

## Minister appoints new JI Board

Advanced Education Minister Tom Perry has appointed six new members to the Justice Institute Board of Governors, increasing the number on the board from eight to twelve.

In making the announcement, the minister stated: "These appointments will ensure a more balanced representation on the board for women and the different cultures that exist in British Columbia." The new board consists of seven men and five women and includes representatives from the aboriginal and multicultural communities.

The new members are:

**Stella Davis** of Vancouver.

Ms. Davis has been a community worker, counsellor and supervisor in immigrant settlement and adaptation, and is an active advocate for women's support services in the multicultural community. She received her education in Saigon and at the University of Montreal and UBC.

**Florence Tam** of Vancouver.

Ms. Tam is a barrister and solicitor who serves various organizations in the Chinese community. She is a frequent lecturer in legal

affairs related to business and public education.

**Dr. William Simpson** of Prince George. Dr. Simpson is a surgeon with a background in medical trauma and emergency health service. He is on the medical staff at the Prince George Regional Hospital.

**Audrey Sampson** of Brentwood Bay. Ms. Sampson is a social development co-ordinator for the First Nations of South Island Tribal Council. She has a background in social and educational program delivery and is currently working to evolve social service policy.

**Dr. Elinor Powell** of Victoria.



**Stella Davis**

**Dr. William Simpson**



**Dr. Elinor Powell**



**Dr. Judith Vestrup**

Dr. Powell is Chair and Mediator with the Dispute Resolution Centre in Victoria. From 1968 to 1990 she served as a clinical director in internal medicine and endocrinology at the Royal Jubilee Hospital. She is a prominent leader in the Canadian Physicians for the Prevention of Nuclear War.

**Dr. Judith Vestrup** of West Vancouver. Dr.

Vestrup is an associate professor at UBC. She specializes in trauma medicine and related research and holds a number of professional appointments to government with memberships on emergency health committees.

**Dr. Joseph Cohen, Anthony Pantages and Robert Stewart** have had their appointments extended; **E.A. Sandy Robertson, Donald Pamplin and Peter Webster** also continue as board members.

The Minister extended thanks to former board members **Glen Ridgway and Dr. Fergus Ducharme** for their important contributions. □

# The challenge of teaching in Hong Kong

by Ian Dailly

*The following article is re-printed, with permission, from the Emergency Health Services Newsletter, the EHS Mirror.*

Five members of the Justice Institute and the B.C. Ambulance Service travelled to Hong Kong in March to conduct a training needs assessment for the Hong Kong Ambulance Command.

Ian Dailly, Dave Busse and Doug Weis spent the first week conducting workshops and meeting with the Hong Kong Ambulance Command and were joined in the second week by John Schinbein and Dr. Sheldon Glazer. The two-week session culminated in a joint training task force being established.

The trip proved to be highly enlightening each step of the way, starting with the flight.

The flight over is a good prelude to the population density that one can expect in Hong Kong. Sandwiched beside your fellow traveller for 14 hours makes for an apt introduction to this crowded city. Jet lag is quickly countered by a drive from the airport where one begins to see the differences from driving in the West. "Merge" takes on a whole new meaning and survival

skills for Western pedestrians is more than just looking the other way before crossing the street.

The hospitality of our hosts was so overwhelming it left us wondering how we would be able to reciprocate on the same scale when they visit us.

The instructional styles and methods we were used to had to be modified. Because our audience was bilingual with English as their second language, we had to speak more carefully and use more formal language. No slang or sarcasm.

For example, when demonstrating equipment, if we said "slap this baby on and you're laughing," our audience would get a much different message translated to Chinese than the more formal "this is the correct way to apply this." We soon learned to read our audience to see what was behind the funny looks. An international hand signal of "time out" was established to deal with translation problems.

During the first workshop we came to realize there was a problem with using case studies to teach. The Western method is for teachers to challenge the students, and they respond in kind. Chinese traditions dictate that people in authority, such as Ambulance Command, are not questioned by students. So

challenging our Chinese students brought no rebuttal, and we had to change to a lecture-only style.

This meeting brought together recommendations from the Hong Kong Society for Emergency Medicine and Surgery, Hong Kong Ambulance Command, B.C. Ambulance Service and the Paramedic Academy. The four groups involved in the meeting were working to improve the level of prehospital care delivered in Hong Kong. This was reflected in three recommendations laid out by the group:

- Two trainers from Hong Kong to take EMA 2 training in B.C.;
- Hong Kong Ambulance Command to move to adapt the patient assessment model used by the BCAS;
- A proposal be submitted to examine the feasibility of an EMA 2 Program being delivered in Hong Kong.

