

Extension Programs offers new certificate program



Sandra Rice (back) with workshop participants from Simon Fraser Society for Community Living.

Photo: Janet Wintermans

by Sandra Rice

Management Development for Residential Settings is the latest certificate program to be offered through Extension Programs. It targets front line supervisors and managers who work in a variety of residential settings.

Since 1984, the provincial government has increasingly looked to the not-for-profit and private sector to provide residential care services for youth at risk and psychiatrically disabled or developmentally delayed adolescents and adults. This move has been primarily motivated by the belief that better care and adjust-

ment options can be made available to these client groups if their care is provided in small, home-like environments.

The move toward institutional closure began with Tranquille in 1985, and in 1988-89 the Ministry of Social Services and Housing and the Ministry of Health undertook a major deinstitutionalization initiative with the closure of a number of wards at Woodlands, Riverview, Glendale and Queen Alexandra Hospital. As a result of the closures, a significant number of contracts were granted to

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Extension Programs awarded \$85,000 for program evaluation

by Shelley Rivkin

Extension Programs has been awarded an \$85,000 contract from Health and Welfare Canada to carry out a program evaluation of *Let's Talk About Touching*, the most widely used preschool and kindergarten age child sexual abuse prevention program in B.C. This is the first federally-funded evaluation of any preschool prevention program, and is the first step in introducing the program across Canada.

The *Let's Talk About Touching* sexual abuse prevention program evolved from a series of public education workshops delivered by Extension Programs to parents and preschool children in 1985-86. The Ministry of Attorney General recognized the importance of having a structured curriculum directed toward young children on how to reduce the risk of sexual assault, and funded the development and design of a nine-module scripted program which was then distributed to every preschool and daycare centre in British Columbia. In 1987, Extension Programs received funding to develop and deliver two-day training workshops to early childhood

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Jl trains dispatchers

The people who answer emergency telephone calls need special training to help them handle their vital, but stressful, jobs. Two of the JI's academies now provide this training, and a third has designed a plan that can be used for future training.

"What is your emergency: police, fire or ambulance?"

These words are often the first ones people hear when they call for emergency services. Together with dispatchers, complaint takers and other specialists, the telecommunications operators on the other end of the 911 telephone system form a vital, often forgotten, component of public safety agencies. Throughout British Columbia, these dedicated men and women act as the link between the public and emergency service providers, often performing lifesaving duties themselves.

The Police Academy offers initial and refresher training for telecommunications operators working with the police forces of B.C. and many of the operators working in RCMP detachments throughout the province. The Academy has also made personnel selection equipment available and hosted province-wide seminars for dispatchers. In 1989, a two-day program with instructors from Minneapolis, Minnesota attracted 150 dispatchers from all over B.C.

New paramedic dispatch course launched

B.C. Ambulance Service dispatchers are the last section of the service to be brought under the training wing of the Paramedic Academy. Until January 1991, they learned their important skills on the job by modelling the behaviour of seasoned dispatchers. But the dispatch centre can be so

hectic, demanding and stressful that many students quit before completing. This, and the desire to graduate from the same accredited school as their street-paramedic colleagues, brought them to the Academy.

Six Vancouver dispatcher recruits started their four-week classroom session on January 14 at the Justice Institute. During the four weeks, they will learn how to operate the equipment, assess and dispatch routine and emergency calls, give telephone first aid, and mobilize resources during a disaster. After the Academy session they will spend two months on the dispatch console at B.C. Ambulance Vancouver Regional Dispatch Centre.

Alarm Room Operators need special training

The alarm room is a fire department's life-line to other emergency services and additional fire department resources, so it's not surprising that fire department personnel rely on alarm room operators to assess all incoming calls quickly and accurately.

Two years ago, the Fire Academy identified the need for special training for alarm room operators. The unique nature of

the job in each community has, however, provided a challenge to the design of that training.

Alarm room operators are presently trained on the job, but both the job and the training vary. In larger fire departments, dispatch positions tend to be staffed on a full time basis and alarm room operation is seen as a career path. In smaller fire departments there are two options: fire fighters may rotate through the position, or other emergency services receive calls on behalf of the fire department.

