

Public Legal Education on Financial Abuse/Crime Project

Activity Report – September 1 2005 – February 28, 2006

The first six months have been used to build a foundation and framework for the project -- to establish guidelines, terms of reference for the Project Advisory Group, and conceptualizing what the content of the workshops will be and how they will be delivered.

Overview of the Project

It is estimated that 5% of older BC residents, living in their own homes experience one or more forms of abuse at the hands of a family member and that 70% of women with disabilities have experienced some form of abuse. It is also estimated that 1 in 12 active seniors in BC experience some form of financial abuse.

In our conversations with Community Response Network (CRN) members, which include designated agencies (Health Authority and Community Living BC staff), police, financial institutions, community agencies and concerned citizens, it is clear that there is confusion and misunderstanding about the laws that pertain to financial abuse and crimes and a lack of understanding of how to deal with actual cases. There is a lack of consistent knowledge of the role of all the parties that include a wide variety of disciplines – health, police, financial institutions, courts and social services.

The overall objective of this project is to develop and deliver workshops in a number of BC communities, that will provide the necessary legal education and relationship building to support a more effective and innovative community response to financial abuse and crimes.

Specific Goals of the Project

- Legal education for CRN members and a better understanding in CRNs about the role of various agencies and about the laws and legal remedies.
- More widespread and systematic spreading of financial abuse and crimes public legal education information throughout BC.
- Interactive learning opportunities to apply what is learned about legislation and roles of people and agencies dealing with situations of financial abuse and crime.
- Further development of CRNs throughout the province so that they reflect a more diverse and interdisciplinary membership.

- Better coordinated community approaches to addressing financial abuse and crime based on stronger, more collaborative relationships between responders.
- Increased knowledge of how the laws work and how they interact in this area which may help bring other often co-existing forms of abuse to light.

Other Possible Outcomes of the Project

- Strengthening police investment throughout BC in addressing financial abuse and crime by offering training in each of BC's four RCMP districts on how their role interfaces with agencies designated under Part 3 of the Adult Guardianship Act, the Public Guardian and Trustee and CRNs. This will facilitate at least some of the police involvement in delivering the police component in the workshops held in their communities and more police involvement in CRNs.
- Connecting with local lawyers through Hugh McLellan of the Elder Law Subsection and orienting them to the role they can play in the workshops in delivering the civil remedies component and building relationships between lawyers who have an interest in this area of the law and others in their community who respond to financial abuse and crime.

Project Activities

Staff Leadership

The managers for this project are Yvonne Kennedy and Kathy Doerksen. Both Kathy and Yvonne are 2 of five BC CRN Foundation Mentors who have experience and knowledge in assisting with the development and sustaining of CRNs throughout the province. Yvonne comes from the health sector and has knowledge and first-hand experience in the use of Part 3 of the Adult Guardianship Act. She worked with BC CEAS on their Community and the Justice System Working Together as Partners project. Kathy has worked in a community law office as a legal information counselor and has been involved in community development initiatives and public legal education especially in the areas of family violence and elder abuse. She has also worked with BC CEAS on their Seniors and the Law Project. Both work in collaboration and under the direction of Alison Leaney, the BC CRN Foundation Executive Director.

Project Advisory Group

An advisory group, reflecting the various disciplines has been established. Members are from:

- Designated agencies – Amanda Brown, Joe Scaletta, Marcia Carr, Lisa Hansen – various health authorities and Community Living BC
- Victim Services and Community Programs Division, Solicitor-General – Andrea Rolls
- Legal profession – Hugh McLellan – who is providing legal supervision to the project

- Financial institutions – Charlene Loui-Ying of Credit Union Central of BC
- Police – Inspector Keith Robinson, Assistant Operations Officer, Lower Mainland District, RCMP
- Academic and research sector – Rob Gordon, Charmaine Spencer, Simon Fraser University
- BC CEAS – Penny Bain
- Public Guardian and Trustee – Kimberly Azyan, Myles Clay

Terms of Reference for the advisory group have been established and are attached to this report as Appendix “A”.

The Advisory Group has had one in-person meeting on November 29, 2005 and one meeting by way of teleconference on February 10, 2006. The project managers and Alison Leaney have also participated in a number of teleconferences with key members of the advisory committee to more specifically work on how to identify workshop resource persons to help deliver the workshops and workshop content. A fairly intricate plan for training police is beginning in the Lower Mainland to be used as a model for training police in other Districts has been developed and is in the process of being implemented.

