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### **Elder Abuse Discovery Attributed to WestStar Training**

LAS VEGAS, NV - When the flawless account of a 69 year old member suddenly went south, savvy WestStar employees turned to their elder abuse training for guidance.

The member had been seen in the branch before, conducting business as usual. On Oct. 29, however, something seemed out of the ordinary. He was accompanied by a woman 32 years younger than him with two account requests: The first was to be added to his account as a joint member. The second was to have the current joint member, his stepdaughter, removed.

One month later, the Call Center Supervisor received a call from the member's stepdaughter inquiring about her father's account. She expressed her concern about her father and said that since he had been dating his new girlfriend, he had withdrawn from any communication with the family and refused to speak with them.

The supervisor researched the account and found that the once good standing account for nearly five years had been hit numerous times by payday loans and NSF fees. A report was immediately filed with Elder Protective Services (EPS), provided by the State of Nevada Division for Aging Services and WestStar's Loss Prevention Department was notified.

When a representative from the EPS called the member to inform him of the concern, the member reported that everything was fine. After ending the call and reviewing his account, however, he realized he was being taken advantage of. The member, grateful for the discovery, removed his girlfriend from his account and has resumed good account standing.

"Training has always been an important focus for us. This training was special not only in that it was mandatory, but it gave us the knowledge on how to help our members," said Heri Garcia, Training and Development Manager for WestStar. "I'm very proud of our staff and their ability to use their training to thwart any further elder abuse towards our member." WestStar's Elder Abuse Training was set in place due to the mandatory requirement of Assembly Bill No. 87.

"The signs are exactly what they tell you in training," stated WestStar's Call Center Supervisor, who attributed the discovery to WestStar's Elder Abuse Training course. "I've been to other training courses on Elder Abuse. The information is the same, but Heri knows how to put the information into perspective and make it stick."

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