

# Addressing Elder Abuse: A Toolkit for Developing a Coordinated Community Response – Overview

Alberta Prevention Community Development 2019

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The Government of Alberta has released *Addressing Elder Abuse: A Toolkit for Developing a Coordinated Community Response* to help communities develop a framework to address elder abuse at the local level.

This toolkit is intended to help build a community-specific, multi-disciplinary approach to addressing elder abuse. It provides a five-step process that communities, civil society organizations and individuals can use to develop a local coordinated community response (CCR) approach to address elder abuse.

## Who is this toolkit for?

- ▶ Seniors centres
- ▶ Community organizations
- ▶ Police and victim services
- ▶ Health service providers
- ▶ Housing providers
- ▶ Organizations servicing Indigenous, LGBTQ and new Immigrant communities
- ▶ Anyone interested in addressing elder abuse in their community

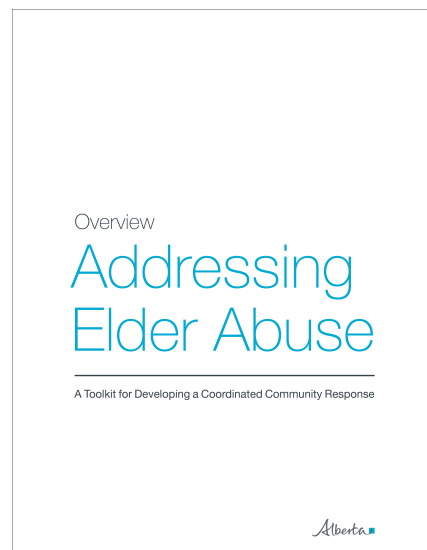
[This eight-page summary](#) provides an overview of the characteristics of a Coordinated Community Response and of the five-step process.

## Toolkit:

You can access the toolkit [here](#).

## Evaluation of the work

In 2020, Alberta Seniors and Housing evaluated the CCR model and created two resources - an infographic and a fact sheet - to share information on this promising practice in Alberta. You can access both here (click on the resource to view and download):



### 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.



Call 911 if you or someone you know is being abused and is in immediate danger. Family violence line 310-1818 | seniors.helping.alberta.ca ©2021 Government of Alberta | Published: October 2021

#### 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

### Alberta's coordinated community response model

Coordinated community response (CCR) models are a promising practice to prevent and address elder abuse.

"Agencies are now responding in a more coordinated and effective manner."  
- Calgary Primary Care Network

"The toolkit provides standardised, easily accessible documents that help create a good plan that equals good outcomes."  
- CCR Toolkit Survey Respondent

#### Government of Alberta supports for CCRs timeline



#### Grant program

Tools created by CCRs

- ✓ Tracking template + Interview forms
- ✓ Elder abuse risk management tool
- ✓ Reporting + tracking processes
- ✓ Safety plan template
- ✓ Interview questions
- ✓ File closure form
- ✓ Consent forms

"A CCR has allowed us to shine a light on a topic that many people find difficult to discuss."  
- Jasper Community Team Society

"While our committee recognized that elder abuse existed, prior to this project, there was no formal regional response to elder abuse."  
- Town of Chinle's Family and Community Support Services

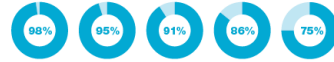
#### CCR Toolkit

2/3 of survey respondents indicated the toolkit helped to mobilize their community in developing a CCR framework to prevent and address elder abuse.



"For seniors looking for help, it means every door is the right door, and no one is scrambling on their own to offer support."  
- CCR Evaluation Survey Respondent

#### CCR evaluation survey results



"A wrap around approach with multiple agencies providing multiple services"  
- CCR Evaluation Survey Respondent

Call 911 if you or someone you know is being abused and is in imminent danger. Call the Family Violence Info Line at 310-1818 for information and referrals.

Interested in learning more? Visit the Seniors and Housing website at [www.alberta.ca/coordinated-community-response-to-elder-abuse.aspx](http://www.alberta.ca/coordinated-community-response-to-elder-abuse.aspx) and download the Addressing Elder Abuse: A Toolkit for Developing a CCR. Visit the Alberta Elder Abuse Awareness Council at [www.aberabandebc.ca/](http://www.aberabandebc.ca/)



Source: [Government of Alberta](https://www.alberta.ca/coordinated-community-response-to-elder-abuse.aspx)