The Hong Kong project is part of a series of international training contracts BCAS and the Paramedic Academy have embarked on recently.

The trip was fascinating, and one that I hope others from the B.C. Ambulance Service will have the chance to take.

*Ian Dailly is Program Director, Paramedic Academy. □*

*The JI News is taking a break for the rest of the summer. We'll be back in October when we'll begin publishing on a new schedule. Issues will appear in October, December, February, April and June. Ideas and articles for the September/October issue can be submitted throughout the summer.*

## Interdisciplinary Studies produces wife assault handbook

With funding from the Ministries of Attorney General and Women's Equality, Interdisciplinary Studies has just completed an updated handbook on wife assault.

*Working Together to End Wife Assault* was adapted from the existing *Wife Assault Victim Support Worker Handbook*, but was rewritten to ensure that the

needs of battered women from different cultures were addressed. An advisory group consisting of members of key visible minority and immigrant serving agencies worked with the Justice Institute to complete the project.

The advisory group also participated in the design and delivery of four half-day sessions on the use of the handbook. □

## On staff

### Changes...

**Sandra Enns** has joined the Fire Academy staff as Program Director, Advanced Education Programs. Sandra comes to the Justice Institute from the University of Victoria where she was the Business Co-operative Education Co-ordinator. Sandra has a background in all aspects of distance education programs including working with tutors and computers and setting up database systems. She has a Business Administration Degree and a Professional "A" Teaching Certificate. She will be responsible for all distance education programs including the volunteer firefighter certificate program, the development of Edukits, the diploma program and night school programs. She will also look after the student data base and examination system.

**Kate Keenan** has been hired by the Registration Office to assist with bingo registrations and to serve as general Registration Office backup.

**Lee Turnbull** has been appointed Director of Mediation at the BC International Commercial Arbitration Centre. Lee completed her contract with Interdisciplinary Studies in mid-May but will continue to be associated with the Conflict Resolution Certificate Program as a coach.

After three and a half years at the Police Academy, **Steve Hess** has returned to general patrol duties with the Vancouver Police Department. Steve's successor as Co-ordinator, Advanced Programs, is **Chris Kennedy** from Burnaby RCMP. The Police Academy also welcomes **Jordan Taylor** from the Matsqui Police Department. He has joined the Police Academy staff as physical training instructor and will be working with **Gil Puder**.

Deputy Sheriff **Brian Woods'** secondment to Courts Academy has been extended into the fall.

**Ross Cloutier** resigned from his position with the PEP Academy in May. He is now an instructor at Cariboo College in Kamloops but will continue to be a guest instructor for PEP Academy.

Corrections Academy has made a number of recent staff changes. **Donna MacLean** began a ten-month secondment on May 18. She will co-ordinate the Employment Readiness Program. **Helen Bruins** will assist Donna in scheduling and organizing the programs. **Tracie Mydonic** moved from an OA 2 position to Helen's previous position as Program Assistant, Institutional Training. **Brenda Pierre** has joined the Academy as an OA 2. Brenda's last position was with the Kekanow Native Historical Society. The vacant Institutional Instructor position was filled by **Peter Stevens**. Peter worked at Holly Open Custody Centre prior to coming to the Corrections Academy. Finally, **Karole Conway**, Program Director, Institutional Programs, has been seconded to the Corrections Branch. For the next six months she will work on developing a model for institutional callboards which will guarantee minimum hours of work for auxiliary correctional officers.

Karole will return to the Corrections Academy in November; in the interim, **Paul Pershick** will be responsible for both institutional and community programs.

## Conferences and Workshops

Police Academy Deputy Director **Bob Hull**, accompanied by instructors **Selia Miller**, **Brad Pellegrin** and **Mark Johnstone** attended the Police Educators Conference held at the RCMP Academy in Regina from May 25 to 29.

**Robert Chong**, Community Instructor in Corrections Academy, attended a Youth at Risk conference held April 3-4 in Vancouver. The conference was sponsored by the Interministerial Committee on Youth Gangs.

In April, Corrections Academy Community Instructor **Linda Alexander**, attended a Forensic Workshop and a Sex Offender Workshop. The Sex Offender Workshop was sponsored by the Mt. Currie Indian Band.

