sign a contract as a mere formality, phone calls from banks, police or government officials inquiring about personal financial status, request for contributions from groups having similiar but not identical names as a well-known group or organization, any offer by a stranger to share something, any offer to bless money to make it multiply magically, fortune tellers or seance practitioners, and any teams taking surveys by phone or in person, seeking salary, age, marital status, etc.

Con artists are practioners of human behavior. The majority of them are clever, convincing, and ingenious. Their schemes are well-designed and many times legal. Connies are nice, likeable, personable characters who can buy you for what you are worth and sell you back to yourself for what you think you are worth.

## THE SENIOR CITIZEN'S ATTITUDES TOWARD CRIME

It is no secret that the elderly are concerned with the problem of crime in the nation. The following is an assessment and examination of the attitudes of elderly citizens toward crime based upon data collected as part of the National Crime Survey and upon data collected by Louis Harris and Associates in a 1974 Study commissioned by the National Council on Aging. We look first at the National Crime Survey in which data was collected in 1974-75 in 26 major U.S. cities. Ten thousand households in each city were selected at random to be interviewed and a random half-sample of those, or 5,000 households in each of the 26 cities, were administered the Attitude Questionnaire. Each household member aged 16 or older was questioned about his attitudes, opinions, and behavioral responses to his perception of the crime problem. The responses gleaned from this survey of approximately 130,000 households and 260,000 individuals serve as the foundation of this first report. The primary focus is on the differences in responses elicited from the various age-based segments of the population. The responses of the elderly, those aged 65 and older, are singled out for special scrutiny. This report will focus on: a) respondents' opinions concerning crime trends and their own personal safety, b) the extent to which people alter their activities due to a fear of crime, and c) the sources of information that contribute to the formulation of attitudes about crime.

### Beliefs and Perceptions

All respondents were asked if they thought crime in the United States had increased, decreased, or remained the same in the past year or two. At least 80 percent and no more than 84 percent of each age group (16-24, 25-49, 50-64, 65-74, 75 and older) thought that crime was on the increase. A similar question was asked about crime in the respondent's own neighborhood. Forty-one percent of the entire sample thought crime in their own neighborhood had increased and the elderly are not distinct. When asked if they thought the crimes were committed by people who lived in their own neighborhood, by outsiders, or equally both, outsiders received the blame most of the time, but the elderly were more likely than younger respondents to say they did not know. Fifty-eight percent of all elderly respondents said they thought their chances of being robbed or attacked had increased in the past year or two. However, people under 65 were even more likely than those 65 and older to think that their chances of being attacked or robbed had increased in the past couple of years. Age is strongly associated with a respondent's feelings of safety alone on neighborhood streets, either at night or during the day. The elderly were far more likely than were younger people to report feeling unsafe.

### Consequences of Perceptions

Those people who said they felt somewhat or very unsafe alone on their neighborhood streets either at night



or during the day were further probed concerning a possible desire to leave their neighborhood because they consider it too dangerous. The analysis showed that the elderly are less likely than their younger counterparts to have given serious thought to moving out of their residential neighborhood. As could be expected, however, those who had experienced some kind of victimization were more likely than those who had not had such an experience to think seriously about moving.

The vast majority of respondents, regardless of age, sex, race, income, or previous victimization experience, thought that people in general modify their activities because of a fear of victimization. Fewer respondents thought people in their own neighborhood alter their activities, but of those who expressed such an opinion, the elderly were overrepresented. When asked if they, themselves, altered their activities due to a fear of crime, far more of the elderly responded in the affirmative than did younger people. This self-limitation of activities is associated with the opinion that crime is on the increase; however, regardless of opinion about crime trends, elderly respondents more often reported altering activities than did younger people.

As could be expected, elderly respondents reported far fewer evening outings than did their juniors. The reason most commonly given by the elderly for curtailing their evening outings was the fear of crime. There is some

indication that a recent victimization experience, at least for victims over 24 years old, is associated with a decrease in evening excursions.

#### Sources of Information

Respondents were asked if they thought crime was more serious, less serious, or about as serious as the newspapers and television indicated. This question had the serious shortcoming of not differentiating between the news and entertainment components of television. Nonetheless the outstanding finding was the lack of difference between age groups in the assessment of the seriousness of crime relative to its media portrayal. Regardless of sex, race, or income of the respondent, there is no association between age of respondent and assessment of the media representation of crime; slightly less than half of each age group thought the media accurately represented the crime problem, while another 40 percent of each group thought crime was more serious than the media suggests. This finding of lack of differences is somewhat surprising in light of the fact that there were rather large differences between the age groups in their feelings of safety and the proportion who limit or change their daily activities out of a fear of crime.

#### Another View: The National Council on Aging Report

In early 1974 the National Council on Aging commissioned Louis Harris and Associates to conduct a comprehensive national study concerning problems of the elderly. As the commission stated, the purpose of the study

was "to determine the public's attitude toward aging and its perception of what it's like to be old in this country -- and to document older American's views and attitudes about themselves and their personal experiences of old age."

In order to tap these attitudes, approximately 4,254 in-person household interviews were conducted during late spring and early summer of 1974. Representative cross-sections of the public included those 18 years of age and older, those 65 years of age and older, those 55-64 years of age (persons approaching retirement age), and an additional sample of blacks 65 years of age and older,

According to the study's measurement of the perception of the elderly (those aged 65 and over) toward various social problems, 23 percent reported fear of crime as a major social problem. Poor health elicited a 31 percent response rate, and 15 percent responded that inadequate money was a major concern.

It is interesting to note the influence of financial status upon the response rate. For example, of those with incomes under \$3,000, 31 percent responded that fear of crime was a major social problem compared to 17 percent of those with incomes of \$15,000 or more. This relationship generally holds throughout most of the categories. That is, those with lower incomes perceive crime to be a more serious problem than those persons who are more financially advantaged.

Other demographic variables were also shown to differentially affect the perceptions of the elderly regarding crime.

With respect to race, for example, 21 percent of white seniors compared to 41 percent of the elderly black citizens reported that crime was a very serious problem for them personally. Again, financial status was found to influence this relationship. Of those 65 and over with incomes under \$3,000, 28 percent of the whites and 44 percent of the blacks listed fear of crime as a very serious social problem. For those with incomes above \$3,000 the response rate was 18 percent for white respondents and 33 percent for black respondents.

Persons with less education were found to be more concerned about the problem of crime than their better educated counterparts. Of those elderly with some high school education, 25 percent felt that crime was a serious personal problem compared to 10 percent of those who were college graduates. Differences on the basis of sex were also noted. Of the female respondents, 28 percent reported fear of crime as a serious social problem, while only 17 percent of the males responded similarly.

Quite obviously, demographic variables such as income, race, sex, and education differentially affect the attitudes of the elderly toward social problems, or more specifically fear of crime. Generally, those that are more disadvantaged with respect to income and education are more likely to view crime as a more serious social problem than their more advantaged counterparts. In addition to these differences, the crime problem is seen as a serious threat generally by the elderly members of our population. This is also underscored

by the attitudes of the elderly regarding mobility. When asked to list "serious problems in getting where you want to go," 24 percent of those aged 65 and over listed danger of being robbed or attacked on the street as a serious problem. Of those aged 18-64, only 14 percent listed danger of being robbed or attacked as a major problem. This difference again underscores a problem of particular concern to the elderly in that their perceptions of crime have a direct impact upon their ability to feel safe and secure when leaving their residences.

#### The Senior Citizen's Fear of Crime: Conclusions

It has been widely claimed, and the data presented here support the claim, that the elderly have an extraordinary fear of crime. Considering that the elderly tend to be less agile, strong, and swift than their juniors', they undoubtedly feel more helpless and less able to defend themselves. It appears that the elderly generally employ the crime prevention technique of avoidance. More often than others they curtail their daily activities due to a fear of being victimized.

On the other hand, the elderly do not have an extraordinary perception of the crime problem. They are no more likely to perceive an increase in crime, either near or far, than are younger respondents. Nor are they any more likely than others to think that their own risk of victimization increased in the past couple of years. The elderly are as likely as younger people to think that the media gives a fair representation of the crime problem. Stated simply, older people see the same problem everyone else sees, it just means more to them.

## THE REPORTING OF CRIMES TO THE POLICE

BY THE SENIOR CITIZEN

Again referring to data collected in the National Crime Survey, the victims of personal crimes were first asked in each interview if the crime had been brought to the attention of the police. It is impossible to determine whether or not the report was made by the victim or by someone else acting in the victim's behalf. In any case, about half of the crimes against the elderly were reported to the police. This compares to 55 percent reported for crimes against those between the ages of 35 and 64, and 43 percent for victimizations of persons aged 12 to 34. Sixty-two percent of all purse snatches and pocket pickings of the elderly were never brought to the attention of the police. Moreover, 37 percent of the robbery incidents in which the victim was 65 or older were never reported.

The elderly most often said that they didn't report the incident because there was lack of proof, but the second most common reason given was that the incident was "not important enough" to report. The third reason most commonly offered by the elderly in explanation of not reporting was that the police would not want to be bothered. These three explanations accounted for 80 percent of all the reasons given by elderly respondents for not reporting their victimization to the police. Incidents were more likely to be reported if the offender was not a stranger to the victim, if there had been a weapon used

in the offense, if there had been an attack, if injury had occurred, and if the crime had been completed. This is true not only for the elderly population but for the younger victims as well.

A survey conducted by the National Organization of Retired Citizens indicates that senior citizens frequently did not report crimes because of a feeling of police ineffectiveness; this belief led 34 percent of the citizens to feel that the incident was not a police matter. The victim's property and/or bodily integrity is violated during a crime. Afterward, he is immersed in uncertainty and anxiety as he reacts to the crime: Who was the offender? Why did he do it? Perhaps, how did he do it? Why me? Why now? And, what are all the effects of this? It is quite likely that this reaction is generalized to feelings of doubt and uncertainty about the effectiveness of the first authority who appears, the police.

This perceived ineffectiveness of the police may be more influenced by a lack of knowledge about the criminal justice system and the way it functions than by awareness of its actual effectiveness. Uncertainty about the system may also affect both the level of fear and the type of response to victimization, if it actually occurs.

Several other explanations have been proposed for the phenomenon of non-reporting by elders, such as loss of status and feelings of inefficacy in relation to the criminal justice system, as well as fear of retaliation and a desire not to get involved. Of course, fear lasts long after victimization,

and the entire incident becomes shrouded in it. Fear may even increase after victimization; as victimization reinforces vulnerability, fear of revictimization asserts itself.

Thus, fear may not only precede and accompany the victimization, but may be compounded by it, increased by the impact of the crime itself. Here again, fear affects the report rate. Non-reporting is parallel to the self-imposed "house arrest" response. If elders become too frightened to leave home, they can also become too frightened to involve themselves in the criminal justice bureaucracy. They are quite likely to resist inviting the police who are, after all, strangers, into their homes to give reports -- even if they are well and oriented enough to do so -- when they are uncertain about what police attitudes toward them will be, uninformed about the mechanisms of law enforcement, and unclear about the benefit to themselves.



## CHARACTERISTICS OF OFFENDERS

If it were possible to survey the entire population of Connecticut how could we pick out those people who would most likely be offenders? Would the person who breaks into our homes or steals our car be young or old? Black or white? A stranger or a neighbor? Just who would we be looking for? The answers to these questions are difficult, and at times, impossible to determine. There are however, inferences that we can make from statistical information.

Our folklore has depicted, (until recently) the typical "bad man" of the old western movies. This man is white, in his twenties, and a drifter from town to town. When we try to use this image to confront today's crimes we are met with cognitive dissonance. Our tradition suggests one thing and reality suggests another. We look for an adult and find a child. Reid (1976) in a recent national crime survey indicated that young people ( 18 years and younger) commit the majority of crimes against property including vandalism and theft. This group commits 75% of all crimes despite the fact that they only make up 25% of our total population.

