



# The Gatekeeper Program

Funded in part by the City and Borough of Juneau and the  
Alaska Division of Senior and Disabilities Services



**The Gatekeeper Program** identifies isolated and vulnerable seniors and opens the gate to needed services.

**Gatekeepers** help by noticing changes in a seniors appearance or routine which may indicate a deterioration in functioning, sub-stance abuse or mental health issues.

# Who are Gatekeepers?





Bank  
Employees



Postal  
Workers



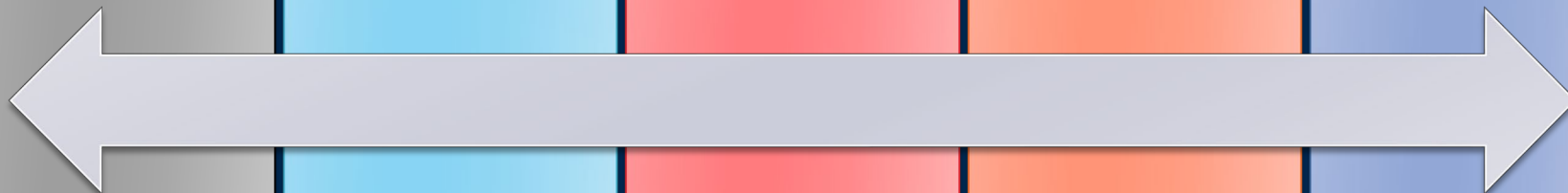
Local  
Merchants



Meter  
Readers



Neighbors





Hair  
Stylists



Law  
Enforcement



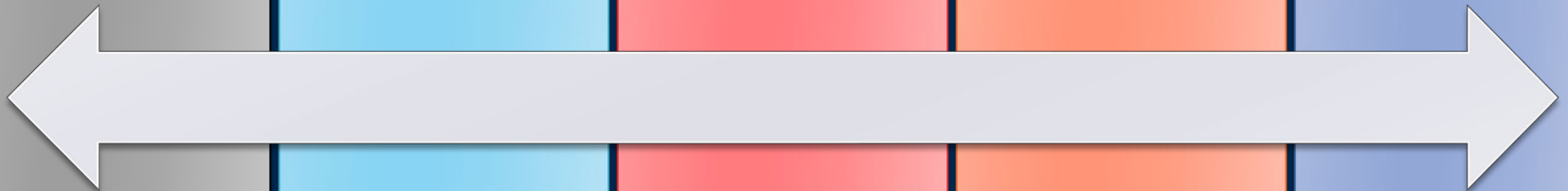
Medical  
Offices



Transportation  
Workers



**You!**



# Why be a Gatekeeper?

Most people have families looking out for them. However, some of us will not be so lucky in our elder years.

By being a Gatekeeper you will:

Stand in the gap for seniors who are otherwise unable to seek help on their own





- Many elders fear losing their independence

- Dementia can prevent elders from seeking help

- Many elders generally were not raised to seek assistance from others



- Substance abuse issues are generally not discussed, despite potential dangers (such as interaction with medication)





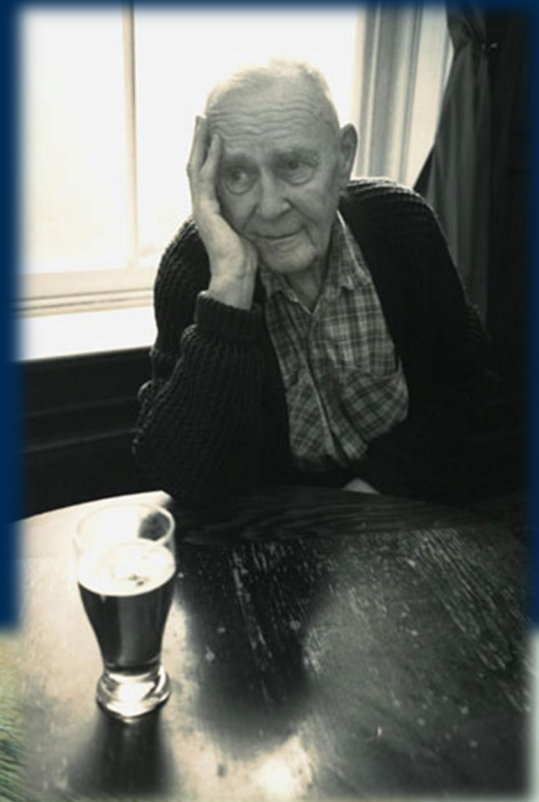


How  
does it  
all work?



## Things you may notice:

- Unkempt appearance
- Inappropriate clothing for the weather
- Home in disrepair, unsafe condition, serious hoarding
- Confusion, disorientation
- Emotional problems:
  - Depression
  - Anxiety



- Substance abuse
- Repetitiveness
- Physical losses
- Financial difficulties
- Reclusiveness
- Paranoia





**Our community  
can do  
something  
when there is a  
concern...**

CONCELU'''

Once you notice these changes in an elder, all it takes is one simple phone call to the SOAR Gatekeeper Program.

Every referral is confidential and the elder will not know who made the referral.



Once we receive a Gatekeeper call we will make every attempt to personally contact the elder.

Through outreach and home visits, we will assess for safety, substance abuse issues, mental health and signs of decline in functioning.

We will provide these elders with information on the resources available in the community to meet their needs, as well as providing the necessary assistance to access these services.



*Senior citizens have the right to refuse services.*

You can be assured that we will follow up on every referral and made. However, the senior may or may not choose to accept any assistance. A Gatekeeper may not see any noticeable change in the situation they were concerned about. For privacy reasons we cannot disclose the outcome of a referral.

**Remember, if you have a concern about the well-being of a senior in our community, call the Gatekeeper Program at 463 – 6177**

- Say you are making a Gatekeeper referral
- Provide your name, business, contact number
- Give a brief description of your concern
- Be rest assured that:
  - The elder's needs will be addressed to the best of our ability
  - Your name will be kept confidential

**Thank you for helping our seniors.**

