

Castlegar Community Response Network

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Community Response Networks at Large:

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|  Castlegar & District Community Services Society |  Home and Community Care |
|  Mental Health |  Castlegar United Way |
|  Castlegar & District Community Health Center |  Community Development Services |
|  St. Rita's Parish |  Friendly Visitor Program |
|  Castlegar Hospice Society |  Meals on Wheels |
|  Castlegar R.C.M.P. Victim Services |  Smum Iem Society |
|  Castlegar Seniors Association Branch #46 | |
|  Ministry of Children and Family, Community Living Branch | |
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Terms of Reference

The Castlegar Community Response Network (CRN) will be guided by the Adult Guardianship Legislation (Part III) in carrying out its work.

The CRN will target its efforts towards any adult over the age of nineteen (19) who is vulnerable to physical, emotional, mental, financial, or verbal abuse due to their circumstances in life (i.e. isolation, developmental, physical, mental, cognitive disability, or otherwise marginalized in their community).

The CRN will work in collaboration with vulnerable adults, the general public, caregivers, groups, agencies, organizations, and designated agencies to:

1. Educate vulnerable adults, general public, caregivers, agencies, and professionals on all aspects of abuse, neglect, and self-neglect through:
 - Individual outreach
 - Group presentations
 - Training workshops
 - Accessing resources
 - Prevention Campaigns

2. Builds on Networks through:
 - Determining existing Protocols of Designated Agencies
 - Developing Protocols between agencies.
 - Liaising with Castlegar Area groups working to end abuse of vulnerable adults.
 - Interacting with any Provincial Organizations working to end abuse of vulnerable adults.

3. Evaluate the effectiveness of interventions in regards to efforts through:
 - Referrals statistics.
 - Protocols developed.
 - Verbal responses.
 - Group/Workshop written evaluations.

Terms of Reference Guide

The Castlegar Community Response Network (CRN) will utilize the following activities to guide its work as outlined the Adult Guardianship Legislation (Part III):

Educate:

Target groups: vulnerable adults, professionals, caregivers, agencies, and the general public on all aspects of abuse and vulnerable adults.

Training/Workshops:

Target groups: Vulnerable adults, professionals, caregivers, agencies, and the general public on all aspects of abuse and vulnerable adults.

Prevention Campaigns that:

Target groups: Vulnerable adults, professionals, caregivers, agencies, youth, families, children, and the general public on all aspects of abuse and vulnerable adults.

Builds on Networks:

Work In collaboration with individuals and agencies in the Castlegar and District area to assist victims.

Liaise:

Develop open and respectful working relationships with any Provincial organizations and Community Groups working to end abuse of vulnerable adults.

Evaluate:

The effectiveness of the intervention in regards to outcomes identified in the Legislation and Annual Project Plans.

Principles:

The Castlegar Community Response Network (CRN) is guided by Adult Guardianship Legislation (Part III) Principles and Presumptions in the in carrying out its work.

For Service Agencies, Service Providers, and Businesses:

1. The right to self-determination is paramount. All adults are entitled to live in the manner they wish and to accept or refuse support, assistance, or protection as long as they do not harm others and they are capable of making decisions about those matters.
 2. A person is presumed capable of making decisions about personal care, health care, legal matters, and financial affairs, business or assets until the contrary is demonstrated, every adult is
 3. Service emphasis will be on assisting the person to maintain his/her independence, dignity, and rights.
 4. Information is to be taken from the person regarding himself/herself and his/her affairs along with family member(s) or other persons.
 5. An adult who is capable of making these decisions should be offered support, assistance, advocacy, and appropriate services. **When there is a concern about the capability of a vulnerable adult, a formal assessment of competence may be necessary.
 6. All adults should receive the most effective, but the least restrictive and intrusive form of support, assistance, or protection when they are unable to care for themselves or their assets that respects:
 - a. Adults must not harm others.
 - b. Court is the last resort.
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Protocols

The Castlegar Community Response Network (CRN) and those of agencies, service providers, and businesses will develop protocols that respect the Principles and Presumption of Adult Guardianship Legislation (Part III) that parallel the following:

1. If the complaint is received by telephone, accept and document in your agency system.
 2. In an interview, make the person comfortable and listen with care, utilizing active listening skills, to their sharing of information. (This is often very difficult for them).
 3. Know the mandate of your agency. Can you provide assistance? If the service need is part of your mandate, you have the responsibility to fulfill the person's need at his/her request once he/she has understood when can be provided.
 4. If the service need is **NOT** part of the agency's mandate, but that of another agency, explain the other agency's service to the person. If he/she wishes, you may assist in calling or referring to that other agency. Document the date and agency to which the referral was made.
 5. If the vulnerable adult is not ready to use a/the service, leave written information with the vulnerable adult as to where the service may be obtained when he/she is ready to access them. Arrange for appropriate follow-up (telephone call, outreach, etc.).
 6. Leave your own agency information so the vulnerable adult may contact the agency again as needed.
 7. Document the information obtained from your Interview in your agency file. Include consent of release information to specific agency(s), person(s), or service(s), if appropriate.
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Purpose of Protocols

The Castlegar Community Response Network (CRN) is guided by protocols identified in the Adult Guardianship Legislation (Part III) in carrying out its work.

1. To provide a tool that will:
 - a. Facilitate informed decision-making skills.
 - b. Identify the appropriate referrals, and coordinate community services for the client in a team and multi-disciplinary approach.
 2. To compliment each agency's own procedures:
 - a. It is assumed that individual agencies will have their own policies to follow when receiving a report of adult abuse (assessment, case identification).
 - b. These principles are intended to support existing agency protocol.
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Talking To the Adult – How and When

We acknowledge that the opportunity to talk to an adult about abuse, neglect, or self-neglect is extremely difficult and for that reason, we may only have one (1) opportunity to interact with an individual to support and assistance.

We assume that every adult is “capable” of making decisions surrounding the support and assistance they require, including the right to “live at risk” without any supports.

Talking to the adult in a “face to face” interview is preferable but any means by which the adult can communicate with you is acceptable and essential to getting the foundation of the situation and “real picture”.

A “face to face” or telephone interview will be conducted in an environment and manner that is:

- Open
- Respectful
- Friendly
- Inviting environment

We will provide available community options that will support and assist the adult whenever possible. Ask the adult “how would you like to be assisted” given the information you have. Reassure that information will be kept confidential.

If impossible (ie: due to lack of access, adult refusing or unable to communicate), we will then contact, if appropriate, the R.C.M.P., or Designated Agency on behalf of

What Each CRN Member/Agency Will Do If They Receive a Call or Report

We agree that if any member of the CRN hears about a situation of abuse or neglect, he or she will make sure that the individual gets connected with someone who can provide support and assistance within a reasonable time frame.

The principle of including the adult in the decision making process will prevail by utilizing the Castlegar CRN Assessment Form when:

- Talking to the adult in a respectful and supportive manner relevant to their culture
- Getting the basic demographics: name, phone #, security, and relationships utilizing a common assessment tool
- Assessing for any immediate danger—do they want police or ambulance phone number or called on their behalf?
- Offering other community resources information relevant to the individual’s request for support and assistance.
- Determining is there are any other people as identified in the collateral assessment the individual wants involved.

Offering Support to the Adult

We recognize that non designated agencies will offer support in accordance with the mandate of their organization.

We acknowledge that where the need for supports exceeds the mandate of the non-designated agency, providing information to the adult and making referrals to designated agencies or other agency known to the CRN member, will be done with the with the written consent of the adult.

Services provided will be contingent upon the ability of the referred agency to respond.

What supports are available if the adult is unable to remain in their own home?

The following are examples of supports that are available in our community, and will be considered as potential resources when an adult is unable to remain in their own home:

- Private Assisted Care and Supportive Living Options
- Subsidized Housing for low income adults.
- Transition House and Safe Homes

Where the adult is not accepting of supports offered and there is a perceived need for additional supports, the agency receiving the report or disclosure will consult with the appropriate Designated Agency staff.