Police Academy Director **Phil Crosby-Jones**, representing BC on the Board of Governors, attended the official opening of the Canadian Centre for Police/Race Relations located at the Canadian Police College, Ottawa. This national centre is designed to improve relations between police

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## Notes & Notices

### Excellence Committee Challenge

Attention all gardeners! We need you to help brighten up the somewhat dark and dingy reception desk area of Blake Hall with a fresh floral display each Monday, or more often if blossoms lose their lustre. With our long Lotus Land growing season we should be able to add a splash of colour and fragrance for at least

seven months of the year to complement the courteous and friendly service provided by receptionists Tracey Wheeler, Kim Davidson and Sandy Todesco.

### JI pins now available

The new JI lapel pins are now in stock and available to through Bernie Astles or Paul Harris in Stores. The cost to Academies and Divisions is \$.95 each. □



# FIRST at Whistler

by *FIRST Planning Committee*

On June 11-12, the Justice Institute held its first professional development workshop for all the JI's clerical and technical support staff at a two-day event in Whistler.

Over 60 people took part in sessions on topics such as managing conflict, career plateauing and effective skills for managing people. Stacey Holloway, Vera Bergman and Joyanne Landers, all well known faces around the JI, served as resource people.

Bob Stewart, Chair of the JI Board, opened the session and gave staff his view of the JI's history and evolution. Gary Ridout, the project manager for the new JI facility gave staff an overview of the planning process for the new campus.

Titled *FIRST* (Focus on Interests: Renewing Skills and Techniques), participants, Bob Stewart and Larry Goble all agreed that this should be an annual event.



Left to Right: Maureen Ferreira and Kate Walker present an appreciation gift to Pat Ross from participants



Bob Stewart's presence "humanizes the Board..."



Cynthia Teo and Pat Abercrombie - Blake Hall meets Lawrence Hall (or vice versa)

Dianne Joyall, Linda West and Anita Miles - spirits weren't dampened by the rain



# for JI staff

Thanks and appreciation to the planning committee: Maureen Ferreira, Susan Huffman, Barbara Hunter, Anne Langdon, Pat Ross, Sabrina Tong, Kate Walker, Debbie Watts and Linda West.

## Comments:

- "I feel appreciated, revitalized and motivated to work more efficiently and enthusiastically."
- "The retreat was an excellent morale booster and helped to strengthen relationships within the J.I."
- "Got it right the first time."
- "...course content was well suited to my workplace..."
- "Saw people away from work with their work masks off."
- "Gave me a chance to feel renewed and refreshed."
- "The enthusiasm of the instructors was inspiring."
- "Personally and professionally gained from this well organized two days."
- "The setting couldn't have been more scenic and restful."
- "Accent on both professional and personal aspects in every session."
- "I hope the Executive take the recommendations from Plateauing workshop seriously."
- "The t-shirts were a nice keepsake."
- "A big thanks to Andy Lambert of Western Technographics for the t-shirt design."
- "Great to have the opportunity to get away and feel appreciated by employer."
- "Great fun."
- "I loved it."
- "Look forward to next year." □



*Tracy Wheeler and Karen Grant discover their personal styles with workshop facilitator Joyanne Landers*

## Elegance at the Chateau!



*Bernie Astles verifies the food was great*

*Photos: Bob Walker,  
Pat Abercrombie,  
Kate Walker*

*Vera Bergman demonstrates  
"Humour in the Workplace"*



and visible minorities and aboriginal peoples. It will offer guidance on ways to counter racial discrimination and sensitize police to the country's cultural diversity.

**Ingrid Pipke**, Program Developer, also attended in her capacity as Provincial Liaison Link.

### Recognition

An International Symposium on Police Leadership, jointly organized and sponsored by the Police Academy and Simon Fraser University last February, has won a national Award of Excellence in the category of Professional Development from the Canadian Association for University Continuing Education. **Steve Hess**, a former Program Co-ordinator with the Police Academy,

will join **Margit Nance**, Director of Continuing Studies, SFU, to receive the award at this year's conference in Regina.

**Tony Williams**, Director of the Paramedic Academy, has been elected President of the Canadian Society of Prehospital Educators.

