

# BC COMMUNITY RESPONSE NETWORKS

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## 2025 Annual Evaluation Report

A report on the results for the ongoing Developmental Evaluations of CRNs in British Columbia

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prepared by:

**Emotus Operandi, Inc.**

for:

**BC Association of Community Response Networks**

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## EXECUTIVE SUMMARY

### Context and Approach

- Community Response Networks work to develop a coordinated community response to abuse, neglect and self-neglect of vulnerable adults. This is done by growing stronger relationships among the organizations and professionals who work to serve their needs in that community. The CRN approach varies from conventional service-delivery models by mobilizing the power of self-organizing networks to create the appropriate response for each specific community.
- This report analyzes data gathered on activities in 2025 as part of a multi-year developmental evaluation begun in 2012 on the work of the BC CRN in growing and strengthening the CRNs in British Columbia.
- The analysis is based on quantitative data gathered as part of an annual online survey of CRN affiliates, coordinators, mentors and non-affiliates, with additional CRN activity information provided by the Administration Team.
- The 2025 survey was administered in January and February 2026. Overall, 648 useable responses were gathered with an overall response rate of 29 percent, with the data set representing 87 CRNs.
- Results in the report are organized around the five Goal Areas of the BC CRN Strategic Plan – Growing and Sustaining CRNs, Building Awareness, Engaging in Allyship, Ensuring Internal Capacity, and Increasing Connectivity.

### Findings

- Twenty-seven percent of respondents report reaching out as part of their CRN activities in 2025, a new low for the evaluation period, below even the pandemic-era low of 36 percent. The previous years' average was 45 percent.
- Just under half of coordinators (44 percent) say their CRNs are planning to do more outreach in 2026. Forty percent planned to do the same amount, and a small percentage (six percent) plan to do less.
- Engagement levels look similar to previous year averages, with 46 percent of respondents being only slightly engaged, 36 percent moderately engaged, and 18 percent extremely engaged.
- Over half of those who were "not at all" engaged would like to be more engaged (51 percent). Over a third of those only slightly engaged, over a quarter of those moderately engaged, and even 16 percent of those extremely engaged would like to be more engaged. These findings suggest that affiliates across all engagement levels are looking for opportunities to do more.
- Higher respondent engagement and involvement are consistently associated with a range of positive results, including increased likelihood to engage in outreach activities, higher confidence in project partners and the CRN approach, engagement with workshops, and seeing positive impact.

- Confidence in the CRN approach remains consistently high, averaging 4.97 out of 7 in 2025. Mentors report an even higher average of 6.0.
- Now in its second year, the question about how well informed respondents feel about BC CRN activities shows higher engagement and involvement respondents feeling more informed, and a correlation with CRN activity level.
- Nearly nine out of ten respondents rated health care professionals, professionals serving older adults, and police and RCMP as "very" or "somewhat aware" of the problem of adult abuse and neglect. Perceived awareness in the general public remains lowest at 56 percent.
- In 2025, 60 percent of respondents reported seeing positive impact from the work of the CRNs, a decrease from previous years and the third consecutive year of decline. The biggest impacts were seen in greater awareness of the issue, greater awareness of available resources, and more educational events.
- Participation in key BC CRN workshops was similar to or slightly higher than last year for most programs. Awareness of It's Not Right dropped notably, with 46 percent of respondents unaware of the program. Introduction to Extreme Clutter remains the least well-known workshop (54 percent unaware), though awareness has improved slightly.
- Four-fifths of coordinators (79 percent) are interested in hosting a workshop and 72 percent understood how to arrange a presentation.
- Cooperative, transparent, and fair remain the most commonly selected words describing CRN working style. For the second year running, "informal" was selected less often than in previous years.
- Over 80 percent of coordinators were interested in guidance on resources (88 percent), more conversations with coordinators (85 percent), regional meetings, education on community development and the Adult Guardianship Act (84 percent each), and abuse dynamics (82 percent).
- All mentors were interested in education on abuse dynamics, with similarly high interest in available resources and the Adult Guardianship Act (92 percent each) and community development (87 percent).
- Ratings of how well coordinated the community response is continuing to trend positively, with this year's average of 4.2 higher than the previous years' average of 3.79. The average rating for confidence in CRN partners was 5.13, a new high for the evaluation period.

## Conclusions and Recommendations

- In short, BC CRN continues to demonstrate sustainable growth and impressive impact.
- As usual, the survey demonstrates strong positive impact. Sixty-nine percent of all respondents reported seeing signs of positive impact, a percentage that increases to 96 percent of high engagement respondents.

- The biggest impact was seen in greater awareness of the issue, greater awareness of community resources, and improved working relationships, exactly the areas we would hope to see the greatest impact given our goals and model.
- While we are still finding strong evidence of positive impact, we are also seeing some early indicators of possible future problems. We are concerned that outreach activities and network strength are decreasing. The organization might benefit by revisiting and deepening the understanding of allyship more generally and the specific adaptations of allyship and network building in relationship to specific communities.
- We also encourage local CRN coordinators to take advantage of the latent desire for increased affiliate involvement. We know coordinators are already on the same page with half planning on doing more to increase public awareness, and more outreach.
- We encourage the various teams working to increase outreach or internal capacity to incorporate the insights of the evaluation into their priorities and projects. Mentors might develop their workplans to include areas needing attention and the organization might benefit from refining its approach to outreach, allyship, and growing network strength.
- Similarly, there is interest from Mentors and Coordinators for internal education on the dynamics of abuse, community development, and the Adult Guardianship Act. The organization could benefit from developing and providing internal education around these key areas.
- We also look forward to increased integration of administrative tracking data into the evaluation.

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# INTRODUCTION

## Context

Community Response Networks work to develop a coordinated community response to abuse, neglect, and self-neglect of vulnerable adults. This is done by growing stronger relationships among the organizations and professionals who work to serve their needs in that community. The CRN approach varies from conventional service-delivery models by mobilizing the power of self-organizing networks to create the appropriate response for each specific community to focus on the systemic development of relationships and supports necessary for service providers to do their work more effectively.

Over more than a decade, the BC Association of Community Response Networks has received multiple grants from the BC Provincial Government to grow Community Response Networks throughout the province to raise awareness and enhance prevention efforts to stop abuse and neglect of vulnerable adults. BC CRN has used this support to expand the reach and enhance the impact of CRNs throughout the province.

The findings reported here are part of the ongoing developmental evaluation that has been running continuously for **14 years**. The results provide a snapshot of current CRNs as of the end of **2025**, comparing this year's responses with previous results to provide context.

In addition, the **2025** Evaluation continued the tradition of engaging the BC CRN mentors in the process to enhance our ability to capture the most useful information for improving the effectiveness of the network and local CRNs. This year, that engagement took the form of mentor-led interviews capturing "elevator pitch" descriptions of BC CRN and CRNs from coordinators and other stakeholders.

This year continued an innovation from 2024. Because of improvements to the communications systems done by the Administration Team, the **2025** evaluation was able to include "non-affiliates" as well as affiliates and coordinators. These respondents were drawn from people on the BC CRN E-connector distribution list who were not affiliated with a local CRN. Non-affiliate respondents were only asked a subset of questions relating to the E-connector newsletter, social media preferences and awareness of BC CRN workshops.

## Goal Areas

Findings in this report are organized to align with the operational objectives as laid out in the 2023 BC CRN Operating Strategies and Outcome Goals of the Strategic Plan. We attempt to use our findings to tell the story of the networks' successes as well as provide feedback on areas for future refinements. Within each goal area, we include relevant insights from the affiliates' survey, including both response to the coordinators' and mentors' section. In addition, we provide comparisons based on characteristics of the CRN, for example if they are an urban, rural, or town CRN, or if the respondents have high, medium, or low engagement with their local CRN.

Often, findings could be included in more than one goal area. For example, the strength of personal networks could be seen as a sign of engagement, important in developing and sustaining CRNs (goal area one) or a sign of connectivity (goal area five). For clarity, the topics that we included in each goal areas are listed at the beginning of that goal area. These choices are purely for ease in reporting and shouldn't be seen as categorical.

BC CRN organizes annual priorities and objectives into five broad goal areas. The following outline lists the evaluation topics that are included in each goal area for the purposes of this report.

- Goal 1 - Develop and sustain CRNs
  - a. Outreach
    - i. 'Elevator Pitches'
    - ii. Future Focus: Outreach
  - b. Respondent Engagement and Involvement
  - c. Confidence in CRN approach
- Goal 2 - Build awareness of adult abuse, neglect, and self-neglect
  - a. Community Awareness
    - i. Impact: Awareness of issues / Awareness of resources / Professional Education / Better Policy
    - ii. Future Focus: Public Awareness / Professional Education
  - b. Engagement with Workshops
- Goal 3 - Engage allyships with Indigenous and other culturally diverse communities
  - a. CRN Working Styles
- Goal 4 - Ensure BC CRNs internal operations work towards building capacity and sustainability
  - a. Coordinator Support
  - b. E-connector Engagement
  - c. Preferred forms of online engagement
- Goal 5 - Increase connectivity at and between all levels of BC CRN activity
  - a. Analyzing Network Strength
  - b. Coordination of Response / Improved Referrals
  - c. Confidence in Partners
    - i. Impact: Feeling Connected / Better Working Relations / Effective Referrals
    - ii. Future Focus: Coordinated response / improved referrals.

We include a discussion of overall impact under Goal Two as this is the first goal area with relevant impact questions and also because increasing awareness is, in many ways, the main goal of the work of the CRNs.

Within each section, we describe the elements of the evaluation that are relevant to the area, including both qualitative and quantitative findings. Methodological notes are included with the findings when they are necessary for the reader's understanding or provide important caveats on interpretation. More general methodological information is included in Appendix A at the end of this report.

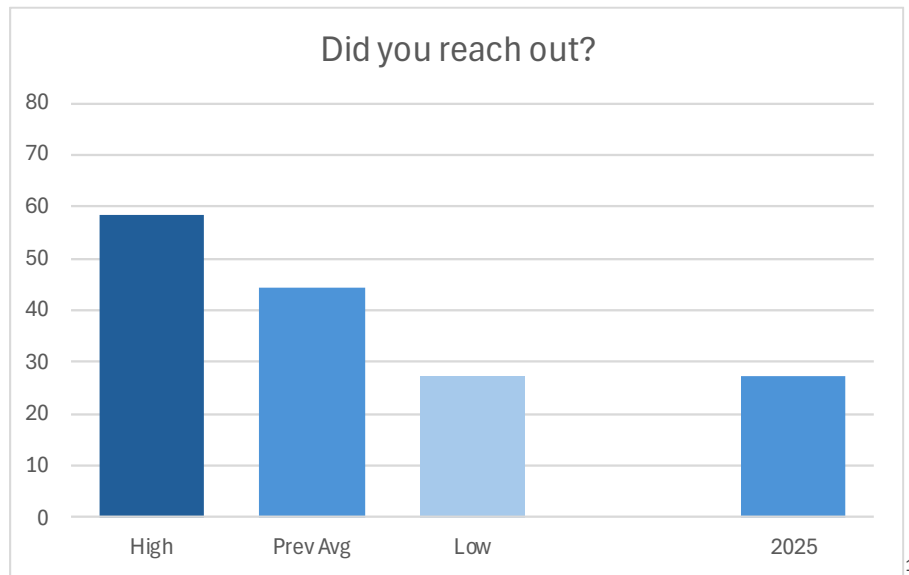
## GOAL ONE

### Develop and Sustain CRNs

Growing and strengthening the network of CRNs in British Columbia has been a major goal of BC CRN throughout the many years of the evaluation period. Evidence of significant and sustained growth are clear in the data. Over that time, the network has expanded from 60 informal community CRNs in 2012 to nearly 100 CRNs in 2025.

The affiliates survey includes several questions relevant to developing and sustaining CRNs. These include questions about outreach activities, levels of engagement, and preferred ways of engaging with CRNs online.

### Outreach



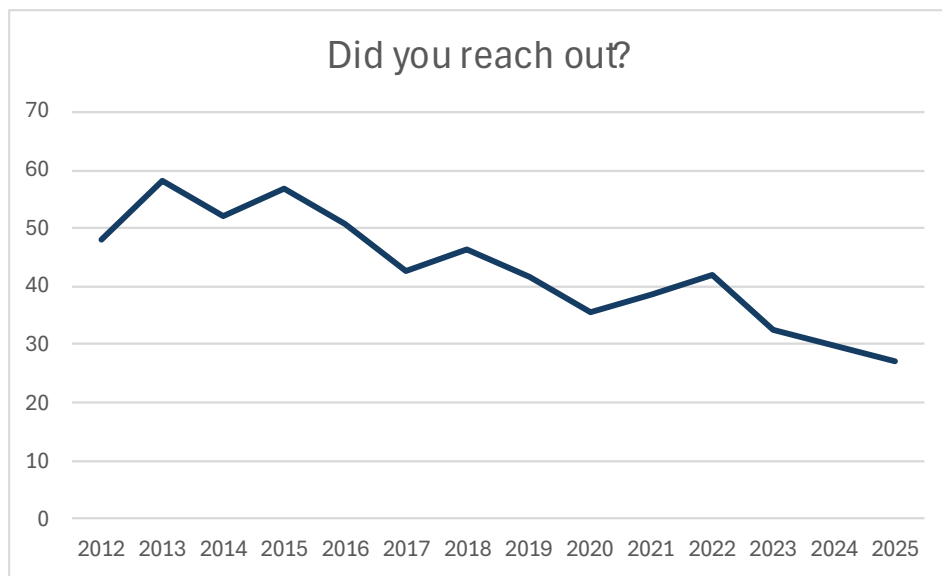
Growing networks require the ability of local CRNs to inspire partners to reach beyond their usual connections and communities to create broader response networks, a quality also important to Goal 3 – developing allyship with Indigenous and other cultural communities. A question was asked of all respondents to see if they had reached out to a new organization or community because of their involvement in the CRN.

Over time, the evaluation has seen slowly declining percentages of affiliates reaching out, possibly a result of many CRNs moving past the initial organizing phase that demands high levels of outreach. Previously, our lowest results were found in 2020 with only 36 percent of affiliates reaching out to new

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<sup>1</sup> Graphs have been reformatted to better report data over the longer evaluation period. For frequencies, we report this year's finding in context with the high, low, and average values found over the previous evaluation period.

communities. Unfortunately, the results this year have reached a new low, with only 27 percent of respondents reported reaching out as part of their work with the CRN in 2025.



### Elevator Pitches: How Coordinators and Mentors Describe CRNs and BC CRN

This year, for the first time, coordinators and mentors were asked to share the elevator pitches they use when describing both their local CRN and BC CRN as a provincial organization. Responses were gathered through the online survey and supplemented by quotes collected by mentors through direct conversations with coordinators. See the Mentor Assessment section of the Methodology Appendix for more details on the process. Together, these responses offer a window into how the network understands and communicates its own identity and purpose.

The range of elevator pitches show that CRNs mean different things to different Coordinators, possibly relating to the coordinator’s main interest in being involved. Similarly, Coordinators identified using different pitches to different audiences. They tailored them depending on how much detail, or depth the person needed (a relational and tacit response).

Interestingly, many responses did not connect local CRNs to BC CRN as the ‘backbone’ organization. Statements about BC CRN were vaguer and less informative and sometimes there was no perceived difference between a local CRN and BC CRN. People did not distinguish between BC CRN as an umbrella organization, and the local CRN as the ‘vehicle’ for the work.

A variety of potentially suitable elevators pitches is included in the Mentor Assessment section of the Methodology Appendix including links to examples drawn from survey or interview responses.

## THEMES ACROSS BOTH QUESTIONS

Six themes emerged consistently across both sets of responses (see the Mentor Assessment section of the Methodology Appendix for a more detailed explanation of the themes). The first and most dominant is the network connector theme — describing CRNs and BC CRN in terms of bringing people and organizations together around a shared concern. The second is education and awareness — the role of CRNs in raising public and professional understanding of adult abuse, neglect, and self-neglect. The third is resource and referral — connecting individuals and communities to the supports and services they need. The fourth is provincial umbrella — describing BC CRN as the structural backbone that supports, funds, and coordinates local CRNs across the province. The fifth is advocacy and systems change — speaking collectively on behalf of vulnerable adults and working toward broader social change. The sixth is mission and values — responses that lead with purpose and belonging rather than function or structure, capturing the "why" behind the work.

These six themes held consistently across both the CRN and BC CRN questions, but their relative weight differed meaningfully between the two, as described below.