The situation is further complicated by the fact that communities have varying abilities to financially support the purchase of expensive hardware.

To assess the training needs of alarm room operators, the Fire Academy has attempted to isolate their duties, responsibilities and skills and plot them in a flow chart that profiles all job skills. The chart has helped in the development of a proposal for a standard approach to alarm room operation and will serve as guide for lesson development for any future training.

Contributors to this article: Steve Hess (Police), Tony Williams (Paramedic), Jim Bond (Fire). □

Fire Academy to train mine rescue workers

The Fire Academy has finalized an agreement to provide a major training program for Highland Valley Mines in Logan Lake, British Columbia. The training will be provided for four shifts of specially-trained mine rescue workers — regular employees who

have special emergency responsibilities — and will cover both fire and dangerous goods emergencies.

Fire Academy and contract instructors will conduct the training in Logan Lake, in March and April. □

On staff...

Changes

The newest addition to the Corrections Academy staff is instructor **Colleen Vaughan**. Colleen will instruct in institutional recruit courses and will also have responsibility for a number of specific subject areas for advanced training. Colleen replaces **Debbie Hawboldt** who is now Director of the Sentence Management Unit at the Burnaby Correctional Centre for Women.

If there is a down side to the secondment model, it is the regret that people we have come to know so well, and who have made such significant contributions to the Justice Institute, must leave at the end of their term. This will be the case this spring in Police Academy when **Keith Hutchinson** and **Ed Illi** return to the Vancouver and Saanich police departments, respectively.

Before they leave, Ed and Keith will provide a period of understudy for their successors. **Sgt. Pat Harrison** will replace Keith as Administrator of Research, Development and Assessment. **Cst. Selia Miller** of the Vancouver Police Department will replace Ed as an instructor in investigation and patrol techniques.

Marg Huber will leave her position as Program Planner and Trainer with the Conflict Resolution Certificate Program in March. Marg has become one of Canada's leading consultants and trainers in the field of native and cross-cultural conflict resolution and has decided to expand her work in this area. She has been invited to address national and international conferences on her work with native bands in B.C., the Yukon and Northwest Territories. Marg will remain involved with Extension Programs as a contract trainer for conflict resolution programs.

Nancy McPhee will fill Marg's

position effective mid-March. Nancy has coached in the Conflict Resolution program for the past several years. Nancy's previous employment has included work at Science World, Children's Hospital and Pearson Hospital, where she was co-ordinator of volunteers. She also recently spent an adventurous year working on a ranch in Argentina.

Recognition

Dave Busse, co-ordinator of EMA programs in the Paramedic Academy, is the president of the

newly-formed Canadian Society of Ambulance Personnel. Dave is also forming a provincial association of paramedics similar to the BC Medical Association and the Registered Nurses Association of BC.

In January, Police Academy Director **Phil Crosby-Jones** was a guest on the Bill Good open line show on CKNW. He fielded questions for an hour on selection and training issues. As a follow-up to this publicity, the *Vancouver Sun* ran a photograph and article in its Saturday, January 12, edition featuring two Academy recruits. □

Earthquake preparedness tip

The 4.0 earthquake felt from Sooke to Langley on February 19 had its epicentre in the Squamish-Garibaldi area. To compare, the San Francisco earthquake was 1000 times greater.

Has this minor shake-up prompted you to rehearse a 'take cover and hold' position in your home or office? Vancouver Alderman Puil has, and he

deserves a special 'thank you' for his actions and leadership. Alderman Puil reportedly took cover under his desk at Vancouver City Hall when the earthquake struck. By doing so he set a great example for all school children. But he also proved how difficult it is to train adults: many in his own office did not respond at all! □



Cynthia Teo (Administration), Diane Nation (Library) and Flora MacLeod (Extension Programs) pay close attention at a briefing on Earthquake Preparedness. **Ross McIntyre** was the presenter in this last workshop in the series for JI staff.

