Dear Palm Beach County Subscriber:

PBC TV Channel 20 and the Palm Beach County Division of Consumer Affairs (DCA) wants to help you protect your money. Consumer Affairs is getting an early start toward helping you through the holidays. DCA will provide you with some money-saving tips. We invite you to tune in to PBC TV all month for the Consumer Focus program.

The November edition of Consumer Focus will engage and inform you about holiday gift cards, store policies on gift returns, refunds and what to consider before you buy. Also joining the program is Palm Beach County Fire Rescue and an investigator from the U.S. Consumer Product Safety Commission. Both agencies will share critical and potentially life-saving information you need to know. Get the facts on how to keep you, your family and property safe, as well as fire prevention tips.

Inside this month’s PBC TV Program Guide is information about the Division of Consumer Affairs. Also included, you’ll find additional pages of safety information and you can check out the PBC TV program schedule. The guide lists the start time of upcoming public meetings and programs about Palm Beach County services. You’ll know what to watch and when.

On the back cover of the program guide, you’ll find a tear-out postage-free reply card. You can complete the postcard and return it, postage-free, to PBC TV Channel 20. The PBC TV Program Guide is published monthly by the Palm Beach County Public Affairs Department.

You can watch PBC TV on your favorite cable TV provider and online. Visit pbcgov.com and watch PBC TV anytime and anywhere on any internet-connected device.

PBC TV is a service of the Palm Beach County Board of County Commissioners. The channel is available 24/7 on Comcast Xfinity Channel 20, AT&T Uverse Channel 99 and Hotwire/Fusion Digital Access Channel 20. Our programming can also be viewed live or on-demand online at the County’s website, www.pbcgov.com or by going to www.pbctv.com.

PBC TV—“It’s Your Channel for Palm Beach County Programs and Services.”

Sincerely,

Lester Williams
PBC TV Station Manager

On 20.

Catch all the news about your county government in this fast-paced, exciting show! Alo Saturdays & Sundays at 5am, Mondays & Wednesdays at 7pm, and Fridays at 11:30am & 8pm

On Demand!

Watch live online or view our latest online programs anytime on demand

www.pbcgov.com

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Sincerely,
**NOVEMBER 2018**

**MONDAY**
- **9:00 a** or **Community Bulletin Board**
- **9:30 a** or **Critical Minutes**
- **10:00 a** or **Consumer Focus**
- **10:30 a** or **Consumer Focus**
- **11:00 a** or **Behind the Star**
- **11:30 a** or **BCC Workshops**
- **12:00 - 7:00 a** or **PBC TV Presents**

**TUESDAY**
- **9:00 a** or **Community Bulletin Board**
- **9:30 a** or **Critical Minutes**
- **10:00 a** or **Consumer Focus**
- **10:30 a** or **Consumer Focus**
- **11:00 a** or **Behind the Star**
- **11:30 a** or **BCC Workshops**
- **12:00 - 7:00 a** or **PBC TV Presents**

**WEDNESDAY**
- **9:00 a** or **Community Bulletin Board**
- **9:30 a** or **Critical Minutes**
- **10:00 a** or **Consumer Focus**
- **10:30 a** or **Consumer Focus**
- **11:00 a** or **Behind the Star**
- **11:30 a** or **BCC Workshops**
- **12:00 - 7:00 a** or **PBC TV Presents**

**THURSDAY**
- **9:00 a** or **Community Bulletin Board**
- **9:30 a** or **Critical Minutes**
- **10:00 a** or **Consumer Focus**
- **10:30 a** or **Consumer Focus**
- **11:00 a** or **Behind the Star**
- **11:30 a** or **BCC Workshops**
- **12:00 - 7:00 a** or **PBC TV Presents**

**FRIDAY**
- **9:00 a** or **Community Bulletin Board**
- **9:30 a** or **Critical Minutes**
- **10:00 a** or **Consumer Focus**
- **10:30 a** or **Consumer Focus**
- **11:00 a** or **Behind the Star**
- **11:30 a** or **BCC Workshops**
- **12:00 - 7:00 a** or **PBC TV Presents**

