



E-Connector

Newsletter for the BC Association of Community Response Networks (BC CRN).

100 Women Who Care Kamloops Secures Future of Local CRN



At the local level, CRN coordinators play a critical role in connecting the provincial organization with communities. The coordinators are key in mobilizing volunteers and service agencies to spread awareness and education on adult abuse, neglect, and self-neglect, and assist with coordinating responses with designated agencies who investigate potential abuse and neglect.

The challenge is CRN coordinators are often volunteers themselves.¹ Because of this, some CRNs experience a revolving door of coordinators, which is typical of any non-profit who relies on volunteers to run its programs and outreach.

Creatively Finding Ways to Fund a Volunteer Role

BC CRN has made CRN coordinator grants available to help retain talent. Some CRNs have built upon this grant by securing additional funds to attract someone long term.

“Most of the province sees Kamloops as a larger community,” says **Marian Anderberg**, Regional Mentor – Thompson, Cariboo, Shuswap.² “Even being a larger community, our CRN has experienced ups and downs like many others. Volunteer recruitment and funding will always be priority concerns for any non-profit. The BC CRN coordinator grant was definitely helpful, but those funds were used up quickly. We needed to find more to be able to keep doing the work we wanted to do.”

¹ Some CRN coordinators are also employees of a related service agency, and CRN work is an extension of their portfolio.

² Marian has been with BC CRN since May 2013 for her region. She has also been a social worker in Kamloops for 20 years.

The Help of 100 Women

100 Women Who Care Kamloops was founded in 2014 by three local women, who set out to recruit 100 like minded women. The 100 Women movement seeks to bring together women who are interested in supporting non-profits in their community. The original movement began in Australia when 100 women there were inspired by the book *Half the Sky*³.

"100 Women Who Care Kamloops gives back to community." explains Marian. "The women involved are either working professionals, women at the peak of their careers, or individuals who are retired. They don't necessarily have the time to work on a project, but want to support these projects in some way."

Here's how it works: four times a year, 100 women meet. Each person brings \$100 to donate. Local agencies and non-profits apply to receive the funds raised at a meeting. Three agencies are randomly selected from the list, and are invited to pitch their projects to the group. Each agency is given five minutes to tell their story. No props, no notes, and no slides are allowed. The 100 women then vote by secret ballot on who to donate to. The pitch receiving the most votes is awarded the funds on the spot.

Competition with Partners and Friends

The Kamloops CRN was randomly selected in May 2016 to present at the 100 Women meeting. At that time, the Kamloops CRN was in direct competition with organizations who were also members of the CRN itself.

"The entire exercise was quite difficult" says Marian. "The other agencies I was competing against were (and still are) our partners and fellow CRN members. One was an agency promoting social enterprise opportunities for adults with disabilities, and the other was trying to launch a new program supporting adults with autism. We all work together, and our projects complement one another. It was really hard."

Kamloops CRN Receives Funding

"In my five minutes, I talked about the different forms of abuse that can occur, and how older adults in our community can be vulnerable to abuse and neglect," continues Marian. "I also told them how critical the roles of the Kamloops CRN and our coordinator are in bringing forward training opportunities to local organizations so they can coordinate their services, share ideas, and do prevention work. It must have made an impact because we were the successful organization who received the funding for that quarter."

The funds from 100 Women have been, and still are, being used to augment BC CRN's coordinator grant. As a result, the Kamloops CRN was able to hire a CRN coordinator – Maureen Doll.

For more information about 100 Women Who Care Kamloops, please visit www.100womenkamloops.com.

For more information about the 100 Women movement, visit www.100womenfoundation.org. Be sure to also Google "100 women" to find a local chapter near you.

³ <https://100women.com.au/about/>. *Half the Sky* is written by Pulitzer Prize winning team Nicholas Kristof and Sheryl WuDunn.

Volunteers of the Month: Elaine and Sarrah Storey, Fraser Lake CRN

Elaine and Sarrah are a mother-in-law/daughter-in-law duo who created a vibrant space where Fraser Lake citizens of all ages can connect.

The Experience Placing Aging Parents Jumpstarted an Idea

Elaine's aging parents and the process of placing them in separate facilities brought some learnings to light. "My brothers and I realized we had to do something," recalls Elaine. "We also realized how unprepared we were as a family. Everything happened so quickly, and in a language we didn't understand. We immediately wanted to translate this language to help other families. Communities, and people of all ages, need to talk about aging."