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### On visitors

During May, the Police Academy hosted senior police and government officials from New South Wales, Australia, who had been advised to make the JI the first stop on their North American official study of police training. **Assistant Commissioner Neil Taylor**, accompanied by **Chief Superintendent Kevin**

**McNeill** and **Honourable Stephen Mutch**, New South Wales State Parliament, were particularly interested in the Academy's assessment centre program and the development of a job-related police physical abilities test.

The Paramedic Academy hosted a number of international visitors in early June. They included **Dr. Bertholome Finizola**, **Dr. Arisse Finizola** and **Dr. Ricardo Granero** from Barquisimeto, Venezuela, and **Dr. Anup Datta** from Kuala Lumpur, Malaysia.

In July, ambulance officers **David Pang** and **Joseph Lau** from Hong Kong, and **Rick Smith** from Nova Scotia, will attend the Paramedic Academy's EMA II program. □

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## Courts Academy develops a Service Quality program

*by Irwin DeVries*

As one of my first priorities in the Courts Academy, I was asked to write a proposal for the development of a Service Quality program for registry staff in the court system. I wasn't sure what I was getting into, but I was definitely surprised at what I found.

Service Quality is an initiative begun by the Council of Deputy Ministers. Its intent is to improve service to the public, reduce red tape, delegate more authority to those delivering service to the public, and achieve management excellence in the public sector.

One can only wonder how many people's image of the public sector has been formed by either trying to fill out tax forms or waiting in line to renew a driver's licence. Service Quality looks at the key contacts the public has with government and attempts to improve the level of service pro-

vided. In other words, it means putting into practice an idea that the government exists to serve a customer—i.e., the public.

Some key concepts in Service Quality are access to clear, easy-to-understand information about government services; simplified processes (i.e., less red tape); improved customer skills; increased empowerment of front-line staff so that decisions can be made more quickly; and constant striving to improve the quality of service provided.

As I met with the provincial Service Quality Secretariat and learned how different ministries and government agencies have implemented Service Quality in their own ways, it became clear that this was an exciting opportunity to develop a training program that could really make a difference. The implications of fostering organizations dedicated

to the Service Quality concept are enormous. The "management revolution" experienced in the private sector over the past ten years has obviously also had an impact on the public sector.

The court system is often perceived as a bureaucratic organization. Yet the courts may deal with people who are in a state of confusion or distress. Obviously, implementing Service Quality in such a system is a challenge, since so many of the court systems are intertwined with laws, regulations and policies which are in place to protect due process. The key to implementing a successful Service Quality program is belief in people and their desire to take pride in their work. I feel privileged to be part of the Service Quality initiative.

*Irwin DeVries is Program Director, Courts Academy. □*

## Student Profile

by Nancy McPhee

Phyllis Nordquist's involvement in the Conflict Resolution Certificate Program has been both sudden and intense.

Her interest in mediation began one day last summer when Phyllis struck up a conversation with the man in front of her in a long bank line-up. His name was Gerhard Schauble, and he mentioned that he was a lawyer and very interested in mediation. He was also a student and coach in the Conflict Resolution Certificate Program at the JI.

That conversation sparked Phyllis' interest and, a couple of weeks later, she mustered enough courage to phone Gerhard to find out more about mediation. As a result of that phone call, Phyllis and a friend from Edmonton, Sharon Wilson, registered for the entire

program. Moving to Vancouver for the courses called for some creative housing arrangements, and Phyllis and Sharon set up camp in their motor home in the Justice Institute parking lot.

Hooked from the very first course, Phyllis has found the program to be 'life altering.' When asked what changes she feels the program has made, Phyllis responded, "I had no idea the impact these courses would have on me personally, and in my relationships. I have made some dramatic paradigm shifts. The 12 things that you should avoid in good communication ... I did them all."

Now that she has completed the program, Phyllis' plans include exploring opportunities in business, or perhaps politics. She



Photo: Patricia McNeill

feels this training has provided her with a foundation that she can build on and take that next step in her career and her life with a new perspective.

*Nancy McPhee is a Program Planner in the Conflict Resolution Certificate Program, Interdisciplinary Studies. □*

## First course run at New Westminster site

by James Bond

At the end of April, 60 police and fire personnel from New Westminster participated in a Hazardous Materials operations level certificate course specially designed for the New Westminster Fire Department by the Fire Academy. The course was the first to be held at the new Justice Institute site at 8th and McBride in New Westminster.