**SATURDAY**
- **9:00 a** or **Community Bulletin Board**
- **9:30 a** or **Critical Minutes**
- **10:00 a** or **Consumer Focus**
- **10:30 a** or **Consumer Focus**
- **11:00 a** or **Behind the Star**
- **11:30 a** or **BCC Workshops**
- **12:00 - 7:00 a** or **PBC TV Presents**

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**LEGEND:**
- **Meetings**
- **Community Bulletin Board**
- **Locally Produced Show**
- **Show Produced by External Source**
- **New Show**
- **Classic Arts Showcase**

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**Consumer Focus**

Valuable information that’s worth more than just words is coming your way from the Palm Beach County Division of Consumer Affairs and other agencies. They want to help keep you and your family safe, plus provide you with advice and ensure protection of your money and property during the upcoming holiday season. Tune in and watch Consumer Focus for free money-saving tips that you may not know about.

**Safety Matters**

Automobiles are the most commonly used means of transportation, and it is no secret that seatbelt use saves lives. Automobile deaths result more often when seatbelts are not worn. On this month’s Safety Matters, you will learn about child passenger safety, plus how to keep your babies and young children safe with the proper use of vehicle child restraints.

**Adopt A Friend**

It’s autumn and it just might be the perfect season for you to fall in love with your new best friend from Palm Beach County Animal Care and Control. Watch PBC TV for a half-hour parade of purring cats with fun-loving personalities and kittens that will definitely catch your attention.

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**Behind The Star**

Members of the Palm Beach County Sheriff’s Office traveled to the Florida Panhandle to help victims recover from the damage and devastation left behind by Hurricane Michael. Witness their efforts up close as they dedicate themselves to provide aid and assist an area struggling to rebuild.

**Air Dates:**
- Mondays at 9:00pm, Tuesdays at 7:30pm, Wednesdays at 9:00pm, Thursdays at 7:30pm, Fridays at 9:00am and Saturdays at 1:00pm and Sundays at 9:00am
The kitchen is the heart of the home, especially at Thanksgiving. Kids love to be involved in holiday preparations. Safety in the kitchen is important, especially on Thanksgiving Day when there is a lot of activity and people at home.

- Stay in the kitchen when you are cooking on the stovetop so you can keep an eye on the food.
- Stay in the home when cooking your turkey and check on it frequently.
- Keep children away from the stove. The stove will be hot and kids should stay 3 feet away.
- Make sure kids stay away from hot food and liquids. The steam or splash from vegetables, gravy or coffee could cause serious burns.
- Keep the floor clear so you don’t trip over kids, toys, pocketbooks or bags.
- Keep knives out of the reach of children.
- Be sure electric cords from an electric knife, coffee maker, plate warmer or mixer are not dangling off the counter within easy reach of a child.
- Keep matches and utility lighters out of the reach of children — up high in a locked cabinet.
- Never leave children alone in room with a lit candle.
- Make sure your smoke alarms are working. Test them by pushing the test button.

Did you know?

Thanksgiving is the leading day of the year for home fires involving cooking equipment.

Have activities that keep kids out of the kitchen during this busy time. Games, puzzles or books can keep them busy. Kids can get involved in Thanksgiving preparations with recipes that can be done outside the kitchen.
Adult Entertainer ID Badge

Adult Entertainers are required to obtain a Work ID from the Division of Consumer Affairs to ensure that the performers are at least 18 years of age. Additionally, if there are any signs of human trafficking, staff are able to report tips to the National Human Trafficking Resource Center at 1-888-373-7888.

For More Information Contact

Palm Beach County
Board of County Commissioners
Consumer Affairs Division
50 S. Military Trail, Suite 201
West Palm Beach, FL 33415

Tel: (561) 712-6600
Fax: (561) 712-6610

Boca/Delray/Glades toll free:
1-888-852-7362

www.pbc.gov/consumer
Twitter: @PBCConsumer

Consumer Traps & Tips

An informed consumer is a smart consumer. Many situations call for a “Buyer beware” approach.

We provide consumer education via presentations at public venues, also via news releases along with our Traps and Tips newsletter on our website: www.pbc.gov/consumer

Moving

Palm Beach County companies doing household moves within the county must be licensed by Consumer Affairs.

The county Moving Ordinance requires moving companies to provide a written estimate and a detailed contract with the “bottom line” cost. Our website contains a list of all licensed moving companies in Palm Beach County.

