

# PREVENTION OF FAMILY VIOLENCE AND BULLYING COMMUNITY ACTION GUIDE

## Scan Community Services



# CO-ORDINATED COMMUNITY ACTION IS HOW THINGS GET DONE

Most community processes to prevent family violence and bullying begin with a few committed people who agree that:

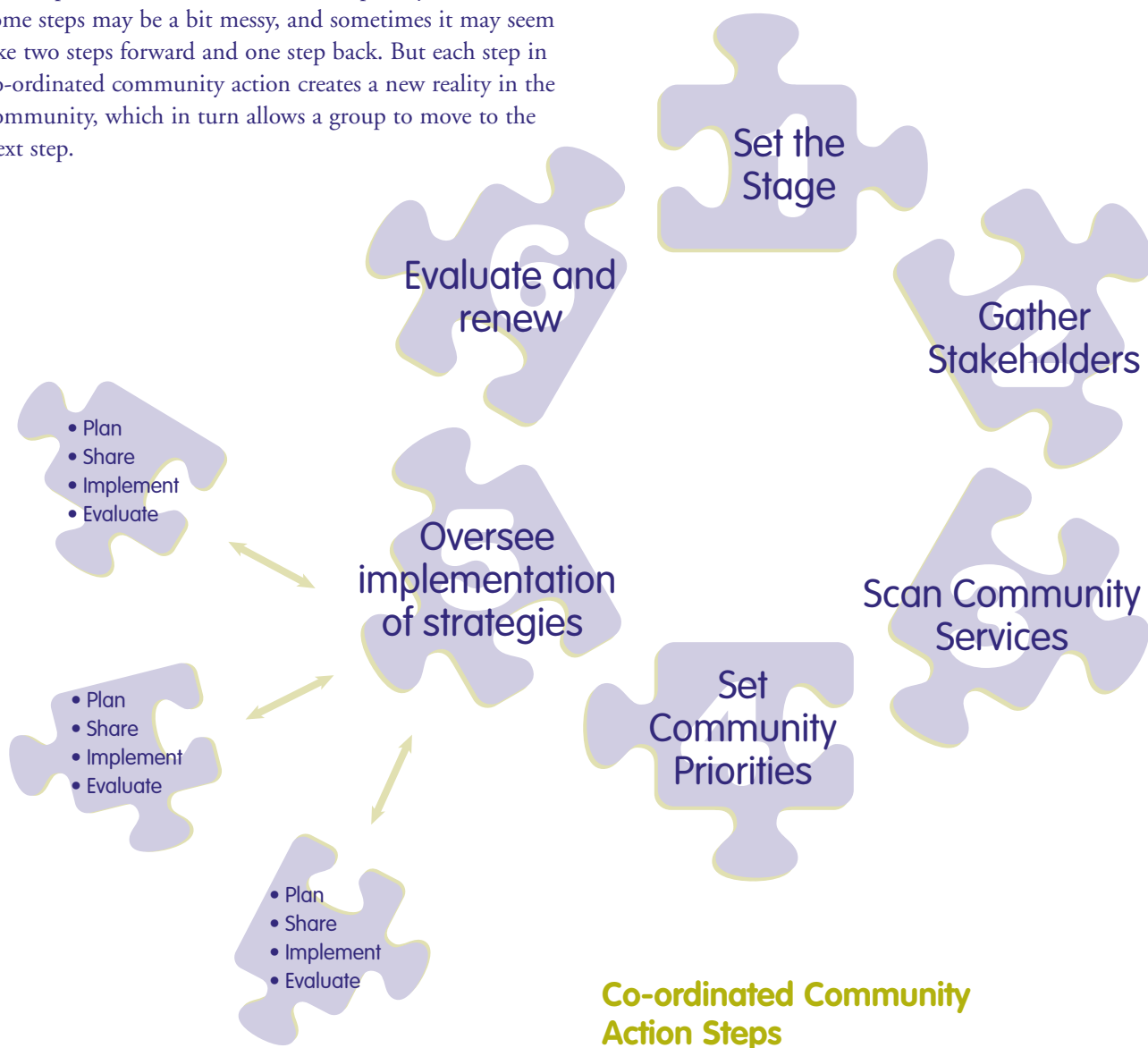
- Family violence and bullying exist in their community;
- Their community will be better without family violence and bullying; and
- They are personally willing to get involved in making a difference.

Discussions, research and experience tell us that successful community processes include the steps illustrated in the “Co-ordinated Community Action Steps” diagram.

