

**South Fraser CRN Regional Community Protocols
(Delta, Surrey, White Rock)**

**Part Three: (December 5, 2003)
Working Together as a CRN Team**

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1. Agreements for Working Together

CRN members will be expected to work together in a host of different ways. On occasion, members will be collaborating to support an adult experiencing abuse or neglect. At other times, CRN members will be engaged in activities such as community education and advocacy.

Hence, the following agreements are intended to enable CRN members to collectively work efficiently and collaboratively together.

a.) Sharing information;

- We will ensure that all CRN members have all the information they need to enable their full participation on the CRN
- Information will be shared among CRN members on a ‘need to know’ basis only.
- From time to time, CRN members may use fictitious scenarios in order to learn and plan how to maximize community resources, and create the best coordinated community response. However, those scenarios will not contain details of real life situations.
- CRN’s are not case management teams, however, so specific situations of abuse or neglect will not be discussed during CRN meetings.

b.) Protecting confidentiality

- Confidentiality will be protected at all times. This guideline applies to any information about adults who are being supported by CRN members. Specific situations of abuse and neglect will not be discussed at the CRN table.
- If sensitive information is shared by a CRN member, we will treat the information with respect and will not repeat it outside the CRN gathering.

c.) Making decisions

- When CRN members are making decisions, we will be guided by the principles of inclusion and meaningful participation. This means that the people affected by the decision will be involved.
- In situations in which an adult is being offered support, the adult will be included in the decision making to the best of their ability
- CRN members will work together to provide support to an adult, in a way that best ensures confidentiality, maximizes collaboration, and achieves safety and well being for the adult.

d.) Resolving differences

Decisions associated with resolving differences should be tested against existing CRN policies and values, and applicable laws. The following process is intended to serve as guide when resolving differences.

- Define the problem
- Identify alternatives
- Evaluate the alternatives
- Make the decision
- Implement the decision
- Evaluate the decision

e.) Ensuring accountability

- Each member of the CRN is committed to working, in a collaborative and supportive fashion, to ensure that adults receive assistance, and conduct follow up to ensure that clients do not fall victim to the cracks in existing services.
- We will fulfill our roles in keeping within the mandates and regulations of applicable legislation, as well as organizational policies.

f.) Identifying gaps and barriers

- CRN members will continue to identify and address gaps and barriers in service and supports, ensuring that adults experiencing abuse or neglect have the best possible access to the assistance they need.

g.) Building and maintaining team relationships among CRN participants

Relationship building is an important part of CRN work. CRN committee's will endeavor to promote the following ideals:

- safety and trust
- shared leadership
- an environment for shared learning
- an environment in which change can occur
- an environment in which decisions are shared amongst all CRN members
- a commitment to the future, a commitment to the long haul, and accountability to each other

h.) Building and maintaining strong relationships with other community members

CRN committees will promote the following initiatives:

- *community outreach* – to continue to recruit people and organizations to the CRN, and to broaden and strengthen connections between the CRN and other community members
- *team building* – to enhance collaborative and collegial working relationships among CRN members
- *increasing professional and public awareness* – about abuse, neglect and self-neglect, the legislation, and the role of the CRN
- *education, training and prevention* – increasing knowledge and skills to maximize the effectiveness of the coordinated community response; preventing future abuse and neglect
- *advocacy* – advocating on behalf of individuals, organizations, sectors or population groups, or the community at large
- *keeping track of how well our coordinated community response is working*

2. The Role of Ethics

CRN committees are committed to principled and ethical action and individual members will aspire to adhere to the following guidelines:

- a.) When making decisions that affect the life of an adult served by the Adult Guardian Legislation, consideration will be made to find a balance between
 - the right to individual autonomy, and
 - declining capability
- b.) Careful consideration will be given to specific ethical concerns that can arise over:
 - differing interpretations of what can be considered abuse and neglect
 - a presumption of capability
 - confidentiality
 - whose responsibility it is to respond to situations of abuse, neglect or self-neglect
 - the difference between having a mandate, and having opportunities for creative strategies to support the adult
 - the difference between law and ethics

3. Principles to Guide Ethical Decision-Making

Each CRN member has a responsibility to demonstrate the highest standards of personal integrity, trustworthiness, fortitude, and care, in all of their CRN related duties and responsibilities. It is in this way, that CRN members will inspire confidence and trust in each other, the community in which they serve, and those they come to assist and support.

4. Addressing Ethical Questions

The most essential component associated with addressing ethical questions is to ensure that any and all decisions are made in consultation with others.

- a.) Ethical questions sometimes arise when principles conflict with one another, and point to different courses of action. In this situation, one would want to ask:
 - Is there a way to get away from thinking about this question as an either/or situation?
 - Is there one principle that carries more weight in the circumstances? It's important to remember that these principles do not have a rank order, so autonomy is not always more important than justice in every case.
 - How much are we infringing on this person's autonomy?
 - How much paternalism are we talking about? How much injustice? How much harm to other people?
 - What have we done in similar situations?