Project Evaluation

The project managers, Alison Leaney and the Advisory Group have discussed the framework of the project evaluation. A number of evaluators were interviewed and Jeff Sommers of Strathcona Research Group has agreed to be the project evaluator. The project managers and Alison Leaney will meet with him to further develop the Evaluation Plan.

The evaluation will include an evaluation of each session by the participants and an evaluation of the impact of the workshops and knowledge imparted at the end of the project. This will be done by way of pre and post-testing through focus groups or by telephone contact. Mentors, project managers and CRN coordinators will also be included in the evaluation. The specifics of the evaluation framework and timeline will be determined in consultation with the project managers and the evaluator.

Workshop Agenda

The near final workshop agenda has been developed and is attached as Appendix “B”. As much as is possible, local resource people will be asked to present various agenda segments. Although we intend to use local resource people, the workshop materials will be developed by the project managers so that information shared is uniform throughout the province. Local police, victim services workers, designated agency staff and regional Public Guardian and Trustee staff where possible, will be asked to present and, as well as delivering our standard workshop information that relates to their specific area of expertise and mandate, will also be able to give a “local” flavor to the presentation and more specifically relay how things work in their community. This will also create

relationship building opportunities and ensuring that knowledge of financial crimes and abuse and the local response is accurate and practical.

We have identified a list of tentative communities that will receive the workshops and a tentative timeline, which is attached as Appendix "C". We anticipate that once we begin delivering the workshops other communities may enquire about the possibility of these workshops happening in their communities. We also believe that other opportunities to deliver the workshop in other venues may arise as the public and institutions become more familiar with the project. Our experience in community development and working with CRNs and other community groups has shown that there is often a growing interest as "word-of-mouth" information spreads between communities. The project managers have allowed for this and anticipate adding a number of other communities to the list as the project progresses.

Work is underway to establish the protocols we will use when working with local CRNs in organizing the "nuts and bolts" of the workshop because we realize we will need knowledge and support from local CRNs to ensure these workshops are successful. These outreach materials form Appendix "D"

Our first community workshop is tentatively scheduled for May 5 in Quesnel. Other ancillary venues include a 1 ½ hour workshop in June 2006 for the Police Victim Services of BC Training Symposium and the Simon Fraser University Gerontology Research Centre 16th Annual John K Friesen Conference in May 2006.

The project financial report for the period from September 1, 2005 to February 28, 2006 is attached as Appendix "E".

Appendix "A"
Project Advisory Group Terms of Reference

Public Legal Education on Financial Abuse Project Advisory Group

Terms of Reference

Background

The BC CRN Foundation has secured funding through The Law Foundation of BC to proceed with the Public Legal Education on Financial Abuse and Financial Crime project. The project will deliver specific “interdisciplinary” training to CRNs whose diverse membership will become even more diverse in anticipation of this workshop. This project will provide the necessary legal education and relationship building to support a more effective and innovative community response to financial abuse/crime.

In order to ensure the project fulfills the project mandate to the satisfaction of the diverse communities that have a CRN, the CRN Foundation and the Law Foundation, a Provincial Advisory Committee will be developed.

Role

The Provincial Advisory Committee will work with the project managers to:

- Choreograph the next two years (the length of the project)
- Advise on the design of the workshop
- Identify what we can do to address the problem and how to communicate about the problem
- Share contacts that could help with delivering the workshops locally
- Provide access to other required resources and materials
- Provide feedback to the project managers on questions they have in areas of committee member’s expertise

Members

- Project managers: Kathy Doerkson and Yvonne Kennedy
- CRN Foundation Executive Director Alison Leaney as consultant
- Those who are interested in and concerned about how we are addressing financial abuse and how systems are working within and how systems are meshing with other systems. Those who are knowledgeable about the issues. For example:
 - Credit Union and Banking representatives
 - Designated Agency
 - Law Society
 - Public Guardian and Trustee
 - Community Response Networks
 - Project evaluator
 - Academic and research community representative
 - CRN Foundation Board liaison member
 - Victim Services

- Police
- FOI specialist
- Others to be identified

Frequency of Meetings

The first meeting will be an in person meeting on November 29, 2005 for one half day. Subsequent meetings may be by teleconference and will be scheduled as needed for the duration of the project.

Meeting Leadership

The two project managers will fulfill the roles of chair and recorder for the meetings, and set and distribute agendas. Minutes will be kept and distributed to the committee members.