*From left to right: Elaine, Sarrah, and Sarrah's son Dylan.
(Photo: Sarrah Storey.)*

The Pair Opens a Non-Profit and Drop-in Centre with Support from the Community

Elaine and Sarrah started Autumn Services Society for Senior Support, a non-profit society, in 2009. A couple of short years later, and with the assistance of a grant from New Horizons, they started an independent newspaper – *The Fraser Connector* – written and produced by local seniors.

"The paper now funds itself, and does an excellent job in helping seniors come out of isolation and address some of the communication issues that are unique to rural living," says Elaine, who is also the paper's editor in chief.

In 2013, the Storeys opened a community centre with funds from a grant from the Union of BC Municipalities. "In Fraser Lake, there wasn't a place where the social needs of aging community members could be addressed," says Sarrah. "Seniors and Fraser Lake residents were excited about the prospect of having a space to meet, and with the full support of the community, the help of volunteers, and generous in-kind donations, Autumn Services Society was officially open to the public in May of that year."

Community Centre and Newspaper Take Off, Becomes Part of CRN

Since its opening, the community centre has received over 100,000 visits from people of all ages. Since its inaugural release, the *Fraser Connector* has printed nearly 100,000 units, or 1,480 copies a month, that have been delivered to every mailbox in Fraser Lake, Fort Fraser, and Endako area.

In 2014, the society signed on to become Fraser Lake's CRN. "Being a CRN gives us the ability to access resources and properly coordinate them so people can be referred," says Elaine. "BC CRN has been a really good support system for us: we can't do a lot of what we do without them."

Both Elaine and Sarrah also completed community presenter training with BC CRN's *It's Not Right!* program. Since training, they have been able to adapt the principles of the program and apply them what they do everyday.

Multiple Programs to Meet the Needs of All Community Members

With the help of volunteers, and local partners the Storeys run a variety (and abundance!) of programs and services out of the drop-in centre. Here are just a few examples:



The Storeys hosted dinner for Fraser Lake seniors in recognition of World Elder Abuse Awareness (WEAAD) Day in 2017. (Photo: Sarrah Storey)

- *Better at Home.*
- Craft classes, family/senior game nights, and other social activities.
- Classes and seminars on, low income tax preparation, personal safety, fraud, elder abuse, personal safety, financial planning, end-of-life preparedness, and other topics.
- Monthly community potluck suppers, seniors' appreciation BBQs, holiday events, and community markets. (All meals are either free or by donation.)
- Annual health fairs.
- Community food share program, cooking classes, and a twice weekly soup and bun meal.

Elaine adds: "We now have the village community bus that does free pick ups and drop offs, which is bringing even more people to the community centre."

"Our success is a result of a team of committed volunteers who go above and beyond," says Sarrah. "Without them, we wouldn't be able to have as many seniors access these services."

Why They Do What They Do

"We do things that help people, and that's all that matters," continues Sarrah. "We've let the centre evolve to where it needs to go. The community comes to us with their needs, and we work together to fulfill them. We never know what's going to happen next as long as the doors are open everyday to everyone."

Why They are Exceptional Volunteers

"As part of the BC CRN team supporting the efforts of this dynamic duo, I have seen Elaine and Sarrah go the extra mile consistently. Their passion and commitment are unwavering," says **Sharon Johnson**, BC CRN's Director of Administrative Services. "Their tireless efforts to create a welcoming space for the community to come together have certainly made a difference in the lives of the seniors, their families, and everyone living in the Fraser Lake area. Elaine and Sarrah are such a pleasure to work with."

If you know of an exceptional volunteer we should profile, contact us at administration@bccrns.ca.

CRN Gatherings Yield Connections, Learning

Every other year, BC CRN brings together the mentors, coordinators and key volunteers from local community response networks (CRNs) for a regional meeting in each of the five health regions.

The gatherings provide the CRNs the opportunity to interact with one another and to share their challenges and successes.

For 2017/18 the gatherings took place from October 2017 through to March 2018 in:

- Terrace for the Northern Health region.
- Courtenay for the Island Health region.
- Kamloops for the Interior Health region.
- Langley and Chilliwack for the Fraser Health region.
- Vancouver for the Vancouver Coastal Health region.