## HOW PEOPLE DESCRIBE A LOCAL CRN

Descriptions of a local CRN overwhelmingly center on the network connector theme — a group of people and organizations coming together around a shared concern for vulnerable adults. The language is relational and community-grounded: CRNs are described as bringing people together, building trust, filling gaps, and making sure no one falls through the cracks. There is a sense of the not 'being' the work, but enhancing the work - like 'pair of glasses' to see more clearly, recognizing the CRN as a perceptual tool to enhance what you already see (not a separate entity or function)

Education and awareness-raising appear consistently as core activities, typically alongside rather than instead of the network function. Resource and referral also features regularly, reflecting the practical role many coordinators play in connecting people to supports.

***"A local network of people and organizations who care about the safety and well-being of adults in our community... building trust and making sure no one falls through the cracks."***

A smaller but meaningful thread emphasizes mission and values — the "why" behind the work. Responses in this vein use language like "ensuring vulnerable adults are valued, supported, and protected," "right where people live," and "CRN is YOU — each of us who can make an impact in our communities." These responses tend to be shorter and more emotionally resonant than the descriptive pitches, and they suggest that for some coordinators and mentors, the identity of a CRN is fundamentally about belonging to something purposeful rather than describing a set of functions.

Notably, one mentor offered the most theoretically precise description in the entire dataset, describing CRNs as "self-organizing entities with a finger on the pulse of abuse trends" and sharing the helicopter metaphor — hovering above the community to see patterns, then coming back down to respond collectively. This framing captures the distinctive logic of the CRN model in a way that most pitches do not, and may be worth developing as a communication resource for the broader network.

## HOW PEOPLE DESCRIBE BC CRN

Descriptions of BC CRN show a noticeably different distribution of themes. The provincial umbrella theme moves to the foreground — BC CRN is most commonly described as the structural backbone that supports, funds, connects, and coordinates local CRNs across the province. Education and awareness remain present, and the resource and referral theme continues to appear, but the network connector and mission and values themes that dominate CRN descriptions recede here. BC CRN is described in more organizational and functional terms, and less in the relational and community-grounded language used for local CRNs.

***"BC CRN is the provincial backbone that links all the CRN's together... so they can learn from each other, speak with a collective voice, and build healthier, more connected communities province-wide."***

A recurring thread worth noting is advocacy — several coordinators and mentors describe BC CRN in terms of collective voice, systems-level change, and speaking on behalf of communities that need a stronger presence at the provincial level. While advocacy is not the dominant framing, it appears consistently enough to suggest that at least some members see it as a core part of BC CRN's identity rather than a secondary activity.

## EXTERNAL PERCEPTIONS OF BCCRNS

As a byproduct of the AI analyses AI generated lists of what outside organizations see as BC CRNS function and mandate (as listed in their websites and materials). These were more widespread and more accurate than expected and speak to partnering activities and public perceptions. This is a kind of unexpected impact (and these lists /quotes could be further analyzed to see nuances and estimate the extent of secondary ripple effect of our communications).

## THE CRN/BC CRN DISTINCTION — OR LACK THEREOF

One of the most consistent findings across both questions is that a substantial number of coordinators do not draw a clear distinction between their local CRN and BC CRN as a provincial organization. Many survey respondents answered the BC CRN question with "same as above" or variations thereof, and several substantive responses described BC CRN in terms that more accurately fit a local CRN, or vice versa. This pattern suggests that for many coordinators, the two levels of the organization are experienced as a single integrated entity rather than distinct organizations with different mandates and roles. Whether this reflects a strength of integration or a gap in organizational clarity is worth exploring further.

## THE "ADDITIVE" FRAMING — A FINDING FROM THE MENTOR CONVERSATIONS

The mentor-gathered interview quotes add a layer of texture that the survey responses alone do not capture. Several coordinators, when speaking directly with mentors, described CRN participation in explicitly additive terms — as something layered onto existing community work rather than a standalone role. "CRN is an energizer and multiplier. Something to be added to our work, not the work itself." Another described CRN as "glasses to extend one's vision" and "salt and pepper — to add to our community work." This framing, which barely appears in the survey responses, may reflect a more candid or reflective mode of conversation. It points to something important about how engaged coordinators

understand their role: CRN works best when it amplifies what is already happening in a community, not when it operates as a separate program.

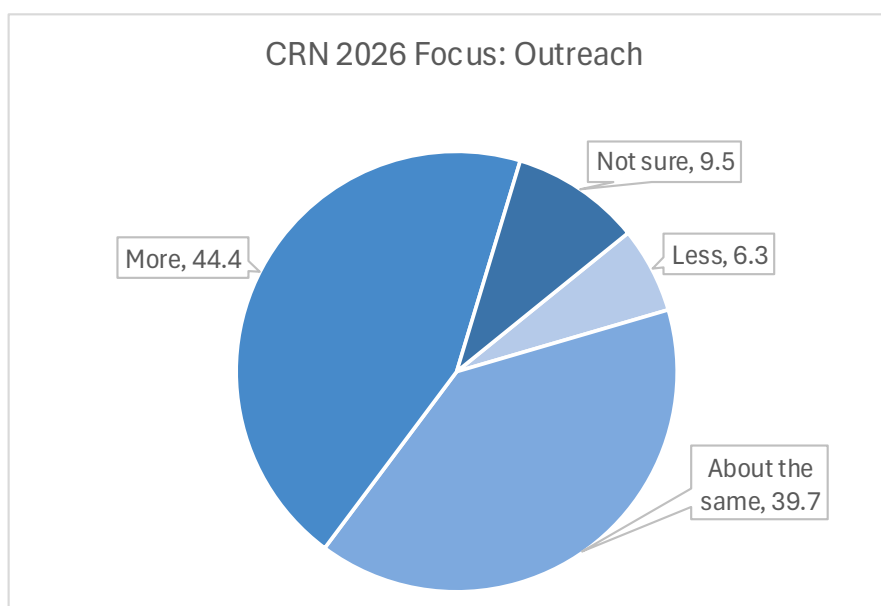
***"Networks are self-organizing entities with a finger on the pulse of abuse trends — they work collaboratively to determine what and when steps are to be taken as a collective."***

#### A PRACTICAL COMMUNICATION CHALLENGE

One coordinator raised a naming issue that deserves attention: the term "Community Response Network" consistently confuses members of the public, who hear "response network" and assume it refers to emergency response — fire, flood, or other crisis. This coordinator noted that after six years of community presence in Sparwood, the term has become understood locally, but flagged that this level of familiarity takes sustained effort and may be harder to achieve in larger urban settings. The suggestion that the name itself may work against the mission is worth considering as the organization thinks about public-facing communications and outreach.

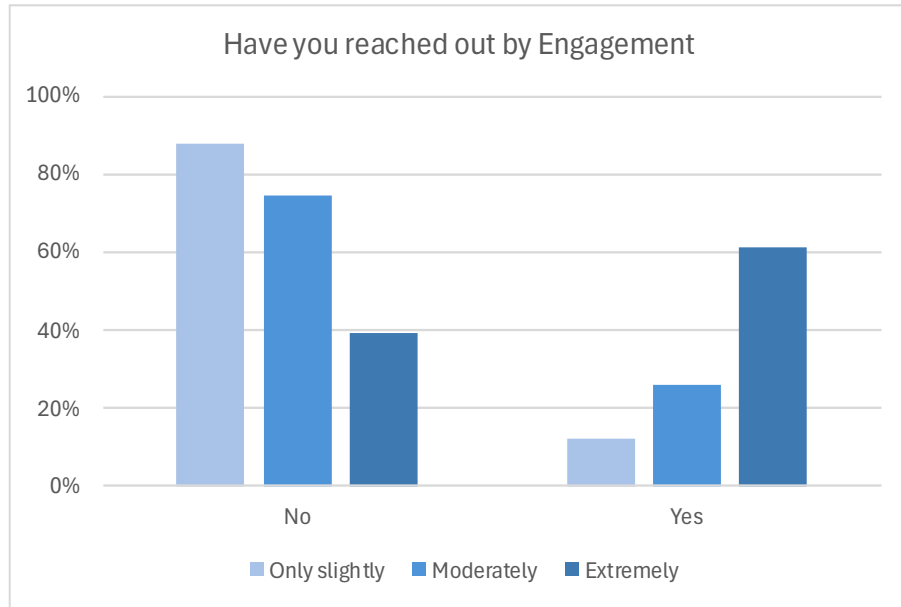
#### FUTURE FOCUS: OUTREACH

We asked CRN coordinators if they were planning to do more, less, or about the same amount of outreach in 2026. Just under half (44 percent) said they were planning to do more outreach with slightly fewer (40 percent) planning to do about the same level. A small percentage (six percent) were planning to do less outreach this year.



## COMPARISON

When we compared responses to the outreach question by our key variables<sup>2</sup>, we find that respondents with higher subjective engagement and higher involvement levels are significantly more likely to have reported reaching out as part of their CRN work, compared to less engaged or involved respondents. For example, 61 percent of extremely engaged respondents reported reaching out compared to only 26 and 12 percent of moderately or slightly engaged respondents. Similarly, 50 percent of high involvement respondents reported reaching out, compared to only 33 and seven percent of medium or low involvement respondents.



## Engagement and Involvement

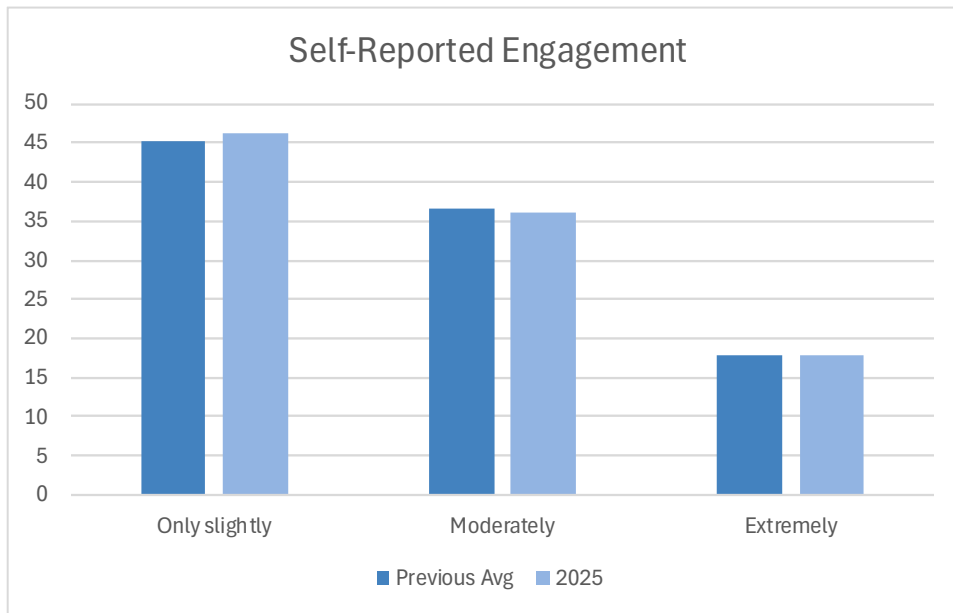
We ask affiliates to rate their engagement from “not at all” to “extremely” engaged. We also ask how satisfied they were with their current level of engagement and several questions about their activity levels including the number of meetings and events they’ve attended in the past year as well as how many years they’ve been working with the CRN. We then develop a composite involvement rating.

This year, engagement levels look similar to previous year averages. This year, 18 percent reported being extremely involved, identical to the previous average and those reporting being moderately (36 percent) and only slightly involved (46 percent) were within one percent of the previous averages<sup>3</sup>.

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<sup>2</sup> We calculate Chi Squared statistics for cross-tabulations of all variables by urban/rural status, CRN activity level, subjective engagement, and involvement levels. We only report comparisons that achieve statistical significance. See Appendix A for more details on methodology.

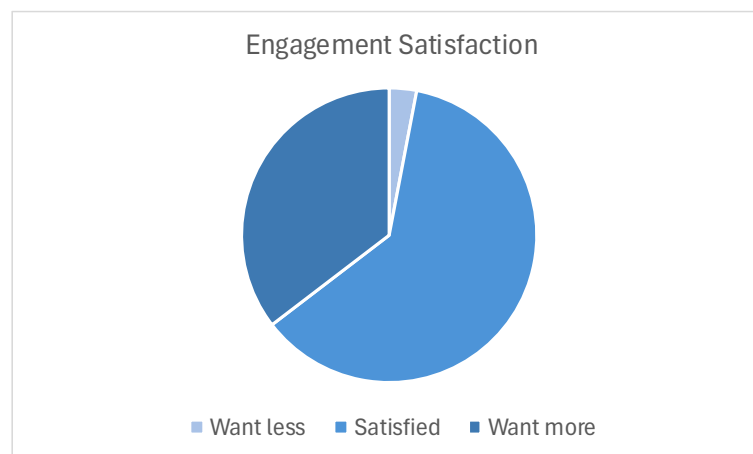
<sup>3</sup> In previous years, respondents who reported that they were “not at all involved” were disqualified but with the inclusion of non-affiliate respondent, they were considered “non-affiliates.” For cross-year comparisons, we calculated the percentage of responses excluding “not at all involved.”



Involvement patterns continue the long-standing pattern of “long-tail” involvement. That is, we find most respondents attend few meetings or events and have only been involved in a CRN for a short time, while a few affiliates are heavily involved. The most common answer for how many meetings or events attended was zero, reported by about a third of respondents for both meetings and events. Respondents averaged 2.8 meetings and 1.9 events, with 17 percent of respondents reporting six or more meetings and 20 percent attending three or more events.

### ENGAGEMENT SATISFACTION

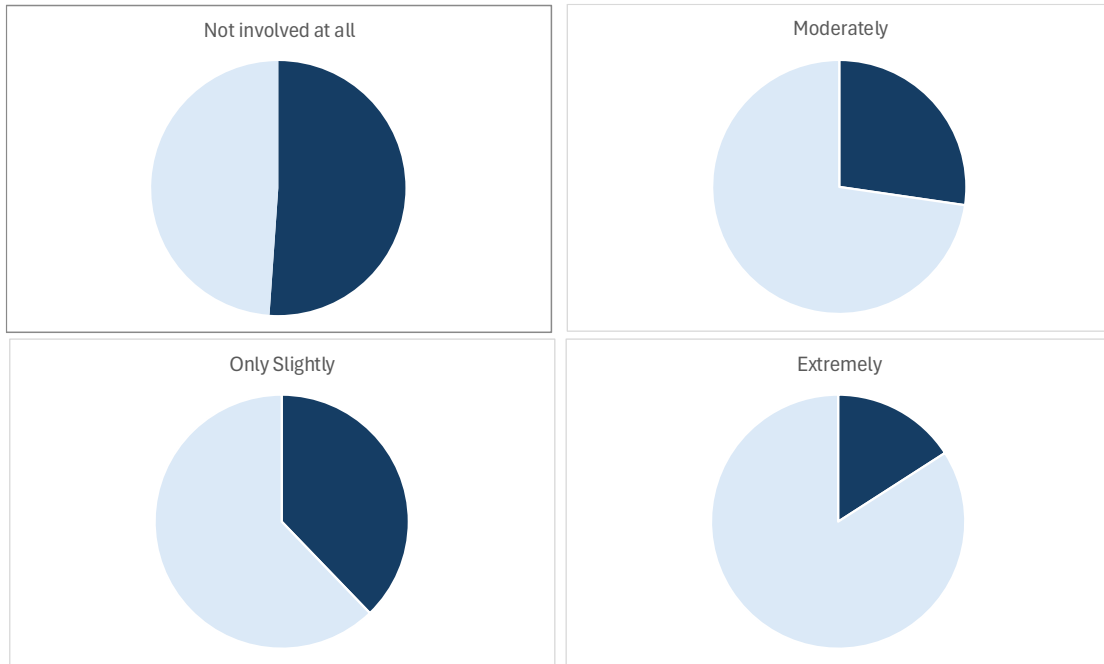
We asked all respondents to the affiliates survey, including those who were disqualified for being “not at all” engaged in the local CRN, if they would like to be more engaged, less engaged or maintain the same level of engagement. Nearly two-thirds (62 percent) are satisfied with their level of involvement, with a third (35 percent) wanting to be more involved. Very few (3 percent) were looking for less involvement.



## COMPARISONS

When we compare satisfaction levels by level of engagement, we find that over half (51 percent) of those who were not at all engaged and over a third (38 percent) of those who are only slightly engaged and over a quarter (27 percent) of those who were moderately engaged would like to be more engaged. Even a significant percentage of people who are extremely engaged (16 percent) would like to be more engaged. These findings suggest that affiliates are looking for opportunities to become more engaged. These findings underscore that local CRNs have the opportunity to bring affiliates more deeply into the work of the CRN.

