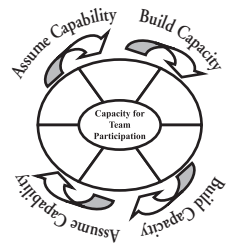


# PART FOUR:

## Community Protocol Development





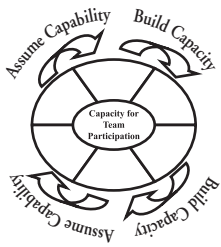
# COMMUNITY PROTOCOL DEVELOPMENT

## Summary of Community Protocol Development Activities

Community protocols describe how any given team of people, hopefully many of whom have been part of the CRN, will come together, and work together to support adults in situations of abuse, neglect and self-neglect. The effectiveness of community protocols is directly related to the strength of the relationships they describe between the team members. These relationships have in part been built as people have been working together on CRN related activities.

The community protocol development process is really about relationship and team building (see **Part One: Relationship Building! Team Building! Community Building!** to assist with the process of protocol development). The following activities have emerged as being important contributors to this inclusive and participatory process:

1. discussing what factors might make any of us more vulnerable to experiencing abuse, neglect or self-neglect
2. envisioning what an ideal response could look like
3. becoming familiar with the three types of protocols and how they fit together to become a community protocol – this conceptualization has been compiled by the Public Guardian and Trustee based on conversations with people from all over BC, and is used in the Community Protocol Development Workshop which is available regionally and at the upcoming Provincial CRN Conference
4. developing internal, or **agency protocols** – documenting, collecting and discussing what every agency or support program, including designated agencies can do to respond to situations of abuse and neglect



5. identifying **inter-agency protocols** already in place, assessing whether they can be incorporated or built upon for the purposes of Part 3 of the Adult Guardianship Act, and developing others where needed
6. combining agency and inter-agency protocols into the development of a **community protocol** that describes the community’s overall response, how members of the public will know how to get help, and the community’s process for preventing individuals from “falling through the cracks”

Some examples of what communities have identified as useful follow.

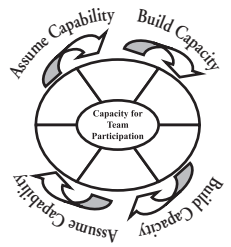
### 1. **Discussing Factors That May Make Any of us More Vulnerable to Abuse, Neglect or Self-Neglect**

#### ▶▶ **Discuss the Kinds of Situations that Put Adults at Greater Risk – Vernon**

The North Okanagan Guardianship Project identified a number of situations that may put any of us at greater risk of experiencing abuse or neglect as a way of understanding some important content for community protocol development (see **Working Together - More on Developing CRNs - Appendix II** for the list).

#### ▶▶ **People’s Stories - Castlegar**

In some communities, gathering stories from people who have experienced abuse, neglect or self-neglect has been a way of informing what a coordinated community response could look like, and seeing the kinds of situations where protocols might be needed. In Castlegar, the coordinator put up flyers, put an article in the newspaper and gave out cards to service providers requesting that people contact her. She then documented people’s stories and, with permission, shared them with members of the CRN. Some people chose to come and tell their stories themselves. Storytelling can be empowering for the teller and makes issues of abuse, neglect and self-neglect, as well as “gaps in the system” very real and personal. (see **Part Nine: Other Resources**)



## 2. Envision What an Ideal Response Could Look Like

### ▶▶ **Hold Discussions with the CRN To Brainstorm the Components of an Ideal Response - North Shore, Parksville/Qualicum, Ridge/Meadows, Castlegar**

All of these communities have had these discussions and can likely provide a description of how they did it (see **Part Eight: Community Stories and Locally Developed Resources** and **Part Nine: Other Resources**).

## 3. Become Familiar With the Various Types of Protocols

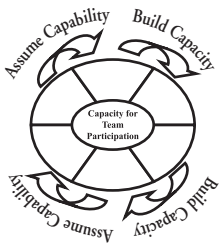
### ▶▶ **Review the Conceptualization of Community Protocols Compiled by the Public Guardian and Trustee**

This conceptualization of agency, interagency and community protocols and their likely content, is one component of the handout package used in the Community Protocol Workshop developed by Tam Lundy and Alison Leaney (see **Part Nine: Other Resources**).