Recent Connecticut figures (1974, Dept. of Children and Youth Services) support the national statistics and indicates that 89% of the delinquent population is between the ages of 14 and 16 years. Nine out of every ten offender is male. Three quarters of them come from homes where one or both natural

parents are missing. They are from relatively large families (78% have four or more children). The majority are NOT on welfare assistance nor are they wards of the state.

The ethnic background of these offenders is as follows: 33% black, 52% white, 15% Spanish speaking. These figures are somewhat misleading however. Reid (1976) suggests that most crimes are intraracial so that a white is more likely to be victimized by a white and a black by a black. Part of this may be due to the somewhat limited mobility of the young offender and also the fact that the offender has a greater likelihood of knowing who has money (or possessions) in his own neighborhood.

The National Advisory Commission (1973) indicated that 85% of the robberies committed were by youth who did not know their victims. When our home has been robbed we often wonder if it was the kid next door or some one from out of town. Despite their limited mobility, offenders seem to seek other neighborhoods.

In summary, if we are looking for the characteristics of those who would rob our homes and steal our cars we should look around our own immediate area. We will be looking for young males between 14 and 16 years. They will probably come from broken homes and will be one of many children. If we were to go one step further we would find that the youth had little or no supervision; was experiencing difficulty in school; and had been in trouble with the police before.

PART II

CRIME PREVENTION STRATEGIES FOR

THE SENIOR CITIZEN

CRIME PREVENTION STRATEGIES FOR  
THE SENIOR CITIZEN

" A violent crime is committed every 32 seconds in the United States. Every twelve seconds across the United States someone's house is burglarized. Every 28 minutes, someone is murdered. Every 9 minutes, some woman is raped. Every 75 seconds, someone is robbed. And every 64 seconds, an aggravated assault takes place."

- National Crime Report

Crime in the United States continues to grow at an alarming rate, not only in the cities but increasingly in rural and suburban areas. Maintaining personal security at home, at work and on the street for not only your personal property but also for your own well-being is becoming an extremely pressing problem for the senior citizen. The hard fact is that crime is devastating the lives of thousands of relatively defenseless older Americans. People everywhere are looking for ways to protect themselves and their families.

As a responsible senior citizen, there are many steps you can take to protect yourself from criminal attack, and to safeguard your money and property against acts of theft. Additionally, knowledge of the appropriate response can save you additional injury if a crime does occur.

This section is designed to provide you with the information you need in order to reduce the likelihood of your suffering a criminal victimization and to minimize the risk of your being injured if a crime does occur.

Recent research reveals that the senior citizen is more vulnerable to certain crimes : crimes of force, burglary, bunco and confidence games, medical quackery and consumer fraud.

### 1.) Crimes of Force

The crimes of force to which the elderly are most vulnerable appear to be assault and purse snatching. With respect to purse snatching, simple instructions on carrying money and credit cards in inside pockets of clothing instead of in a purse, methods of carrying purses for quick release to minimize physical injury and avoidance factors related to place and time will be discussed. Techniques of avoiding assault, including when and where to walk, carrying whistles or sirens for deterrence, and the use of the buddy system also will be presented.

### 2.) Burglary

Detailed information on methods of improving resistance to forceful entry through windows and door, different locks and alarm systems, the importance of thinning and lowering shrubbery for visual survey, and other methods of discouraging burglars will be discussed.

### 3.) Bunco and Confidence Games

The vulnerability of seniors to bunco and con games results from their isolation, their economic distress, and the fact that their life savings are usually readily accessible in bank or savings and loan accounts. Bunco prevention consists of methods to recognize the modus operandi of current bunco schemes and the reinforcement of a few simple rules

- Never discuss your personal finances with strangers.
- Don't expect to get something for nothing.
- Never draw cash out of a bank or savings account at the suggestion of a stranger.
- Always check on anyone who claims to be an FBI agent, bank official, official inspector or representative of any public agency.
- Do call the police and report any bunco modus operandi approaches.

#### 4.) Medical Quackery

The primary target of the medical quack is the senior citizen.

Economic loss is substantial ( in California alone, quackery is estimated to be about a 50 million dollar business a year ), and delay in receiving proper medical treatment while dealing with the quack may lead to more serious problems and even death.

The common quackery schemes include cures for cancer and arthritis, get well quick for baldness or obesity, restoration of youthful vigor. Seniors are the victims in approximately 7 in every 10 cases of medical quackery fraud coming to the attention of the criminal justice system. There are some simple ways of identifying the medical quack:

- Any person who guarantees to be able to cure a disease is suspect.
- Statements along the line that the practitioner has a secret formula or a special treatment known only to him should arouse suspicion.
- Responding to an advertisement will often lead to exposure to quackery.
- Great success by quacks is achieved through direct mailing.
- Some food faddism and false nutritional therapy are special types of quackery.

## Crime Prevention Strategies

### Crimes of Force

The best way to eliminate crimes of force is to prevent their happening in the first place. Unfortunately, crime can happen at any time, at any place, to anyone.

The primary goal is to answer the question that thousands of elderly persons across the country are asking. The question is "What can I do to protect myself if I am attacked?" Both physical and verbal methods of defense will be discussed. The importance of psychological conditioning along with physical conditioning for self defense will be stressed.

## SELF-DEFENSE TECHNIQUES FOR SENIOR CITIZENS\*

The focus of this presentation is the prevention of property loss and especially personal injury which is so often associated with "purse-snatching" and similar situations where the victim is face-to-face with the intended thief. The following points involve becoming more sensitive to potentially dangerous situations as well as becoming more familiar with tactics which are effective in getting oneself out of a dangerous situation.

First and foremost, however, it must be stressed that perhaps only 10% of our entire United States population is in sufficiently good physical condition to emerge the winner in a hand-to-hand combat situation with an attacker. Thus, although it feels horrible to give up your money to a thief, it is exceptionally important that you decide right now that your life is more important. Holding onto your purse, attempting to hit or chase a robber is simply not worth the risk of physical injury to yourself, and after all, it's the money that the thief wants! On the other hand, there are numerous things you can do to avoid this kind of situation altogether, or at least give the thief a second thought or two in considering you as a potential victim.

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\*Most of the specific information presented here was developed by the Rape Crisis Center, P.O. Box 21005, Washington, D.C.



1. Try not to overload yourself with packages, large purses, etc. Pockets are more practical, keeping your hands free.
2. At night, don't walk through dark parking lots (they should be reported to the city council), parks, or other places where attackers can hide.
3. Don't walk through a group of teenagers, walk around them, or if possible cross the street.
4. If you're alone, be extra aware of what's around you. Listen for footsteps and voices nearby. Look around to see if someone might be following you. If you think so, change your walk- either quicker or slower- to see what happens. Try crossing the street; try walking down the middle of the street stay near the streetlights. If you fear danger, don't hesitate to shout loudly-- yell "HELP." Go to the nearest lighted place and get in quickly. Break a window instead of ringing the bell. If you can run, make sure you yell the whole way.
5. Carry a whistle wrapped around your wrist and use it when you think you should.
6. Don't walk alone if you're upset, drunk, or taking medication that affects your balance or ability to think clearly. Ask a friend to go with you.
7. Don't walk too close to the inside of the sidewalk, near bushes, alley entrances, driveways or entrances to private places.
8. If you are waiting for a friend outside, a bus, or the light to change, notice how you stand. You should be balanced; don't keep your feet very close together; don't keep your hands in your pockets. Be aware of cars that keep passing you or that might pull up near you.
9. If you carry a purse, newspaper, or umbrella, keep them tucked under your arm.
10. If you are a woman, wear shoes that are good for walking and do not throw you off balance. Be aware that capes, scarves, long necklaces, etc., are easy to grab.

#### While Using Transportation:

1. If you have a car, check the back seat at night. (Many attackers hide there and wait for the driver to return.) While driving, keep your doors locked and windows rolled down just a little bit.

2. If you are using public transportation; keep what you're carrying tucked under your arm if standing. Try not to stand near a group of teenagers.
3. While sitting (on the bus or subway) look aware, and don't fall asleep.
4. If you're not sure of where you're going, ask the driver, sit near the front.
5. Do not accept rides from anyone you don't know well.

"Legal Weapons" as Protection:

Weapons should not be relied on because they can be taken away from you and used against you. If you are confronted with an attackers' weapon, yours might not do any good; they are hard to handle correctly and many times they aren't in your hand when you need them. (A hat pin, for example, is useless at the bottom of a purse if someone grabs you.)

## PERSONAL SECURITY OUTSIDE THE HOME

### While Walking: Be Defensive

1. Try not to overload yourself with packages, large purses, etc. Pockets are more practical, keeping your hands free.
2. At night, don't walk through dark parking lots (they should be reported to the city council), parks, or other places where attackers can hide.
3. Don't walk through a group of teenagers, walk around them, or if possible cross the street.
4. If you're alone, be aware of what's around you. Listen for footsteps and voices nearby. Look around to see if someone might be following you. If you think so, change your walk - either quicker or slower - to see what happens. Try crossing the street; try walking down the middle of the street, stay near the streetlights. If you fear danger, don't hesitate to shout loudly -- yell "HELP". Go to the nearest lighted place and get in quickly. Break a window instead of ringing the bell. If you can run, make sure you yell the whole way.
5. Carry a whistle wrapped around your wrist and use it when you think you should.
6. Don't walk alone if you're upset, drunk, or taking medication that affects your balance or ability to think clearly. Ask a friend to go with you.
7. Don't walk too close to the inside of the sidewalk, near bushes, alley entrances, driveways or entrances to private places.
8. If you are waiting for a friend outside, a bus, or the light to change, notice how you stand. You should be balanced; don't keep your feet very close together; don't keep your hands in your pockets. Be aware of cars that keep passing you or that might pull up near you.
9. If you carry a purse, newspaper, or umbrella, keep them tucked under your arm.
10. If you are a woman, wear shoes that are good for walking and do not throw you off balance. Be aware that capes, scarves, long necklaces, etc., are easy to grab.
11. Don't give directions or other information to strange men.
12. Know your route home. Note the locations of stores, service stations, etc. that are open late. Remember the locations of buildings with doormen and police and fire stations.
13. If you are confronted by a criminal, cooperate. Do what the criminal says to do and do it quickly. If a robber displays a firearm, consider it loaded. The objective is to avoid physical injury. But try to remember identifying physical features, and report the incident to the police immediately.

## WHILE USING TRANSPORTATION: PROTECT YOURSELF

### If You Own a Car:

1. Check the back seat at night. (Many attackers hide there and wait for the driver to return.) While driving, keep your doors locked and windows rolled down just a little bit.
2. Always lock your car after entering it and when leaving it.
3. Have your keys in your hand so that you don't have to wait long before entering your car.
4. If you have car trouble, raise the hood, lock yourself in and wait for the police. Do not get out of the car if a stranger stops and offers help - ask him to call a service truck for you.
5. Don't give rides to anyone you don't know well.
6. Don't stop to help a stranded motorist; stop at the next phone booth and call the police or highway patrol.
7. If you think someone may be following you, drive to the nearest public place (gas station, all night restaurant), and blow your horn.
8. Be sure to have the water, oil, tires, etc. checked often to help prevent an unexpected breakdown.
9. Avoid short cuts through unfamiliar areas.
10. Don't park your car in an unsavory location.

### If You Are Using Public Transportation:

1. Keep what you're carrying tucked under your arm if standing. Try not to stand near a group of teenagers.
2. While sitting (on the bus or subway) look aware, and don't fall asleep.
3. If you're not sure of where you're going, ask the driver.
4. Try to sit near the driver or near a door. If possible, do not sit in corners of the bus.
5. Before getting off the bus, look for suspicious persons; if necessary, ride to the next stop.

