

Alberta's coordinated community response model

A promising practice to prevent and address elder abuse across Alberta

What is a coordinated community response (CCR) model?

A CCR model involves a group of organizations and/or service providers working together to achieve common goals related to addressing elder abuse. These may include coordinating services for those affected by elder abuse, effective prevention strategies, and increased safety and security of older people in Alberta.

By developing and implementing CCR models that are rooted in collaborative partnerships, communities can leverage the knowledge, services, and expertise of multiple partners, and provide more effective approaches to addressing elder abuse.

History of the CCR model

From 2015 to 2018, the *Taking Action Against Elder Abuse* CCR grant program provided \$3.6 million to 31 communities to develop or enhance their CCR model.

On June 14, 2019, the *Addressing Elder Abuse: A Toolkit for Developing a CCR* was released to support existing and new communities in developing or enhancing a localized response to preventing and addressing elder abuse.

Prior to the CCR grant program, seven communities had formal or informal approaches to address elder abuse. As of February 2021, there were 31 CCRs operating across Alberta.



CCR Evaluation Project

Alberta Seniors and Housing evaluated the CCR model in three ways:

1. CCR Grant Program Analysis;
2. CCR Toolkit Survey; and
3. CCR Evaluation Survey.

CCR Grant Program Analysis

The Taking Action Against Elder Abuse CCR Grant Program Analysis presented a qualitative examination of the 31 final reports from the CCR grant program.

The Analysis revealed the following themes:

- Increased creation of local elder abuse community response resources;
- Increased collaboration among CCR partners;
- Increased understanding of elder abuse prevention among CCR partners; and
- Enhanced services for culturally diverse seniors.

“A CCR has allowed us to shine a light on a topic that many people find difficult to discuss.”

- Jasper Community Team Society.



CCR Toolkit survey

Addressing Elder Abuse: A Toolkit for Developing a CCR Survey provided an understanding of how the CCR Toolkit was used and adapted, if it has been helpful, and how it could be improved.

CCR Toolkit survey findings

For the majority of survey participants, the Toolkit helped to mobilize the development of a CCR framework to prevent and address elder abuse. Over half of participants indicated they requested the Toolkit as an informational resource for presentations, education, and information on elder abuse prevention, signs, and actions.

The Toolkit increased the participants' understanding of elder abuse, and provided a systematic approach and adaptable templates to create an efficient and effective CCR.

“The Toolkit provides easily accessible documents that help to create a good plan that equals good outcomes.”

- CCR Toolkit Survey Respondent.

CCR Evaluation Survey

The *CCR Evaluation Survey* provided an understanding of the experiences of members of CCRs about the development and implementation of CCRs to prevent and address elder abuse in Alberta.

CCR Evaluation Survey findings

98% of respondents indicated they would recommend the development and implementation of a CCR model to other communities. The formal process for collaboration was seen as an effective way to: address elder abuse, reduce service duplication, create stronger communities, and achieve better outcomes.

95% of respondents indicated the CCR model reshaped elder abuse prevention in their community and increased awareness and information regarding supports.

“While our communities recognized that elder abuse existed, prior to this project there was no formal regional response to elder abuse.”

- Town of Okotoks Family and Community Support Services.

Interested in learning more?

Visit [Alberta.ca](https://alberta.ca)

Coordinated Community Response to Elder Abuse

Download *Addressing Elder Abuse: A Toolkit for Developing a CCR*

Visit the *Alberta Elder Abuse Awareness Council* website