Participants Represented Cross Section of Communities

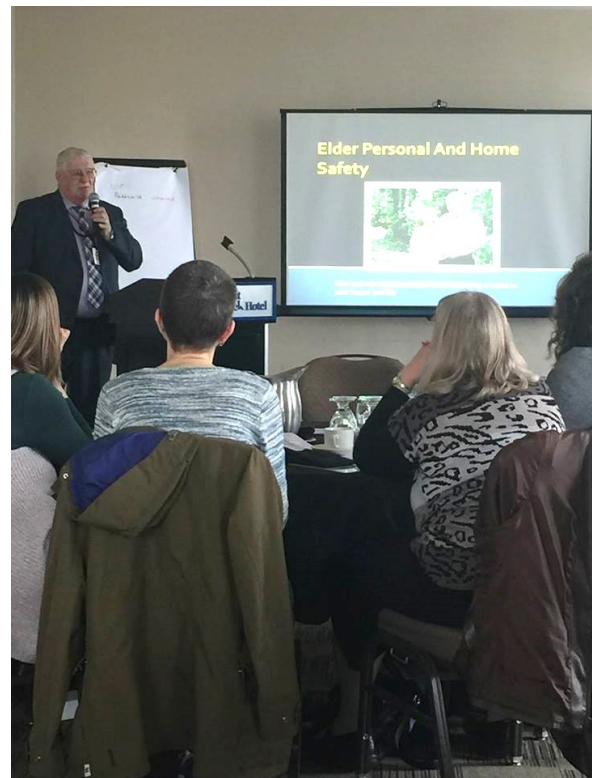
Nearly 230 people attended in total. In addition to CRN coordinators and volunteers and regional mentors, participants came from seniors' groups, regional designated agencies, Community Living BC, regional health authorities, Public Guardian and Trustee, RCMP and local police, municipalities, First Nations, financial institutions, and local businesses.

“The gatherings were a wonderful way to bring together the exceptional people who are at the core of the work we do,” says **Val Waymark**, Team Leader – Interior and Northern BC. “Storytelling is powerful, and when people have a chance to share their stories, it creates an energy that is unmatched. The more people engage in this kind of dialogue and share their own stories, the more likely someone will report an incident of abuse or neglect to the right agency.”

Key Learnings and Outcomes

“BC CRN’s regional mentors and CRNs each had a project to work on together, which helped everyone solidify or rediscover partnerships in the

community,” says **Bernie Woods**, Team Leader – Fraser, Coastal, and Island. “CRNs are a legislated community response from the Adult Guardianship Act, and these gatherings demonstrate that when we all work together and support one another to raise awareness of adult abuse, neglect, and self-neglect, the enthusiasm and desire to keep conversations going on this topic continues long term.”



A presentation on elder personal and home safety was received by a capacity crowd at the Fraser Valley East gathering on March 7. (Photo: Bernie Woods.)

Other highlights from the gatherings included:

- Research and statistics on abuse, neglect, and self-neglect from RCMP Constable Crystal Evelyn.
- Discussion between BC CRN, designated agencies (health regions and CLBC), Public Guardian and Trustee, and the RCMP on how each respective role works together in the community.
- Review of the decision tree in referring individuals who are experiencing adult abuse and neglect.
- Presentation by Jane Osborne, Regional Mentor – Vancouver Island Central on LGBTQ2+ seniors and their unique health needs.
- Presentation by Harley Eagle, Cultural Safety Facilitator, Island Health.
- Keynote in Vancouver region by Seniors Advocate Isobel MacKenzie.

Data from 2017/18 Will Inform Future Gatherings

Data from evaluation forms will inform the design and structure of future gatherings. Information gathered at various discussions may also be used to help the BC CRN in developing future plans, policies and guidelines, and assist regional mentors in continuing the dialogue and planning of activities at a community level.

“Listening to feedback, and continually incorporating ideas for future improvement is standard practice for the BC CRN,” says **Sherry Baker**, BC CRN Executive Director. “We need to keep the conversations going on a local level to be able to make an impact provincially, and the gatherings were a perfect way to keep the dialogue on adult abuse, neglect, and self-neglect at the forefront.”

Many thanks to the participants, and to all involved!

The Countdown to #WEAAD2018

World Elder Abuse Awareness Day (WEAAD) is only a few short months away! On June 15, 2018, WEAAD is the one day in the year when the whole world voices its opposition to the abuse and suffering inflicted to some of our older generations.

View BC CRN’s [Spread the Word Guide](#) for activity ideas, or contact your [local community response network](#) (CRN) to get involved.

A few of the events from last year’s WEAAD included:

- Distributing t-shirts, conducting workshops, and setting up information booths in Hazelton, BC.
- Lighting up Canada Place, Science World, and the city hall building in purple in Vancouver, BC.
- Setting up mall displays in Terrace, BC.
- Partnering with local community services to host an information tent in Salmo, BC.
- Seniors’ luncheon in Castlegar, BC.



*Mall display at a Terrace Mall for WEAAD 2017.
(Photo: Belinda LaCombe.)*

Provincial Learning Events

April 17, 2018: Hoarding – A Coordinated Community Approach presented by [HART](#)

Hear from the [Hoarding Action Response Team \(HART\)](#) about their evidence-based, coordinated community response to those impacted by hoarding. Learn about their successful partnership with the [City of Vancouver](#), including By-Laws, Fire and Police Services, and [Vancouver Coastal Health](#). HART's compassionate

approach has been the catalyst to a number of municipalities throughout BC and North America to develop a collaborative approach in addressing concerns of hoarding.

Community local government, and service providers will also find this teleconference beneficial.

Provincial Learning Events are toll-free teleconferences that take place the third Tuesday of the month from 10:30 am to 12 pm. Everyone is welcome.

Email info@bccrns.ca to receive notifications of upcoming teleconferences and to receive dial-in info.

[Access recordings and materials for previous events.](#)



Our Top 4: Resources of the Month

1. [StoriesforCaregivers.com](#): Features short documentaries, webinars, TED-talks and virtual bulletin boards where caregivers can post their stories and reach out to others.
2. [Advanced Care Planning and Medical Orders for Scope of Treatment \(Video\)](#): Produced in 2016, Dr. Trevor Janz, Interior Health, describes how to include values, beliefs, care preference, and patient health conditions in 'Goals of Care' conversations between families and healthcare teams.
3. [Seniors First BC: Legal Programs](#): Legal consultations for seniors. Call 604-336-5653 for an appointment. Trial preparation clinic for seniors representing themselves in a Small Claims Court also available.
4. [Suffering in Silence: The Financial Abuse of Seniors in British Columbia \(Report\)](#): Released by VanCity Credit Union (Nov. 2017), this report summarizes data from a survey of people 65+ from Metro Vancouver.

“Like” [Facebook](#) or “follow” us on [Twitter](#) to receive the latest resources on adult abuse and neglect.

Our Top 5: Headlines of the Month

1. [Kamloops literacy advocate receives award during Social Work Week celebration](#), CFJC Today, March 16 2018. *
2. [Some information — including your SIN — is not required when selling your house: AskJoe](#), thestar.com, March 10, 2018.

3. [‘Dementia village’ coming to B.C. highlights need for diverse care options](#), The Canadian Press, March 4, 2018.
4. [Nearly 25% of Canadians Have Clicked on a Phishing Link Says Interac Study](#), iPhone in Canada, March 3, 2018.
5. [Burnaby RCMP post video of tax scam aimed at local Mountie – twice](#), Burnaby Now, Feb. 26, 2018.

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*Denotes local BC CRN story or article.

Campaigns & Professional Development Events

- **National Carers Day: Technology that Cares**

April 3, 2018, 11 AM – 3 PM EST

An online conference for caregivers, technologists, product developers, researchers, and policy makers. Talk about how to leverage technology to support caregivers in Canada. [Register now](#).

- **World Elder Abuse Awareness Day (#WEAAD2018)**

June 15, 2018, Worldwide

View BC CRN’s [Spread the Word Guide](#) on how to raise awareness of adult abuse, neglect, and self-neglect on this very important day!

- **14th Global Conference on Aging, International Federation on Aging (IFA)**

August 8-10, 2018, Toronto, ON.

[View more on exhibition opportunities](#). [View more on the conference](#).

- **Canadian Association of Gerontology (CAG) 47th Annual Scientific and Educational Meeting: Making it Matter – Mobilizing Aging Research, Practice, and Policy**

October 18-20, 2018, Vancouver, BC

Share research and work in the field of aging with national and international colleagues. **Call for abstracts open until April 16, 2018.** [View more on how to submit an abstract](#). [View more on the conference](#).

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