Castlegar Designated Agencies

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| • Home & Community Care Services | 365-4300 |
| • Elderly Mental Health Services | 304-1846 |
| • MCFD Services for Community Living | 365-8556 |

Referrals to Other Community Agencies

We will ensure that the principle of including the adult in the decision making process will prevail through policies and procedures for our own agency and:

- Obtain a *Written Consent For Release of Information* signed by the individual.
 - Utilize the Castlegar Community Response Network Community Map outlining to determine appropriate resource based on area of concerns and services offered within the community.
 - Call to appropriate agency to provide a brief report of the situation and to ensure a referral is appropriate.
 - Report all incidents in which support and assistance were refused to the appropriate Designated Agency.
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Options In An Emergency:

In emergencies, we will assess urgency utilizing specific criteria and call the appropriate emergency number. Examples of emergency responders may include the fire department, police, ambulance, etc.

- Danger to self – expresses wanting to die
 - Danger to others – expresses intentions of harming another person
 - Trauma such as rape or violent act with a weapon
 - Follow up to designated agency if support and assistance offered is refused by the individual
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When And How A Call Should Be Referred To The Police

We support that all matters involving imminent danger to “self or others” or property; or knowledge of a criminal act will be referred to the R.C.M.P.

The report contact may be by telephone in an emergency situation or in writing in non-emergency situations:

- Making a report to the R.C.M.P. does not preclude making a report to a designated agency or to another relevant agency.
- The R.C.M.P. will provide assistance to designated agencies to fulfill their role under the Adult Guardianship Act as per their policy and will investigate reports of criminal activity.

We support that all ***criminal offences must*** be disclosed to the police for law enforcement.

Obtaining, Recording And Disclosing Information

We acknowledge that all information collected in the Collateral Assessment is subject to confidentiality and must not be disclosed without the written consent of the adult, whenever possible.

Confidentiality:

When a report is received it is treated as strictly confidential. The name of the person who reports, or any information that would identify that person, cannot be disclosed if the person requests that the information not be disclosed. However, it is important to remember that if the situation becomes a criminal investigation, information can be subpoenaed. (s.46(2))

The concept of “consistent purpose” is introduced in the *Freedom of Information and Protection of Privacy Act* (s.34). The rule is that information that was collected for one purpose can be disclosed if it is to be used for a consistent purpose that has a reasonable and direct connection and is necessary for performing statutory duties or for operating a program.

Disclosing Information

We guarantee that Section 62(1) of the *Adult Guardianship Act* that gives the Public Guardian and Trustee and designated agencies the right to any information that is necessary to enable them to carry out the roles assigned to them by the Act. Anyone who has information that a designated agency or the Public Guardian and Trustee is entitled to, is obligated to disclose.

We support that designated agencies or the Public Guardian and Trustee must not disclose information they have obtained under the *Adult Guardianship Act* unless they are required to do so in order to perform their duties or functions under the act.

Immunity From Legal Action:

Section 46(3) of the Act says that no action for damages may be brought against a person for making a report or for assisting in an investigation, unless the person made the report falsely or maliciously.

Employment Protection:

Under Section 46 (4) of the Act, employees cannot be fired, disciplined, or discriminated against for making a legitimate report of adult abuse or neglect, or assisting in an investigation.

Follow-Up— Whose Responsibility

We understand that confidentiality prevents agencies from sharing private information of individuals. However, once a referral has been made, the CRN member who made the referral will want to know that the adult has received assistance:

- Depending on the urgency of the referral, the referring agency will contact the agency identified as a support for the individual within one (1) to two (2) days regarding the general nature of the follow-up.
- Details of the situation will only be shared to the extent that it necessitates continuity of care without violating the individual's right to privacy.

Contacts for Reporting Abuse, Neglect, and Self-Neglect in the Castlegar Area:

Senior Adults

Home and Community Care

365-4300

Adults with Mental Illness

Mental Health Center

304-1846

Adults with Developmental Disabilities Living in a Liscensed Home

Health Unit

365-4300

Adults with Developmental Disabilities Living in a Non- Liscensed Home

Ministry for Children and Families Community Living Branch

365-8575