Police and deputy sheriffs survive simulated hostage-taking

by Chris Poole

On the morning of February 6, three men, armed and dangerous, burst into Blake Hall Room 5 looking for blood — Tony Needham's blood. They were on a mission to exact revenge for time spent in a federal institution for the crime of armed robbery. They'd been put there as a result of Tony's exhaustive police investigation. When they discovered that Tony wasn't in the classroom, they decided to take hostages as a means of achieving their mission.

The class of Deputy Sheriffs suddenly found themselves looking down the barrel of a sawed-off shotgun, and at the diminishing prospect of a noon-time lunch break. For the next few hours they had to adapt to forcible confinement as well as to the erratic behaviour of three desperate criminals with nothing to lose, while waging a struggle for individual and group survival.

Police negotiators were called in, and together with a specially-trained psychologist telephone contact was established with the hostage-takers. The grim process of defusing this volatile situation began in earnest.

This was just a simulation, but what if it had been the real thing? Courts personnel, like others who have regular contact with poten-

tially dangerous persons, want to become as physically and mentally prepared as possible for handling life-threatening situations. So Brian Woods of Courts Academy worked with Tony Needham, Police Academy, and Dr. Mike Webster, psychologist, to create both an authentic hostage-taking incident and an effective learning experience for all involved, including a lengthy de-briefing session after the initial exercise. The professional actors from A.C.T. Casting ensured that a high level of realism was maintained.

The class evaluations, together

with feedback from the negotiators (one of whom appeared on his day off) and Dr. Webster, persuaded us that this was a highly successful experiment, sufficiently so for all to consider using it as a standard training model in the future.

This experimental venture also provided further evidence of the cross-training opportunities that exist between academies. Courts Academy extends its thanks to Police Academy.

Chris Poole is Acting Program Director, Courts Academy. □

JI students become JI trainers

Several recent additions to JI staff know the Institute well. Colleen Vaughan (Corrections), Sgt. Pat Harrison and Cst. Selia Miller (Police), and Ian Dailly (Paramedic) all trained here as recruits approximately ten years ago.

Colleen Vaughan is Corrections Academy's newest instructor. She came to the Academy from the Willingdon Youth Detention Centre where she worked for eight years as a case management officer, training officer, and classification officer. Although employed full time, Colleen has completed a wide range of courses at UBC over the past two years and is working toward a degree in Commerce and Business Administration.

One of Colleen's unique hobbies is clowning, and on weekends or special occasions she can be found entertaining at such places as Children's Hospital.

Colleen will instruct in institutional recruit courses for the Corrections Academy and will also have responsibility for a number of specific subject areas for advanced training.

Sgt. Pat Harrison, who has joined the Police Academy as Administrator of Research, Development and Assessment, is a 20 year veteran of the Vancouver Police Department. Pat's wife, Cpl. Val Harrison was a human relations instructor at the Academy several years ago.

Cst. Selia Miller also comes to the Police Academy from the Vancouver Police Department. She will replace Ed Illi as an instructor in investigation and patrol techniques.

Ian Dailly is the new Program Director in charge of technical programs in the Paramedic Academy. Ian was in the Academy's first EMA 2 class. □

**The Justice Institute of B.C.
Is dedicated to improving
the quality of justice
and public safety
by developing
and delivering training
programs
and offering educational
services to professionals
and the public.**

Jl marketing committee looks at joint educational TV video-conference

by Irwin DeVries

Irwin DeVries, Deputy Director of the Fire Academy, recently represented the Justice Institute Marketing Committee at a meeting in Cedar Rapids, Iowa, involving representatives of the Open Learning Agency Marketing Division, the Hazardous Materials Training Institute, Kirkwood College and a U.S. training video distribution firm. The Open Learning Agency has signed an agreement with the distribution firm to handle all sales of Justice Institute learning materials in the U.S.

The purpose of the meeting was to discuss the feasibility of an initial broadcast and panel discussion, in Iowa, of two Edukit videos, *Electrical Safety for Fire Fighters* and *Dangerous Goods*.