The personnel who attended were trained to detect the presence of dangerous goods by recognizing clues at the scene of an incident, and to implement an incident command system for managing dangerous goods incidents. Interagency participation in courses such as this is intended to improve effectiveness at all emergency scenes.

The course included a teleconference with John Volkes,



Photo: Now Newspapers

Deputy Fire Commissioner; Dr. Doug Walton, Research Officer, Ministry of the Environment; Michelle Cloutier, Chief of CANUTEC; and Jeff Amy, Manager of Operations, Provincial Emergency Preparedness. Having had this opportunity for discussions with these specialists in the field, the department will be better able to access their knowledge and expertise in actual emergency situations.

*James Bond is Deputy Director of the Fire Academy. □*

## Police Academy hosts mountain bike training program

Bicycle patrols are part of the general movement aimed at returning police to a more personal level of service to communities. Responding to that trend, in early May the Police Academy hosted the first Police Mountain Bike Training Program to be held in Canada. The program was designed and developed by members of police bike patrols on Vancouver Island and the Lower Mainland.

Eighteen candidates, including two paramedics, attended the one-week program. It included a variety of tactical bicycle exercises over difficult, demanding terrain and heavy traffic areas, and emphasized fast and slow speed skills, braking, pursuit, bicycle maintenance and physical conditioning. □



# PEP Academy hosts federal support team training

by Sam Meckbach

In *Earthquake Country* it is important that the co-ordination of all support resources, especially those outside the province, are completed quickly and efficiently. To analyze their ability to support British Columbia in the event of a catastrophic earthquake, a federal support team has been established through the regional office of Emergency Preparedness Canada.

Representatives of the regional offices of Agriculture Canada, Health and Welfare Canada, Communications Canada, the Department of National Defence, Public Works Canada and eight other ministries and Crown corporations met at the JI in late May to be briefed by Provincial Emergency Program staff and to answer in syndicate discussion how each organization would structure itself to provide a support response to BC.

What is really exciting for the Justice Institute, is that the provincial and federal governments have recognized that the JI is the appropriate location for this co-ordination and training. This means that exercises planned for the next several years will be conducted at the JI, and a provincial field response centre will be estab-

lished to meet that demand.

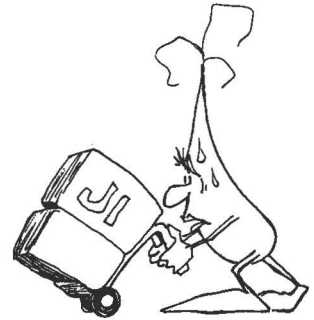
Training for the federal support team is the first activity in a long list of events which will be highlighted with a provincial exercise in November '93 and, in the year following, a federal exercise nicknamed "Canatex '94."

Sam Meckbach is Director of the PEP Academy. □

## JI move update

*This is the first in an on-going series of articles from the project manager for the new JI facility to be constructed in New Westminster. The purpose of the articles is to ensure that JI staff are kept informed of project developments.*

by Gary Ridout



The month of May was spent in getting oriented (Where do I sit? Where is the coffee pot? If this is a Justice Institute where are all the judges and lawyers?) and organizing proposal calls for a facilities programming consultant and the project architect.

On May 26, the selection process for the programming consultant was completed with receipt of board approval to appoint the firm of Cornerstone Planning Group Ltd. Cornerstone started work almost immediately, and by the time you read this article they will be well along the road to identifying the space requirements for your new campus.

The project has drawn great interest from the architectural community with over 30 firms attending the architect's briefing held on June 8. Appointment of the architect is scheduled for the end of June.

Other activities, such as assembling additional members of the project team to undertake soils investigations, surveys, preparation

of cost estimates, and to work with the City of New Westminster on the rezoning process, will ensure a busy June.

June 10 marked the first of the informal bi-weekly lunch hour briefing sessions hosted by the project manager to keep staff and students informed of project developments. These sessions will also include a question and answer session.

The project management baton will change hands at the beginning of July when Barry Hawkins assumes the position of project manager. I have been holding the fort while Barry finishes up his assignment on Kwantlen College's new Richmond campus. I have enjoyed my short stay here but I leave knowing that your project will be in the hands of an excellent manager.

Gary Ridout is the Vancouver manager of UMA Spantec Ltd., the firm selected as project managers for Phase I of the JI's new facility. □

*The JI News is produced five 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 Inter-disciplinary Studies (222-7229).*

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