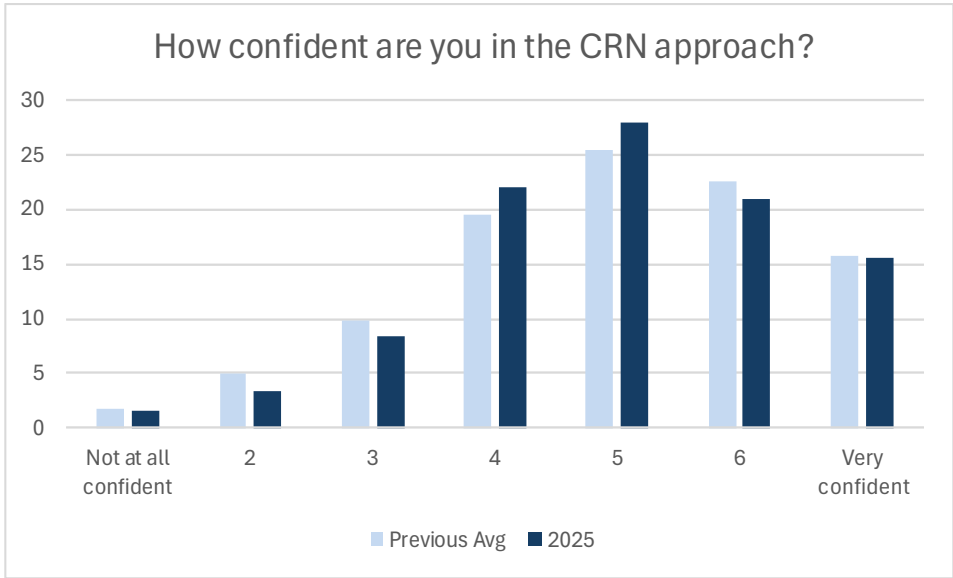
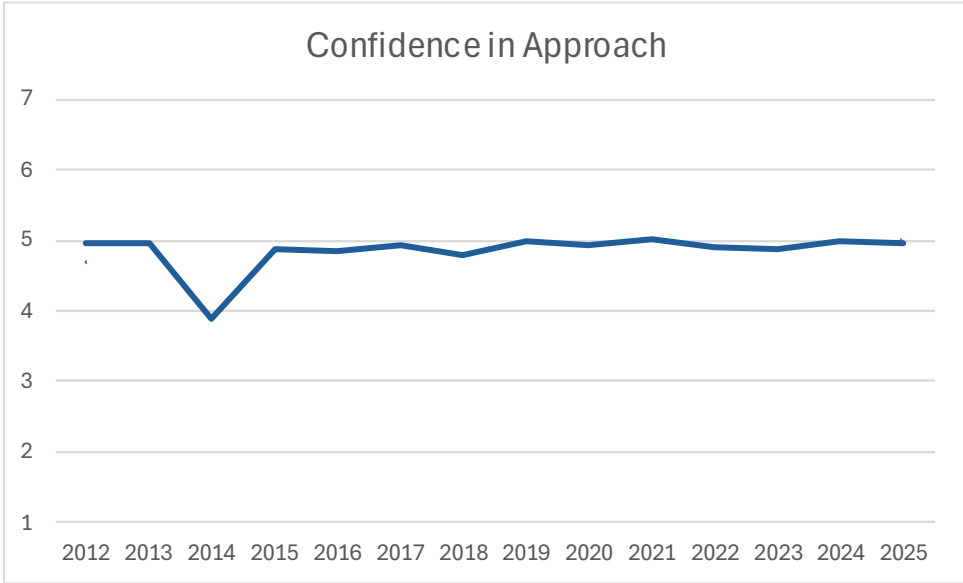
### Interest in Being More Engaged by Current Engagement



## Confidence in CRN Approach

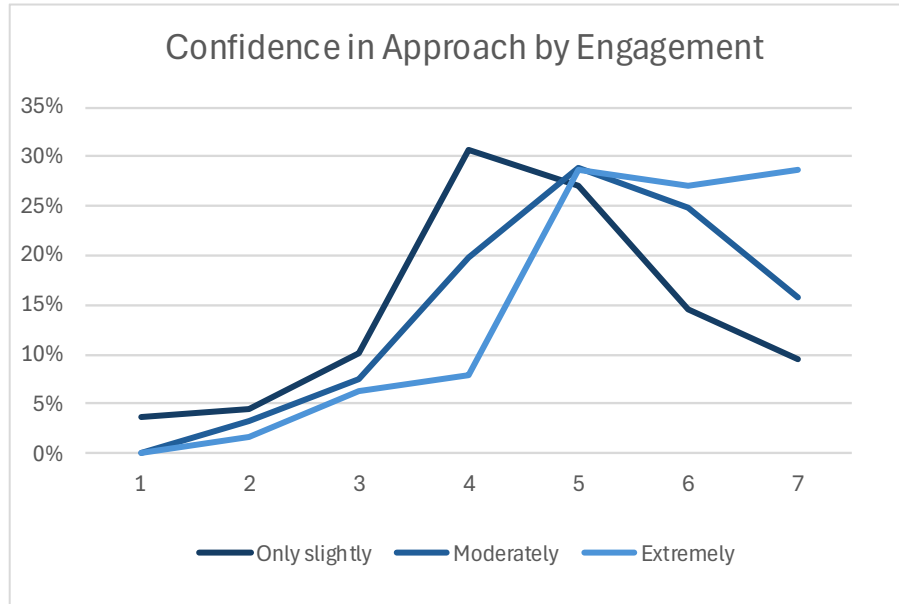
We ask respondents to report how confident they are in the CRN approach on a scale from 1 to 7, with 7 equaling “very confident.” We interpret this as a bellwether question for underlying support of developing CRNs.

We find a subtle but consistent increase in confidence in the approach over time, including this year. Averages hover near 5 points out of 7, at 4.97 for 2025. Mentors report an even higher level of confidence in the approach, averaging 6.0 in 2025.



**COMPARISONS**

Once again, we find that high engagement and involvement are consistently associated with greater confidence in the CRN approach. Those with more engagement were more likely to report higher confidence in approach.



## GOAL TWO

Build awareness of adult abuse, neglect, and self-neglect

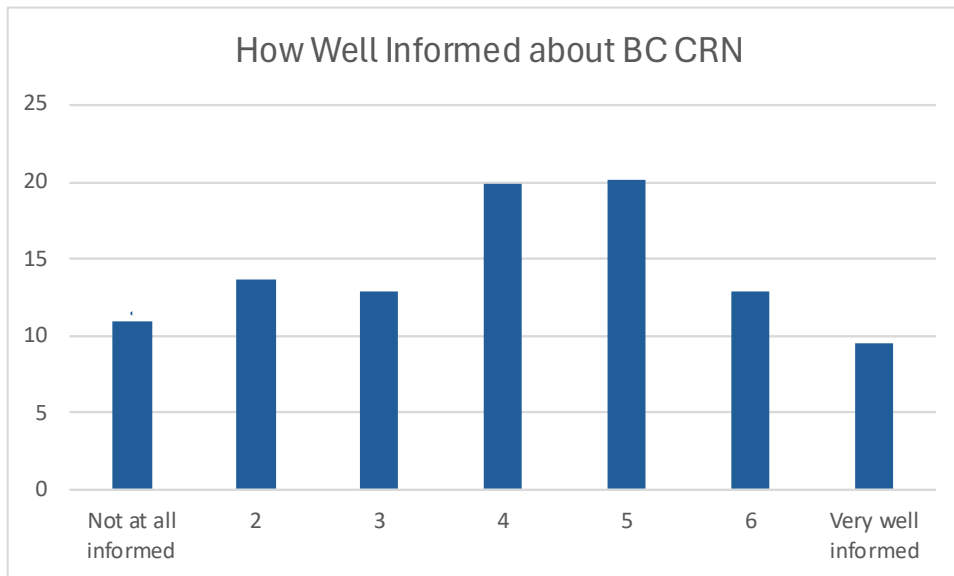
This goal area in many ways represents the core purpose of BC CRN – to build awareness and prevent abuse and neglect to vulnerable adults. CRNs do this by knitting together and maintaining a coordinated response from all who respond in the local community. At the same time, CRNs help to develop a safety net for vulnerable adults by increasing community awareness of the issue and promoting social norms which prevent and lower the risk of abuse and neglect.

The evaluation measures progress in this work in a few different ways. In 2024, we added a new question to assess overall awareness of BC CRN. We also ask affiliates and coordinators about their perception of community attitudes towards abuse and neglect. We ask all respondents including non-affiliates, about awareness of, or participation in, It’s Not Right, See Something Say Something, Spotlight on Ageism the Provincial Learning Events, or Introduction to Extreme Clutter – all events designed to spread awareness of important aspects of the subject.

In addition, CRN coordinators received additional questions about the CRNs’ planned focus areas in 2026 and four of our impact measures relate directly to aspects of awareness.

### Awareness of BC CRN Activities

Starting in 2024, all respondents including non-affiliates, were asked on a seven-point scale from not at all informed to very well informed, how well informed they thought they were about the role of BC CRN at the provincial level?



Responses were generally normally distributed with a bump of those who say they are “not at all informed.” Since we only started collecting this information last year, we can’t say much about any patterns over time other than it serves as a reasonable baseline against which we can measure future efforts to improve awareness of the provincial organization.

#### COMPARISONS

Not surprisingly, higher engagement and involvement respondents were more likely to consider themselves well informed about BC CRN. For example, high involvement respondents had an average of 5.51, compared to 4.73 for medium and 4.02 for low involvement respondents.

We also found a small correlation between CRN activity levels and feeling well informed. Respondents in low activity CRNs had an average rating of 3.71, compared to 4.12 and 4.19 for medium and high activity CRN respondents.

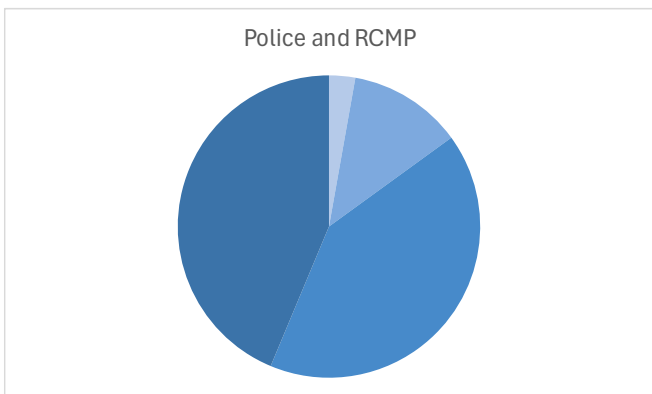
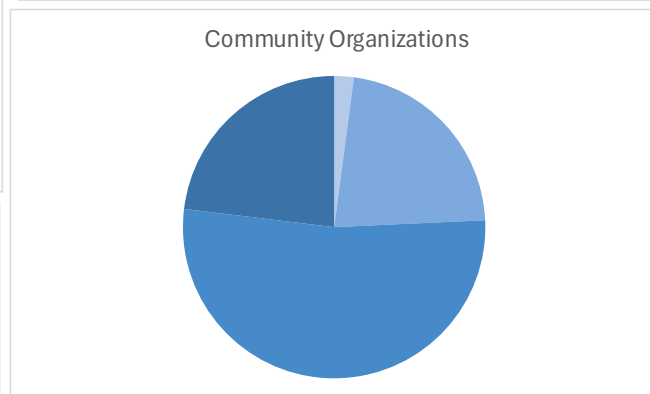
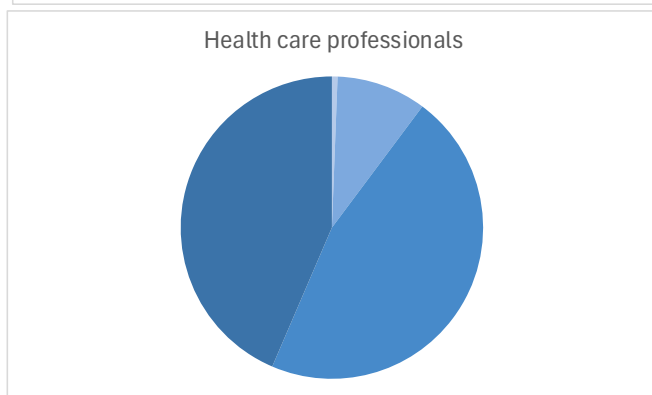
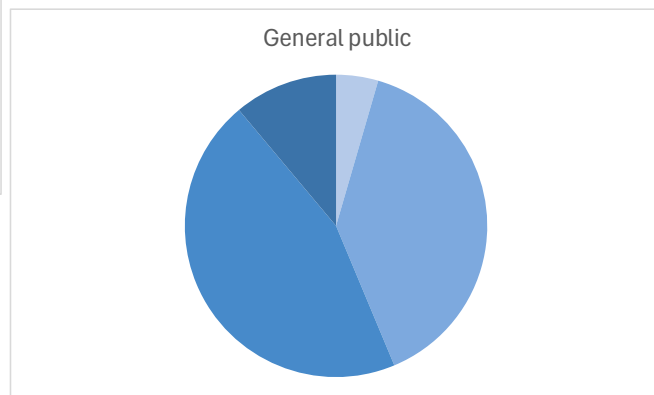
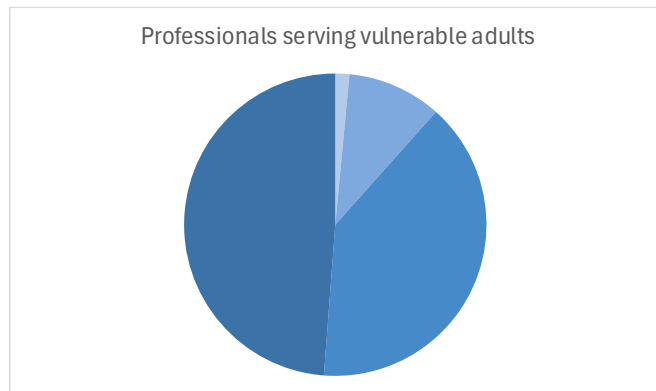
## Community Attitudes

In the past, this was asked as a single question, but starting in the 2022 evaluation and moving forward we ask about awareness of the problem of adult neglect and abuse in five segments of the community: professionals serving vulnerable adults, the general public, health care professionals, community organizations, and the police and RCMP.

Nearly nine out of ten respondents rated health care professionals, professionals serving older adults and police and RCMP as “very” or “somewhat aware” of the problem of adult abuse and neglect (90, 88, and 85 percent respectively). Awareness in the general public was lowest with just over half (56 percent) saying the public was very or somewhat aware, and only 11 percent saying that the public are “very aware” of the problem. This represents a slight increase in perceptions of awareness in the general public, but because this question has only been asked for a few years, we cannot say that it represents a trend. Community groups were in between with 76 percent of respondents reporting these groups were somewhat or very aware of the problem.

Mentors reported similar perceptions, with roughly nine out of ten reporting high levels of awareness among RCMP & police, health care professionals and professionals serving older adults (93, 87 and 87 percent respectively). Similarly, only half (53 percent) report high levels of awareness among the general population. Interestingly, though, mentors rate the level of awareness in community groups at the same level as the professional groups. Eighty-seven percent say community groups are either very or somewhat aware of the issue.

## Perceived Awareness of the Problem of Adult Abuse by Community Segment



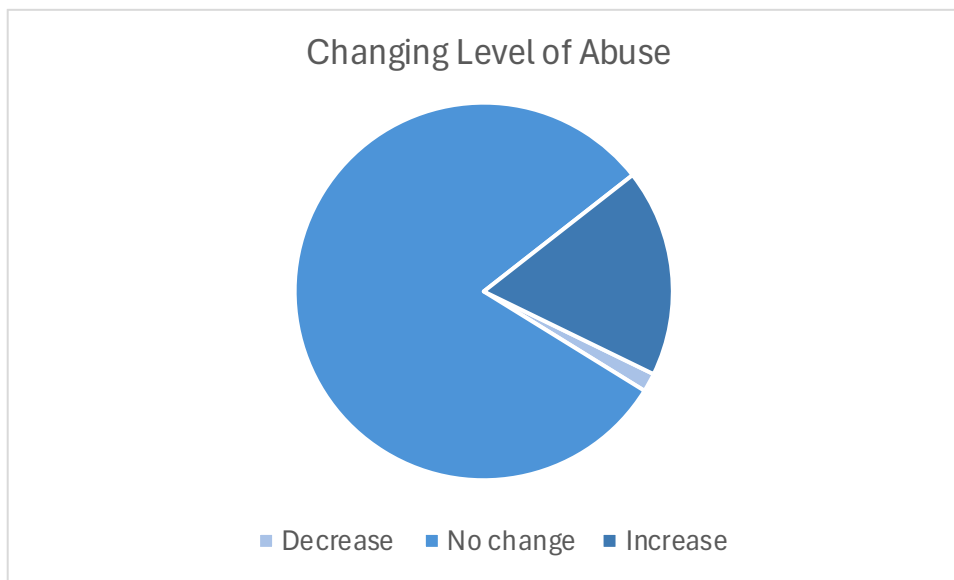
■ Not at all aware    
 ■ Only slightly aware    
 ■ Somewhat aware    
 ■ Very aware

## COMPARISONS

There were a few minor differences in perception of awareness among different segments of the public based on levels of engagement and to a lesser degree involvement with more engaged or involved respondents slightly more likely to perceive greater awareness in each of the segments. While these differences achieved statistical significance, the differences were relatively small and not meaningful.

### Perceived Changes in Levels of Abuse

Since the beginning of the pandemic, we have been tracking perceived changes in the level of adult abuse and neglect. Since 2023, we've seen smaller percentages of respondents reporting increases in abuse (18 percent in 2025), and a small percentage reporting a decrease in perceived abuse (two percent in 2025). The vast majority of respondents (81 percent) reported no change in their perception of levels of abuse.

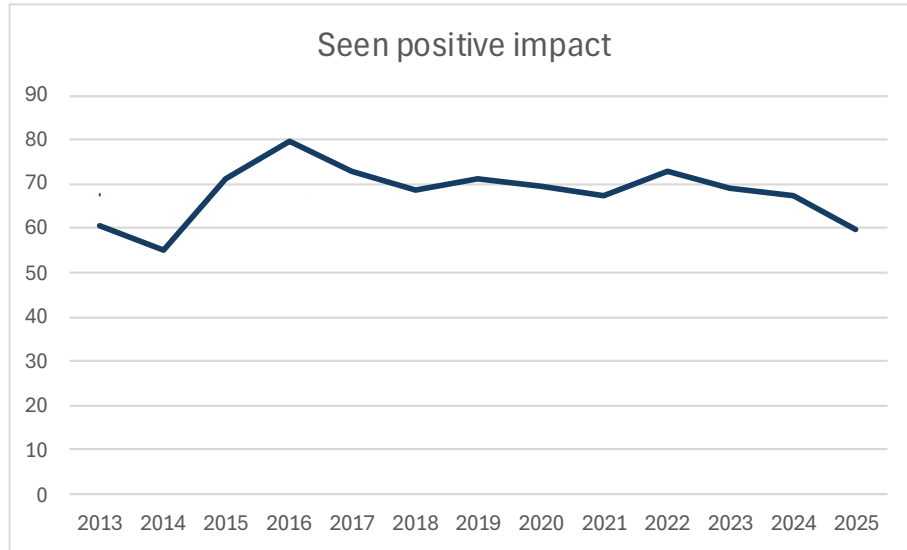


There were no differences in perceptions of changes in levels of abuse based on any of the comparison groups examined. The same is also true for mentors. Eighty-six report no changes in the overall level of abuse.

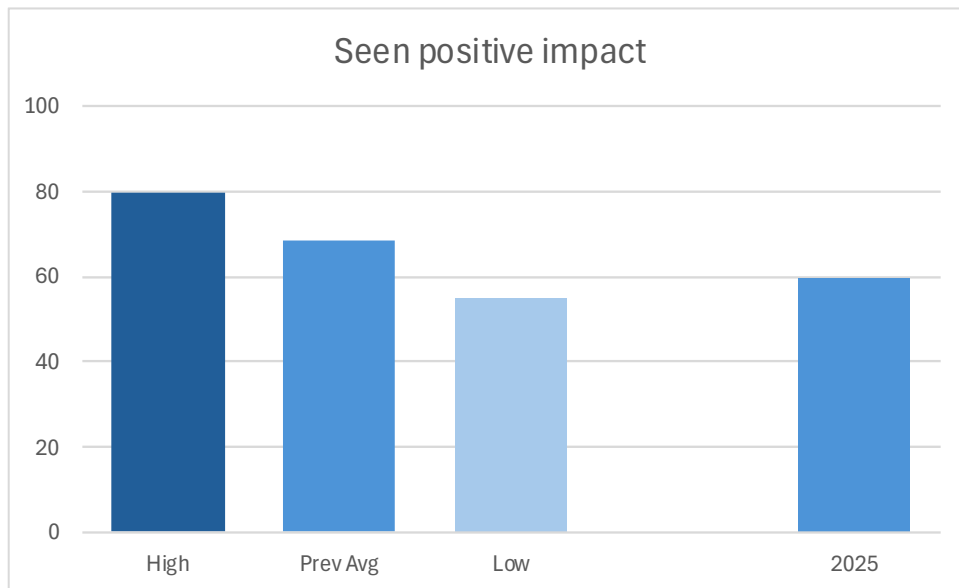
In the open-end responses to this question, respondents consistently describe financial abuse, fraud, and scams as increasing and increasingly sophisticated — with family-based financial exploitation named as the dominant form. Housing stress, system failures, and underreporting due to stigma and family dynamics are recurring contextual factors. A handful of respondents note more people coming forward, though it's unclear whether this reflects improved awareness or worsening conditions — or possibly both.

### Impact

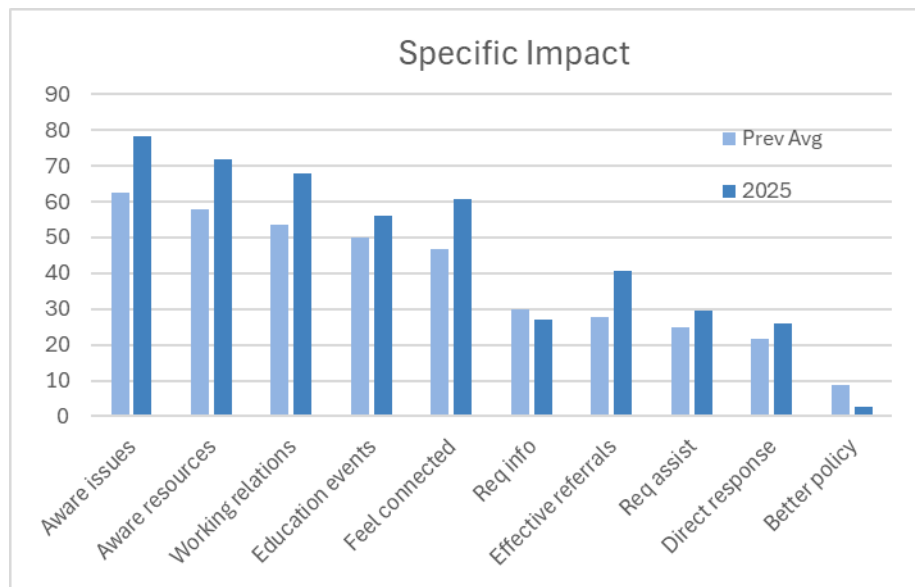
The evaluation has tracked perceived impact of affiliates since 2013. In 2015, based on the results of the previous responses, we ask respondents if they have seen impact and if they say yes, we follow up with a set of ten closed-ended questions to ask about specific types of impact. (See Appendix B for the precise question wording.)



Generally, we have seen consistently high reports of community impact. Perceived impact was trending very slightly up initially, but seems to have leveled off in more recent years. In fact, the percentage who report seeing impact has actually decreased slightly for the last three years. In 2025, 60 percent of respondents said that they had seen evidence of positive impact as a result of the work of the CRN. This is lower than the average previous responses to this question over the whole of the evaluation period.



For those who have said that they saw impact, we ask them to identify the specific positive impacts they have seen. Responses to this year’s survey show a similar pattern to previous years, but with individual items all showing above average responses.

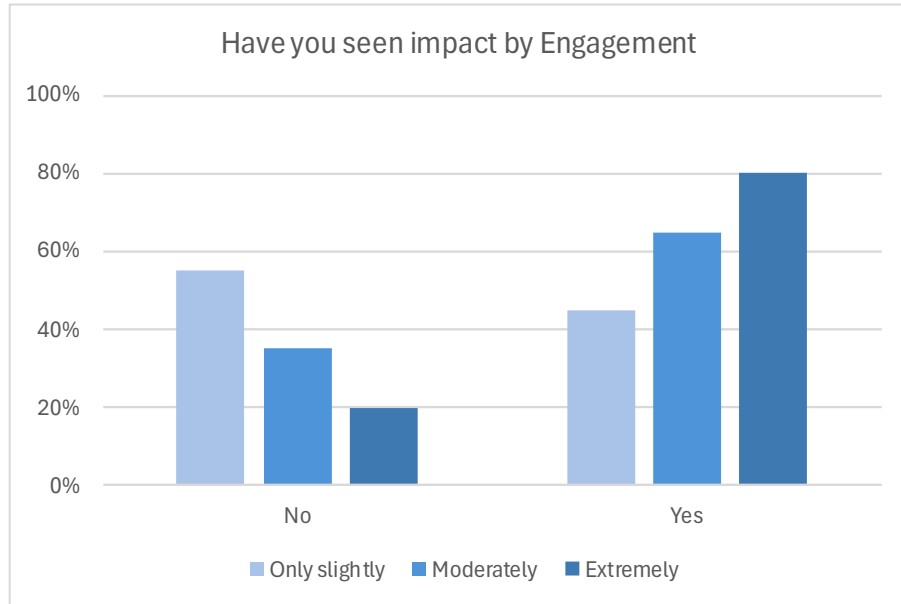


We include four specific impact questions related to community awareness. Impact is most visible in awareness-raising, stronger referral networks, and reduced isolation — with a recurring thread of concrete individual cases where CRN connection made a tangible difference.

We ask if people have seen positive impact as a result of the work of the CRN in 1) greater community awareness and understanding of the issue, 2) greater awareness of community resources, 3) more educational events, and 4) improved public policy. Over three-quarters of respondents who saw impact reported positive impact in greater awareness of the issue, with similar numbers reporting greater awareness of resources (72 percent). Over half reported more educational events (56 percent). As usual, improved policy is the least frequently mentioned impact, with only three percent reporting seeing positive impact in this area in 2025, the lowest rate found to date.

### COMPARISONS

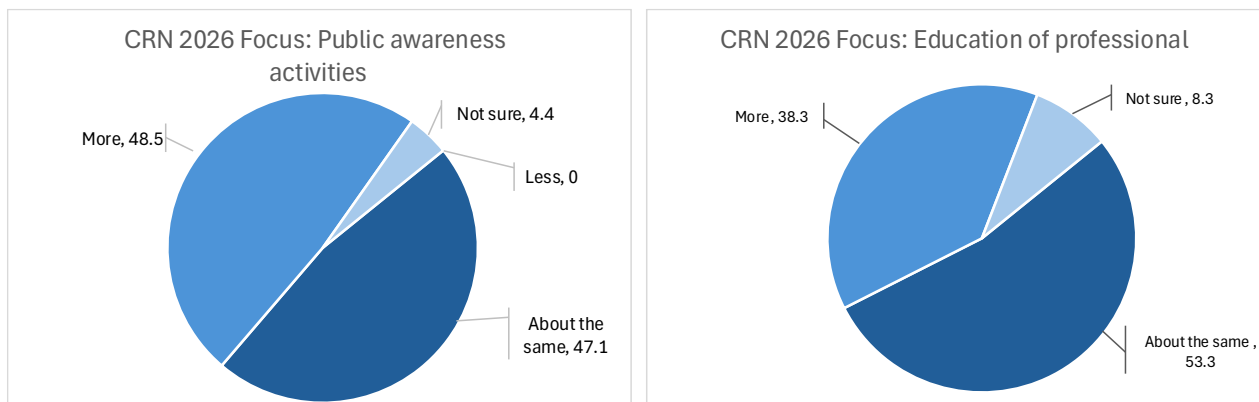
As in previous years, we find a strong connection between higher levels of engagement and involvement and reports of impact. Eighty percent of high engagement respondents reported seeing impact in 2025 compared to two-thirds (65 percent) of medium and just under half (45 percent) of low engagement respondents. A similar pattern is seen by involvement level, with 79 percent of high involvement respondents seeing impact, compared to 73 percent of medium and just over a third (39 percent) of low involvement respondents respectively. Following a similar pattern, mentors trend even more positively than “high engagement” respondents, with 100 percent reporting having seen impact.



Mentor’s report a similar pattern in their observation of specific positive impacts. Eight out of ten reported seeing impact in community awareness, awareness of resources, more education events and better working relations. Around two-thirds report seeing evidence of requests for more information, effective referrals and people feeling more connected to this work. About half reported seeing direct responses and requests from individuals for support. Improved policy was the least reported impact, but was reported by 20 percent of mentors, a notable increase from the three percent reported by other respondents.

## FUTURE FOCUS: PUBLIC AWARENESS / PROFESSIONAL EDUCATION

Nearly half (49 percent) of coordinators say that their CRN plans more public awareness activities in 2026, a significant increase from last year, while nearly half (47 percent) say they will do about the same amount. None plan to do less next year. Similarly, almost 40 percent are planning more education of professionals in the community and over half are planning to do about the same amount. None are planning to do less.



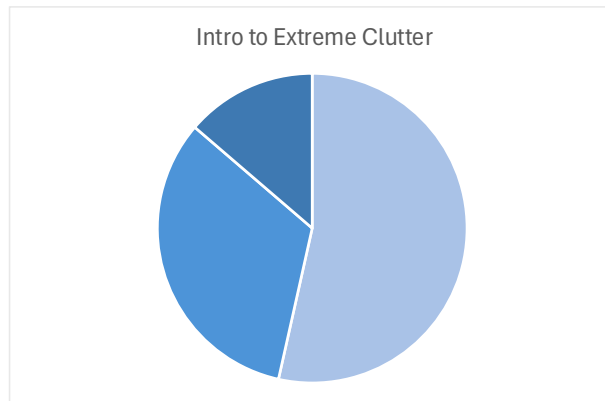
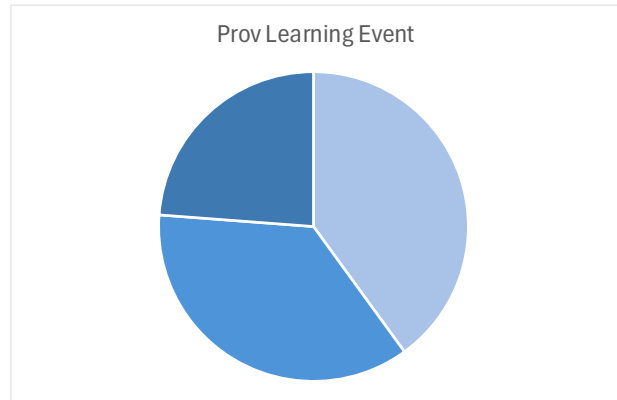
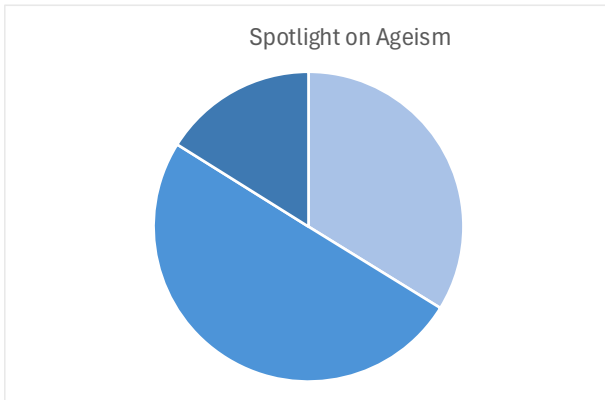
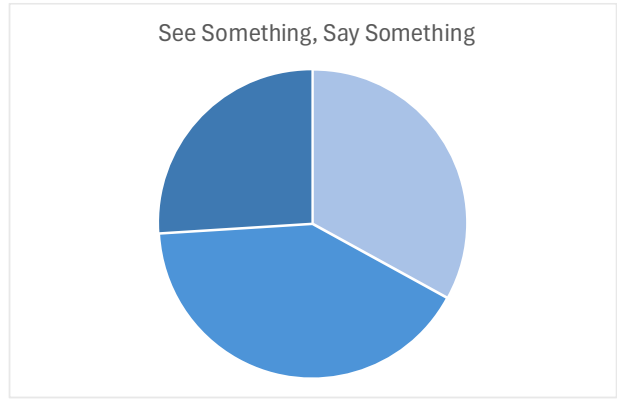
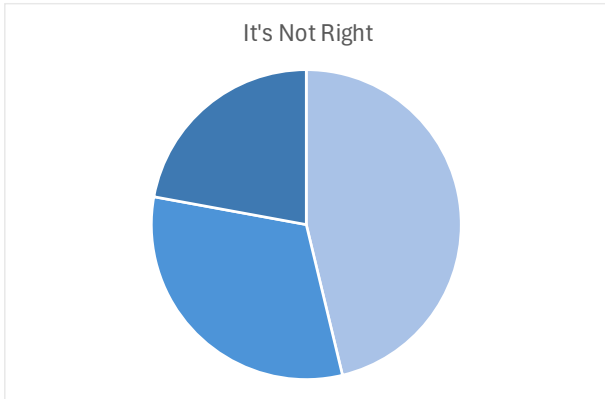
## Engagement with Workshops

We also gathered information about whether respondents were aware of or participated in an It's Not Right! (INR) presentation, a Provincial Learning Event, Spotlight on Ageism, a See Something, Say Something (formerly Gatekeeper) workshop or an Introduction to Extreme Clutter workshop to assess the level of awareness and engagement with key BC CRN programs. These questions were asked of affiliates, coordinators, and non-affiliates.