This would be followed by regional broadcasts on educational satellite television networks across the U.S. While viewing the broadcasts, audiences would be able to call in to a panel of experts in their own area. An 800 number would also be listed which viewers could call to order their Edukits. The broadcasts would also be available for marketing across Canada.

Discussions are continuing, and a teleconference with all original participants is scheduled for early March. There seems little doubt that all parties can benefit from this co-operative effort.

Irwin DeVries is Deputy Director of Fire Academy. □

Fire Academy offers evening programs

by Jackie Goodwin

Until recently, the only courses offered by the Fire Academy have been for the Fire Service of British Columbia. The only exception to this has been a few selected courses offered by distance education.

Now, for the first time, the Fire Academy is offering two evening classes for members of the public interested in a career in the fire service. Classes are one evening a week for six consecutive weeks, and the two areas covered are *Introduction to the Fire Service* and *Basic Fire Science*.

Introduction to the Fire Service features six guest lecturers from different areas of the fire service presenting their views on various aspects of the service. Topics range from Safety and Equipment to Critical Incident Stress. Thirty students have registered in this noncredit course. Some of them are looking at the different options before they make a decision to enter the fire service as a career, while others know that this is the career for them and are taking every related course they can find.

The other course, *Basic Fire Science*, is offered as a distance education course, but this is the first time the Fire Academy has offered it in face-to-face instruction. Hugh McIntyre, who acts as distance education tutor, instructs the 40 students in the basic chemistry and physics of fire. These students must submit a written project and pass an exam to receive credit in this course.

These two courses were launched as experiments to see if the interest and demand were there. If the enthusiastic response shown on the first week continues, these courses will be offered again and it is possible other subject areas can be considered for a future date.

Jackie Goodwin is a Co-ordinator / Instructor in the Fire Academy. □

PEP hosts meeting of emergency planners and news broadcasters

by Ross McIntyre

A key element in emergency preparedness and response is communication and warning to the public. Every second month, the PEP Academy hosts a meeting of the Emergency Planners and News Broadcasters Committee. This committee is the focal point for emergency planning and the broadcast media in the province.

The committee has members from municipalities, the provincial and federal governments, police and fire associations and departments, utility com-

panies, and radio and television news departments and associations.

Members are working to develop emergency plans for the media, trying to improve government/media relations during emergencies, examining the need for emergency public information officer training in the province, and looking at other emergency preparedness matters.

Ross McIntyre is an Instructor in PEP Academy. □

\$85,000 contract...

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educators in the use of the curriculum. The training workshops continue to be offered regularly in the Lower Mainland and Victoria, and on an as-needed basis in other parts of the province.

By 1989, the program began to be known across Canada and the JI received requests from Alberta, Manitoba and Ontario to deliver the training in their communities. To help it respond to these requests, Extension Programs requested funds from the federal government to initiate Canada-wide training. Health and Welfare Canada supported the proposal in principle, but was not prepared to fund a nation-wide initiative until the program had been evaluated.

Extension Programs submitted a new proposal, and in June 1990 received a small grant to develop a research design. Shelley Rivkin, Co-ordinator of Justice, Family and Agency Training in Extension Programs, and Janet Currie, a research associate with Focus Consultants, worked together to develop the design. An advisory committee composed of representatives from the University of British Columbia, Ministries of Health and Solicitor General and the Early Childhood Educators of B.C. examined the research instruments and commented on the overall proposal.

The actual research is expected to take 15 months. It will include a survey of 100 preschool and daycare centres throughout the province, interviews with parents and teachers, and a pre- and post-test experimental component for children. One of the major challenges of the project has been to develop research instruments that can evaluate the impact of the program on young children sensitively and effectively. Upon completion of the research project, the results will be published and distributed across Canada by Health and Welfare Canada.

Shelley Rivkin is Co-ordinator of Justice, Family and Agency Training in Extension Programs. □

What me — green?

Yes — What, me green? It's a question I keep asking myself. I try to recycle. I use the blue box at home. I re-use things when possible. On the other hand, I often grab a paper cup for coffee at work, using the excuse that my hands were full the last time I came upstairs and my ceramic mug collection is parked down on my desk.