Always verify that the moving van has a current, large, bright decal on the windshield. Licensed companies are listed at www.pbc.gov/consumer
Consumer Affairs is an agency of the Palm Beach County Board of County Commissioners, a Division of the Public Safety Department – serving consumers and businesses in Palm Beach County since 1972.

Our mission is to help consumers make informed decisions about businesses. We investigate, negotiate, and mediate consumer complaints against businesses with a goal of avoiding any future conflicts and misunderstandings. We protect consumers and businesses from unlawful, deceptive and unfair trade practices by the enforcement of existing Ordinance laws and regulations.

The Palm Beach County Consumer Affairs Division does not rate or recommend any product, service or company.

**Consumer / Business Disputes**

We respond to consumer complaints against businesses and landlords. We also monitor business activities for illegal unfair and deceptive trade practices.

We strive to resolve disagreements via informal mediation and a conciliatory process. We annually investigate more than 500 cases, process 72,000 calls and welcomed nearly 12,000 customers to our office. Consumers are assisted with recovering hundreds of thousands of dollars each year. Our website pages recorded about 73,000 visitors.

Visit our website and click on “File an E-Dispute” at: www.pbcgov.com/consumer

**Towing**

Companies and drivers performing towing service tows in Palm Beach County are required to be licensed through Consumer Affairs.

Property/Business owners must provide prior authorization in writing before towing companies can tow or remove vehicles from private property. Palm Beach County has established maximum fees companies can charge for private property impounds and police-directed tows.

Visit our website for more information about towing and to view maximum towing fees: www.pbcgov.com/consumer

**Vehicle For Hire**

All taxi, limousine, shuttle and non-medical transport “for-hire” companies and water taxis operating in Palm Beach County must be licensed by Consumer Affairs.

Drivers working for Vehicle-for-Hire companies are required to obtain and wear an I.D. Badge.

Additional information and a list of all licensed companies and drivers are available by visiting our website at: www.pbcgov.com/consumer

**Business Information Reports**

Consumers recognize the value of a business committed to quality customer service.

Residents and visitors may contact us or go to our website to review “Business Information Reports” about previous consumer disputes with 48,000 companies listed in our database: www.pbcgov.com/consumer
BENEFITS

For Vulnerable Adults

The Caregiver ID Badge ensures you that your Home Caregiver has undergone a national fingerprint based check, and has not been disqualified from working as a Home Caregiver in Palm Beach County due to certain criminal adjudications.

You can also check the Palm Beach County Consumer Affairs Division website to see if your Home Caregiver has received a Home Caregiver ID Badge:

www.pbcgov.com/consumer

For Home Caregivers

Creates additional employment opportunities.

Will be in compliance with local Home Caregiver Ordinance and avoid civil fines.

If working as an unlicensed Home Caregiver, you may be subject to a civil fine of $500.00 for each violation.

To Find More Information

TO OBTAIN:

• The PBC Home Caregiver Application Form
• The Home Caregiver Affidavit Form
• Information About Home Caregiver ID Badges

AND FOR ADDITIONAL INFORMATION

Visit Our Website:
www.pbcgov.com/consumer

Call Us:
Palm Beach County
Public Safety Department
Consumer Affairs Division
(561) 712-6600

Office Location:
50 South Military Trail, Suite 201
West Palm Beach, FL 33415

Locations For Fingerprint & Photo

PALM BEACH COUNTY CONSUMER AFFAIRS DIVISION
Fingerprints & Photo
50 South Military Trail, Suite 201
West Palm Beach, FL 33415

October 2017
Palm Beach County Home Caregiver Ordinance

Working in cooperation with the Palm Beach County Sheriff’s Office, the Palm Beach County Board of County Commissioners enacted the Palm Beach County Home Caregiver Ordinance in October of 2015.

The Ordinance requires that applicants for a Home Caregiver ID Badge must undergo a state and national fingerprint background check.

Pursuant to this Ordinance, Palm Beach County will begin issuing Home Caregiver ID Badges in April of 2016. Working without a Home Caregiver ID Badge may result in a $500.00 fine. Please check our website for additional information.

You Must Obtain A Home Caregiver ID Badge If...

You receive compensation, directly or indirectly, from a Vulnerable Adult for assisting that vulnerable adult with Covered Activities.