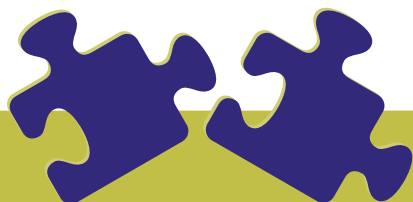
It is helpful to remember that some steps may be tentative, some steps may be a bit messy, and sometimes it may seem like two steps forward and one step back. But each step in co-ordinated community action creates a new reality in the community, which in turn allows a group to move to the next step.

In Alberta and elsewhere, we know that committed co-ordinated action by people within communities begins to change the world. If we look back five or 10 years in Alberta, we see that though there is still much work to be done, we have also made progress toward creating an Alberta in which children, youth and families are free from violence and bullying.

One step in a co-ordinated community action process is to see what thoughtful committed people have already done in the community. The rest of this module describes how you might scan the community to discover what is already being done.



# Scan Community Services



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This is the third of six modules in the Prevention of Family Violence and Bullying Community Action Guide series:

Module 1: Set the stage for community action

Module 2: Gather stakeholders

**Module 3: Scan community services**

Module 4: Set community priorities

Module 5: Oversee implementation of strategies

Module 6: Evaluate and renew

These modules and other resources about family violence and bullying are available from:

The Office for the Prevention of Family Violence and Bullying

Website: [www.child.gov.ab.ca](http://www.child.gov.ab.ca)

Phone: (780) 422-8519

(Alberta residents call toll free 310-0000)

Fax: (780) 427-2039

Mail: 6th Floor, 9940-106 Street  
Edmonton AB T5K 2N2



## KEY DEFINITIONS

### Family violence

Family violence is the abuse of power within relationships of family, trust or dependency that endangers the survival, security or well-being of another person. It can include many forms of abuse including spouse abuse, senior abuse and neglect, child abuse and neglect, child sexual abuse, parent abuse, and witnessing abuse of others in the family. Family violence may include some or all of the following behaviours: physical abuse, psychological abuse, criminal harassment/stalking, verbal abuse, sexual abuse, financial abuse, and spiritual abuse.

### Bullying

Bullying is a conscious, willful, deliberate and repeated hostile activity marked by an imbalance of power, intent to harm, and/or a threat of aggression. When bullying escalates unabated, it may lead to a feeling of terror on the part of the individual being bullied. Bullying may include, but is not limited to: physical intimidation or assault; extortion; oral or written threats; teasing; putdowns; name calling; threatening looks, gestures or actions; cruel rumours; false accusations; and social isolation.

## ABOUT THIS MODULE

Communities are where differences are made. People working together can accomplish miracles.

During the Alberta Roundtable on Family Violence and Bullying, two consistent themes of the roundtable discussions were:

- We have to **work together**; and
- We have to **build on** the work that has already happened.

This is the third of six modules in the **Prevention of Family Violence and Bullying Community Action Guide**. The purpose of the guide is to provide information that will help communities work together and build on what has already been done in their community to create an Alberta free from violence and bullying.

**Module 3** provides information on how to scan what resources are available in your community to respond to family violence and bullying. The other five modules provide information about other steps in a co-ordinated community action process.

Like individuals, communities are affected by the larger environment in which they live. The following information about Alberta's priorities for action may be helpful to your community as it scans available services and takes action so that children, youth and families are free from family violence and bullying.

# THE ALBERTA CONTEXT

## Thousands set priorities for action

Family violence and bullying have no place in Alberta society. It's time for action.

That was the key message coming from a comprehensive province-wide roundtable process on family violence and bullying. The process involved a broad cross-section of Albertans including victims of family violence and bullying, experts, community organizations, Aboriginal peoples and interested Albertans.

The provincial government reviewed the wealth of ideas and advice received. In October 2004, the provincial government released *Finding Solutions Together*, which sets out key areas for action.

*Finding Solutions Together* reinforces a clear message that solutions for preventing family violence and bullying must be developed together – by individuals committing to positive change, by involving all members of a family in the healing process, by community people working together, and by government supporting communities to reach their goals.

**More than 3,000 people identified these critical starting points** that we need to understand as we work together to create an Alberta free from violence and bullying:

- Family violence and bullying are everyone's business;
- Family violence and bullying are clearly linked, although the strategies for addressing them may be different;



- A lot of important work is already underway, and the focus of next steps is to build on that foundation;
- It will take time to achieve the goals;
- Family violence and bullying affect people of all ages, all incomes and all cultures. We need to tailor our actions to be effective for the broad range of people affected;
- No single entity – whether that's a family, a community, or the provincial government – can solve this problem alone. Solutions must be found together;
- More work will be done in the coming years to assess progress, set priorities and expand actions.