### PROTECT YOUR HANDBAGS AND WALLETS

1. Don't carry your wallet in the breast pocket of your jacket. If you carry your jacket over your arm, the wallet may fall out.
2. Be sure that your wallet doesn't make a conspicuous bulge in your pocket.
3. Carry as few credit cards and as little cash as possible.
4. Hold the flap of your pockbook, or the part that opens, closest to your body.
5. Don't let your handbag dangle while you carry other packages. A purse snatcher can easily snip the strap and be gone.
6. While in a public restroom, don't hang your pocketbook high on a hook inside the booth.
7. If a thief grabs your handbag, let go! Your shoulder could be dislocated by a person determined to get your bag, or you could be dragged down the street. Yell for help!
8. When driving, leave your purse on the floor. It only takes a second for a thief to reach through an open window (your car door should be locked) and steal your purse while you are stopped for traffic. Keep your windows partially rolled up.
9. Don't flash large amounts of cash.
10. Beware of strangers who start meaningless conversations with you. They may be removing your wallet or your money from your purse.

## Crime Prevention Strategies

### BURGLARY

#### The Home:

Man has been faced with home security since ancient times. The problem of home security arises from mainly two major threats to our homes and ourselves, burglary and fire. No matter where we live, the chances are better than average that at some time we will be victimized by burglary or fire. In this section we will look at the problem of burglary and what can be done to prevent this horrible experience from destroying your home, your possessions, and your emotional and physical well-being. Fire is no less a problem or disaster than burglary, but fire prevention has numerous proponents and sources of information for the home owner and the concerned citizen. Local fire departments, police departments, and even most insurance companies will be of great value in obtaining any needed information on fire prevention and personal safety. If contacted, these agencies will gladly supply you any necessary information you may need.

No matter where we live, the chances are better than average that at some time we will be exposed to the victimization of burglary, either directly or indirectly. Burglary has become one of the most serious crime problems in America today. Because of increased mobility and opportunity, burglars now strike at all economic and social levels. No one is immune to this terrible experience from occurring in your neighborhood, to your relatives, and most destructive of all, to yourself. One only has to pick up his newspaper and see the frequent mention of police reports concerning burglary or talk to friends to see the wide-spread

problem of burglary. We are all disgusted when we hear of someone becoming a burglary victim, but this disgust is only a small emotional response when compared to the experience of actually being a victim yourself. Astonishment, indignation, anger, fear, revenge are emotional states that are only what is partially felt by the victim of burglary.

### Burglary

Burglary is the act of breaking into or entering the house of another with the intent to commit a felony.

Two important aspects of burglary are its frequency and its economic cost. If burglaries were distributed evenly in time, one would occur in every 10 seconds. There are more than 3 million burglaries committed each year in the United States. The average dollar loss per burglary was \$424.00 in 1975; stated alternatively, the cost is estimated at 200 billion dollars per year.

The nature of the offense shows that residential burglaries occur more frequently than non-residential burglaries. Residential burglary accounted for 58% of the total number of burglaries, according to recent statistics. Residential burglaries are increasing in frequency. Since 1970, residential burglaries committed in the night time have increased 65% and day time burglaries have increased 60%.

Easily movable and easily convertible, money and goods are the preponderance of stolen items; specifically cash, rare coins, liquor, televisions, stereos, radios, etc.

Burglarized residences are usually entered via a door or window. Over 75% of all burglaries require forcing a door or

window to gain entry.

The summer months of June, July, and August represent about 30% of all burglaries.

Residential burglaries are most likely to occur during day time hours and on week days not weekends as popularly believed.

Home burglary is a relatively unsophisticated crime, usually committed by the amateur burglar who seeks the easiest opportunity with the least threat of detection. Hence, most crime of this type can be prevented.

Communities have devised all sorts of schemes to protect themselves from those who would steal....hired watchmen, volunteer bands to guard the streets, professional enforcers of the law. And even the best of these has never been fully successful. There has always been one weak spot - the victim or more percisely YOU. Those who steal count on you. They know how careless or complacent most people are.

You can help make it difficult for those who would make your possessions theirs. You can help avoid the shock, indignation and anger that burglary victims have experienced. You can minimize your physical and financial discomfort if you should fall prey to a burglar. There is no way you can make your home 100% burglar-proof, but there are a number of simple, inexpensive things you can do to minimize the chances that a burglar will pick your home as his target or to protect yourself in case he does.



## Home Security

Home security should be approached from a multi-security aspect, not only security inside the home, but also security outside the home.

### I.) Security outside the home.

As mentioned before, while it is true that a good burglar can probably get into your home if he really wants to, all burglars are not good, they count on your helping them. One way to help the burglar is to provide outside cover for him around your house.

- A.) Keep shrubbery trimmed around the doors and windows. Don't give the thief a convenient place to hide while he works on breaking in. Shrubby should never block the view of your front or back door or any window of your home.
- B.) Prune large, low-hanging branches off trees next to your home. These could provide second story access for the burglar.
- C.) Fences have both good and bad security features. If a fence will completely hide your property as do large over-grown shrubbery, it is a bad security feature. This type of privacy is not only good for you, but excellent for the burglar. Make sure if a fence is installed it does not completely hide the view of your house. Fences, if present, should be locked. They may discourage a burglar from having to climb over them causing another obstacle and a chance for detection. Fences for houses located on corner lots are good security features in that they prevent people from cutting across your property for a short-cut. Many times the neighbor teens will become familiar with your home entrances, your belongings, and your schedule by simply walking across your lawn on the way home. Reduce

their knowledge and take away the temptation by installing the proper fence for your property. Even though it is a sad comment on our society, we must think the worst of people in order to make home security work.

D.) Outside Lighting should exist and be proper in type, location, and use. Outside lights are good security. They remove the burglar's cover of darkness - he does not want to be in the spotlight while he is working. The best possible location for outside lights is under the eaves. This makes ground-level assault more difficult. You can also prevent the burglar from disconnecting the light if placed in this high position. Don't be afraid of energy wasting by burning outside lighting, for a 100 watt lightbulb burning 10 hours a day will cost only \$1.50 per month. For the few hours that the lighting will be used this is no great expense or energy loss for security use. You can also buy inexpensive timers or photo-cells that will automatically turn the lights on at dusk and then turn them off at dawn.

If there is street lighting outside your home, keep an eye on it. If it goes out contact the proper authorities, usually the electric company at once. They will happily replace or repair any malfunctioning parts. Well lighted streets help to keep burglars at bay.

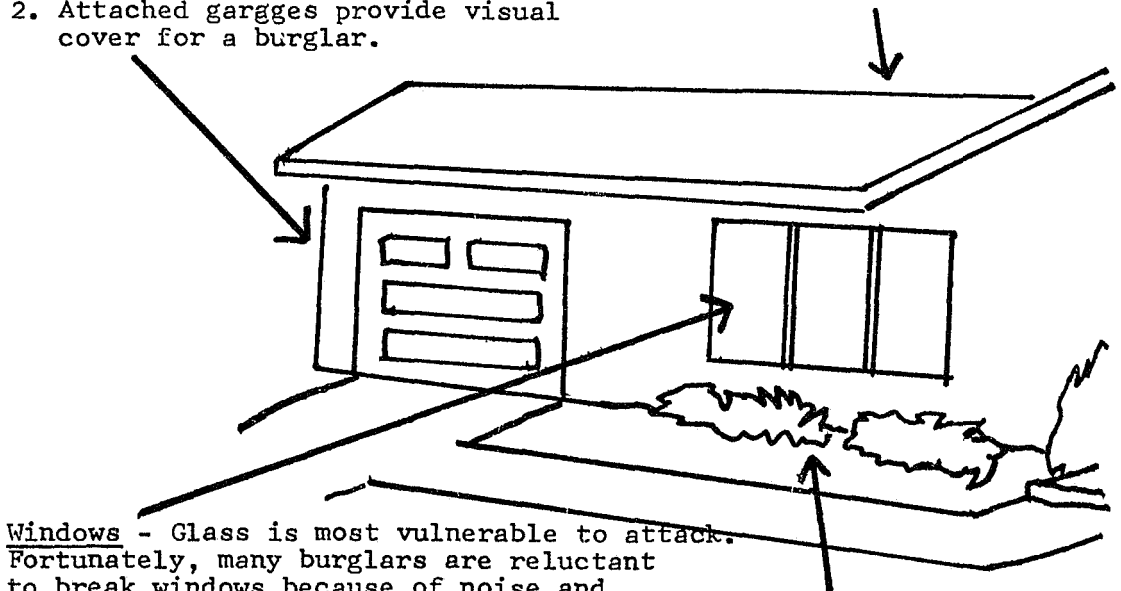
E.) Ladders and other stepping devices should be secured in a horizontal position with a chain or locked in a garage. Such items left unsecured can be used to gain entrance through second story windows. Communicate this sort of problem to neighbors who may have items such as these lying around.

## CHECKLIST FOR HOME SECURITY

Garages- Should be as secure as any other area of the house because :

1. They often contain ladders and tools which could be helpful to a burglar.
2. Attached gargges provide visual cover for a burglar.

Alarms- Many types of alarm systems work well to protect homes. The system should be individually tailored to suit the needs of the residents.



Windows - Glass is most vulnerable to attack. Fortunately, many burglars are reluctant to break windows because of noise and because windows are often visible from the street or from neighboring dwellings. Windows hidden from view must be most securely protected.

Shrubs- Should be kept low enough so as not to block possible points of entry or to conceal a potential attacker.

Sliding Patio Doors- can be protected by simple but effective locking devices which require manipulation from the inside. Although some hardware for sliding doors is sound often door framing material will not resist a light prying force.

Exterior Flood Lighting- both front and back.

Interior - Timed Lighting Devices.

Screening Material- can be used effectively on window wells or on framing. This is one case where esthetic considerations are not major factors.

Doors- Solid core wood doors with rugged frames that cannot spread apart with a pry bar are required.

Door Windows- Should be protected by a heavy screen or be made of burglary resistant glazing material to prevent access to door locks.

Door Locks- Quality deadbolt locks having a minimum 1 inch extension are recommended. Also recommended are :

1. Minimum five pin tumbler.
2. Exterior cylinder guard beveled and of heavy construction.

Basement Windows- Often over-looked by home owners. Basement windows should be secured to prevent forcing and the window locks should not be vulnerable to attack if the glass is broken.

## AT HOME

### Securing Your Home

#### A. Locks: Your Best Protection

##### Doors

A door that locks when it is slammed can be easily opened by a burglar, using only a piece of plastic or some other simple device. A deadbolt lock that must be operated with a key or a pin tumbler cylinder lock is your best protection.

##### Windows

Most aluminum frame sliding windows can be pried upward and lifted out of the track. Secure these windows with anti-slide blocks available from your local hardware store.

Pin double hung windows or secure them with a barrel or double bolt or use a sash fastener that can be locked with a key.

##### Sliding Glass Doors

To prevent easy access from the outside, get a slide lock or put an object - a steel rod, nail or piece of wood - in the door channel.

#### B. Additional Security Measures Inside the Home

A peephole or talk-through device installed in your door is always a good investment.

Use metal grillwork in glass in entrance doors and decorative slide glass to prevent burglars from breaking glass and reaching inside to open the door.

Always update your locks whenever you change houses or apartments. The previous owner or tenant may still have a set of keys.

##### USE YOUR LOCKS!!

The best locks in the world won't provide protection unless they are used. Lock all windows and doors whenever you leave the house or when you are working outside, in the attic or cellar.

The following information was developed by The Mayor's Office for Senior Citizen in St. Louis Missouri.

#### HOW BURGLARS GAIN ENTRANCE

- 94 percent of all burglaries involve entry through either a door (58.8 percent) or a window (35.2 percent).
- 62 percent of the chosen entry points are not visible to normal patrol activity.
- The entry points of nighttime burglaries are unlighted in 63.8 percent of the cases.
- 63 percent of the burglaries require either no force or only minor force to gain entry.
- Bodily force or simple hand tools are all that are used to gain entry in more than 90 percent of all burglaries.