Actual participation rates were relatively high, with about a quarter of respondents having participated in INR, (22 percent), See Something, Say Something (26 percent) or the Provincial Learning Event (24 percent). Sixteen percent reported participating in the Spotlight on Ageism workshop and 14 percent participated in the new Introduction to Extreme Clutter workshop, both representing slight increases from last year.

Awareness of the programs was also relatively high. About a third of respondents were unaware of the See Something Say Something programs or Spotlight on Ageism (33 and 34 percent respectively) and just slightly more were unaware of the Provincial Learning Event (40 percent). Interestingly, the percentage of people reporting that they were unaware of It's Not Right increased significantly since last year, with 46 percent reporting this. The Introduction to Extreme Clutter workshop is still the least well-known of the workshops, with over half (54 percent) saying they weren't aware of the program. However, this is a slight decrease since last year, a positive sign.

Interest in new workshops centers heavily on fraud and financial abuse (especially family-based financial abuse), elder abuse recognition and response, dementia, self-neglect, and caregiver support — with recurring equity threads around 2SLGBTQIA+, Indigenous, and culturally diverse seniors. These are similar to the E-connector topics of interested discussed below.



### COMPARISONS

Again, we find strong correlations between engagement and involvement with awareness of and participation in key BC CRN programs. Higher involvement and engagement respondents are more likely to have participated in all the workshops while lower involvement and engagement respondents are more likely to be unaware of the workshops. For example, over half (56 percent) of high involvement respondents participated in INR compared to only 29 percent of medium involvement and nine percent

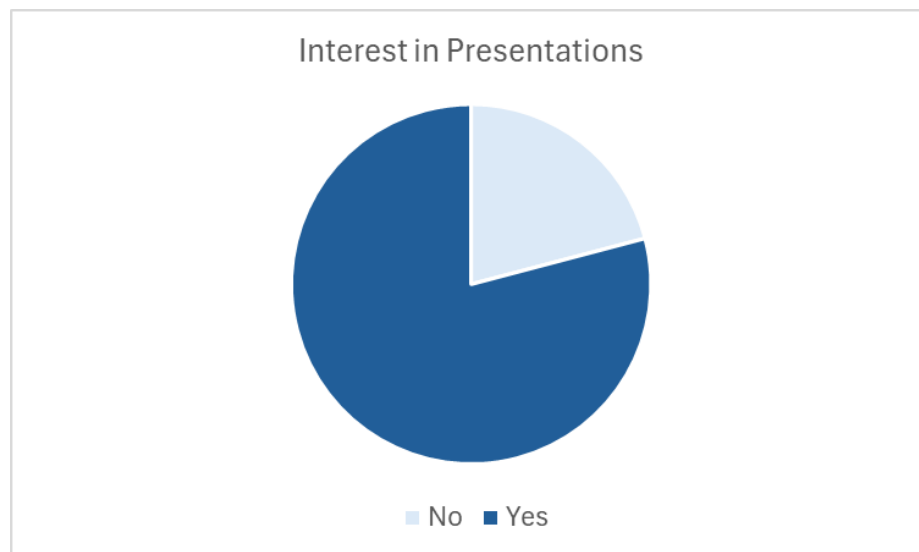
for low involvement respondents. Conversely, over half of low involvement respondents (53 percent) were unaware of INR, compared to a third (31 percent) of medium involvement and only five percent of high involvement respondents. Similar patterns were seen for all workshops for both involvement and engagement levels.

There was also a similar yet weaker pattern of correlations between the activity level of the CRN and awareness and participation. Respondents from higher activity level CRNs were more likely to participate in workshops and less likely to be unaware of the workshops. For example, almost a third of respondents from high or medium activity CRNs (30 percent for each) participated in an See Something, Say Something Workshop, compared to only 19 percent of respondents from low activity CRNs. These differences were much less pronounced than differences by engagement and involvement and didn't apply to all five of the workshops.

Interestingly, we found only one significant difference in awareness or participation between affiliates and non-affiliates and that was for the Provincial Learning Event, where non-affiliates were more likely to have participated than affiliates – 25 compared to 14 percent. This might be in part be a sampling artifact due to how contacts information was drawn for the survey.

#### FUTURE FOCUS:

Four-fifths (79 percent) of coordinators were interested in hosting a workshop this year and 72 percent understood how to arrange a presentation.



## GOAL THREE

Engage allyships with Indigenous and other culturally diverse communities

From the beginning, BC CRN has recognized the importance of creating a different kind of working style among community professionals, stakeholders and community members. The value of the network depends not simply on knowing other people in the network but understanding and trusting them. Over the past decade, this original commitment to create a welcoming and inclusive space at the CRN table has grown to recognize the importance of reconciliation, decolonization and developing allyships with Indigenous and other culturally diverse communities.

The evaluation includes questions on the affiliates survey to assess aspects of this goal. In essence, we are looking for evidence that the work of local CRNs reflects the values and principles of the organization and as a result, creates conditions that allow allyship to happen.

### Working Style

To see if local efforts at creating a welcoming and inclusive environment are having an impact on the experience of CRN affiliates, respondents were asked to describe the working style of the group by selecting words from a list. Some of those words were positive and some negative.

Over the course of the evaluation, the most commonly selected words have consistently been ‘cooperative, transparent, informal and fair’ and the distribution is similar this year with cooperative, transparent and fair being the most common answers. For the second year in a row, respondents are selecting “informal” less often. This may be an early indication that some CRNs are losing the relationality essential to creating welcoming and inclusive spaces.

Very few respondents described their local CRN as unequal, secretive or combative. In general, these findings provide evidence that the local CRNs are operating in alignment with the overall values of the BC CRN.

### COMPARISONS

Once again, we find that high engagement and involvement are consistently associated with more positive descriptions of the working style. Higher engagement respondents are more likely to report that their CRN is “cooperative” (94 percent, compared to 83 and 71 percent for medium and low engagement). A similar pattern was found for “informal,” “transparent,” and “fair” for both engagement and involvement.

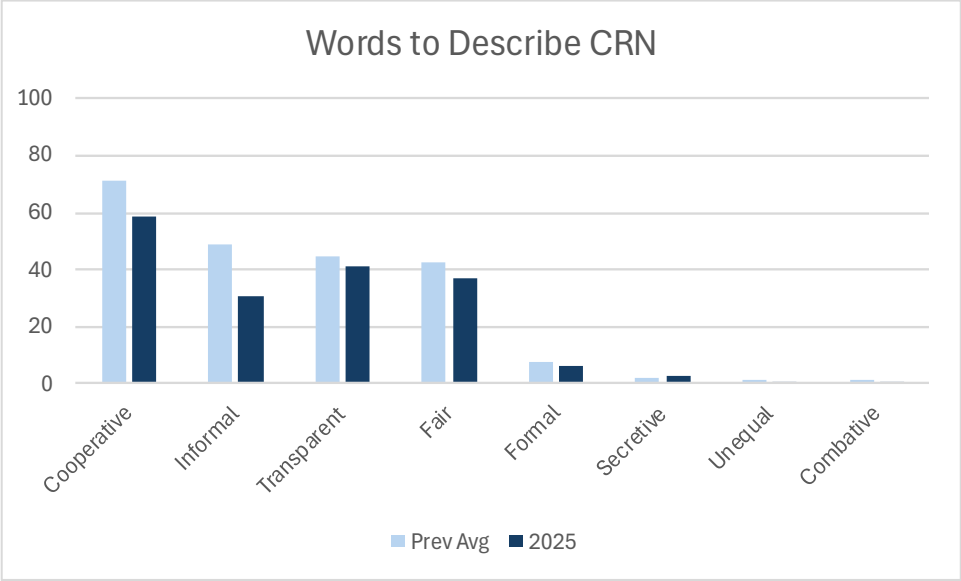


### BC CRN Guiding Principles

- Inclusion.
- Meaningful participation.
- Sharing leadership and influence.
- Assumption of capability and building capacity.

### BC CRN Core Values

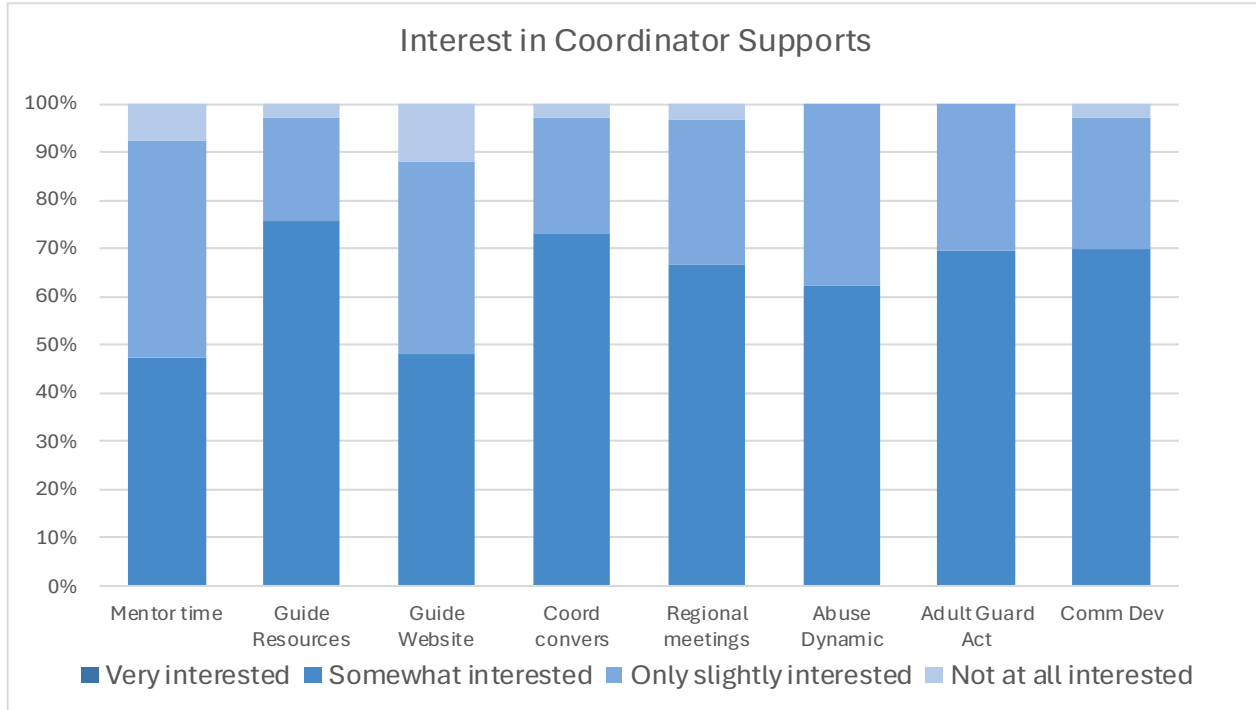
Love, respect, kindness and generosity



## GOAL FOUR

Ensure BC CRNs internal operations work towards building capacity and sustainability

The unique nature of the CRN approach poses special challenges in developing and assessing internal capacity. This year we asked coordinators a set of questions about the kinds of support they would like to receive. We also included a similar set of questions for mentors to assess their interest in different supports.



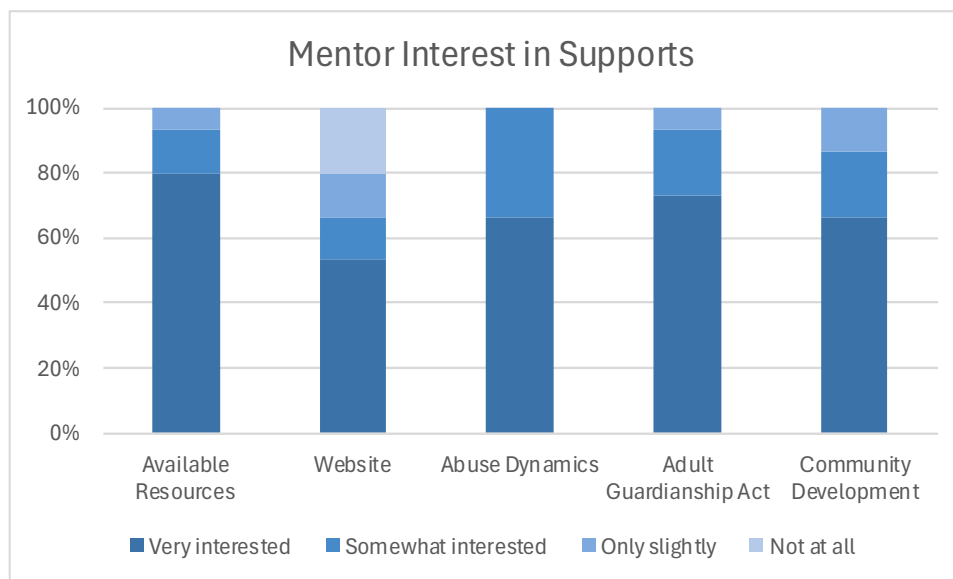
### Coordinator Support

We asked about eight different types of support including: 1) more time with mentors, 2) guidance on available resources, 3) guidance on accessing and using the BC CRN website, 4) more conversations with other coordinators, 5) regional meetings of coordinators, 6) education on abuse dynamics, 7) education on the Adult Guardianship Legislation, and 8) education on community development.

Over 80 percent of coordinators were "very" or "somewhat" interested in guidance on resources (88 percent), more conversations with coordinators (85 percent), regional meetings, education on community development and the adult guardianship act (84 percent each) and abuse dynamics (82 percent). Similarly, no coordinators said they were "not at all interested" in more information on the adult guardianship act or abuse dynamics. Interest was weakest for more mentor time (67 percent) or guidance on using the website (58 percent).

## Mentor Support

We asked mentors about five potential supports including more information about available resources, guidance on using the website, and education about abuse dynamics, the Adult Guardianship Act and community development.



One-hundred percent of mentors were “very” or “somewhat” interested in education on the Abuse Dynamics and there was similarly high interest in information about available resources and the Adult Guardianship Act (92 percent for both), and education about community development (87 percent). Two-thirds were very or somewhat interested in more information about the website.

## GOAL FIVE

Increase connectivity at and between all levels of BC CRN activity

The evaluation tracks progress on connectivity at and between all levels of the BC CRN in several ways. We include a set of questions about readership of the E-Connector and preferences around social media use to understand how engaged respondents are with our communication channels.

Then, because relationships and networks are central to the work of CRNs, we ask respondents to list who they would turn to if they had concerns about adult abuse and what organizations they know of in the community who are working on the issue. We analyze these local personal networks for signs that they are growing or strengthening.

We also include several questions about trust in CRN partners and overall level of coordination or community response as indicators of healthy connectivity.

Finally, six impact questions assess both the quality of the network and expected outcomes of a healthy local network.

## E-Connector Readership

All respondents including affiliates, coordinators and non-affiliates were asked questions about their use of the BC CRN E-Connector.

Almost three-quarters of survey respondents (74 percent) said they received the BC CRN E-connector email newsletter. Of those who received it, the vast majority reported always (32 percent) or sometimes (55 percent) reading the E-connector.

When asked what topics were most interesting to them, respondents shared a variety of ideas. Many expressed their satisfaction with the variety of stories that are currently shared. Similarly, many respondents said they were interested in all topics and appreciated the value of the E-connector in helping them learn more about how to effectively address ageism and potential abuse, neglect or self-neglect.