## Finding solutions together: Key areas for action

The long-term vision is to create an Alberta where children and families are free from family violence and bullying. To work as partners toward this vision, participants at the Alberta Roundtable on Family Violence and Bullying identified five key areas for action for individuals, families, communities and governments. The key areas for long-term action – social change; provincial leadership; collaborative, co-ordinated community response; services and supports; accountability - are outlined in a report on the roundtable entitled *Finding Solutions Together*.



## **Social change**

- Change public awareness, knowledge and attitudes
- Invest in our society
- Focus on prevention and education
- Place a higher priority on early intervention
- Expand mentoring and community leadership
- Address stereotypes and racism involving Aboriginal people and communities.

## **Provincial leadership**

- Establish enabling legislation
- Maintain a long-term sustainable commitment
- Enhance the cross-ministry approach
- Establish a single, cross-sector agency to take the lead
- Respect and address Aboriginal jurisdictional issues through co-operation among Aboriginal, federal and provincial governments.

## **A collaborative, co-ordinated community response**

- Establish a collaborative, co-ordinated community model
- Provide support for collaboration
- Establish long-term sustainable community solutions

- Expand the use of multi-disciplinary teams
- Expand education and training for those who work with Aboriginal communities
- Provide cross-sector training
- Ensure that essential information can be shared
- Build Aboriginal community resources and capacity.

## **Services and supports**

- Ensure equitable access to services and supports
- Establish a single point of access to services and supports
- Enable safe reporting
- Ensure advocates are available for victims
- Expand the availability of emergency/safe housing
- Provide transitional support(s)
- Provide treatment and counselling
- Ensure adequate protection services
- Address concerns with custody and access disputes
- Ensure that services and supports respond to those affected by family violence and bullying
- Ensure an effective justice response
- Use a holistic approach that reflects Aboriginal culture and tradition
- Improve access to and availability of services in Aboriginal communities.

## Accountability

- Support evidence-based practices and expand community-based research and evaluation, including expanded research in Aboriginal communities
- Establish and track measurable outcomes
- Ensure transparency and clear reporting of outcomes achieved by all partners including community agencies, organizations and provincial ministries
- Reinforce consequences for actions and individual accountability.

## SCAN COMMUNITY SERVICES

Module 3 of the Community Action Planning Guide is focused on processes your community group can use to learn what services and resources already exist in your community to address family violence and bullying. This process is called a Community Service Scan.

The module includes:

- Community Service Scan: Three questions;
- Community Service Scan thought process: Start with the experience of those most directly affected;
- Sample workshop process for conducting a Community Service Scan;
- Suggestions for preparing a summary of the Community Service Scan.



## Community Service Scan: Purpose and thought process

The purpose of a Community Service Scan is to gather information about three questions:

- What services or resources already exist in your community that could help create a community free from family violence and bullying?
- How do these services relate to the experiences of children, youth, adults and seniors most directly affected by family violence and bullying?
- How do these services connect to one another as they work to assist children, youth, adults and seniors affected by family violence and bullying?

The answers to these three Community Service Scan questions will give you useful information to help identify gaps and opportunities in your community. The information will help you move to the next step in the community action process – deciding on actions and strategies to create a community free from family violence and bullying.

The following section suggests the thought process you might use about each of the three Community Service Scan questions.

### What are the experiences of people most affected by family violence and bullying?

The Community Service Scan diagram that follows is intended to provoke thought about each family member who may be experiencing family violence. Some considerations and suggestions are to walk in the footsteps of a child, youth, adult male or female (parent or not), senior adult (grandparent or not) and to reflect both on the needs of the individual person and their needs as part of a family unit in which the violence/abuse may be occurring. Think about the experiences of the individual and the family as they address the violence and abuse to move towards a violence-free life. What might be the needs of the family members individually and as a whole as they proceed through this experience?

As you walk through the experience, keep in mind the diverse needs of different populations. The experience of those who have gone through family violence and/or bullying will help provide insight into the requirement for services that will effectively meet those needs.

# COMMUNITY SERVICE SCAN

## Individual Continuum

Walk in the shoes of each individual family member



## Community Continuum

Answer the question of who is doing what in the community

Who is  
responsible for  
PREVENTION?

Who is  
responsible for  
INTERVENTION?

Who is  
responsible for  
SUPPORT AND  
FOLLOW-UP?

## Who is providing what services in the community?

A scan of services answers the question, “Who is doing what in the community?”

