A single call can save a life.
Multnomah County Aging and Disability Services offers "one-step" assistance for the elderly and persons with disabilities. Simply call our local Helpline at (503) 988-3646, and we will direct the referral to the appropriate office. That office will contact the individual, assess their needs, and assist in providing whatever help is required from the appropriate health or social service organizations. This may include medical care, food preparation or delivery, help with household chores, transportation, or other services.

The rewards are far-reaching.
The Gatekeeper Program can, and has, saved lives. At the very least, it gives older people and those with disabilities a new lease on life by enabling them to maintain their dignity and independence.

But its rewards are even more far-reaching than that. Making this kind of commitment to help others builds employee job satisfaction and pride. It has a highly positive impact on the community, also, because it increases employee civic involvement.

There is almost no cost.
You can put the Gatekeeper Program into action with very little input of time or money. No additional staff or resources are needed. It's all accomplished by existing employees in the normal course of doing their jobs.

Employees can be trained as Gatekeepers in less than an hour. They're not expected to be social workers or counselors. And they don't need to know a lot of details about programs and services. They need only know what danger signs to look for and what telephone number to call for assistance.
Introducing The Gatekeeper Program:
The Gatekeeper Program is designed to assist vulnerable people who need help, but may be unable to get it for themselves. Each year, our vulnerable population grows. In fact, people over 65 make up the fastest-growing segment of our population.

Most are healthy, active people involved with family and friends, church or community groups. But many others are not so fortunate. They live alone and have little contact with others. If they become ill or unable to function independently, they can easily go unnoticed and unattended.

Almost any employee with public contact can be a Gatekeeper.
The Gatekeeper Program seeks to remedy the problem by enlisting the help of people who, in the normal course of their jobs, may have contact with the elderly or those with disabilities. A Gatekeeper might be a supermarket clerk, bank teller, pharmacist, utility meter reader, customer service representative, mail carrier, or newspaper deliverer — the list is virtually endless.

These are the Gatekeepers who can help open the gates between vulnerable people and the social service agencies that can help them. All a Gatekeeper needs to do is learn to recognize certain danger signals — a change in appearance or behavior, signs of confusion or disability.

How does The Gatekeeper Program work?
A single phone call may help a person with a disability or an older person become aware of community services that are available and make it possible for them to receive assistance before a difficult situation becomes a crisis.

How can I help?
This brochure lists some of the warning signs that may indicate a person with a disability or an older person is in need of assistance. When you call the Gatekeeper Program, the staff at Multnomah County Aging and Disability Services will take down the information and contact the person to assess their needs. Assistance may be provided in social and health services, medical and personal care, household chore services, and transportation.

The elderly and those with disabilities in our community deserve to be informed of alternatives and options that will preserve their independence and enhance their quality of life.

You can make a difference.
Call (503) 988-3646 to learn more

WHAT TO LOOK FOR

- **Communication**
  Confused, disoriented, forgetful, excessive reminiscing, angry or hostile.

- **Economic Condition**
  Extensive confusion concerning money matters, expressed difficulty in paying bills, or inability to afford transportation.

- **Social Condition**
  Older person or person with a disability living alone, or otherwise isolated from social contact. Possible victim of abuse, neglect, or exploitation.

- **Emotional Health**
  Excessive statements of rejection, not eating or sleeping well, recent loss of spouse, relative, friend or pet. Appears extremely anxious, fidgety or withdrawn.

- **Personal Appearance**
  Unkempt, dirty clothes, uncombed hair or unshaven.

- **Physical Limitations**
  Severe difficulty in seeing, speaking, hearing or moving about.

- **Condition of Home**
  In need of repair, neglected yard, old newspapers lying about, offensive odors or unattended pets.