



POWAY VOLUNTEER SHERIFF'S PATROL

YANA PROGRAM PROCEDURES

The YANA Program is the San Diego Sheriff Office's *You Are Not Alone* program. This program is designed to reach out to those people in a community who may be living alone and have limited accessibility to the outside world. Each Sheriff's station in San Diego County has a YANA program in place to serve their community. The YANA program in Poway is the responsibility of the YANA Administrator, supported by a dedicated team and all volunteers.

- A potential client for the program is usually referred by a family member, friend or anyone familiar with the person. Usually, a form or email is sent with the potential client's contact information and situation.
- The YANA Administrator will call potential clients to explain the program. If the client has interest in the program an interview will be set up to meet in person. That interview will be conducted by the YANA Administrator and a member of the YANA team. They will be in uniform, use an SVP patrol car if available, and have a radio. The team will call Station M as 41V7x, going out to interview a potential YANA client, indicating that may take 30 to 45 minutes. Give the address. Clear with Station M when leaving.
- If the client agrees to be in the program a detailed interview form is completed. The client's preference for days and times of call or visit are noted. General questions are asked such as who might have access to keys to the property. Questions are also asked about safety issues, including if anyone has threatened harm of any kind. Observe the conditions of the client's person, looking for neglect, confusion or cleanliness. Record all the information in the file. A photo is taken for the file as well, and the information is later entered into SATIS.
- If any adverse conditions are observed the options include referral to a deputy if there is a threat of harm and to PERT or Adult Protective Services for signs of physical, financial, or mental abuse or neglect.
- Other activities may include promoting the YANA program at community events, completing surveys from other agencies, sending birthdays cards to participants, preparing gift baskets for holidays, emergency preparedness and representing the Poway VSP unit at the Chamber of Commerce Senior Services Group.

V:/PowayStation/VOLUNTEERS/Documents/YANA Program Procedures