Specific topics that were mentioned included Elder abuse prevention and awareness as the dominant theme — including scams and fraud (one of the most frequently named specific subtopics), financial abuse, signs of abuse, and reporting. Fraud/scams in particular comes up repeatedly and independently, suggesting it registers as a distinct interest rather than just a subcategory of elder abuse.

Respondents were also interested in more information about seniors' services, resources, and navigation — access to care, housing, health services, rural and remote access, and helping seniors find what they need. Housing affordability and the lack of it comes up with some frequency and feeling.

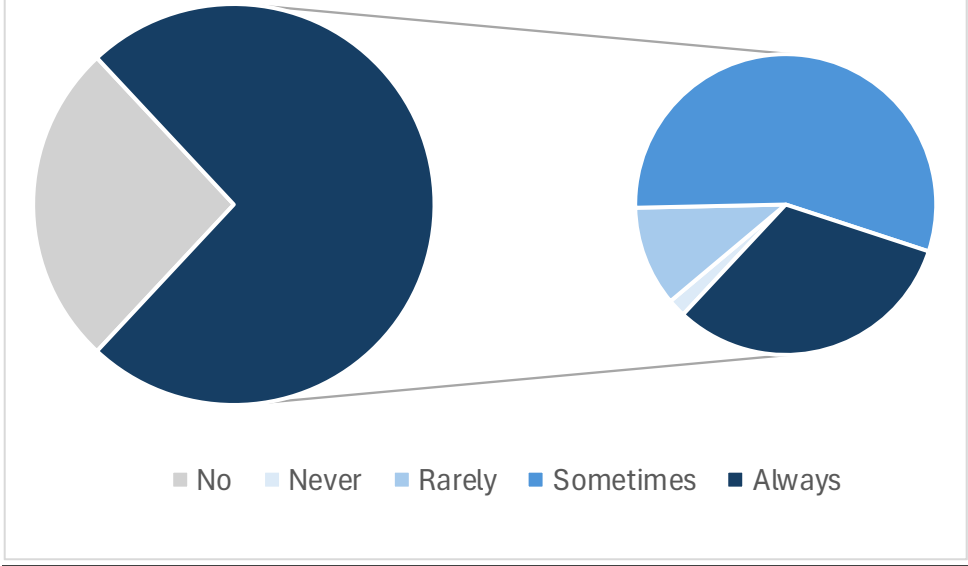
Many were interested in stories about CRN network activity — what other CRNs are doing, success stories, project spotlights, coordinator/mentor profiles. People want to learn from peers across the province. They were also interested in learning and training opportunities — webinars, workshops, upcoming events.

Dementia, equity and inclusion topics (2SLGBTQIA+ seniors, Indigenous Elders and cultural safety, immigrant and racialized seniors, francophone supports), ageism (named repeatedly and often as a standalone interest) and social isolation and connection were also mentioned frequently.

Advocacy and policy, including provincial policy updates, housing advocacy, systemic change, was mentioned as a smaller but distinct cluster, often from coordinators with a broader systems view.

In general, respondents want the newsletter to cover elder abuse and fraud prevention, dementia, seniors' services and housing, what other CRNs are doing across the province, and learning opportunities — with a recurring interest in equity-focused content (Indigenous, 2SLGBTQIA+, newcomers).

Receive and Read E -connector



## COMPARISONS

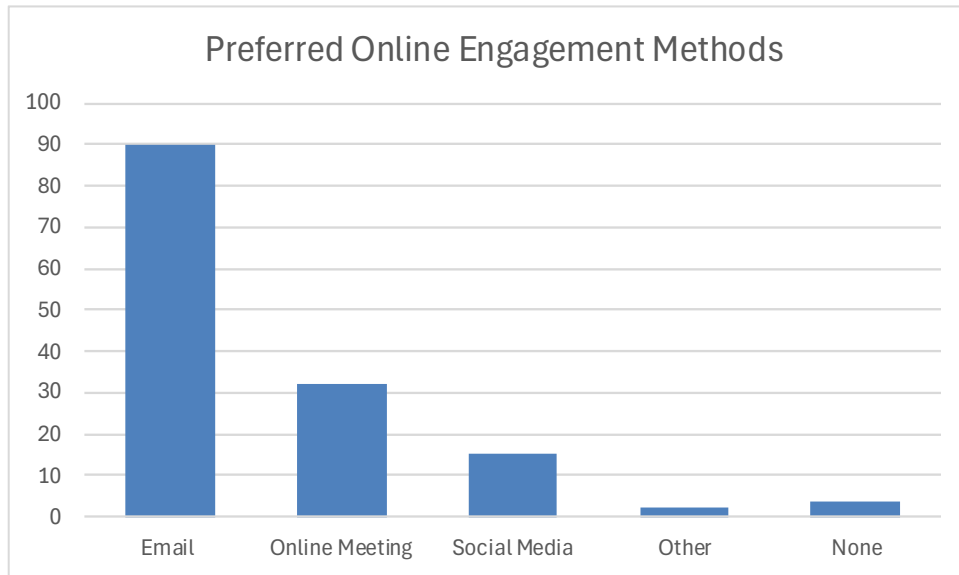
More involved respondents were more likely to report receiving the E-connector newsletter (91 percent, compared to 84 and 75 percent for medium and low involvement respondents respectively) and more likely to say they always read it (62 percent, compared to 33 and 21 percent). A similar pattern is seen by self-reported engagement level.

Similarly, respondents from more active CRNs are more likely to always read the E-Connector, 35 percent compared to 33 and 22 percent respectively for medium and low activity CRNs. There is no difference, though, in whether respondents receive the E-Connector based on CRN activity level.

Interestingly, non-affiliates are slightly more likely<sup>4</sup> to report receiving the E-connector, 76 percent compared to 67 percent of affiliates. However, there is no statistical difference between affiliates and non-affiliates when looking at how often those who receive it read it.

### Preferred Forms of Online Engagement

We asked respondents how they prefer to engage online. They were given five options: email, online events (e.g. Zoom meetings and webinars), social media (e.g. Facebook, Twitter, or Instagram), “other,” or none and asked to check all that applied. The vast majority (90 percent) said that they prefer email and about a third (32 percent) preferred online events. Only 15 percent prefer social media channels and very few indicated a different medium (three percent) or selected “none” (four percent).



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<sup>4</sup> This finding was marginally statistically significant.

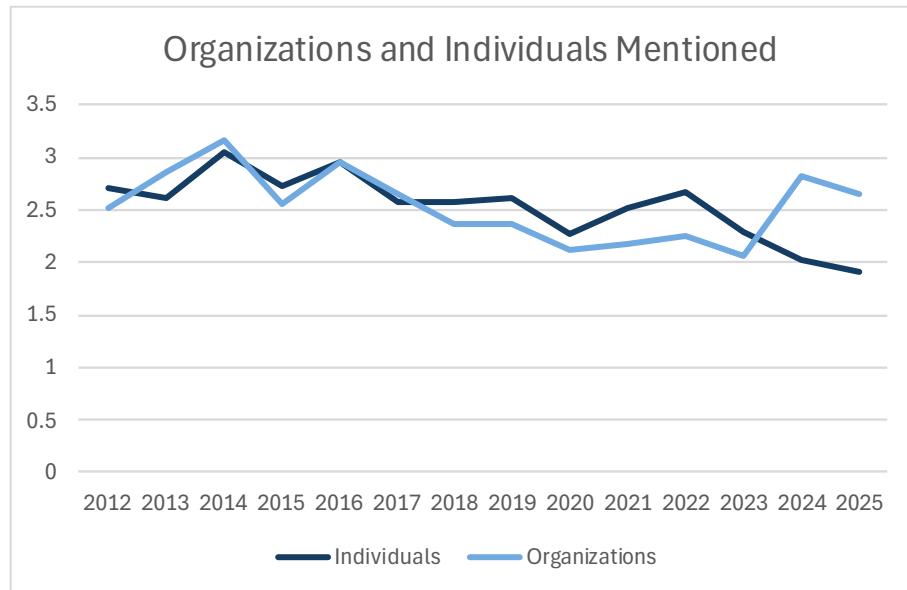
## COMPARISONS

There were only a few small differences that achieved statistical significance. As engagement levels increased, respondents were more likely to prefer both online meetings and social media as tools for staying in touch. For example, almost half of extremely engaged respondents preferred online meetings (48 percent) compared to about a third of moderately engaged respondents (36 percent), and just over a quarter of only slightly engaged respondents (29 percent) and under a fifth (19 percent) or those who aren't involved. A similar pattern existed for social media preferences, with smaller percentages across the board. For example, only 25 percent of extremely engaged respondents preferred social media.

There was an interesting difference between affiliates and non-affiliates, with non-affiliates expressing more interest in online meetings as their preferred method. A third of non-affiliates (36 percent) expressed this preference compared to only a quarter (25 percent) of affiliates.

## Relationships and Networks

One of the prime indicators of the effectiveness of a network is the number and quality of relationships, especially functional relationships, that can help to address the issue of adult abuse. Respondents were asked “who would you turn to if you had questions or concerns about adult abuse in the community” and “what organizations do you know of who are working on adult abuse issues?” Respondents were able to list up to five names for each question. The following analysis looks at the overall number of groups or individuals mentioned by each respondent.



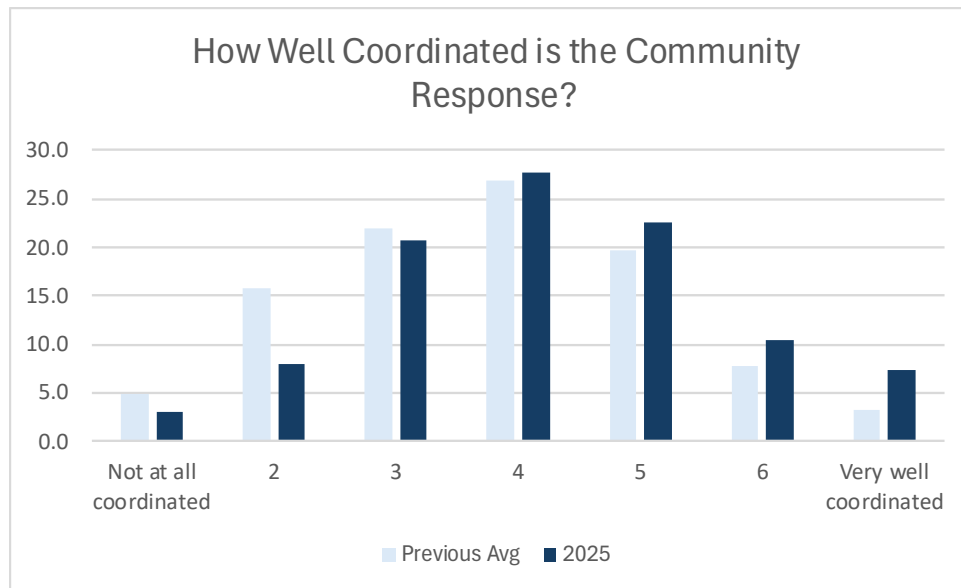
The number of people mentioned, and the number of organizations mentioned has decreased slightly but consistently over the course of the evaluation. The average number of individuals mentioned this year – 1.91 – was the lowest point during the evaluation period. The average number of groups mentioned was 2.66 per respondent. This number is slightly higher than the average from previous years. These differences are small but given the importance of building and maintaining strong relationships in the CRN model, they warrant some consideration.



## Response and Coordination

The social power of CRNs resides mainly in the self-organizing and network aspects of their operations. The 'service' offered by a CRN is to build relationships which help to coordinate responses – keeping a focus on the issue using community development and community engagement techniques and working with key partners to identify gaps, increase awareness-raising and provide education around the issue.

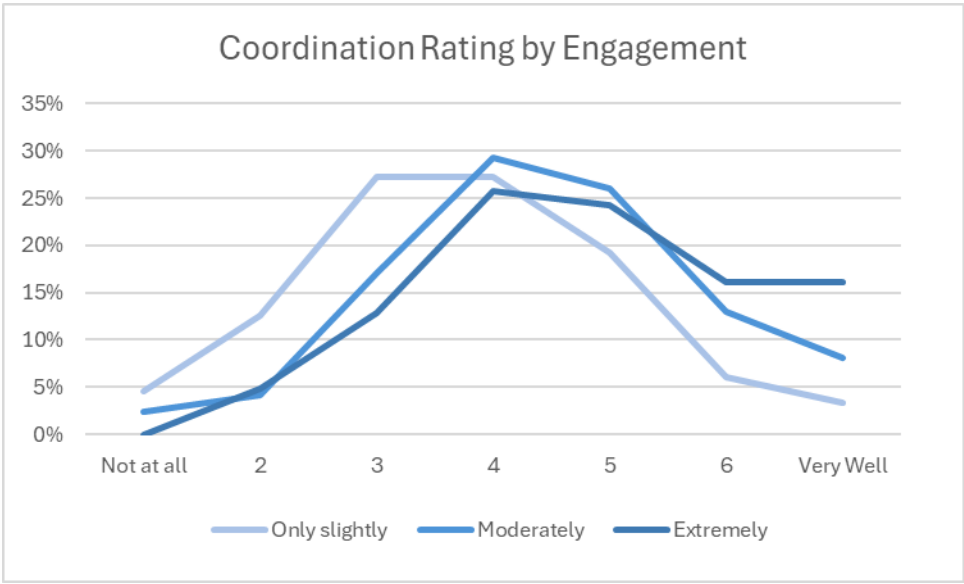
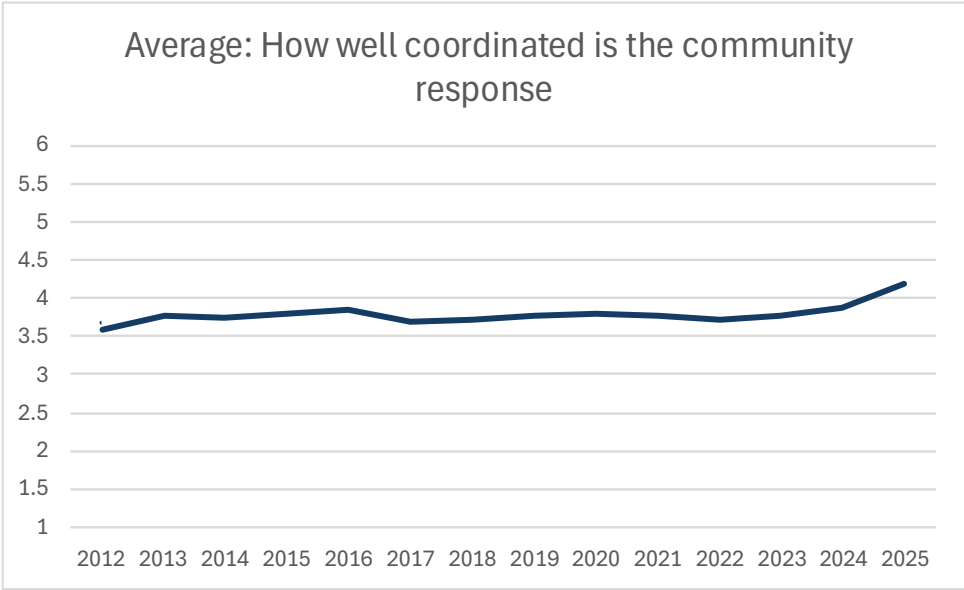
The survey asks three questions to assess the overall level of response and coordination. The first question asks respondents to rate how well-coordinated their community's response to adult abuse is on a seven-point scale, from "not at all coordinated" to "very well coordinated."



When asked to rate how well coordinated the community response to adult abuse is on a 7-point scale, responses appeared similar to previous years, with a generally normal distribution that continues to skew positively. In other words, community responses appear to be improving overall over time. The average response for 2025 was 4.2<sup>5</sup>, higher than the previous years' average of 3.79. When averages are mapped over time, there is a slight upward trend.

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<sup>5</sup> The average for mentors was 4.3.



## COMPARISONS

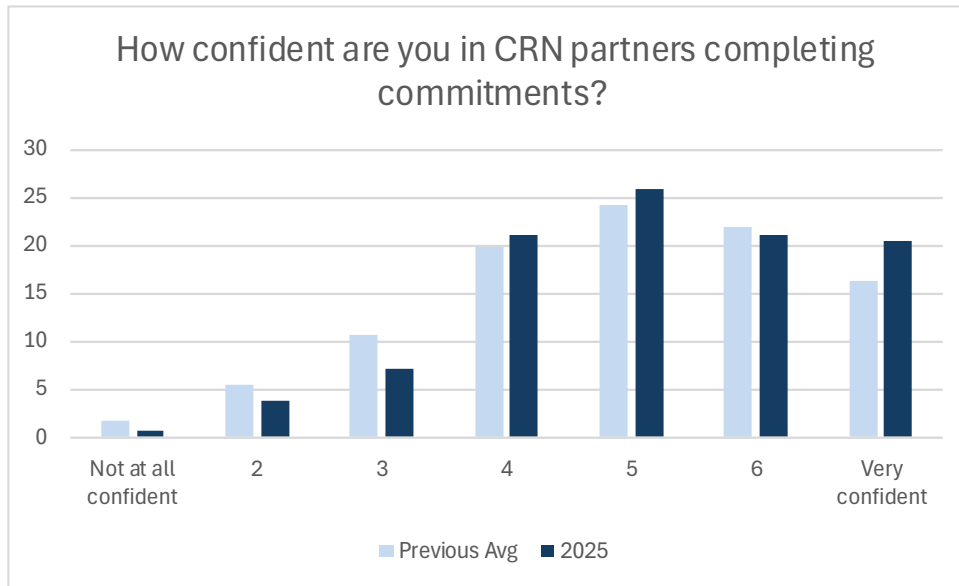
Throughout the evaluation period, we found very consistent differences in ratings of how well-coordinated responses were based on levels of engagement and involvement. That pattern holds true this year as well. For example, the average rating of coordination among high involvement respondents is 4.63, compared to 4.39 for medium and 3.80 for low involvement respondents.

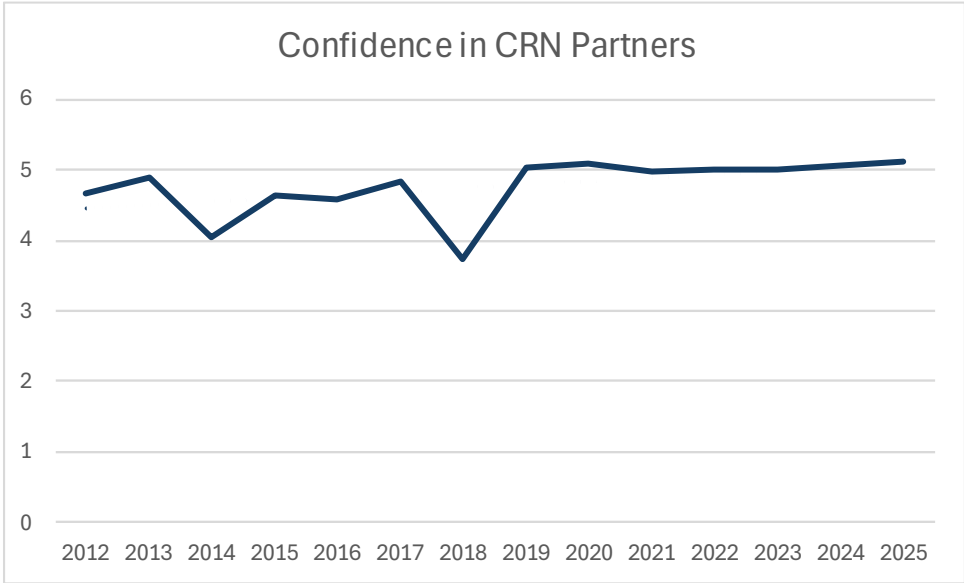
This year, we also see a similar pattern depending on the level of activity of the CRN, with higher activity levels associated with higher ratings of coordination. For example, respondents from high activity CRNs reported an average confidence of 4.34 compared to 4.07 and 3.94 for medium and low activity CRNs.

### Confidence in Partners

Respondents were asked to indicate how confident they were in their partners fulfilling their commitments. They rated their confidence on a seven-point scale, where 1 meant “not at all confident” and 7 meant “very confident.” In general, the distribution for both is positively skewed towards confidence in their local partners and the positive skew appears to be growing slightly over time. That is, there is evidence that people are growing more confident in their partners.

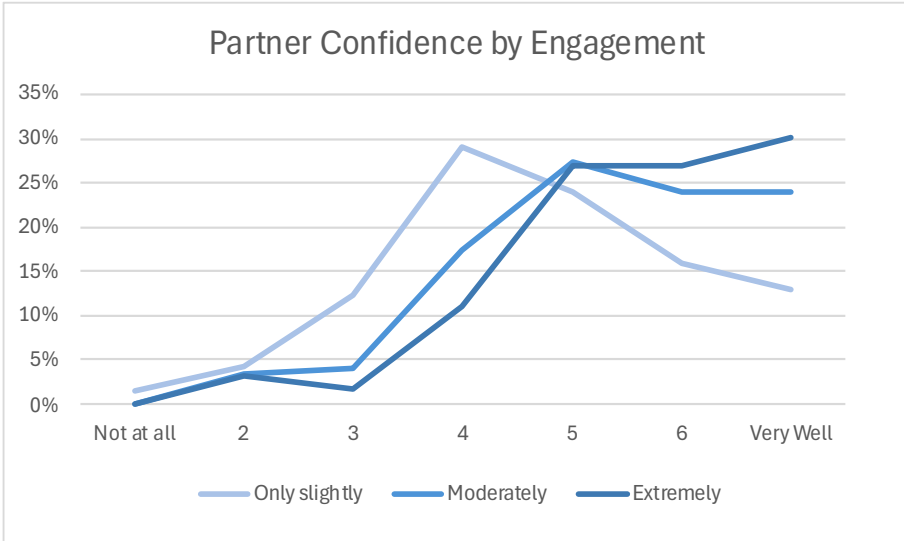
In 2025, the average rating for confidence in the CRN partners was 5.13, beating the previous highest average of 5.08 in 2020. The average rating among mentors is even higher, at 5.3. As can be seen in the line graph, these ratings have been consistently positive over the study period.





**COMPARISONS**

Higher levels of respondent engagement and involvement are associated with greater confidence in CRN partners. For example, extremely engaged respondents reported an average confidence in partners of 5.63 compared to either moderate (5.36) or low (4.70) involvement respondents. This pattern has been found consistently in multiple years of the research and confirms our assumption that greater interaction is likely to produce greater confidence in project partners.



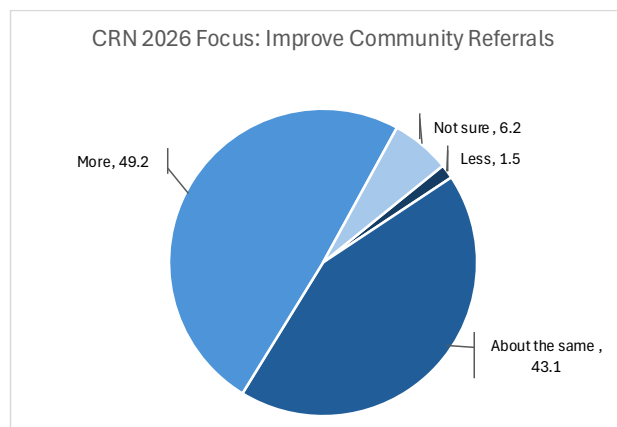
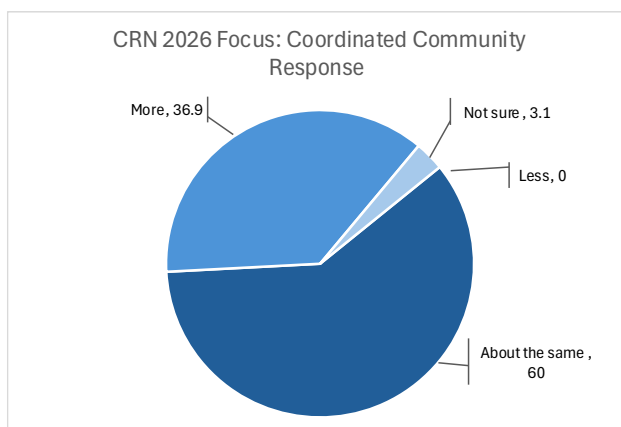
## IMPACT: FEELING CONNECTED / BETTER WORKING RELATIONS / EFFECTIVE REFERRALS /

The affiliates survey includes six follow-up impact questions relevant to connectivity at all levels.

We asked respondents if they have seen better working relationships as a result of the work of the CRN and if they are feeling more connected. Almost two-thirds of respondents who saw impact reported better working relationships (68 percent) and feeling more connected (61 percent) because of the CRN's work.

We also ask four questions about what we would expect as the direct result of greater connectivity including more effective referrals, and more direct requests for information or assistance, or direct responses to potential abuse situations. Four out of ten respondents (41 percent) reported seeing more effective referrals, and about a third reported direct requests for information (27 percent) or requests for assistance (29 percent) as a result of the CRN's work and a quarter (26 percent) reported seeing a positive direct response to a potential abuse situation. While these numbers are somewhat lower than the positive impact found for other areas, it should be noted that these are more direct forms of impact and, as such, the numbers should be seen as a strong indicator of positive impact.

## FUTURE FOCUS: COORDINATED RESPONSE / IMPROVED REFERRALS



Half of coordinators have plans to increase efforts to improve community referrals (49 percent) while a third (37 percent) plan to spend more effort community response coordination.

## Mentors Observations

Many of the mentor comments on the core assets of BC CRN focused on the power of connection within the networks. As one mentor said “our public face is our biggest asset. We have a presence in almost all the communities in the province. We are friendly, professional and knowledgeable. Our signature programs are quality and informative. We have a voice at all levels.”

At the same time, there are clearly some gaps in how information is shared throughout the organization. There were some gaps in knowledge about mandates, tools and resources. Similarly, there was a noticeable lack of discussion in mentor responses about the role of partner relationships.

## CONCLUSIONS AND NEXT STEPS

The results of the 2025 BC CRN evaluation continue to provide strong evidence of growth and positive impact. We are excited to continue to integrate more data from the administrative reporting systems into the evaluation research and to include non-affiliates in our same.

While we are still finding strong evidence of positive impact, we are also seeing some early indicators of possible future problems. We are concerned that outreach activities and network strength are decreasing. The organization needs to develop a shared understanding of the role and importance of outreach and engagement as well as capture best practices for doing this that are tailored to the local needs of communities.

The one area where we have identified a gap is the lack of clear understanding about “allyship” and how we might assess that goal area within the evaluation process. The organization would benefit by revisiting and deepening the understanding of allyship more generally and the specific adaptations of allyship and network building in relationship to specific communities. There is a need to explore what allyship activities include and how we might want to assess positive progress towards this goal. There is a need to increase the shared understanding of roles and responsibilities in developing allyship. This is an area where mentor engagement is key.

Luckily, the survey also shows that there is still strong potential for growth. Almost half of the “not at all” engaged would like to be more engaged and even a significant percentage of respondents who said they were “extremely” engaged said they would like to grow their engagement. We also find consistently strong confidence in the CRN approach which indicates an appetite for the unique way of working that has developed among CRNs. Unfortunately, this opportunity is balanced by the fact that the percentage of affiliates who are reaching out has been declining over time. An increased focus on outreach and engagement could be valuable, including more in-house research to figure out the best way to do this based on our collective experiences so far.

This outreach can be enhanced by more effective introduction to the CRN concept. The elevator pitch analysis offers a revealing snapshot of how the BC CRN network understands and communicates its own identity. The consistency of the network connector theme — across both questions, both roles, and both data sources — reflects a genuine and broadly shared sense of what CRNs do at their best: bring people together, build trust, and create the conditions for a coordinated community response.

At the same time, the analysis surfaces opportunities worth attention: the blurring of the distinction between local CRNs and BC CRN as a provincial organization, the sophisticated “additive” framing among deeply engaged coordinators that may be worth cultivating more broadly, and the practical reminder that even a well-understood mission can be obscured by language that doesn't land as intended.

Mentors could work together with Coordinators to refine elements that could be used for effective outreach and provide opportunities for Coordinators to ‘pitch’ to each other and the evaluators/administration to develop their favorite approach. The network has a strong identity at its core — investing in how that identity is communicated remains worthwhile work.

This connects well with requests from coordinators for more regional meetings and opportunities to connect with other coordinators. Mentor should be involved in planning how these meetings work, how many are optimal and when they should occur. These events could be used to increase the number of

feedback loops and methods for sharing back about what we know already, are learning and how this learning can be captured and integrated into operations.

We have identified key support priorities for coordinators and mentors. Coordinators are looking for education about the adult guardianship act, abuse dynamics, and community development. They also want guidance on available resources, and more conversations with other coordinators and regional gatherings. Mentors were looking for similar things including more education on abuse dynamics, the Adult Guardianship Act, and community development. There is potential for providing opportunities for mentors and coordinators to train together on specific topics.

And most importantly, the survey demonstrates a strong positive impact. Almost two-thirds of all respondents reported seeing signs of positive impact, a percentage that increases to 90 percent of high engagement or involvement respondents. The biggest impact was seen in greater awareness of the issue, greater awareness of community resources, and improved working relationships, exactly the areas we would hope to see the greatest impact given our goals and model.

We have also noted a need to continue to develop more effective avenues for communication between teams and levels of the organization. How do we effectively promote the use of the many tools and resources that are already available but largely unknown within the organization? How do we get the word out about new initiatives like the Introduction to Extreme Clutter workshop? How can we create opportunities to share stories about positive impact?

We encourage the various teams working to increase outreach or internal capacity to incorporate the insights of the evaluation into their priorities and projects. Mentor workplans are a golden strategic opportunity to tie activity at the regional and local areas to strategic goals and the areas identified as needing propping up/development to reverse trends shown in successive evaluations (outreach etc.). Mentors and Coordinators have expressed an interest in internal education on the dynamics of abuse, community development, and the Adult Guardianship Act. The organization could benefit from developing and providing internal education around these key areas.

Similarly, we encourage local CRN coordinators to take advantage of the latent desire for involvement uncovered through the survey. We know coordinators are already on the same page with over half planning on doing more to increase public awareness, and just under half planning to do more outreach or coordination of response. Similarly, we support two-thirds of coordinators' intention to host INR or SSSS workshops in 2026 as a useful method of creating more opportunities for engagement from affiliates.

We also note promising directions for next year's evaluation focus including a deeper dive into impact and what factors might be affecting changes in reporting over time, exploration of the dynamics of involvement, better integration of the focus and results of community projects funded through Community Impact Grants and development of the Kumu network map as an evaluative tool.

In short, BC CRN continues to demonstrate sustainable growth, effectiveness, and impressive impact. There appears to be potential to continue growing and strengthening the network and the current plans of the organization seem (from the limited perspective of the evaluation) to be on track to move in the right direction.

## APPENDIX A – METHODOLOGY

The evaluation continued the process initiated in 2012 which has been repeated and refined each year through 2025.

An online survey was initially developed in collaboration with April Struthers of BC CRN to focus on three main areas: community attitudes, working styles, and relationships. In addition, information about engagement rates were gathered to provide important comparison information. The questionnaire was augmented slightly over time based on feedback gathered at the annual BC CRN Summit where the results of the previous evaluation were presented, and refinements invited from those in attendance.

In 2013, two questions were added about the impact of the CRN in the community. The instrument was augmented again in 2014 to add a subjective question about participants' level of engagement in their local CRN. Respondents who reported that they were "not at all involved" were disqualified from the survey. While this lowered the number of completed responses in the 2014 survey, we believe it improved the reliability and quality of the responses that we received. In 2015, the survey was modified slightly again to include closed-ended questions about the type of impact seen in local areas based on the results of the open-ended question from the previous years. In the 2020 cycle, a set of questions was added to understand the impact of the coronavirus pandemic as well as questions to gauge the use of the BC CRN E-connector newsletter and various BC CRN programs. Several of those questions were discontinued and others refined this year since the acute phase of the pandemic has passed.

A significant number of changes were made to the survey for 2022 as an outgrowth of our 10-year analysis. These included dividing the community awareness question into five questions which address important professional segments of the community. It also added a series of questions specifically for CRN coordinators that addressed their desired support as well as the future focus areas of their CRNs. Several pandemic questions have been dropped or altered as the acute stage of the pandemic has passed.

In 2023, we removed the question about the impact of the pandemic on CRN relations and altered the question about signs of increased abuse as a result of the pandemic to be useful as a regular indicator moving forward.

In 2024, we have added non-affiliates to our survey and as a result restructured the survey to provide for appropriate question routes for mentors, affiliates, coordinators and non-affiliates. We also added a question about relative awareness of BC CRN activities.

In 2025, coordinators and mentors were asked to share their "elevator pitches" for both BC CRN and what a CRN is. We also retired the question that asked about stage of development of the community response because we no longer felt we were gathering useful information.

The complete questionnaire is included in Appendix B.

The sample for the survey was developed by the BC CRN administration team working with local coordinators and has been significantly cleaned and improved – changes which allowed us to include non-affiliates in the sample.

