

## Coordinated Community Response

### How can we work together?

The Government of Alberta is committed to supporting and encouraging the development and implementation of coordinated community response models across Alberta. For additional information and resources, please visit:

1. *Addressing Elder Abuse in Alberta: A Strategy for Collective Action*: Provides a plan for the Government of Alberta to work together, in collaboration with community partners and all Albertans, to prevent and address elder abuse.  
<http://www.seniors.alberta.ca/documents/ElderAbuse-Strategy.pdf>
2. *Taking Action against Elder Abuse Coordinated Community Response Grant Program*: A 3-year initiative aimed at supporting the development or enhancement of coordinated community response models.  
<http://www.seniors.alberta.ca/seniors/elder-abuse-grant-program.html>
3. Alberta Seniors: For more information on elder abuse please visit <http://www.seniors.alberta.ca/seniors/elder-abuse.html> or email us if you are interested in learning more about coordinated community response: [elderabuseinfo@gov.ab.ca](mailto:elderabuseinfo@gov.ab.ca)

Alberta's population is aging. The number of Alberta seniors is projected to reach one million by 2032, when nearly 1 in 5 Albertans will be over 65. Studies suggest that up to 10 percent of seniors could experience elder abuse.

Elder abuse is any action or inaction by self or others that jeopardizes the health or well-being of any older adult. It can take several forms including financial, emotional, physical, sexual, medication and neglect. Elder abuse can affect any older adult, regardless of socio-economic background, health status or cultural heritage. Elder abuse is a serious social and public health issue.

Elder abuse is everyone's business. Older adults deserve to be treated with dignity and respect. To address the issue of elder abuse in a meaningful way, all sectors of society must work together, including governments, communities, service providers, businesses and individuals. *Addressing Elder Abuse in Alberta: A Strategy for Collective Action* (Strategy), released by the Government of Alberta in 2010, identifies coordinated community response as a key goal. The Strategy builds on the province's existing and ongoing efforts in preventing and responding to family violence and bullying.

### What is a coordinated community response?

A coordinated community response model involves a group of organizations and/or service providers working together to achieve common goals related to addressing elder abuse. These may include developing and providing effective coordination of services to those impacted by elder abuse, developing and providing effective prevention strategies, and increasing the safety and security of older people in Alberta's communities.

By developing and implementing coordinated response models that are rooted in collaborative partnerships, communities can leverage the knowledge, services and expertise of multiple agencies and individuals and provide more effective and efficient approaches to addressing elder abuse. Communities are in an ideal position to identify their specific needs and circumstances and respond to them appropriately.



### Why do we need to collaborate?

People impacted by elder abuse may come to the attention of service providers such as home care, senior serving agencies, police, social workers, financial institutions, etc. A coordinated community response provides victims with easy ways to access the many services they may require without having to repeat their story. Without an effective coordinated community response, victims may remain at risk in their community, due to lack of knowledge about how to get the services they need, and may be less likely to report or identify abuse, as a result.

### How does our community start?

You can start a conversation about elder abuse with other service providers by acknowledging it exists in your community and by encouraging other partners to help address it. Some communities will need to broaden their perspectives on “community”, such as going beyond physical boundaries, wading in unfamiliar waters, and working with other organizations or municipalities they have not been engaged with before.

Each community’s capacity to address elder abuse will determine the process, framework, partnerships and type of coordinated community response needed to meet their unique needs.

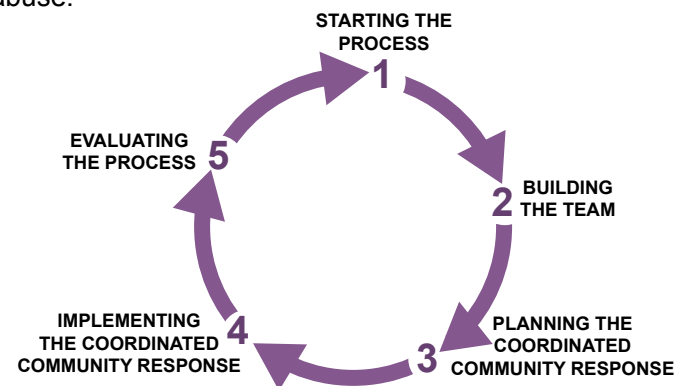


*“ Never doubt that a small group of thoughtful committed citizens can change the world. Indeed, it is the only thing that ever has.”*

MARGARET MEAD

### What are the steps?

A successful coordinated community response starts with a strong foundation. The building blocks need to reflect the unique nature of elder abuse and identify the need for continued awareness and training in order to recognize, respond, refer and reconnect with those affected by elder abuse.



#### 1. STARTING THE PROCESS

- Begin the conversation
- Acknowledge elder abuse happening in your community/region
- Engage and educate the community on elder abuse
- Identify “why now?”

#### 2. BUILDING THE TEAM

- Identify key stakeholders
- Gather stakeholders
- Compile community services inventory

#### 3. PLANNING THE COORDINATED COMMUNITY RESPONSE

- Identify gaps and challenges
- Build a strong foundation by

Identifying goals and actions

- Create Logic Model
  - Develop protocols
  - Terms of reference
- #### 4. IMPLEMENTING THE COORDINATED COMMUNITY RESPONSE
- Communicate the plan
  - Implement the coordinated community response
- #### 5. EVALUATING THE PROCESS
- Identify how success will be measured
  - Celebrate your success
  - Maintain the momentum
  - Re-evaluate and enhance model