You may notice that different services are focused on different people affected by family violence and bullying – some focus on children, some on youth, some on adults, and some on seniors. Some services are focused on people who abuse others, some are focused on people who are abused by others, some are focused on those who witness family violence or bullying, and some are focused on people who work with those in violent or bullying situations.

You may also notice that different services are relevant at different phases of family violence and bullying. The services may focus on prevention, intervention, or support and follow-up to situations of family violence and bullying.

**Prevention:** Programs, services or initiatives that foster healthy relationships through providing/improving/initiating awareness or education in family violence and/or bullying.

**Intervention:** Programs, services or initiatives that provide services ranging from early intervention through crisis or therapeutic intervention, including but not limited to: enforcement/protection; emergency housing or shelter programs; early identification of risk factors; counseling and treatment programs; and court assistance.

**Support and follow-up:** Programs, services or initiatives that provide support and follow-up, including but not limited to: support groups; long-term counseling or skill development; and family enhancement.



## How are services connected to one another?

A third aspect of the Community Service Scan is to consider how various services connect to one another.

However excellent services may be, they are even more effective if there is appropriate information-exchange and co-ordination.

Three consistent observations from those who participated in the roundtable were:

- People affected by family violence and bullying may not know about services that could help them.
- People working in the field do not necessarily know about one another’s programs and services.
- People who would like to exchange information may need to develop protocols and procedures in order to do so in a manner that is ethical, respectful, and within legislation and regulations.

People affected by family violence and bullying are often in contact with several different individuals who could assist – friends and family; physicians or others in the health system; police or other parts of the justice system; and so on. However, it may be that nobody outside of the situation understands the whole picture.

An Ontario review of deaths caused by family violence<sup>1</sup> revealed that in 100 per cent of the cases, enough information was available to identify the serious risk of death. However, no one person or organization had all of the available information.

For example, if the physician had known how many police calls had been made, or if the police had known about the unreported assaults, or if the friend had understood the extreme risk in situations where one partner is planning to leave a violent relationship, someone might have been able to take action to prevent the death.

When conducting a Community Service Scan, there are compelling reasons why it is important to look not only at what services are available, but at how they are able to work together in support of people affected by family violence and bullying.

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<sup>1</sup> Dr. Peter Jaffe, who personally conducted reviews of family violence deaths in Ontario, reported this finding at the Alberta Roundtable on Family Violence and Bullying in May 2004.

# SAMPLE WORKSHOP PROCESS FOR A COMMUNITY SERVICE SCAN

## Call a stakeholders meeting

### Compiling a list

Compiling a list means generating a discussion of all the people who are in any way connected to providing service for family members who are presently involved, or may become involved, in family violence.

You may need to call a separate meeting for stakeholders for the issue of bullying, because the stakeholders may be a very different group.

The Community Action Guide Module 2: Gather Stakeholders suggests steps to identify possible stakeholders who may have an interest in family violence and bullying.

### Consider how to contact those who will not be in the room

A sub-committee may be created to take on the task of searching out additional stakeholders who may not be present for an in-person Community Service Scan. The large group could help with a brainstorming session about who else needs to be included in the Community Service Scan.



## Use a workshop process to compile information

### List prevention, intervention, support and follow-up services

With stakeholders in the room, use the following process as an example to generate a list of prevention, intervention, support and follow-up services available to address family violence and bullying in your community.

1. Ask people to think first about the experiences of children, youth, adults and elders in different phases of violent or bullying relationships, and think about what might be helpful to them at different stages. You might allow time for individuals to pair up and share their reflections, or ask the total group to identify some of the needs of people in violent or bullying relationships.
2. (If desired) Review the descriptions of “prevention,” “intervention” and “support and follow up” services related to family violence and bullying. The descriptions appear on page 10 of this module.
3. Gather and compile a list of prevention, intervention and support and follow-up services that exist in the community. Here are two methods.

Have one person facilitate a “go around the table” exercise where each person states what they think their primary role is (in regard to prevention, intervention, support or follow-up for family violence and bullying). Record the statements.

Another method is to have each individual write what they do. This would involve answering the question of who they are, what they do and for whom they do it. Individuals would then either share the information to be recorded by the facilitator, or submit it to a facilitator/recorder who will record the information for a future meeting.

## Begin to discuss the “meaning” of the information

4. When you have compiled the list, begin to discuss the following questions, which will help in the next steps of the co-ordinated community action process.
  - What patterns do we notice?
  - How do the services we have relate to the experiences of people most directly affected by family violence and bullying?
  - How are services connected to one another?
  - Does this begin to suggest needs or gaps in our network of community services?
  - Does this begin to suggest opportunities or strengths we can build on?