Vulnerable Adult is defined as a person 18 years of age or older whose ability to perform the normal activities of daily living or to provide for his or her own care or protection is impaired due to a mental, emotional, sensory, long-term physical, or developmental disability or dysfunction, or brain damage, or the infirmities of aging.

Covered Activities

Activities of Daily Living

• Bathing
• Shaving
• Dressing
• Using the Toilet
• Getting In/Out of Bed

Instrumental Activities of Daily Living

• Preparing Meals
• Housework
• Managing Finances
• Making & Keeping Doctor’s Appointments
• Driving and/or Arranging for Travel (Either by Public Transportation or Private Car)

• Grooming
• Oral Care
• Eating
• Continence-Related Activities
• From Seated To Standing Position

Exemptions

If you hold any of the following licenses and/or certifications, you are not required to obtain a Palm Beach County Home Caregiver ID Badge:

• Registered Nurse (RN)
• Licensed Practical Nurse (LPN)
• Certified Nursing Assistant (CNA)
• Clinical Nurse Specialist (CNS)
• Advanced Registered Nurse Practitioner (ARNP)
• Physical Therapist (PT)
• Physical Therapist Assistant (PTA)
• Occupational Therapist (OT)
• Occupational Therapist Assistant (OTA)

Charitable and/or Faith Based Organizations

Which are exempt from federal income tax pursuant to 26 U.S.C. § 501(c)(3), and which serve Vulnerable Adults by making referrals of volunteers to provide Covered Activities are not required to obtain a Palm Beach County Home Caregiver ID Badge.

The following family members who are caring for Vulnerable Adults are not required to obtain a Palm Beach County Home Caregiver ID Badge:

• Spouse
• Domestic Partner
• Parents and Step-Parents
• Grandparents and Step-Grandparents
• Children and Step-Children
• Grandchildren and Step-Grandchildren
• Great Grandchildren
• Siblings and Step-Siblings

Services Offered on a Non-Recurring Basis

People who receive compensation directly or indirectly from a Vulnerable Adult in exchange for assisting that Vulnerable Adult with one or more Covered Activities on a non-recurring basis, not to exceed 3 days in a calendar month or 24 days in any calendar year are not required to obtain a Palm Beach County Home Caregiver ID Badge.

How To Get Licensed

Log on to:

How To Make An Appointment

Log on to www.pbcgov.com/consumer
Click on Caregiver ID
Click on Schedule an Appointment

To Make An Appointment

You Will Need:

• Valid Driver’s License or US Passport
• Completed Application
• Payment via check or credit card (No Cash)

Your Home Caregiver Agency must provide a completed Affidavit upon submittal of application if fingerprinting is not required.

We Will Coordinate Your:

• Photo
• Fingerprints

Cost and Time

The cost of the Home Caregiver ID Badge will depend on whether you are required to submit your fingerprints, or whether your Home Caregiver Agency submits an affidavit in lieu of fingerprinting.

If you are required to obtain fingerprints, the cost is $70.00.
If your Home Caregiver Agency is submitting an affidavit in lieu of fingerprinting, the cost is $20.00.

National Fingerprint Background Check

If you have already undergone a state and national fingerprint background check through the Florida Agency for Health Care Administration (AHCA), you must still apply for a Palm Beach County Home Caregiver ID Badge, but you will not be required to undergo another fingerprint background check if an affidavit is provided by your Home Caregiver Agency.

No Training Needed

The Palm Beach County Home Caregiver ID Badge DOES NOT require education or training.

The Home Caregiver ID Badge ensures only that the Home Caregiver who possesses the ID Badge has undergone a national fingerprint based check, and is not disqualified from working as a Home Caregiver because of certain criminal adjudications.
Human trafficking is a form of modern-day slavery in which traffickers use force, fraud, or coercion to control victims for the purpose of engaging in commercial sex acts or labor services against a person’s will. If you recognize any of the following indicators, please report the suspicious activity to the National Human Trafficking Resource Center 1-888-373-7888. Your call can remain confidential.

VICTIM INDICATORS

Appears fearful, anxious, depressed, intimidated, submissive, tense, nervous, or paranoid

Avoids eye contact or lacks emotional responsiveness

Is accompanied by a group or a controlling friend or boyfriend who speaks for them

Shows signs of physical abuse such as bruises, scratches, scars, missing teeth, lacerations, burns, carvings

May be dressed inappropriately for the weather or venue

Is living or working in a location with excessive security measures

Is under 18 and may be performing commercial sex acts

TRAFFICKER INDICATORS

Controls victim movement and conversation

Offers a generous tip for your cooperation

Asks driver to wait outside the hotel, apartment or business

Drops off several men, women or children in one or different locations

Drops off same person at different locations day or night (hotels, motels, spas, massage parlors, apartment complexes)

Asks to be dropped off in the back or separate propped-open entrance

At drop off, transfers people into the possession of another person to escort them inside the establishment
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NEW CREDIT CARD SCAM!!

You receive a phone call from someone who says they're from your credit card company. The caller asks you to confirm some personal information, your credit card number and credit card security code. A "bank representative" arrives at your home, takes the card and promises to return with a new one. The criminals use the information you gave to make charges on your account or to create a new account in your name.

How to Avoid a Credit Card Telephone Scam

• Don't give out any information on calls you didn't initiate, no matter how legitimate the call may seem. Scammers can even spoof your caller ID and have your creditor's name show up. If you think there's a possibility that it's your real credit card issuer, ask if you can return their call to the main customer service number. Bank representatives do NOT visit you at your home.

• Only trust calls that you initiate by calling the customer service number on the back of your credit card or on your credit card billing statement. Don't return calls from numbers left on your answering machine or sent in an email unless you can verify that it's your credit card issuer's real phone number.

• Never give out your credit card number, security code or Personal Identification Number (PIN) to anyone over the phone. When in doubt, HANG UP and call your credit card company directly (number on back of card).

What to Do If You're Scammed

• Call the Police if you feel you were scammed. It's easy to fall prey to a credit card telephone scam. If you mistakenly give out your personal information, call your real credit card issuer as soon as possible. They can cancel your old credit card account and give you a new credit card number.

• Check your account regularly and review your credit card billing statement thoroughly. Report any suspicious activity to your credit card issuer right away. Some credit card company’s offer a service that notifies your cell phone, via text of any charges.

• If you accidentally gave out your social security number, place a fraud alert or security freeze on your credit report to prevent new accounts from being opened in your name. (Excerpts from: www.thebalance.com)

• Do not respond to emails from persons claiming to be a representative of a company wanting your information. Clicking on a link can take you to a site which puts a virus on your computer and can capture your computers information.

• Do not respond to text messages asking you for information or asking you to click on a link.

Florida Attorney General’s Office Fraud Hot-line 1-866-966-7226
PROTECT YOUR VEHICLE

TAKE ACTION TO HELP PREVENT:

VEHICLE BURGLARIES

- DO NOT leave valuables laying out in the open

- Place valuables in the trunk or another secure location

- Lock your car doors while pumping gas at a gas station

- Utilize a car alarm

PLEASE RECORD ANY AND ALL SERIAL NUMBERS OFF YOUR ELECTRONICS

KEEP THE SERIAL NUMBERS YOU RECORDED IN A SECURE LOCATION

LOCK YOUR DOORS
KEEP WHAT’S YOURS
AND
NEVER LEAVE YOUR VEHICLE RUNNING UNATTENDED
F.S.S. 316.1975

EMERGENCY DIAL 911
NON-EMERGENCY
(561) 688-3400
One Child Dies Every Two Weeks When a TV, Furniture, or Appliance Falls on Him.

Each year, more than 22,000 children 8 years and younger are injured.

These safety tips can help prevent tragedies:
- Anchor furniture to the wall or the floor.
- Place TVs on sturdy, low bases or anchor the furniture and the TV on top of it.
- Keep remote controls, toys, and other items that might be attractive to children off TV stands or furniture.
- Also, make sure freestanding kitchen ranges and stoves are installed with anti-tip brackets.

What is wrong with this picture?

A. Dresser is not anchored.
B. TV is on a tall piece of furniture.
C. Toy and remote control are high and visible.
Take a **RIDE...**

**On the Safe Side!**

Bike safety should be your top priority when you decide to take a ride.

- **Strap should make a “V” under the ears**
- **The helmet should be no more than two fingers above the eyes**
- **Helmet should be snug when mouth is open**