## 4. Document, Collect and Discuss Each Agency's Response – Agency Protocol

### ▶▶ **Use Realistic but Unrecognizable Scenarios - North Okanagan, West Kootenays, North Shore**

At a workshop, brainstorming how to support abused or neglected adults based on written scenarios can be a very effective and thought provoking exercise. In Grand Forks participants were given three scenarios and asked to discuss how and who could respond. When they were finished, the facilitator asked, "If it were 5 p.m. on Friday, would your ideas still be effective?" The exercise emphasized the importance of informal supports because agency personnel have time constraints that some others may not. As one member pointed out, "Abuse often takes place after hours".



▶▶ **Know Who Does What - Fort St. John, Castlegar**

Ensuring that we have accurate information about who does what is critical. Useful, effective referrals may depend upon knowing such things as: what an agency does, how to make a referral, when they are open, how they respond to situations of abuse, neglect and self-neglect, what their eligibility criteria are, and who to speak with if you have a difficulty accessing assistance.

▶▶ **Presentations by Agencies - ParksvilleQualicum**

Invite someone from an agency or support program to speak and answer questions at a CRN meeting or gathering. CRN members learn about the represented agency and the agency person learns about the CRN.

▶▶ **Document Current Response - Kamloops**

In some communities finding out exactly what happens for people when they seek assistance has been a way for the CRN to get information. Kamloops developed a questionnaire for agency personnel to complete. (See **Part Eight: Community Stories - Kamloops** for a sample copy).

▶▶ **Surveys - South Surrey/White Rock, Castlegar, Sea-to-Sky, Salmon Arm**

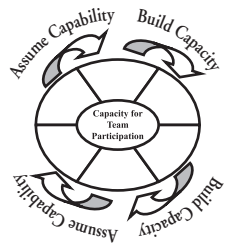
Some communities have used surveys as a first step to gathering information from agencies and organizations about their services and mandates. (See **Part Nine: Other Resources** for copies).

▶▶ **Gathering Brochures from all Community Agencies**

Some CRNs have gathered brochures from agencies that respond to abuse, neglect and self-neglect to familiarize themselves with services.

▶▶ **Agencies Without Abuse, Neglect and Self-Neglect Protocols Use the CRN as a Resource to Develop Protocols - Castlegar, Quesnel**

Some members of the CRN have not historically had documented protocols. Their involvement in the CRN process has encouraged them to create their own agency protocols.



## 5. Inter-Agency Protocol Identification and Development

### ▶ **Who Are We and What Do We Do? Workshop - West Kootenay, North Shore, Parksville/Qualicum**

In Castlegar CRN members and local agency personnel participated in a two day workshop, modeled loosely on The Mountain and Beyond, a video in which members of a multi-disciplinary team candidly talk about the challenges of working together to support people. Participants then engaged in exercises geared toward building partnerships, links and networks. Formal and informal service providers attended.

A one-day workshop with a similar agenda was also held in Nelson and Grand Forks.

### ▶ **Protocols Based on Elder Abuse Committee Work - Abbotsford, North Okanagan, Penticton**

Instead of “starting from scratch”, some CRNs are looking at the protocols developed by other groups who have established ways of working with many of those with whom the CRN needs to work. Although CRNs are about much more than developing protocols and are more inclusive than an inter-agency network, building on what already works well is a place to start.

## 6. Letting People Know How to Get Help as Part of the Development of Community Protocols

### ▶ **Coordination of Existing 24hr Services - Trail**

Where there are a limited number of 24-hour services, it is important that they all have the same information and be coordinated in some way to respond to requests for assistance, even if those requests are outside of their particular area of expertise. Trail has liaised with and made connections between a number of 24-hour phone services.

### ▶ **Establishment of a Gatekeepers Program – Trail**

Trail has worked with people from Spokane, Washington to train people not normally thought of as being on the front lines, such as beauticians and letter carriers, in what to do if they meet someone who needs help.