#### California Study

The following Percentage of Burglaries figures are from a study made in the state of California.

#### PERCENTAGES OF BURGLARIES BY POINT OF ENTRY

<u>Point of Entry</u>	<u>Residential</u>	<u>Commercial/ Industrial</u>	<u>Other Facilities*</u>
Door	59.6	57.7	50.9
Window	36.6	30.0	40.9
Not Specified/Unknown	3.1	2.7	4.2
Roof (existing opening)	0.2	4.2	1.6
Roof (makes opening)	0.0	0.4	0.0
Wall (existing opening)	0.1	0.6	0.0
Wall (makes opening)	0.1	3.0	0.0
Floor	0.1	0.1	0.0
Other	0.2	1.3	2.4
Total Burglaries	5,506	1,876	381

## DEFINITION OF TERMS

### BURGLARY TERMINOLOGY

Attacks - Physical methods used by burglars in gaining or attempting to gain illegal entry.

Impact - A dynamic force transmitted to the door assembly or component by a moving object. Impact is the type of force transmitted by the following burglary attacks: kicking, breaking, ramming or smashing.

Security - Protection, or defense, against illegal entry.

### BURGLAR ATTACK METHODS

Bodily Force - Force applied using weight and strength of body (e.g., without the use of tools but with or without the aid of a mass) to force entry, such as ramming with shoulder, kicking, ramming with aid of a mass, pushing, pulling and lifting. The attack is directed at the entire assembly rather than at a particular component.

Bolt Attack - Force applied, with or without the use of tools, and directed against the bolt in an attempt to disengage or break the bolt, such as loading, breaking, prying or spreading.

Breaking - Destruction of parts of the lockset for the purpose of opening the door. For purpose of this definition, the lockset parts include: the bolt and its connection(s), and the immediate surrounding portic of the door.

Inside Unlocking - Unlocking or attempted unlocking of door by cutting or breaking nearby glazing and reaching with one's hand, or by using a device to bypass the door (e.g., through a mail slot) and thereby unlocking the door.

Lock Attack - Those attacks directed against the lock cylinder, case or knob; includes smashing, wrenching, popping, pulling and picking.

Loiding (or slip-knifing) - Insertion of a thin, flat, flexible object such as a credit card or stiff piece of celluloid between the strike and the latch bolt in order to depress the latch bolt, release it from the strike retaining hole and thereby open the door.

Picking - Actuating the lock cylinder mechanics of a lock without the use of a key and without doing damage to the lock.

Popping - Prying out the lock cylinder, usually by use of a screwdriver, which if successful, allows actuation of the mechanism resulting in withdrawal of the lock bolt.

Prying - Prying the jamb away from the door edge to release the bolt from the strike hole and, if successful, allowing the door to swing open.

Pulling - Ripping out lock cylinder plugs with an inertial force tool such as an auto body slam-dent puller or a screw cylinder plug puller, and if successful, allowing unlocking of the lock bolt.

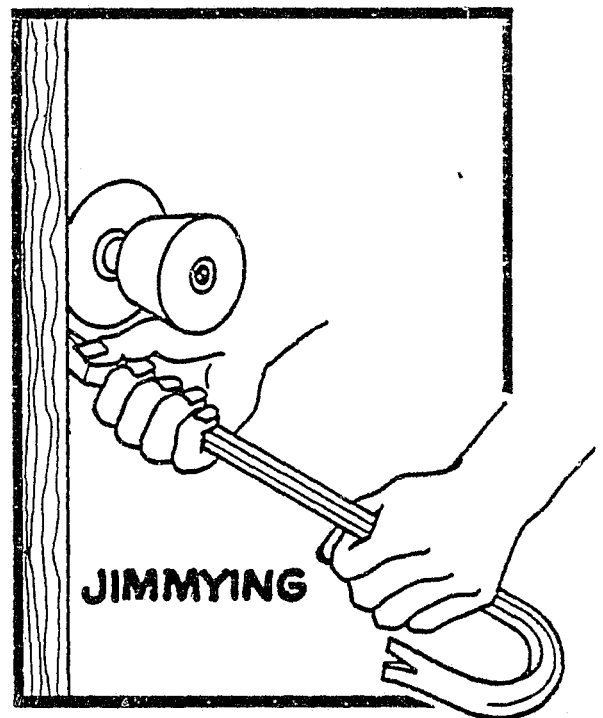
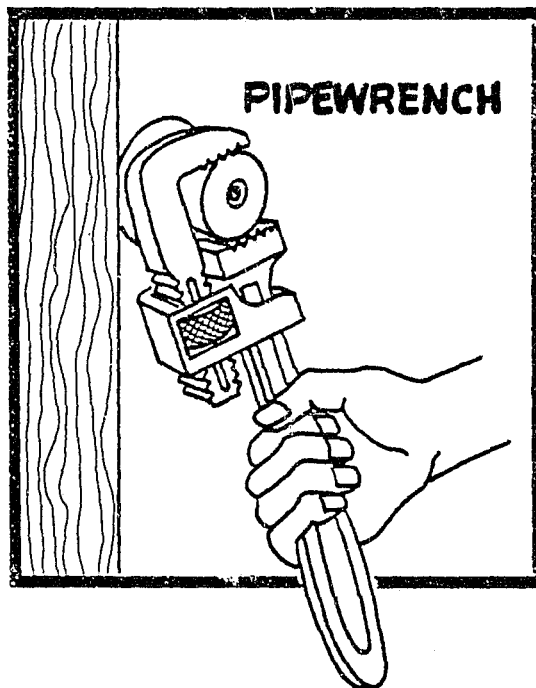
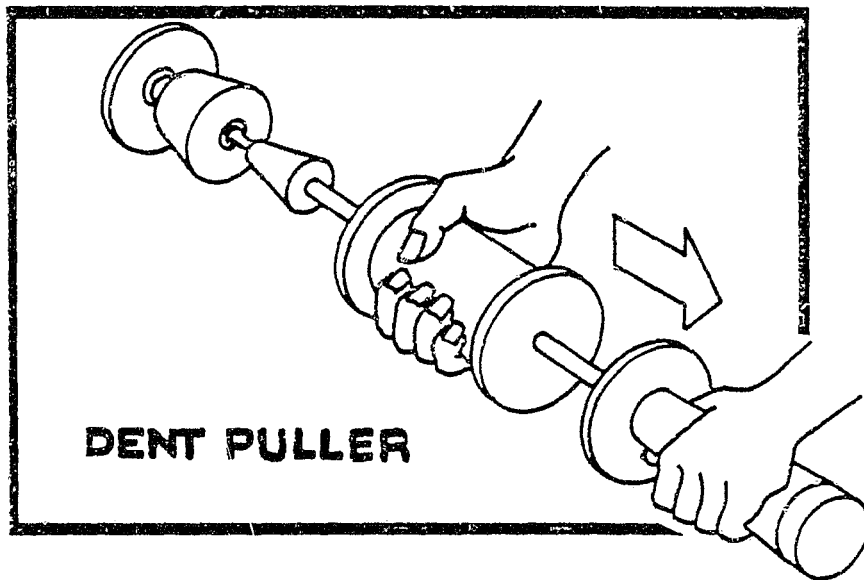
Ramming - An impact force used in breaking and entering. Includes shoulder impact; impact with the aid of a mass such as a chair, two by four, auto jack, etc.

Smashing - Impacting door knob or lock parts with hammer or heavy object for purpose of illegal entry; includes smashing the knob, lock cylinder or lock case.

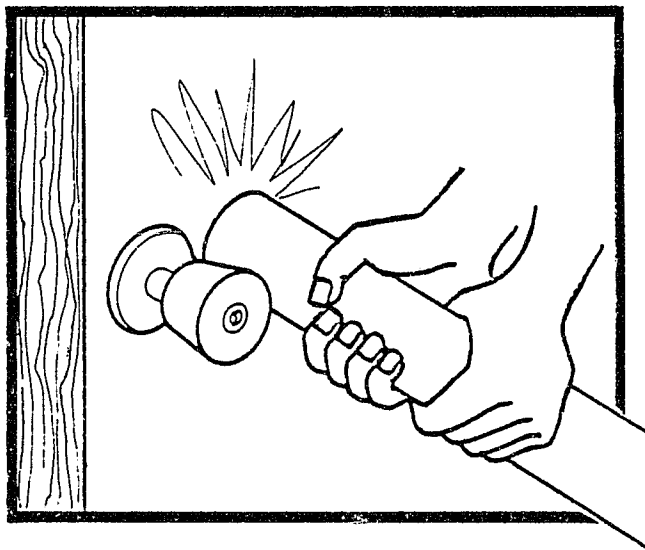
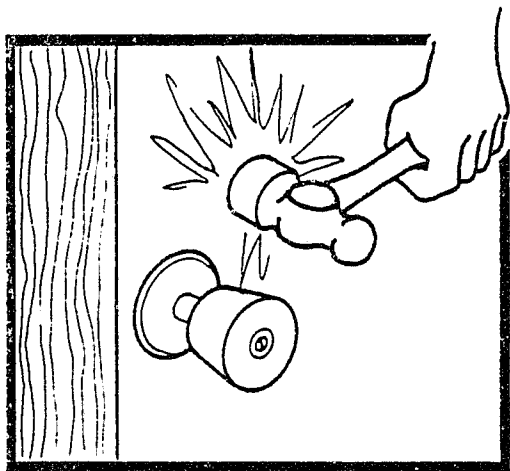
Spreading - Applying opposing force between both jamb members, thereby spreading the door frame at the strike, and, if successful, releasing the bolt from the strike hole and allowing the door to swing open.