The 2025 survey was administered in January and February 2025. Overall, 648 useable responses were gathered, nearly double the number of responses we've received prior to adding non-affiliates into the same, with an overall response rate of 29 percent. Response rates of affiliates and non-affiliates were

comparable, 29 and 24 percent respectively. Response rates for coordinators and mentors (75 and 94 percent respectively) were considerably higher.

The number of actual responses for each question are included with the statistics provided separately in the Evaluation Databook spreadsheet.

We examine the survey findings in five topic areas: outreach, engagement, confidence in CRN approach, community attitudes; engagement with workshops; working style; coordinator support; online engagement; relationships and networks; coordination and impact. Within each topic area, we look at frequencies and any changes or trends over time, then look at comparisons in responses based on engagement and involvement levels, urban / rural status of the CRN, and activity level of the local CRN.

Original Sample	2683
Valid Sample	2215
Complete Responses	606
Partial Responses	42
Total Responses	648
Response Rates	
Overall	29%
Coordinators	74%
Mentors	94%
Affiliates	29%
Non-affiliates	24%

Engagement is self-reported by the respondent into four categories. Involvement is calculated based on three questions: *number of meetings attended*, *number of events attended*, and *total years involved with a CRN*. Responses for each are coded into “low” “medium” and “high” categories and then combined to create an overall scale that could range from 3 to 9 points. This refined scale corrects for the overrepresentation of the number of years of involvement in the total involvement scale.

A comparison by urban / rural status which has been part of the analysis since 2014 was also conducted this year to explore potential differences in the nature of the community which might affect local CRN operations. Communities were placed into one of three categories by BC CRN: urban centre, town, and rural (see Appendix C for a list of how each community was assessed).

Starting in 2022, CRN Activity Level has replaced CRN Stage of Development. Scores for each CRN were developed which combined activity information contained with the Administrative Team’s regular tracking system as well as the size of each CRN’s affiliates list, CRN response rate, and average reported engagement (each normalized into three categories), as well as information about projects taken on and completed as part of the community grant process. The final scale was then divided into low, medium and high activity levels.

The work reported here includes simple summary statistics for each question, comparisons between this year and results from previous years, crosstabs by levels of involvement and CRN stage of development, and CRN urban / rural status along with a short exploration of the possible implications of the findings.

## Mentor Assessment

This year, the mentor component of the evaluation grew out of a facilitated “gathering considerations” session conducted with mentors. The original intent of the session was simply to demonstrate the technique and answer questions mentors might have about applying it in their work. However, it uncovered a commonly shared challenge for both mentors and coordinators – how do we describe this work to new, potentially interested partners.

As a result, we focused the mentors’ work on connecting with coordinators or other close allies to explore their “elevator pitches” to describe both the work of BC CRN (at the provincial level) and CRNs (at the local level).

This year, 4 mentors took part in the project and interviewed 16 respondents.

In addition, two similar questions were added to the survey that went to mentors and coordinators.

The results of those conversations plus responses gathered in the survey were analyzed by April Struthers for interesting themes and patterns.

The survey questions allowed more responses, but the interviews allowed the use of metaphors, narrative and details to emerge.

## THEMES

The major themes were:

- **Theme A — Provincial umbrella / backbone organization:** BC CRN as the province-wide body that supports, funds, connects, and coordinates local CRNs. Emphasis on structure, reach, and enabling role.
- **Theme B — Education and awareness:** BC CRN's role in raising public and professional awareness about adult abuse, neglect, and self-neglect — through workshops, materials, programs.
- **Theme C — Network / community connector:** BC CRN as a web or hub that brings people and organizations together — collaborative, relational framing rather than structural/administrative.
- **Theme D — Resource and referral hub:** BC CRN as a place to access information, tools, referrals, and direct people to supports.
- **Theme E — Advocacy and systems change:** Framing BC CRN's role in terms of advocacy, collective voice, or broader social change — beyond just service provision.
- **Theme F — Mission/values statement:** Responses that lead with values or a vision (e.g., "safe and inclusive communities," "shining a light on what is usually well hidden") rather than describing structure or function.

## SUITABLE ELEVATOR SPEECHES

Most responses are short, so they could be combined with more language to achieve all the elements of successful speeches and to make them 90 seconds or so long.

From survey answers, in tabs in the Data Book, the responses which stood out for the BC CRN description were # 57,63, 65,67,68. For the CRN description # 4, 19,30,34,36,44,46,50, 61 and 54 responses stood out.

It is recommended that the number of these examples be reduced further and then presented in a poll to Mentors to choose operational examples. These examples should be developed to incorporate success elements listed above for elevator speeches.

- “CRN is not a separate entity - it is another resource in our back pocket, like glasses to extend one's vision. The education about awareness of vulnerable adults over 19 yrs, recognizing and working to end abuse, and providing information and materials are like Salt and Pepper - to add to our community work.”
- "CRN is an energizer and multiplier. Something to be added to our work, not the work itself."
- "CRN is a tool for education and to spread awareness about abuse, neglect and self-neglect of vulnerable adults, not only seniors. CRN can provide advocacy, education, and resources."
- "CRN is "community"! By collaborating, connecting and caring together for vulnerable adults in our communities, we can make a difference in preventing, recognizing and responding to situations of abuse, neglect, and self-neglect.
- “The acronym stands for the "Community Response Network" and the BC CRN partners with our community to provide education on senior abuse prevention. “
- “The BC CRN works with organizations within the community to identify gaps or barriers for vulnerable seniors and helps to ensure they receive the support needed.”
- ‘Do you have any questions in regard to the BC CRN or have concerns with a senior in the community that may be experiencing elder abuse of some kind and if so [give] a contact who they can reach to put in a formal report. “
- "I am the volunteer coordinator for the Invermere Community Response Network. My role is to network in our community to bring awareness to elder abuse and help people feel more comfortable saying something when they see something"
- “The BCCRN advocates for and promotes awareness and education about Elder Abuse in their community “
- “The BC Community Response Network is a BC Association that works to report and end adult abuse. There are coordinators throughout BC. We share information, through presentations, advocating, awareness and sharing ways to report abuse.”
- "A CRN is a coordinated network of people and organizations working together on behalf of adults in a specific community, with the goal of preventing and responding to abuse, neglect, and self-neglect."

**Welcome!**

Thank you for being a part of the [contact('organization')] CRN. The following survey is designed to help us monitor the effectiveness of our efforts in the community.

Your responses are completely confidential. Information from all responses will be collected by Emotus Operandi, Inc. and only summary responses will be released to the local coordinator or Provincial association.

The survey takes most people about 7 minutes to complete.

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**Engagement (Asked of All Respondents except Mentors)**

On a scale from “not at all informed” to “very well informed,” how informed are you about the role of BC CNR at the provincial level?

- Not at all informed     2     3     4     5     6     Very well informed

Do you receive the BC CRN E-connector newsletter?

- Yes  
 No

How often do you read the E-connector newsletter?

- Always  
 Sometimes  
 Rarely  
 Never

What topics are you most interested in hearing more about?

How do you prefer to engage online? [Check all that apply]

- Email
- Social Media (like Facebook, Twitter, Instagram, etc.)
- Online Events (like Zoom meetings, etc.)
- Other - Write In
- None of the above

[Only for non-affiliates] Are you involved with any local CRNs?

- Yes (please specify: )
- No

How would you describe your level of engagement with the [Local] CRN?

- Extremely engaged
- Moderately engaged
- Only slightly engaged
- Not involved at all (disqualified)

Are you aware of and/or have you participated in any of the following CRN programs:

	Not aware of	Aware of	Participated
It's Not Right!	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
See Something Say Something	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spotlight on Ageism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provincial Learning Event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduction to Extreme Clutter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BC CRN develops workshops and programs to support the work of our local CRNs. Are there any topics relating to adult abuse that you would like developed into an educational workshop?

How satisfied are you with your current level of engagement? Would you like to be more engaged, less engaged, or are you satisfied with your current level of engagement?

- I would like to be more engaged
- I am satisfied with my current level of engagement
- I would like to be less engaged

[END OF SURVEY FOR NON-AFFILIATES]

### Coordinator Feedback (Asked only of CRN Coordinators)

Where does the CRN plan to focus its efforts in the coming year?

	More	About the same	Less	Not sure
Coordination of community response to abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public awareness activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education of professionals about abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving community referrals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outreach to enlarge the CRN table	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

As a CRN coordinator, what supports are you most interested in receiving from BC CRN?

	Very interested	Somewhat Interested	Only slightly interested	Not at all interested
More mentor time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guidance on available resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guidance on accessing and using the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conversations with other coordinators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regional meetings of coordinators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on abuse dynamics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on the Adult Guardianship Legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on community development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you like to arrange for INR/SSSS presentations in your community?

- Yes
- No

Do you understand how to arrange for INR/SSSS presentations in your community?

- Yes
- No

## Community Attitudes (Asked of Affiliates and Coordinators)

How aware of the problem of the adult abuse and neglect are different segments of your community?

	Very aware	Somewhat aware	Only slightly aware	Not at all aware
Professionals serving vulnerable adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The general public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health care professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community organizations and service clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police and RCMP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

On a scale from “not at all coordinated” to “very well coordinated,” how well-coordinated is the community response to potential adult abuse?

Not at all coordinated     2     3     4     5     6     Very well-coordinated

Have you seen evidence of increased or decrease adult abuse or potential abuse in the last year, or has it stayed about the same?

- Decreased
- Stayed about the same
- Increased

Please briefly describe the evidence you’ve seen of changes in adult abuse.

## Working Style

Which words best describe the working style of the [contact("organization")] CRN? (Select all that apply.)

- |                                      |                                    |                                  |
|--------------------------------------|------------------------------------|----------------------------------|
| <input type="checkbox"/> Transparent | <input type="checkbox"/> Formal    | <input type="checkbox"/> Fair    |
| <input type="checkbox"/> Cooperative | <input type="checkbox"/> Informal  | <input type="checkbox"/> Unequal |
| <input type="checkbox"/> Secretive   | <input type="checkbox"/> Combative |                                  |

On a scale from “not at all confident” to “very confident,” how confident are you that your partners in the CRN will complete the commitments they make to the CRN in a timely and effective way?

- Not at all confident    2    3    4    5    6    Very confident

On a scale from “not at all confident” to “very confident,” how confident are you that the CRN is an effective way to prevent and respond to adult abuse?

- Not at all confident    2    3    4    5    6    Very confident

## Participation

How long have you participated in the [local] CRN?  years

How many meetings (either in-person or via the Internet) of the CRN have you attended in the past year?  
 meetings

How many CRN events have you participated in during the past year?  events

## Relationships

What organizations do you know of in the community who are working on adult abuse issues?

(List as few or as many names as you would feel confident turning to. Your answers are completely confidential and we will not contact these organizations in any way as a result of your answers.)

1:: \_\_\_\_\_

2:: \_\_\_\_\_

3:: \_\_\_\_\_

4:: \_\_\_\_\_

5:: \_\_\_\_\_

Who would you turn to if you had questions or concerns about adult abuse in the community?

(List as few or as many names of individuals as you would feel confident turning to. Your answers are completely confidential and we will not contact these people in any way as a result of your answers.)

1:: \_\_\_\_\_

2:: \_\_\_\_\_

3:: \_\_\_\_\_

4:: \_\_\_\_\_

5:: \_\_\_\_\_

Have you reached out to a new community and/or organization as a result of your involvement in the CRN that you wouldn't have been in touch with otherwise?

Yes

No

## Impact

The goal of community response networks is to create stronger relationships among key stakeholders so that we can have a positive impact on adult abuse as a community. It often takes time for the positive impact to be seen and the initial impact can be subtle. Have you seen or heard of any examples of positive impact coming from the work of the [contact("organization")] CRN?

- Yes
- No

What kinds of impact have you seen as a result of the work of the CRN? (Check all that apply.)

- Greater community awareness and understanding of the issue
- Better working relationship with others within the network
- Feeling connected
- Effective referrals
- Direct response to potential abuse
- More educational events
- Greater awareness of community resources
- Requests from community for more information
- Improved policy development
- Requests for assistance from individuals aware of abusive situations

Please describe the impact you've heard of or seen:

---

## Thank You!

Thank you for taking the time to answer these questions. The responses will be combined and used by the BCCRNS and [local] CRN to help us track the progress we are making in the community.

Please contact April Struthers ([april.struthers@bccrns.ca](mailto:april.struthers@bccrns.ca)) or Heather Trelavan ([ed@bccrns.ca](mailto:ed@bccrns.ca)) if you have any questions.

## Mentor Feedback (Asked only of BC CRN Mentors)

What’s your BC CRN “elevator pitch”? How do you describe BC CRN in a sentence or two when you meet new people who might be interested?

How do you describe what a CRN is?

## Community Attitudes

How aware of the problem of the adult abuse and neglect are different segments of the communities served by your CRNs?

	Very aware	Somewhat aware	Only slightly aware	Not at all aware
Professionals serving vulnerable adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The general public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health care professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community organizations and service clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police and RCMP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking of the communities served by your CRNs overall, on a scale from "not at all coordinated" to "very well coordinated," how well-coordinated is the community response to potential adult abuse?

Not at all coordinated     2     3     4     5     6     Very well-coordinated

On a scale from “not at all confident” to “very confident,” how confident are you that the partners in your local CRNs will complete the commitments they make to the CRN in a timely and effective way?

Not at all confident     2     3     4     5     6     Very confident

On a scale from “not at all confident” to “very confident,” how confident are you that CRNs are an effective way to prevent and respond to adult abuse?

Not at all confident     2     3     4     5     6     Very confident

## Impact

The goal of community response networks is to create stronger relationships among key stakeholders so that we can have a positive impact on adult abuse as a community. It often takes time for the positive impact to be seen and the initial impact can be subtle. Have you seen or heard of any examples of positive impact coming from the work of your local CRNs?

- Yes
- No

What kinds of impact have you seen as a result of the work of the CRNs? (Check all that apply.)

- Greater community awareness and understanding of the issue
- Better working relationship with others within the network
- Feeling connected
- Effective referrals
- Direct response to potential abuse
- More educational events
- Greater awareness of community resources
- Requests from community for more information
- Improved policy development
- Requests for assistance from individuals aware of abusive situations

Please describe the impact you've heard of or seen:

Have you seen evidence of increased or decreased adult abuse or potential abuse in the last year, or has it stayed about the same?

- Increased
- About the same
- Decreased

Please briefly describe the evidence you've seen relating to changes in adult abuse.

Do your coordinators have a work plan for the year?

- All coordinators have a plan
- Some coordinators have a plan
- No coordinators have a plan
- I'm not sure

How involved are you in developing coordinator plans?

- I am actively involved
- I am available for assistance if requested
- I don't take an active role in coordinator planning

As a CRN mentor, what supports are you most interested in receiving from BC CRN?

	Very interested	Somewhat interested	Only slightly interested	Not at all interested
Guidance on available resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guidance on accessing and using the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on abuse dynamics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on the Adult Guardianship Legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on community development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any other supports you would like to receive?

Have you noticed any emerging trends in the CRNs you mentor? Are there any emerging issues that we should be aware of?

## APPENDIX C - CRN BY URBAN / RURAL STATUS

Major Urban Centre	Town	Rural	
Abbotsford	100 Mile House	Alberni	Salmon Arm
Agassiz Harrison	Campbell River	Ashcroft	Sea to Sky
Burnaby	Castlegar	Barriere	Secwepemc
Chilliwack	Chetwynd	Beaver Valley	South Cariboo
Kamloops	Comox Valley	Bella Coola	Sparwood
Kelowna	Cranbrook	Clearwater	Summerland
Langley	Dawson Creek	Coastal Coalition	Sunshine Coast
Maple Ridge / Pitt Meadows	Fort Nelson	Cowichan	Whistler
Nanaimo	Fort St. John	Creston	Wii O'o'Niin / Hazelton
New Westminster	Golden	Elkford	Williams Lake
Okanagan	Grand Forks	Fraser Lake	
North Shore	Kitimat	Gabriola Island	
Prince George	Ladysmith	Haida Gwaii	
Richmond	Mission	Hazelton	
South Surrey / White Rock	Nelson	Hope	
Squamish	Penticton	Houston	
Surrey / Newton	Powell River	Kaslo	
Tri Cities	Prince Rupert	Lake District	
Metro Vancouver (13 Comb CRNs)	Quesnel	Lillooet	
Victoria (3 Comb CRNs)	Revelstoke	Logan Lake	
	Salt Spring Island	McBride	
	Shuswap / South Shuswap	Mt. Waddington	
	Smithers	Robson Valley	
	Terrace	Salmo	