This discussion could also happen at a separate meeting, after people have had a chance to reflect on the information that has been compiled thus far.

The constraints of meeting times will dictate the appropriate process.

## Suggestion for a “long distance” process

In some parts of the province, the huge volume of community services (in large cities) or distance and travel costs (in sparsely populated rural areas) may mean that an in-person Community Service Scan workshop process is not practical.

One long-distance way to accomplish the purpose of a Community Service Scan would be:

1. By mail or e-mail, explain the intent to conduct a Community Service Scan, and its purpose. Provide a copy of the “Community Service Scan” diagram, and ask people individually to think about the needs of children, youth, adults and seniors at various stages of relationships in which family violence and bullying are present.
2. Provide e-mail forms so people can write in who they are, what they do and for whom they do it.
3. Ask people to e-mail or mail the forms to a central location.
4. Arrange for someone to compile the information, and then distribute it back to all those who participated.



## PREPARE A SUMMARY DOCUMENT

Information gathered through the Community Service Scan needs to be compiled into a summary document and distributed back to all those who participated. The summary document may also be useful for distribution to other stakeholders who did not participate.

The attached forms will be helpful to compile the appropriate prevention, intervention, support and follow-up services that are available to address family violence and bullying in your community.

The summary document will be helpful during the next step of the co-ordinated community action process.

You will use the information to:

- Identify what is needed by those most affected by family violence and bullying;
- Identify service gaps, and what seems to be missing from the community;
- Identify opportunities and strengths you can build on;
- Decide on next action strategies;
- Plan how to develop and carry out these strategies.

The fourth module in the Community Action Guide, entitled ‘Set Community Priorities’, will provide more information about these steps.

# PREVENTION OF FAMILY VIOLENCE AND BULLYING COMMUNITY SERVICE SCAN FORM

## Prevention

**Description of prevention:** Programs, services or initiatives that foster healthy relationships through providing/improving/initiating awareness or education in family violence and/or bullying.

**Instructions:** List the community service or agency that provides services in the area of prevention. Under “role” please have the organization or service answer the question of ...doing **what** for **whom**.

<b>AGENCY NAME</b>	
Role: doing <b>what</b> for <b>whom</b>	Address
	Contact name
	Phone/E-mail
<b>AGENCY NAME</b>	
Role: doing <b>what</b> for <b>whom</b>	Address
	Contact name
	Phone/E-mail
<b>AGENCY NAME</b>	
Role: doing <b>what</b> for <b>whom</b>	Address
	Contact name
	Phone/E-mail
<b>AGENCY NAME</b>	
Role: doing <b>what</b> for <b>whom</b>	Address
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Role: doing <b>what</b> for <b>whom</b>	Address
	Contact name
	Phone/E-mail
<b>AGENCY NAME</b>	
Role: doing <b>what</b> for <b>whom</b>	Address
	Contact name
	Phone/E-mail
<b>AGENCY NAME</b>	
Role: doing <b>what</b> for <b>whom</b>	Address
	Contact name
	Phone/E-mail

# PREVENTION OF FAMILY VIOLENCE AND BULLYING COMMUNITY SERVICE SCAN FORM

## Intervention

**Description of intervention:** Programs, services or initiatives that provide services ranging from early intervention through crisis or therapeutic intervention, including but not limited to: enforcement/protection; emergency housing or shelter programs; early identification of risk factors; counselling and treatment programs; and court assistance.

**Instructions:** List the community service or agency that provides services in the area of intervention. Under “role” please have the organization or service answer the question of ...doing **what** for **whom**.

<b>AGENCY NAME</b>	
Role: doing <b>what</b> for <b>whom</b>	Address
	Contact name
	Phone/E-mail
<b>AGENCY NAME</b>	
Role: doing <b>what</b> for <b>whom</b>	Address
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Role: doing <b>what</b> for <b>whom</b>	Address
	Contact name
	Phone/E-mail

# PREVENTION OF FAMILY VIOLENCE AND BULLYING COMMUNITY SERVICE SCAN FORM

## Support and Follow-up

**Description of support and follow-up:** Programs, services or initiatives that provide support and follow-up, including but not limited to: support groups; long-term counselling or skill development; and family enhancement.

**Instructions:** List the community service or agency that provides services in the area of support and follow-up. Under “role” please have the organization or service answer the question of ...doing **what** for **whom**.

<b>AGENCY NAME</b>	
Role: doing <b>what</b> for <b>whom</b>	Address
	Contact name
	Phone/E-mail
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Role: doing <b>what</b> for <b>whom</b>	Address
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