## TOOLS AND TYPES OF ATTACK

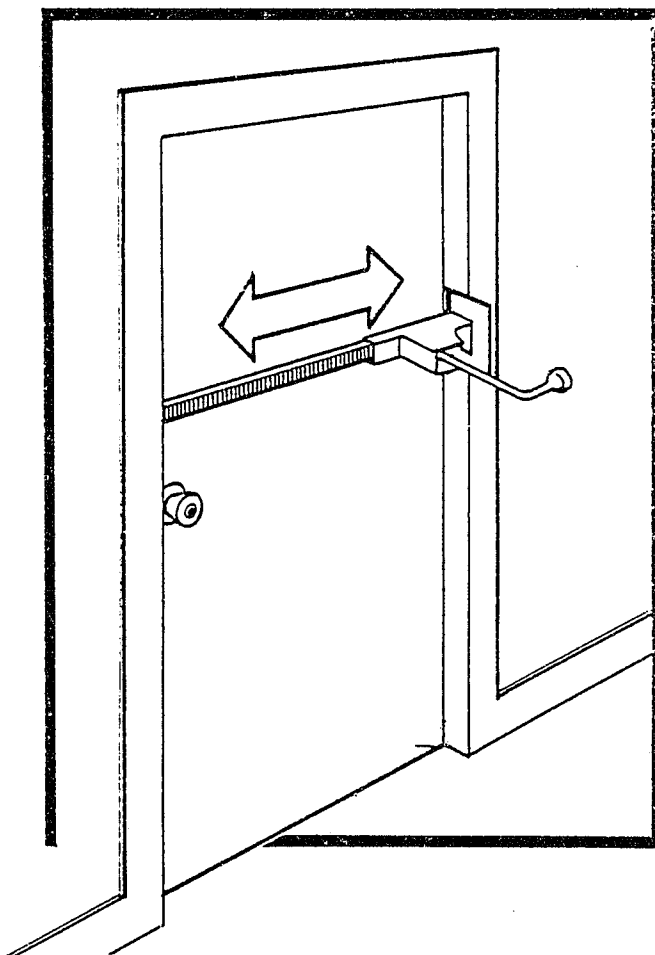


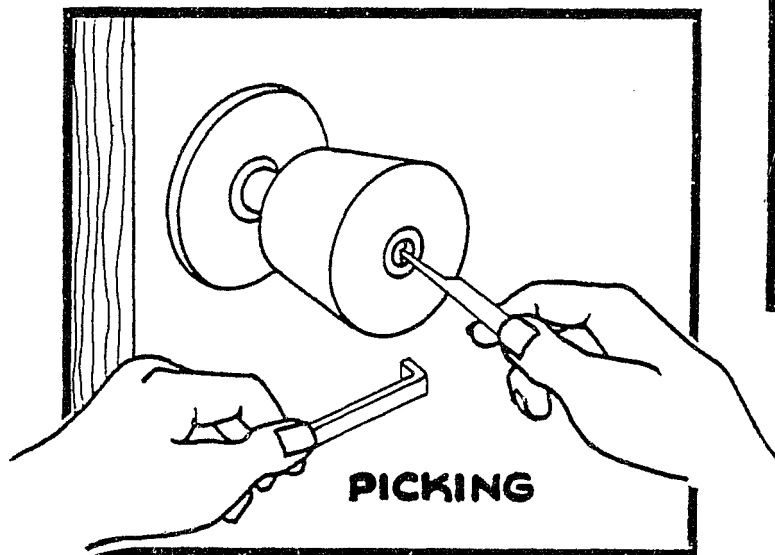
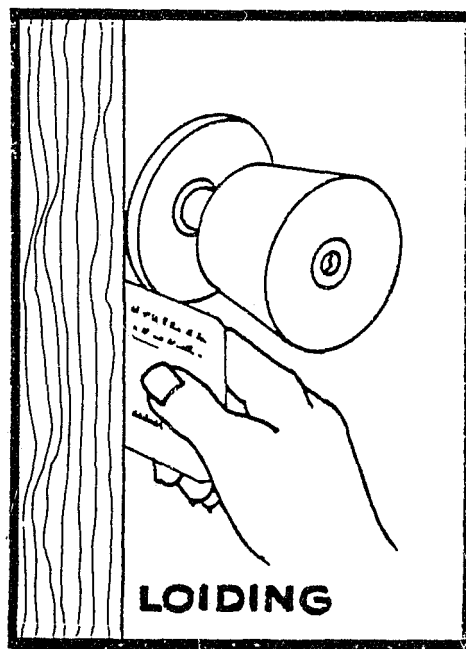
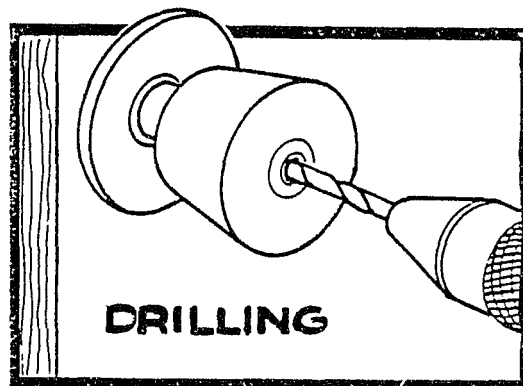
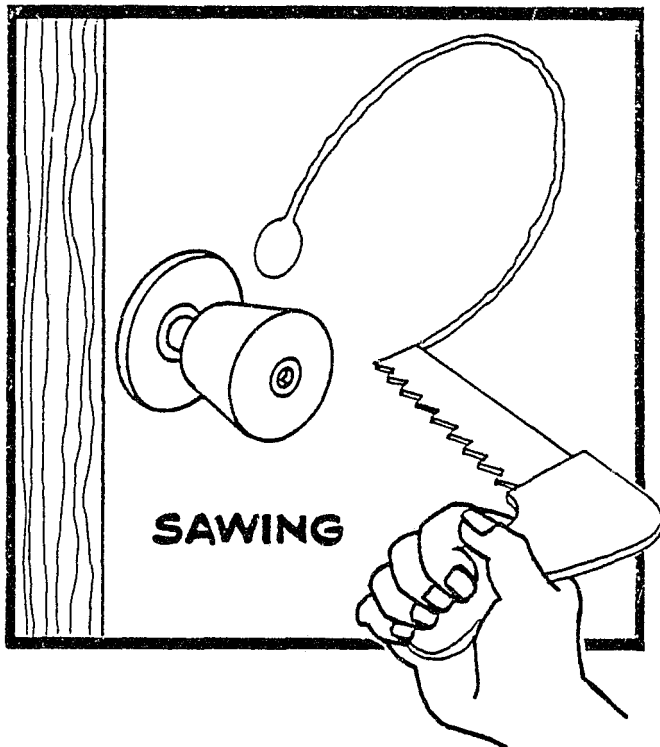
## HAMMER



## DOOR SPREADER

TOOLS AND TYPES  
OF ATTACK (continued)





TOOLS AND TYPES  
OF ATTACK (continued)

## DESCRIPTION OF LOCKING DEVICES

There are a variety of locking devices which can be utilized to bolster the security of an exterior door. Some are effective; some are not.

Keep in mind that the basic objectives of any security/protection system are to deter, deny and to resist. It is virtually impossible and generally impractical to make a home, or even just one door or window, completely secure. Given the proper tools and sufficient time, the "professional" can render almost any security device useless.

On the other hand, a properly installed, well-built security device can effectively withstand illegal entry attempts for sufficient time to discourage even the most determined burglars.

**KEY-IN-THE-KNOB LOCK.** The most commonly used lock in residential use today primarily because both door opening and locking functions are integrated into one piece of hardware. Simplifies installation. Offers only medium security because keying mechanism is vulnerable to both picking and attack.

Important Features: Dead locking latch bolt. All steel mechanism. Panic-proof inside knob. Non-rusting exposed parts.

**DEAD BOLT.** From both a security and aesthetic standpoint, the dead bolt, used in combination with a good lockset, provides the most practical answer to home protection. However, the additional security device requires separate installation. Operated by key on the outside and key or turn on the inside. (Key operation is recommended where glass is nearby). Recent innovations have made these locks particularly effective in warding off brutal attack.

Important Features: Grip-resistant contour. Reinforced cylinder guards.

Positive-holding interlock screw. One-inch deadbolt with hardened steel rotating insert.

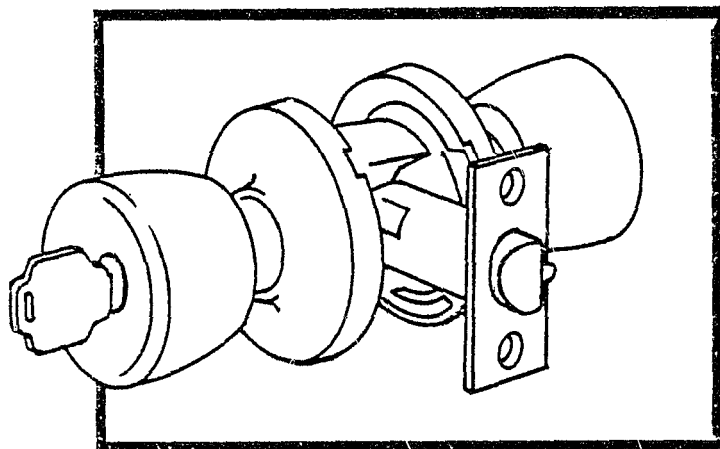
RIM LOCK. Mounted on the inside of the door, this lock features a deadbolt which interlocks with a plate mounted to the door jamb. Available with outside key/inside turn or outside key/inside key operation. Provides effective security.

Important Features: Grip resistant contour on exterior of door. One-inch deadbolt. Self-clamping feature.

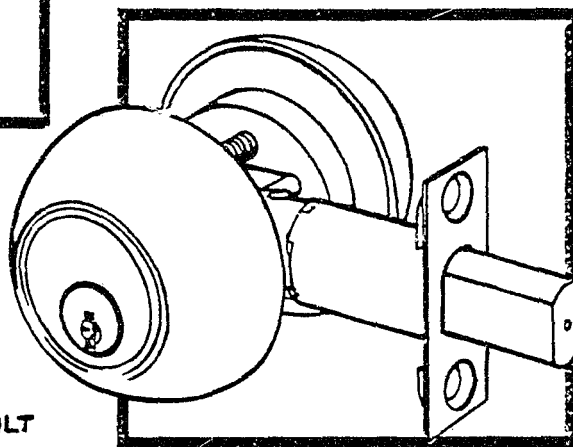
CHAIN LOCK. An auxiliary lock which allows a door to be secured even when partially opened. However, their rather flimsy anchor plates make them suspect when subjected to brutal attack.

Other Locking Devices. The above locking devices are generally considered to be the most common at this time. However, with the increased concern for personal security, a wide variety of mechanisms have been contrived. Their effectiveness varies almost as much as their prices and configurations. These locks include locking bars, door alarms, push-button locks combination locks and electronic locks.

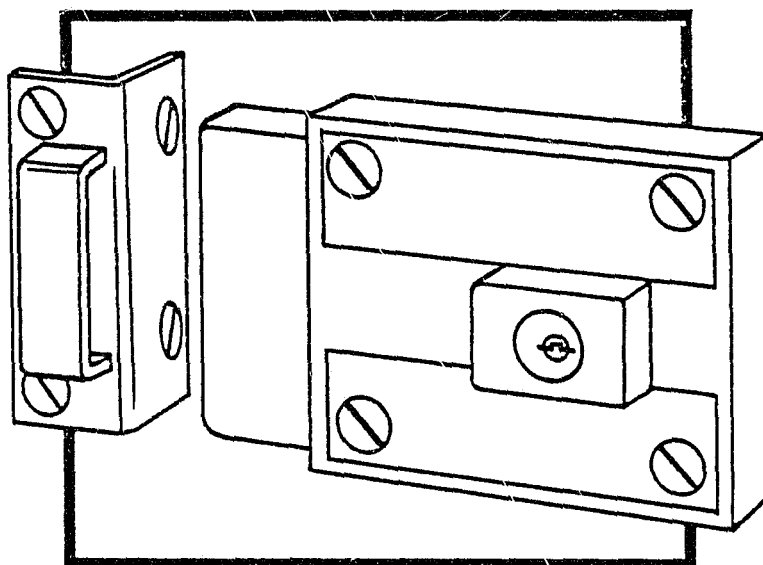
SELECTION OF A DEADBOLT:



BORED LOCK



DEADBOLT



RIM LOCK

## SELECTION OF A DEADBOLT

As indicated in the "Description of Locking Devices" section, a highly recommended feature for any lock is a strong, lengthy deadbolt. Such a deadbolt should, (1) be at least one inch in length, (2) feature a free-rotating insert to resist cutting, and (3) fit snugly, deeply into the door jamb or its own retainer. Such a deadbolt can be operated in any of four different ways. The particular security requirements should dictate the function which is correct for each application.

One-sided: Thumb turn on inside operates the bolt.

Appropriate only for applications where people want security or privacy while occupying a room (hotel/motel, money-counting, switchboards, etc.). Since the lock is not visible on the outside, there is nothing to grasp or wrench. The disadvantage of this lock is that if door material is removed, the lock mechanism is exposed and can be released.

Two-sided: Outside Key and inside turn operate bolt.

Ideal where window or sidelight vulnerability is not a factor. For instance, buildings where windows are secure or rooms above ground level are excellent applications. However, in situations where entry can be made through a window these locks are not recommended. It becomes too easy for the trespasser to unlock the door to provide an easier means of escape for himself and homeowner's valuables. In addition, if sidelights to the door can be broken, the inside turn could be easily manipulated to open the door.

Two-sided: Outside key and inside key operate bolt.

The feature which makes this lock an outstanding security device is that a key is required for both entry and/or exit when the deadbolt is thrown.

Keyed cylinders on both sides of a door proved protection against unlawful entry through the door or adjacent sidelight and exit through the door after entry through a window. One complaint registered against this lock type is the inconvenience of using a key in emergency exit situations.

Two-sided: Outside key and inside knob operate bolt.