That's true — you know the nature of my job — but it really begs the question. I keep thinking that if MacBlo and Noranda Mines aren't going to clean up their effluents — except under the threat of drastic legislation — why should it matter if I take a paper coffee cup downstairs once in a while? The more I look at these issues, however, the more I feel that the only way we're ever going to change anything, is to change ourselves, to go that extra distance in our own personal lives. Once we've done that, then we can consider pointing the finger at the corporate amorality of the bottom line.

Oh oh — this is sounding a little preachy. I cease and desist, now.

The Green Committee doesn't have a whole lot to report at this totally ungreen time of the year. Afflicted by sloth, lack of time, mid-winter doldrums, personal exigencies, and some of the other ills that flesh is heir to, the chair was forced to cancel a couple of meetings. With a meeting on February 12, however, we're back on track, though we — as the expression goes — "make haste slowly."

Can't save the world with one or two meetings — apparently it may take three or four!

Things are moving though, so don't despair. We're looking at using some sort of recycled paper for the bulk of our photocopying

needs, though the price spread may turn out to be too great. Look for some kind of unbleached toilet paper in the washrooms soon, and perhaps endless cloth hand towels rather than disposable paper towels. We hope to install some sort of receptacles in the classrooms at some point, where used flipchart paper can go, to be recycled.

Something else we're investigating is the possibility of hiring one company to handle all of our recyclables, including glass, tin and newsprint — not just office paper, as at present.

For the immediate future, the Green Committee is proud to present the

World Premiere.....
ah, maybe the

Vancouver Premiere.....,
or at least possibly the Kitsilano/
Point Grey Premiere of *Grime Goes Green*, the acclaimed John Cleese/Prince Charles collaboration in a humorous, yet straight-ahead look at how we — both as individuals, and institutions — can help clean up the environment.

Yes, Basil Fawlty and Prince Chuck together in a gut-wrenching, belly-laughing 30-minute epic.

Wear something green, bring your lunch, and bring your funnybone!

Two special preview screenings have been arranged, for Friday, March 15.

No. 1: 12:15 p.m.

No. 2: 1:00 p.m.

DON'T MISS IT—Be There Or Be Square!!!!!!

A completely organic thanks goes to Lydia Stewart in the library, for setting up this deal, and bringing the possibility of this screening to our attention in the first place!

Paul Harris, Chair □

JI committees report...

Excellence Committee

The committee is in the process of developing a matrix designed to identify aspects of the Justice Institute that make it such a pleasurable place in which to work and learn. This exercise will also help us determine whether those who contribute to the success of the Institute are suitably recognized, and will help us develop ideas for future improvements in service and worker satisfaction.

The committee is fortunate to have such a talented matrix-maker as Jim Bond as a member. Jim has volunteered to undertake this task. The committee will also tap the talent of another bright light from Lawrence Hall, Derek White. Derek is a certified instructor in the "Towards Excellence" management training program.

Phil Crosby-Jones, Chair

Social Committee

The Social Committee has been re-vamped following the well-earned 'retirement' of several of its long-time members. The restructured committee

reflects a cross-section of JI personnel, with representatives from each Academy/ Division and from all staffing components.

The committee now comprises the following folk: Micheila Cameron (Corrections); Coral Dorosh (Library); Sam Meckbach (PEP); Chris Poole (Courts); Kathryn Reid (Paramedics); Dennette Retel (Fire); Sabrina Tong (Administration); and Robyn Towle (Police). Coral, an active member since the spring of 1989, will stay on the committee until June 1991 to help nudge us new members into social shape.

Our first objective was to secure a site for the 1991 Annual (December) Dinner and Dance, which we have done. The Holiday Inn on West Broadway was selected; the date, for your diaries, is Saturday, December 7. More details will follow during the next few months.

The first major staff social event of the year, however, will be the Summer Barbecue, in mid-June. Between now and then the committee will stage a few small events designed to promote 'camaraderie' (...mutual trust and sociability of comrades - Oxford Dictionary) amongst us all — and to raise a few funds towards the cost of the more ostentatious events. Among them will be

regular monthly prize-winning draws, theme pub-nights and some as-yet-unhatched schemes.

