

**November 16, 2000**

## **An Integrated Problem Solving Approach**

### **1) Introduction**

- Welcome, thanks for your support and our plan is to be no longer than 90 minutes.
- Brief self introduction of all in attendance. Pass around networking list for name, phone number and e-mail address for follow-up.
- Outline of the framework - process we will be taking today - CAPRA (the RCMP problem solving model. A proactive, client centred approach. Our way of "doing business")  
*Our goal is to build a multi-disciplined, integrated response to effectively "root problem" solve the issue.*

As you will see, a great number of resources are being constantly utilized to respond to this re-occurring problem. It is our hope that a coordinated, collective, community response will be more effective than singular action.

**Confidentiality - very important.**

### **2) Partnerships and Responses is our Priority Today.**

- We will quickly work through the process and spend the bulk of our time on solutions. Please be patient as we take some preliminary steps to get to where the "rubber meets the road" issues. This is where we want to spend most of our time today.

### **3) Clients (Clients are directly and indirectly affected. They can be internal and external)**

- We have invited a host of clients affected directly or indirectly by this problem. It is our belief that together we can find the right answers.

- RCMP - Community Policing Section, Community Response Unit (Bike Unit), Operations Officer, Provincial Marine Section
- BC Ambulance Service
- Protection Island Citizens Committee
- Crown Counsel Office - Ministry of Attorney General
- Ministry of Health
- Probation
- City of Nanaimo - Bylaw Services
- Nanaimo Fire, Rescue and Emergency Services
- AIDS Vancouver Island
- MSDES (Social Assistance)
- John Howard Society
- Genesis
- Salvation Army
- Mental Health
- Port of Nanaimo (Nanaimo Port Authority)

#### **4) Acquiring and Analysing the Problem**

##### **Identification**

- Overview by Csts Dave Hergesheimer and Lew Simms( as per executive summary )
- Overview of Protection Island Meeting by Cpl. Mike Sinstadt

##### **Other Discussion - Brainstorming the specifics of the problem(s)**

(Here are a few questions that might stimulate problem identification and acquisition)

- What are the incidents?
- What have we tried so far?
- What are the underlying causes of the problems?
- Obtain information from all sources...police, community, other agencies, outside experts.
- Gather information about the subject, situations, physical settings, social contexts, sequence of events.
- Specify information that is lacking.
- Note barriers to resolving the problems.
- Examine crime patterns, the community profile.
- Who and what is available to assist in the process?
- establish links between problems
- setting priorities among problems

NOTE: Are there any additional clients, stakeholders or partners we can involve?

#### **5) Partnerships**

We have seen the problems are complex and the multi-disciplinary team approach is our best chance of success. Forming and maintaining partnerships, such as what we are doing now, is key to the quality service our Community deserves.

#### **6) Responses**

- Identify specific solutions using creative and imaginative strategies in partnerships. The RCMP use the "Full M.E.A.L. Deal" Is it Moral, Ethical, Affordable and Legal?
- Prepare an implementation plan.

#### **7) Assessment**

Reviewing the action taken.

Lets set a diary date.

Consider a follow-up meeting, conference call, e-mail or fax to share results/observations.

We must have reasonable expectations and all take ownership

- Were the strategies effective?
- Did the approach actually work?
- We may even end up back at the "acquire and analyse" stage in CAPRA, re-adjusting our responses and trying again.