Appendix “B”
Workshop Agenda

Public Legal Education for Financial Abuse and Financial Crime

Legal Remedies Workshop

- 8:30 Coffee and registration
- Have the workshop outline and objectives on a flip chart to refer to when doing the orientation
- 9:00 Welcome & Introductions (Facilitator)
(One of the following depending on size of the group)
- Three questions
 - Weather report (if a very small group)
- Housekeeping (Facilitator)
- 9:20 Ways of working (ground rules) (Facilitator)
- 9:30 Orientation (Facilitator)
(An overview of the objectives of the workshop that is posted on flip chart paper)
- Project is funded by the Law Foundation therefore we are only looking at financial abuse and neglect and not self neglect because this is not a criminal offence
 - CRNs are a diverse interdisciplinary group and this workshop will enhance that diversity by helping CRNs expand while learning to work with partners that may not have been part of the CRN in the past.
 - The legal education and relationship building will support more effective and innovative community responses to financial abuse and crime.
- 9:45 Overview of the Problem (Facilitator)
- Brainstorm the problems and any solutions people have
(flip chart and put up for reference)
- 10:15 Overview of Pt 3 of AGA, legal tools, role of the PGT (PGT person)
- PGT video (Includes the role of the DA – HAs and CLBC)
 - PGT presentation
- 10:45 Coffee break
- 11:00 Financial crime quiz (stats, DA question, criminal code question, POA question, joint account question, what is abuse?) (Facilitator)
- 11:15 Privacy issues (Facilitator or PGT person or lawyer)
- Handout of relevant legislation
 - FOI information from expert

- 12:15 Lunch
- 1:00 Role of the police/Criminal Code (Police)
(E division slides)
 - Role of Victim Services
- 1:45 Role of financial institutions (Bank representative or ?)
- 2:15 Role of the CRN (Facilitator or ?)
(7 or 8 slides)
- 2:30 Coffee
- 2:30 Civil legal remedies (Lawyer or PGT person)
 - Can POA be overturned
 - Pro and cons of joint accounts
 - Joint property issues
 - Committee
- 3:15 Scenario that captures what we have learned (Facilitator)
(Slides of Mary Jones story?)
 - Could have small groups decide how legal remedies may help and then have them tell the large group
- 4:00 Wrap up/questions and evaluation

Appendix “C”
Communities to Receive Workshops

Law Foundation Workshops – Proposed Community Locations:

1. Revelstoke
2. Central Okanagan (Kelowna, Vernon, Armstrong)
3. South Okanagan (Penticton, Summerland)
4. West Kootenays - Castlegar, Nelson, Kaslo
5. East Kootenays – Creston, Grand Forks
6. Elk Valley – Kimberly, Cranbrook
7. Kamloops, Salmon Arm, Sicamous, Merritt
8. Fraser Valley - Chilliwack, Abbotsford, Hope, Langley, Mission
9. Surrey, Burnaby, New Westminster
10. Maple Ridge, Tri-cities
11. North Vancouver
12. Victoria, Sooke
13. Parksville, Qualicum, Port Alberni
14. Nanaimo, Ladysmith, Duncan
15. Williams Lake, 100 Mile House
16. Prince Rupert, Terrace
17. Fort St.John, Dawson Creek
18. Queen Charlotte Islands
19. Vancouver
20. Quesnel

Tentative timeline:

(Dates and communities subject to change)

September 2005 – April 2006

- workshop design, develop advisory group, hire evaluator and design evaluation plan, prepare materials and PP presentation, arrange for materials and information regarding role of financial institutions, privacy issues and civil remedies, schedule workshops and engage local CRNs and resource people
- March 15 – first report due to Law Foundation – Kathy

May 2006

- Williams Lake, First Nations community in Williams Lake – Yvonne
- Quesnel (first week in May)
- Plan to participate in the Elder Abuse Awareness Conference – SFU

June 2006

- Prince Rupert & Terrace
- Queen Charlotte Islands(2 workshops)
- Police Victim Services Educational Symposium workshop

September 2006

- Central Okanagan– Yvonne
- Fort St.John
- September 15 – Law Foundation report due

October 2006

- Revelstoke – Yvonne
- Elk Valley – Yvonne
- Tri-Cities

November 2006

- Kamloops – Yvonne
- Vancouver

December 2006

- North Vancouver – Kathy

January 2007

- **Surrey – Multi-cultural**
- **Burnaby/New Westminister**

February 2007

- Nanaimo – Yvonne
- Parksville, Qualicum
- Victoria

March 2007

- West Kootenays – Yvonne
- East Kootneayas
- March 15 Law Foundation report due

April 2007 – September 2007

- Evaluation and wrap-up
- September 15 – final report due

Appendix “D”
CRN Outreach Materials to Facilitate Local Organizing of Workshops

Legal Remedies for Financial Abuse/Crime Project

An educational opportunity for communities to develop a community response and to look at laws, roles and responsibilities

Project Description

The BC CRN Foundation is very pleased to have received funding from The Law Foundation of BC for this project. The Legal Remedies project will deliver specific interdisciplinary training for CRN members and those who work with situations of financial abuse or crime. The project will provide necessary legal education and increased relationship opportunities to support more effective and innovative community responses to financial abuse and crime.