We will keep you posted via an ongoing Calendar of Events, but meanwhile feel free to make 'social suggestions' to any of our representatives.

Our thanks go to the past members, who have offered to lend assistance and whose shoes we will try very hard to fill.

Chris Poole, Chair

Green Committee

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New certificate programs... con't from page 1

agencies and private societies that operate small group homes in their communities.

While some of these organizations had existing training programs for staff in front line management positions, many did not. The Justice Institute received a number of enquiries from agencies operating these new group homes about enrolling their staff in our supervisory and management workshops.

In 1988, Shelley Rivkin and Sandra Rice developed a two-day workshop, 'Supervising in a Group Home Setting,' which was specifically designed to meet the needs of staff in these agencies and societies. The response to that workshop, and six additional workshops offered in Vancouver and Victoria, was extremely positive.

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Photo: Bob Walker

Social committee members, top to bottom: Chair Chris Poole, Dennette Retel, Robyn Towle, Coral Dorosh, Sabrina Tong, Micheila Cameron and Kathryn Reid.

Participants' evaluations indicated, however, that there was a need for additional training. In the spring of 1989, Extension Programs offered a second level course. The two workshops have been offered as a package in Vancouver and Victoria, and as in-house training to requesting agencies, since that time.

Senior staff in organizations that received the training encouraged Extension Programs to develop a more extensive, competency-based certificate program, and expressed a

willingness to assist in the development and design of the program. Several months ago, Extension Programs formed a focus group with representatives from leading community agencies to help identify relevant content areas, offer suggestions for resource people, and assist in the development of program evaluation methods.

The certificate program that resulted from the group's discussions consists of 20 days of training: 16 core days offered in eight levels of two-day workshops, and two yet-to-be-selected electives from other Extension Programs courses. The core training has been specifically designed to meet the unique needs of the supervisory staff working in residential settings. It covers such topics as supervisory communication, motivation and delegation techniques, situational leadership theory, recruitment and selection techniques, budget and financial planning, and organizational change and development.

The focus group indicated that organizations would prefer a fluid program, which means that courses will be offered at different times throughout the year and participants can register at their convenience. Completion time for the certificate is two years.

The third level of the program will be offered for the first time in May, and the course was filled in January. An additional workshop was added and has also filled. Levels four to eight of the program will be running by September.

The community has demonstrated tremendous interest in this certificate program and it is expected to be another success for Extension Programs.

Sandra Rice is co-ordinating and developing the certificate program in consultation with Shelley Rivkin.

Sandra Rice is Co-ordinator of Group Home Management Training and Casino Training in Extension Programs. □

The JI News is produced nine times a year to keep staff up-to-date with what's going on at the JI. If you have suggestions or comments, please contact Patricia McNeill in Extension Programs (222-7229). Justice Institute of B.C., 4180 West 4th Avenue, Vancouver, B.C. V6R 4J5 (228-9771).

Deadline for submissions is the 15th of every month - except July, August and December when the newsletter is not published.

Design and desktop publishing by Betsy Gordon.

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Library extends its hours

In response to numerous requests, the JI library is now operating with extended hours on Wednesday evenings. Assistant Librarian Christine Babec will staff the library from 4:30 to 6:00 p.m. and will offer the full range of services, including research questions and database searches.

If the extended hours prove popular with students, the service will be expanded to other days as well.

Lost and found policy revamped

Lost gloves, umbrellas, pens and pins will now find a temporary home in the Blake Hall reception area. Under the JI's

new lost and found policy, items turned in to the receptionist will be placed in a marked envelope and locked in the accounts office safe for a period of up to three months. Items not claimed by the owner or the person who turned the item in will be released to the social committee for disposition.

John Cleese/Prince Charles visit the JI (on film, that is)

The Green Committee proudly presents *Grime Goes Green*, the 30-minute John Cleese/Prince Charles video on cleaning up the environment.

Date: Friday, March 15

Time: Two showings, 12:15 and 1:00

Place: Blake Hall Theatre □