The advantage of the "combination" lock is that it provides locking deadbolt security on the outside and quick-opening convenience on the inside. Even when the bolt is thrown, the door can be opened from the inside with the turn of the knob. However, this feature presents the same security hazards as the inside turn.



## DOORS AND DOOR FRAMES

### The Importance of Quality Doors

Home security depends almost as much on quality exterior doors as it does on quality locks.

The best lock in the world won't keep a burglar out if it is installed on a cheap, poorly constructed door. The experienced intruder knows ways to break the door and enter ... without ever having to force or circumvent the lock.

### Basic Kinds of Doors

The door that has created most havoc on the outside of buildings is the flush hollow-core type. Because of its hollow core it is most vulnerable to attack.

There are four different kinds of hollow-core doors: (1) the plain hollow groove; (2) the ladder, which has equally-spaced horizontal strips notched into the stiles; (3) implanted blanks, spiral or other forms, placed between the supporting outer faces (skins); and (4) mesh interlocking or lightweight honeycombed core.

None of the above are recommended for use as exterior doors where home security is an important consideration.

Solid-core doors are recommended because they give the homeowner a greater degree of security. They are heavier, stronger ... and provide much more resistance to attack.

There are basically five types of solid-core doors. Best known and most used is the particle board. Next is continuous block staved core. There is also a frame block staved core door. Then, of course, you have the lightest

of the doors, the mineral composition or mineral-core door which has extremely narrow rails around the edges. Then you get into the metal doors which are very fire resistant.

Notably absent from these door descriptions are the forms of glass and wood panels which can be inserted in doors. It is recommended that panels be surface applied to a flush-core door ... rather than be routed out ... to preserve the strength of the door. It is also suggested that small glass lights ... rather than large ones ... be installed. There are ample ways of getting light into a room without using the door. The door, being the breach in the wall, should be functional enough to be completely secured with little effort.

### BE CAREFUL WITH YOUR KEYS!!

Don't leave extra keys in the mailbox, under a flower pot or anyplace where they may be easily found.

Each family member should have his own key.

Don't pass out keys to tradesmen and workmen.

Don't put your name and address on a key chain.

If you park your car in a garage, give the attendant only the ignition key.

If you are having keys made, watch them being made and don't leave your keys overnight at the store.

### Outside Your Home

Outside lighting is a good deterrent to prowlers. The best location for lights is under the eaves of the house. Placed here, the lights are harder to break during a robbery. External entrances and the garage door should always be well lit.

Shrubbbery and trees shouldn't block the view of your front or back door; otherwise the burglar will have good cover while trying to break in.

Prune large, low hanging branches off trees next to your house or apartment -- these could provide second story access for a burglar.

When properly used, gates and fences can deter the removal of large items and increase the difficulty of breaking in.

Always report broken street lights in your neighborhood. Burglars are discouraged by well lit areas which take away their hiding places.

### If You Live in an Apartment

Always list your last name and first initials only on your buzzer or mailbox. Single women shouldn't let the would-be burglar know they are female, and possibly vulnerable, by using their first name or the title Mrs., Miss or Ms.

Don't let the would-be burglar know which apartment you live in by advertising it on your mailbox or buzzer.

If you live alone, you may want to list a fictitious roommate on your mailbox and buzzer.

Make sure the outer main doors to your apartment building are always locked.

Check the locations where a criminal might enter, hide or escape:

front and rear entrance doors and elevator stairways, passageways, and fire escapes

Always use laundry and service rooms at the proper times.

Be sure to have all locks changed when you move to a new apartment.

#### YOUR POSSESSIONS: PROTECT THEM

Store your valuables.

Consider keeping jewelry, coin collections, etc. in a safety deposit box.

Keep valuable items away from windows where they might tempt a potential burglar.

Do not leave tools, furniture, etc. in your yard overnight.

Keep a list of the serial numbers of cameras, watches, televisions, etc. Keep a list of all credit cards and your banking account numbers. Maintain written descriptions of other valuable items. (A form is located on the back of this handbook to assist you in maintaining these records.) Take photographs of other valuable items.

#### Participate in Operation Identification

Contact your local police department. Participating departments will loan you an engraving pen free upon request. You can lightly mark all valuable possessions with your Connecticut driver's license number. Adhesive decals can be affixed to your doors and windows to warn burglars that you have joined Operation Identification. If your home is burglarized, stolen property that is recovered can be returned more quickly and easily.

Make sure your household insurance is adequate to cover your belongings. If you live in an apartment, obtain apartment dweller's insurance.

## Home Inventory

**(You may wish to detach this list and place it in some secure place such as a safe deposit box.)**

**Item and Description**

Serial No.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be a standard notebook page or a sheet of stationery. The edges of the paper are slightly irregular, suggesting it might be a scan of a physical document. There is no handwriting or other markings on the page.

## Vital Information

Use this form to record all serialized valuables and those items you have specially marked with your driver's license number preceded by the letters CT.

**AUTOMOBILE, MOTORCYCLE, SCOOTER**

Mate	Color	Lic. No.	Serial No.

## BICYCLE

[illegible]

## GUNS

Make	Caliber	Serial No.

**TELEVISION, RADIO, STEREO, TAPE  
RECORDER, ETC.**

[illegible]

**DISHWASHER STOVE, MIXER,  
TOASTER, REFRIGERATOR, ETC.**

[illegible]

**CAMERAS, BINOCULARS, SPORTING  
GOODS, SEWING MACHINE, WATCHES**

[illegible]

## POWER TOOLS & SPECIAL EQUIPMENT

[illegible]

PROPERTY MARKED WITH YOUR  
DRIVER'S LICENSE NO.

[illegible]

Name

## Credit Cards

Identification No.

## VITAL INFORMATION

It's important that you be able to identify your property or other valuables in case of theft. Use this form to inventory your valuable property

including such vital information as serial numbers and other identifying features. Accurate descriptions make recovery more probable.

### **Autos** Car #1

Make \_\_\_\_\_ Year \_\_\_\_\_ Color \_\_\_\_\_

Serial No. \_\_\_\_\_ License Number \_\_\_\_\_

Accessories \_\_\_\_\_

#### **Car #2**

Make \_\_\_\_\_ Year \_\_\_\_\_ Color \_\_\_\_\_

Serial No. \_\_\_\_\_ License No. \_\_\_\_\_

Accessories \_\_\_\_\_

### **Credit Cards**

**Name**

**Identification No.**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

# EMERGENCY PHONE NUMBERS

Take the time to fill in this suggested list of emergency telephone numbers. Make sure every member of your family knows where this list is and how to use it. Fill in the proper name where appropriate and update frequently.

Name	Number
Police _____	_____
Fire _____	_____
Doctor _____	_____
Doctor _____	_____
Hospital _____	_____
Hospital _____	_____
Ambulance _____	_____
Pharmacy _____	_____
Locksmith _____	_____
Electrician _____	_____
Plumber _____	_____
Heating _____	_____



Landlord \_\_\_\_\_

Neighbors \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Schools \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Children's Friends \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Insurance Agents \_\_\_\_\_

Home \_\_\_\_\_

Auto \_\_\_\_\_

Life \_\_\_\_\_

Other Important Numbers \_\_\_\_\_

**Emergency Phone Numbers**

**Vital Information**

## USE GOOD JUDGEMENT

### When Someone Comes to Your Door

Never let anyone claiming to be a repairman, delivery or utility man, etc. enter your house until they have shown you proper identification. If you have any doubts, call the person's employer to check their identification.

If a stranger asks to use your phone, direct him to the nearest public phone or make the call for him.

### Consider: What Are You Communicating to the Criminal?

#### When you are home alone

Close your drapes and shades so that no one knows you are alone.

Turn lights and radio on in two areas of your house so that it appears that more than one person is at home.

When answering the door, say "I'll get it, Joe" in order to give the impression that someone else is at home.

### Don't Advertise for Victimization

Never give out information over the phone about who is out or how long they will be gone.

Don't tell a stranger at the door or on the phone that you can't talk because you are going out - say that you are too busy to talk.

If there is a death in the family, don't list your address in the paper if your notice also includes the date and time of the funeral.

When repairmen work in your house, don't advertise your wealth. The repairman may be honest, but he could act as an unwitting informant for a potential burglar.

If you are advertising something for sale in the newspaper, don't include your address in the notice - burglars can read too.

If you receive several suspicious wrong numbers or phone calls where no one is on the other end of the line after you answer, call the police. Don't give out any information over the phone to your caller.

If you follow the same schedule every day, always going out and coming home at the same time, try to vary your routine.

### IF YOU ARE GOING ON A VACATION

Cancel all deliveries - milk, newspapers, etc.

Have the post office hold your mail or have a neighbor pick it up each day.

Put a light or lights on a timer for automatic turn on at night. Have a neighbor change the timer periodically to vary the pattern.

Leave your shades or drapes partially open.

Put your phone on a low ring or turn off the ring entirely.

Don't leave notes indicating that you are gone. Ask your neighbors not to leave notes as well.

Ask your neighbors to remove advertising circulars that accumulate.

You may also want to ask a neighbor to put some refuse in your garbage can or to leave a garbage bag outside your house on "pick up" days.

Ask a neighbor to check your home periodically and let him know where you will be during your absence.

Arrange for lawn care during summer months and snow removal during the winter while you are away.

Place your valuables in a safety deposit box.

### USE YOUR LOCKS!

Before you leave check all windows and doors, including the garage door.

Notify the police as to the time you are leaving and the date you expect to return. They'll keep a special watch on your home.

## IF YOU ARE LEAVING YOUR HOME FOR THE EVENING

### Make Your Home Look Occupied

Leave at least one light on and a radio or the TV. You may want to use a timer attached to your lights to ensure that they come on only after dark.

Do not leave notes indicating that you are away and specifying the time when you will return. Ask friends to leave any notes to you out of sight.

Turn any phone located near a window or door to a low ring or off. An unanswered phone is often a sure sign of an empty house.

### USE YOUR LOCKS!!

Lock all windows and doors, including garage and patio doors.

## YOU AND YOUR NEIGHBORS

Know your neighbors. Make them aware of your family's habits - who comes and goes and when. Get to know their habits as well.

Start a "buddy" system with your neighbors in order to watch each others' homes. Watch for unexpected "movers" and "repairmen" at a house where no one is at home.

Don't give strangers information about your neighbors if they live alone and if they are away - especially about how long they will be gone.

Report any suspicious activities, sounds, or strangers to the police. Don't assume someone else has already made the report.

IF YOUR HOUSE OR APARTMENT HAS BEEN ENTERED

DON'T GO IN!! The burglar may be inside. Go to the nearest phone and call the police.

If you have already entered the house, don't touch anything or clean up. Leave everything as it is until the police can inspect for evidence. Don't attempt a personal investigation.

If the burglar is in your home, don't try to stop him. Get out of the house or apartment or get out of his way. Cooperate with the burglar. Be passive, tell him you're not going to try and stop him. Do try to remember what he looks like.

If you are asleep and a burglar has entered, don't get up. Pretend to be asleep and stay where you are.

Call the police as soon as possible and cooperate with them when they arrive.

## Crime Prevention Strategies

### Bunco and Confidence Games, Medical and Consumer Frauds

One effective way to prevent fraud , if it is at all possible, is to enlighten citizens concerning recurrent schemes. Senior citizens have been particularly susceptible to certain schemes to defraud. The various forms of medical quackery are perhaps the most prevalent of such schemes.

Included is a statistical and narrative summary of the types of fraudulent promotions which have victimized senior citizens through the years. This information is provided by the United States Postal Service. Also described is a Consumer Protection Program which has proven useful in effecting the voluntary adjustment of unsatisfactory mail-order transactions.

### MAIL FRAUD INVESTIGATIONS

	<u>Fiscal Year 1975</u>	<u>Fiscal Year 1976</u>
Customer Complaints	127,044	135,717
Investigations Completed	6,332	5,793
Arrests	1,618	1,674
Convictions	1,260	1,458
Questionable Promotions	4,133	2,761
Discontinued		
Current Investigations	-----	3,771

### CONSUMER PROTECTION PROGRAM

Because of the convenience, many elderly persons transact business and handle their personal affairs by mail. The Inspection Service's Consumer Protection Program is designed to assist postal customers who have experienced unsatisfactory mail-order transactions. Often, such unsatisfactory transactions are the result of poor business practices on the part of the offending firms, or a simple lack of communication between buyer and seller. Upon receipt of an individual's complaint, the matter is reviewed to determine if a full investigation is warranted. If such is not the case, the mail-order firm is contacted on the consumer's behalf and the adjustment of the complaint is suggested. These direct contacts have been quite successful. In Fiscal Year 1975, 34,900 complaints were handled under this program, with 27,000 or 78% resolved to the satisfaction of consumers. In Fiscal Year 1976, 32,845, or 90% of the 36,315 complaints which received attention under the Consumer Protection Program were resolved.

### MAIL FRAUD SCHEMES

Business Opportunities Regaled with promises of high profits and guarantees of success, senior citizens are frequently induced to invest in worthless distributorships, franchises, vending machine operations, or other job opportunity ventures in the hope of expanding upon their fixed incomes. In Fiscal Year 1975, the Inspection Service completed 158 such investigations, resulting in the discontinuance of some 85 questionable operations. A total of 160 investigations were completed and 19 discontinuances obtained in Fiscal Year 1976.

Chain Referral Schemes/Chain Letters - The chain referral scheme involves fast-talking salesmen passing off desirable, but grossly overpriced, appliances and home improvement items through the misrepresentation that they will actually cost nothing. Victims are told that by supplying the names of friends and acquaintances they will earn commissions which will be applied to the purchase price of the merchandise. Not until they have signed sales contracts and financing statements, do the victims realize that they are obligated to pay for merchandise which they probably cannot afford.

Chain letters which request money or something of value can also violate postal law. The individual participant's hope of return is usually contingent upon thousands of additional mailings and the chain remaining unbroken. For example, a letter requiring a participant to sell or mail six copies to others who would each, in turn, sell six, and so on, would statistically reach the entire literate population of the earth if it were carried only to the eleventh level. A total of 214 of these chain referral/chain letter investigations were completed in Fiscal Years 1975 and 1976.

Home Improvement/Land Frauds - Senior citizens desirous of purchasing a retirement homesite can be victimized by unscrupulous land promoters. The quality of the land itself, or the amenities which are to accompany its purchase, can be misrepresented, or the land could be nonexistent. Instead of a desirable retirement home, individuals are left with swamp land, barren desert plots, low quality structures in unfinished developments, or no land at all.

Since older people are frequently unable to accomplish home improvements for themselves, they may be susceptible to shady contractors' blandishments concerning extensive home repairs or additions to the existing structures. Frequently, the price is inflated and the quality of work substandard.

Such frauds as these resulted in an estimated public loss during the last two years in excess of \$25 million.

Medical Frauds - These medical promotions probably affect senior citizens more than any other age group. Through cleverly conceived advertising, promoters tout all manner of miracle cures for a long list of geriatric problems. Due to the rising cost of medical attention and, possibly, insufficient insurance coverage, elderly people often are tempted to try these alleged cure-alls. In some instances, the products advertised have no effect whatsoever on the symptoms complained of. However, in other cases, products have proven hazardous to an individual's health.



During Fiscal Year 1975, the Inspection Service conducted 318 medical fraud investigations and secured the discontinuance of 94 questionable promotions. In Fiscal Year 1976, the applicable statistics were 276 investigations and 121 discontinuances. The most common methods used to stop medical quackery are proceedings before Administrative Law Judges which could result in the issuance of an order directing postmasters to return mail addressed to a particular business to the senders. Before such an order is issued, the Postal Service must show that the firm's advertisements seeking remittances by mail contain misrepresentations. This is accomplished through expert medical testimony.

Work-at-Home Schemes - Retired persons or invalids are naturally attracted to promotions which offer the "opportunity" to supplement their limited incomes by working at home. The most common work-at-home scheme is that which advertises the possibility of earning a substantial income by stuffing and addressing envelopes. In reality, such an operation is a pyramid scheme, with income claims well out of proportion with what will actually be realized.

During the last two Fiscal Years, the Inspection Service conducted a total of 317 such investigations, resulting in the discontinuance of 211 work-at-home schemes.

Merchandise Frauds - In addition to the Inspection Service's efforts under the Consumer Protection Program, which were described earlier, criminal investigations are conducted when specific intent to defraud is suspected when a particular promotion fails to furnish ordered merchandise or make refunds. The Inspection Service has been responsible for halting 240 questionable or fraudulent merchandise promotions. A total of 1,047 such investigations were conducted.

### Something for Nothing

Any time you are promised "something for nothing" you'll be lucky if you don't lose everything.

### Contests

Before you enter a contest, be sure it's not just a "come-on" where everyone "wins" something - while being drawn into some money losing scheme. Who's operating the contest and why are they doing so?

### Home Improvements

Always investigate the reputation of the people with whom you are dealing. They should be reputable and have satisfied customers. You may want to check the phone book to see if they are listed, or talk to neighbors to determine if they have worked on any houses in your area.

### Contracts

Always read carefully anything that you consider signing. If you don't understand any section of the contract, don't sign it until you've received a satisfactory explanation (from a reputable source.)

"Today Only", "Immediately", "Right Away" and "Now"

These words indicate that pressure sales tactics are being employed. Beware!

"All I need is your word"

Beware of oral commitments and the reluctance of other persons to sign written agreements.

## SAFETY MEASURES FOR THE CONSUMER

Criminals frequently perceive older citizens as easy targets for various types of con games and swindles. How can you prevent yourself from becoming the victim of a con artist?

### FIRST: Be aware of the problem

Con artists come in all shapes and sizes, both male and female. A good con artist doesn't "look like a criminal."

Con artists are experts in the field of applied psychology. They understand human behavior and use this knowledge to execute their schemes.

Anyone can become a victim of a con game. No matter how smart or knowledgeable you are, you can be swindled. Con men play on the greed and gullibility of their victim, in order to achieve their aims.

Some schemes are legal or so well designed as to make a successful criminal prosecution almost impossible. What about the man who paid \$350. for a complete set of encyclopedias bought from a door-to-door salesman, only to learn that the books were 50 years old? An examination of the sales contract revealed that the salesman had done what he had agreed to do; the victim had neglected to scrutinize the contract.

### SECOND: Be alert

These words and phrases should act as alarms to remind you to think twice before you act.

#### Secret Plans

Be careful of being drawn into secret deals where you are asked to give up anything of real value. Why are you being asked not to tell anyone?

#### Cash

Whenever you are asked to turn over considerable sums of cash, be cautious. Why is cash necessary? Why not a check? Discuss the transaction with others before making your own decision.

#### Get Rich Quick

Any scheme that promises you rich rewards in a short period of time should be carefully investigated. Why is this person sharing this plan with you? Consider the motives of other persons involved in the scheme.

## GENERAL CRIME PREVENTION STRATEGIES

### Be a partner to the police

Know your police, know the location of police headquarters. Memorize the phone number. Get to know your local officers. Support your police department (cooperate with officers). Give them respect and praise when due. Be willing to swear out complaints, appear as a witness, etc.

### Report any crime

or suspicion of crime at once. Public apathy is the criminal's greatest ally. No violation is too small to be reported. You can't assume somebody else has already reported it.

### Stay informed

by following the news. Keep posted on local crime problems. Attend public meetings. Get to know the local crime situation and what's being done about it.

### Work with others

Support groups, especially those working with young people, that foster a sense of neighborhood, build character, or have active programs that help prevent crime.

PART III

WORKING TOGETHER TO PREVENT CRIME

AND TO MANAGE VICTIMIZATION

## CRIME PREVENTION AND CITIZEN ORGANIZATION

Citizens' organizations', particularly elderly citizens' organizations, are absolutely necessary for effective crime prevention and control. Generally speaking, citizens' organizations designed to assist in crime prevention activities, frequently involve themselves in the following activities:

### I. Educational Programs

Educational programs are generally designed to present to the seniors information which can be used to reduce their fear and to prevent their criminal victimization. Educational crime prevention programs for seniors are by far the most common type of police activity directed toward the elderly. While the information to be presented to seniors is generally the same as to the general population -- a lock is a lock no matter whose door it is on -- the method of presentation must be geared to the special needs of the senior citizen. Instructors must be certain that they speak slowly and clearly and prepare hand-out materials with large type to facilitate seniors' ability to read them.

Older Americans may be more responsive to the preventive measures laid out in crime prevention programs if the presentation is made by a fellow senior citizen either alone or in conjunction with a well-trained police officer. As is true for other areas of specialized law enforcement,

police personnel will need training to sensitize them and to make them aware of the particular problems and needs of the elderly. To accomplish this, local resources must be developed to insure availability and low cost. For example, representatives of local social service agencies with backgrounds in gerontology, gerontologists from local colleges and universities, or representatives from the State Office on Aging are possible sources of assistance to the local police executive in sensitizing his personnel to the needs of the aged.

## II. Crime Prevention Assistance Programs

Crime Prevention Assistance Programs directed toward the elderly include such activities as installing locks for the elderly, marking personal property for ready identification in case of theft, providing escorts at pre-determined times for senior citizen group activities, performing home security inspections, and telephone reassurance projects. Local banks can also perform valuable services to reduce the vulnerability of the elderly by encouraging the direct deposit of social security checks and by assisting with the prevention of con games involving the withdrawing of personal funds by the senior citizen.

## III. Victim Assistance Programs

Victim Assistance Programs are concerned with the senior who has been the victim of a crime. The intent of these programs is to ease the trauma and effects of being criminally victimized.

Victim assistance activities may involve insuring that seniors get follow-up medical assistance, psychological and/or family counseling, emergency funds to replace stolen monies, and/or facilitating the replacement of identification and other important papers.

Victim assistance programs may be carried out by police and/or social service agencies. It is vital that all such programs maintain close coordination between the patrol operation and the victim assistance staff to insure that follow-up services are initiated as soon after the incident as possible to improve their chances for success.

#### IV. Senior Citizen Volunteer Programs

The utilization of senior volunteers in nonhazardous police activities is also a valuable approach to crime prevention. Seniors are currently performing a variety of functions, ranging from actual patrolling of their own communities to the registering of bicycles. The roles seniors can play is limited only by the imagination of the police planner and administrator. However, in utilizing senior volunteers, the issue of liability must be addressed. To deal with this it is recommended that either the senior be required to bring a statement from his/her doctor attesting to their ability to perform the assigned task or that the department's physician give them a physical examination.

The following pages list a variety of state and federal agencies concerned with the elderly who are prepared to offer crime prevention assistance to citizens' groups.



## POLICE VICTIMIZATION MANAGEMENT SERVICES

Given the fact that the elderly are frequently victims of a variety of criminal activities, the police and other elder service agencies are increasingly being called upon to somehow help our senior citizens deal with their victimizations. Clearly, assisting the elderly in their attempts to manage victimization and to cope with the aftereffects of crime is one of the major tasks facing the police and social service agencies today. The typical police response is to create a special services unit to directly aid the elder citizen.

Even though tremendous strides are being made in this area, police-elder programs are not without problems. While studies indicate a rather solid reservoir of support for police by older people, there are some important points of dissatisfaction and potential friction. An assessment of the complaints directed at the patrol officers responding to calls by older victims of crimes such as burglary, robbery and assault reveals that a major problem results from the seniors' perception of a poor "bedside manner" on the part of the officer -- that is, the officer appeared too impersonal or even indifferent to the suffering of the victim. While this may in fact simply be the result of the officer's training and desire to formally and officially conduct the investigation, the impact of such an impression is not conducive to good police-victim relations.

A second problem is created by a lack of victim understanding of police procedures for handling reported crimes. When the

officer does not share this information with the victim, dissatisfaction with the officer may result. Crime victims usually want to be kept informed as to the progress of their cases. False or unrealistic expectations of police often fostered by media portrayals of law enforcement officers could be reduced by the development of better communication between officers and victims.

Attempts to resolve the problems of impersonal treatment and to improve delivery of basic explanatory information and personal feedback, together with the provision of more comprehensive information and the development and maintenance of referral and crisis intervention, comprise the heart of police service programs for older victims. The following checklist for police-older victim programs is designed to stimulate thinking about the components that such a program might have in view of local conditions.

1. Do police have a sound knowledge of any state victim compensation programs? Do they distribute information and materials on such programs in order to facilitate filing claims?
2. Where victim services are available through nonpolice agencies, do police have information or directories to give to elderly victims to assist them in obtaining such assistance?
3. Do patrol officers provide victims with short-term or emergency assistance, or with information about and referral to available medical care, mental health, public assistance, and legal aid services?
4. Does the officer provide an explanation to the older victim of how the case will be processed through the criminal justice system? Are there materials which can be distributed to older victims? Is there an officer for the older victim to call for further information?
5. Have feedback mechanisms been established in order to provide older victims with information regarding developments in their cases?

6. Are there special educational programs dealing with the nature and needs of older persons and the special problems faced by older victims, for police personnel? Is sensitivity training available to facilitate the development of better police-older victim relations?
7. Is there a departmental victim services liaison officer when victim services are housed in another agency? (Such an officer could serve as the coordinator of all police services for the older victim. He could also serve as coordinator of crime prevention programs set up for older persons, and could serve as departmental liaison with other agencies which work with older persons.)
8. What kind of crime control public information program does the department have? Are local older persons, local senior centers, clubs, and other organizations actively involved in target-hardening training?
9. Are there departmental projects to provide technical assistance for the establishing of older people's programs for team shopping, neighborhood watch, escort services, etc.?
10. Have special police units concerned with crimes as bunco and purse snatching or with juvenile offenders (who are particularly associated with the criminal victimization of older people) been given training specifically designed to improve communication with and providing assistance to older persons?
11. Does the department engage in outreach activities to involve social workers, aging agency personnel, social security personnel, and others working with older people in crime prevention and personal security programs for the senior citizen?
12. Has the communications dispatch room staff been trained in crisis intervention and counseling techniques?
13. Finally, is there a firm commitment at all levels of the department from chief to patrol officer to the improvement and expansion of victim services to older persons?

#### Fear of Crime

In early 1974 the National Council on Aging commissioned Louis Harris and Associates to conduct the most comprehensive national study ever undertaken concerning problems of the elderly.

As was stated earlier, the senior citizen is frequently hesitant to report a personal victimization to the police. Therein lies additional evidence of the tremendous need and potential value of police-victim services and crime prevention education programs. For while many elders might not yet seek the aid of the police officer, law enforcement officers can seek assistance of the elders by inviting senior citizens to join them as partners in crime control efforts.

CONNECTICUT

REGIONAL CRIME PREVENTION BUREAU

<u>TOWN</u>	<u>POLICE CHIEF</u>	<u>CRIME PREVENTION OFFICER</u>
Ansonia	Edward Turgeon	Lt. Paul Schumacher
Branford	Raymond Wiederhold	Off. Stanley Konesky
Derby	Andrew Mancini	Off. Pat Guliano
East Haven	Joseph Pascarella	Lt. James Criscuolo Off. John Mancini
Guilford	Samuel Downs	Off. Robert Galdenzi
Hamden	John Ambrogio	Sgt. Gus Gertz Sgt. George Gray Det. Robert Nolan
Madison	Cyrus Gaeta	Off. James Cameron
Meriden	Edward Courtney	Off. Floyd Harris Off. Michael Jukonsky
Milford	William Bull	Off. Thomas Candia
North Branford	Wilbur Barrett	Sgt. Alan Golia Off. Joseph Russo
North Haven	Walter Berniere	Capt. Barclay Bumsted Off. Steven Smith
Orange	James Heinz	Off Robert Stankye
Seymour	Kenneth Connors	Sgt. John Olenchuck
Wallingford	Joseph Bevan	Det. Glen O'Dell
West Haven	Joseph Harvey	Off. William Dorgan
Woodbridge	Salvatore DeGennaro	Off. John McKeown

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South Central Criminal Justice Supervisory Board

Coleman C. Bushnell, Project Coordinator  
Regional Crime Prevention Bureau

## MUNICIPAL POLICE DEPARTMENTS

Ansonia	735-1885	New London	443-4315
Avon	677-9746	Newington	666-8445
Berlin	828-3576	New Milford	354-4431
Bethel	744-7900	Newtown	426-8131
Bloomfield	242-5501	North Branford	488-8353
Branford	481-4241	North Haven	239-5321
Bridgeport	576-7621	Norwalk	866-4412
Bristol	582-8131	Norwich	889-1341
Brookfield	775-2576	Old Saybrook	388-3500
Canton	693-0221	Orange	795-0567
Cheshire	272-5333	Plainville	747-1616
Clinton	669-8686	Plymouth	589-7779
Coventry	742-7331	Putnam	928-6565
Danbury	748-9294	Ridgefield	438-6531
Danielson	774-4400	Rocky Hill	563-1451
Darien	655-9239	Seymour	888-2441
Derby	734-1651	Shelton	735-3359
East Hampton	267-9544	Simsbury	658-7683
East Hartford	528-4401	Southington	621-0103
East Haven	469-5303	South Windsor	644-2551
East Windsor	623-9888	Staff Spgs.	684-2754
Easton	268-2335	Stamford	358-4418
Enfield	745-1671	Stonington	599-4411
Fairfield	259-3312	Stratford	375-3312
Farmington	673-2525	Suffield	668-7311
Glastonbury	633-8301	Thomaston	283-4343
Granby	653-7221	Torrington	489-4112
Greenwich	869-8555	Trumbull	261-3665
Groton—City	445-2451	Univ. of Conn.	486-4800
Groton Long Point	536-2601	Vernon	875-9126
Groton—Town	445-9721	Wallingford	269-4452
Guilford	453-2763	Waterbury	753-4141
Hamden	248-4484	Waterford	442-9451
Hartford	527-0112	Watertown	274-2533
Jewett City	376-2648	West Hartford	523-5203
Madison	245-2721	West Haven	932-2214
Manchester	646-4555	Weston	226-5300
Meriden	238-1911	Westport	227-4141
Middlebury	758-2433	Wetherfield	563-9345
Middletown	347-6941	Willimantic	423-4541
Milford	878-6551	Wilton	762-0311
Monroe	261-3622	Windsor	688-5273
Naugatuck	729-5222	Windsor Locks	623-4461
New Britain	229-0321	Winsted	379-2721
New Canaan	966-2627	Wolcott	879-1441
New Haven	777-6591	Woodbridge	387-2512

## RESIDENT STATE TROOPERS

Beacon Falls	729-3313	Middlefield	349-9685
Bethany	393-3827	Montville	848-7040
Bethlehem	266-7405	New Fairfield	746-9930
Bolton	643-6060	New Hartford	379-8621
Burlington	673-4856	Norfolk	542-5077
Cromwell	566-7630	No. Stonington	535-1451
Deep River	526-3200	Old Lyme	434-1986
East Granby	658-5536	Oxford	888-4353
East Haddam	537-1536	Plainfield	564-7079
East Lyme	739-7007	Portland	643-6060
Elkington	875-1522	Preston	887-8232
Essex	767-1054	Prospect	758-6150
Haddam	345-2769	Redding	938-3422
Harwinton	482-4000	Roxbury	354-0089
Hebron	228-3710	Salisbury	435-2141
Kent	927-3134	Sherman	354-3715
Killingworth	663-1132	Somers	749-8351
Lebanon	642-7730	Southbury	264-5912
Ledyard	464-6225	Sprague	822-6156
Litchfield	567-8596	Tolland	875-8911
Lyme	434-0277	Washington	868-2100
Mansfield	429-6024	Westbrook	399-7304
Marlborough	295-9098	Woodbury	263-3396

## STATE POLICE BARRACKS

A Southbury	755-0171
B Canaan	824-5151
C Stafford Springs	684-2741
D Danielson	774-9676
E Montville	848-1201
F Westbrook	399-6221
G Westport	226-3511
H Hartford	566-5990
I Bethany	393-2612
K Colchester	537-2321
L Litchfield	482-7263
W Windsor Locks	623-4421
SOCITF	238-6550
Hq.-Detective Div.	238-6610
CID	566-2610

## FEDERAL AGENCIES

BATF-New Haven	624-7173
BATF-Hartford	244-2770
Customs Bureau-N.H.	432-2155
Customs Bureau-Bpt.	366-7851
Drug Enforce.-Hfd.	244-3233
FBI-Bridgeport	384-8251
FBI-Danbury	743-6777
FBI-Hartford	522-1201
FBI-New Haven	777-6311
FBI-New London	442-1428
FBI-Stamford	324-5727
FBI-Waterbury	753-1606
Im. & Nat.-Hfd.	244-2670
Postal Inspct.-N.H.	432-2220
Secret Service-N.H.	865-2449

## SNET SECURITY SECTION

New Haven 771-2247

After 5 P.M. 771-2134

Southern New England Telephone

REFERENCES AND SOURCES OF ADDITIONAL INFORMATION

- "Protection for Senior Citizens"  
"A Con Artist Could Cheat You"  
"Protect Your Family"  
Public and Internal Information Division  
Chicago Police Department  
1121 South State Street  
Chicago, Illinois 60605
- "How to Spot a Con Artist"  
NRTA-AARP Crime Prevention Program  
1909 K Street, N.W.  
Washington, D. C. 20049
- "Beware of the Bunco Artist or Con Man"  
Community Services Bureau  
Louisville Division of Police Crime Prevention Unit  
633 West Jefferson Street  
Louisville, Kentucky 40202
- "Wallets and Handbags - Safety Hints"  
"Hints for Human Safety"  
"Banking Safety Hints"  
"Senior Citizens Safety Hints"  
C.L.A.S.P.  
1710 Spruce Street  
Philadelphia, Pennsylvania 19103
- "Senior Power - and How to Use It"  
William Brose Productions  
3168 Oakshire Drive  
Hollywood California 90068
- "The Adventures of Surelocked Homes"  
State Farm and Casualty Company  
Bloomington, Illinois 61701
- "How to Protect Your Home"  
The National Sheriffs Association
- "Tips on How to Burglar Proof Your Home and Valuables"  
Loss Prevention Division  
Allstate Insurance Companies  
Northbrook, Illinois 60062
- "How to Make Your Home Secure"  
Lock and Hardware Division of the Eaton Corporation  
Yale Marketing Department  
P.O. Box 25288  
Charlotte, North Carolina 28212

## References and Sources of Additional Information

### "Crime Prevention for the Older Person"

Senior Safety and Security Program  
Cuyahoga County Commission  
Area Agency on Aging  
1276 West 3rd Street, Room 510  
Cleveland, Ohio 44113

### "Consumer Hints for Older Adults"

Community Affairs/Crime Prevention Unit  
Mullinmah County Division of Public Safety  
County Commissioners  
9980 S.E. Washington Street  
Portland, Oregon 97216

### "Beware of the Con Artist and the Con Game"

Wilmington Delaware Police Department  
Wilmington, Delaware

### Personal Victimization of the Elderly in Seventy-six Cities, Analytic Report SD-VAD-11, Application of Victimization Survey Results Project

Ellen Richardson  
Criminal Justice Research Center  
Albany, New York

### Crime and the Elderly: Opinions and Attitudes of the Elderly in 26 American Cities

Ellen Richardson  
Criminal Justice Research Center  
Albany New York