This educational and networking opportunity will be offered to CRN members, community and government agencies, designated agency staff, police, lawyers, notaries, financial institutions, and the business community.

Training Plan

Workshops on Legal Remedies for Financial Abuse/Crime against vulnerable adults will be offered in communities throughout BC. Sessions will be delivered over the next two years led by a core group of presenters but will also, as much as possible, include local resource people as presenters. Those people will include Designated Agency and financial institution staff, police, lawyers, CRN Coordinators and Mentors among others.

Expected Impact of the Workshops

- Legal education training for CRN members in as many communities as possible
- More widespread and systematic spreading of financial abuse/crime public legal education information and materials throughout BC pre and post this project
- Better understanding in CRNs of the role of various players and the laws/legal remedies available to each of them to address financial abuse/crime
- Increased membership in CRNs
- Better coordinated community approaches to addressing financial abuse/crime based on stronger and more numerous collaborative relationships between responders
- Increased knowledge of how the laws work and interact in this area may help bring other often coexisting forms of abuse to light and further make the case for prevention being the best alternative for all concerned.

Project Management

Two members of the CRN Mentor's Team, Kathy Doerksen and Yvonne Kennedy, are managing the project. The Executive Director of the BC CRN Foundation, Alison Leaney is part of the advisory committee that is assisting in preparation and implementation of the project. You will be receiving more information about this project in early 2006.

UPDATE : for further information on the project contact administration@bccrns.ca

BC CRN Foundation
Supporting CRNs in BC

Re: Legal Remedies for Financial Abuse/Crime Workshop
A letter to Community Response Networks

As you have heard over the last few months, the BC CRN Foundation has received funds from The Law Foundation of BC to offer legal education workshops to CRNs in BC. The focus of the workshop will be on ways to deal with financial abuse and financial crime and to help CRNs build more diverse relationships within communities to support more effective and innovative community responses to financial abuse and financial crime.

CRN Mentors Kathy Doerksen and Yvonne Kennedy are managing this project. One of us will be responsible for the workshop in your community. Information about the workshop will be sent to you as soon as possible.

We will need help from your CRN to do several things in order to ensure that the best possible results will come from this education opportunity for your community. We do have funds available so that your CRN will be financially supported in helping with this project. We will finalize detailed financial arrangements particular to your community when workshop dates are planned.

We will need you to identify a CRN member that will be responsible for the following:

- Sending the name of the responsible CRN member to Yvonne Kennedy or Kathy Doerksen depending on which one of us contacts you about the workshop in your community
- Identifying and booking a venue for the workshops within a specified price range
- Pre-ordering lunch and refreshments for coffee breaks
- Managing registration up to and on the day of the workshop
- Circulating information about the workshop and how to register to your CRN members and would be members
- Staying in contact with Kathy or Yvonne for the workshop in your community to ensure details are attended to

The project manager will:

- Arrange for presenters
- Coordinate the delivery of the workshop
- Ensure payment for venue, food, your time, etc.
- Stay in contact with the member of your CRN that is identified as the contact person for this project.

Thank you very much for all the great work done by the CRN in your community. If you have any questions or concerns please be in touch with us.

Sincerely,

141 - 757 West Hastings, Suite 684, Vancouver, BC V6C 1A1
Tel: 604.660.4482 • Email: crns@telus.net • Website: www.bccrns.ca

Kathy Doerksen
Yvonne Kennedy Legal Remedies Financial Abuse/Crime Project Co-Managers

141 - 757 West Hastings, Suite 684, Vancouver, BC V6C 1A1
Tel: 604.660.4482 • Email: crns@telus.net • Website: www.bccrns.ca

Workshop Registration Form

Legal Remedies for Financial Abuse/Crime

Developing a community response and looking at laws, roles and responsibilities

Date:

Location:

Participant:

Name:

Agency or CRN:

Phone:

E-Mail:

Reply by:

Date:

Reply to:

Name:

Fax:

Email:

