

THE *J* NEWS

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Career & Community Studies

Corrections Academy

Courts Academy

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Finance & Administration

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What is PTEC?

by Sarah Ross

PTEC has been in existence for eight years, and yet many people still ask: What is PTEC? Who is PTEC? For those of you who are still asking, here are a few answers.

PTEC stands for the Pacific Traffic Education Centre which opened as a joint venture of the Justice Institute and the Insurance Corporation of B.C. on October 18, 1988. The Centre is dedicated to improving the safety of professional drivers through the development and delivery of advanced training programs. The Centre also aims to enhance the quality of accident investigation through the development and delivery of programs, and participates in research on driver and vehicle performance.

Director, Al Lund, retired from the RCMP in 1988 to head up PTEC. He is an accident reconstructionist and professional driver trainer. Al has developed several specialized driver training and accident investigation programs. He also provides expert evidence to the courts on emergency vehicle operation and driver behaviour.



The PTEC Crew: Al Lund, Kate Walker, Sarah Ross, Jasbir Sandhu

PTEC's Driving with Finesse (which Al developed) has proven to be an excellent accident prevention program. The one day hands-on course is taught in the vehicle and aims to help drivers enhance their skills. An onboard computer monitors the driver's braking and cornering techniques, and helps drivers develop confidence and smoothness in their everyday driving.

In order to encourage the JI to set the example and be a leader in collision prevention, PTEC offers Driving With Finesse free of charge to Justice Institute staff.

Additional advanced courses, such as Total Control Driving, are available to students from all academies as well as to numerous government agencies and private organizations. Total

Control Driving is delivered at the PTEC driving facility at Boundary Bay Airport.

Two accident investigation courses are also included in PTEC's program offerings - Industrial Accident/Incident Investigation and Traffic Accident Investigation. Both courses were originally designed by Al Lund, and are now coordinated by Fred Pachal who has 40 years RCMP experience. These courses are designed

continued on page 8

Inside:

Confined Space Rescue	2, 3
Freedom Fighter	4
Cultural Conflict Resolution	5
Sex Offender Awareness Program	6
Insiders snapshots	7

New Confined Space Rescue Course at FSTC



The above ground team lowers a rescuer into the confined space.

There is no other course like this in Canada. Confined Space Entry & Rescue Level I was developed through a partnership between Canadian Airlines and the JI's Fire and Safety Training Centre to meet an obvious need for this specialized training. The course is aimed at people who work in or enter confined spaces. When you work in these situations you have to be prepared for accidents, and be ready to rescue or remove injured co-workers. Confined Space Entry & Rescue Level I prepares people to safely enter confined spaces where accidents have occurred, and teaches basic confined space rescue techniques.

The first running of the program took place at the Fire and Safety Training Centre in September of '96. *Jl News* was at Maple Ridge on the second last day of class to observe a simulation and talk with some of the participants of this new program.

On top of the burn building sits an orange tripod-like device with pulleys and ropes attached. The tripod sits over an opening that's about two feet square. Six

people are buzzing around the tripod doing various tasks: monitoring ventilation and communication lines, securing safety ropes, operating the pulleys. One person holding a clipboard walks around observing - he's the safety officer whose job is to keep track of how long the rescuers have been down in the hole and to make sure all members of the team are safely performing their duties. One of the course instructors is keeping an eye on the actions above while another is down in the hole.

Two rescuers will be lowered into the hole to find and remove a co-worker who has been injured. In this case the coworker is not a real person, they're using a dummy. The scenario feels very real from the moment the first rescuer is lowered into the darkness of the hole. Like an underwater explorer of days gone by, he has a number of life lines connecting him to the surface - safety rope, air supply and a communication line so he can be in constant contact with the team above. The normal self-contained

breathing apparatus wouldn't fit in most confined spaces, so the air supply line is vital. As an emergency back up, the rescuers carry a small "ska-pak" (self contained breathing apparatus) with a 20 minute air supply to allow them to return to the surface.

"These lines are your responsibility when you're down here," says instructor Todd Wheeler of the first rescuer's life lines "you get these messed up and you won't know what's what." Todd is an Instructor Developer with Canadian Airlines, and is one of the main instructors for this course. JI instructors co-present the course with Canadian Airlines instructors.

The second rescuer is down and the crew above lowers a spinal immobilization unit and a "bumble bee" (an appropriate nickname for this black and yellow blanket-like harness) used to remove the injured person.

Instructor Todd Wheeler calls to the crew above ground "Who's watching these lines? They're all on one side of the opening, keep them separate."

As the rescuers prepare the injured person for removal from the hole they are in constant communication with the crew above "we need more safety line... ready for the pulley... up on the safety, we need to tilt him to get him out." While this is going on, Todd comments on technique, tells them what to watch for and ways to improve.

The instructor above ground calls to the safety officer "how long has res-

cuer one been down there?” Seventeen minutes is the reply. The crew begins to raise the injured worker “is that safety line looked after?” asks the instructor, advising them of the importance of having someone in charge of the safety line above ground in case the pulley line breaks or releases.

When the simulation is complete everyone gathers around the tripod for a debriefing — instructors and course participants comment on what went well and what problems they encountered. “I didn’t feel comfortable with how organized we were when we arrived, I’d like to work on that a bit,” says one participant.

“We need more safety line ...”, Gary Gerein of BC Ferries (left, in white) communicates to the crew above.



“Your chances of an actual rescue in these situations is slim,” says Todd Wheeler, “you’re often dealing with a fatality. What’s really important is that you practice working safely.”

Tomorrow the class will spend the entire day in full-blown rescue simulations - in vertical and horizontal confined spaces. They won’t know the details of the simulation beforehand, they’ll have to assess the situation and react accordingly, just like real life.

Gary Gerein, a Safety Officer with B.C. Ferries took the course in order to review it for BC Ferries. The program may become part of their response team training.

The Coast Guard sent two people to the course. Machinist Ray Smith explains how the program will be valuable to them in their work in cleaning fuel tanks “we knew we needed the proper training... we’ve had lots of theory, so these simulations really start to pull things together.”

For Norene Parke, a firefighter with Merritt Fire and Rescue, the simulations were a very important part of the course, “we have a lot of confined spaces in the Merritt area.” The City of Merritt recognized the need to have people within their community trained in confined space rescue — they sent Norene and a colleague to take the course.

Other participants in the course included a member of the Victoria Fire Department, staff from Canadian Airlines and JI instructors.



The injured worker in the “bumble bee” harness is raised. The large tube in the left of the picture is used to monitor the air quality in the confined space.

Now that this course is up and running, the JI and Canadian Airlines plan to develop level two and three courses to teach advanced rescue techniques.

Confined Space Entry and Rescue Level I will be offered five times in 1997. For information on the course contact the JI’s Fire & Safety Training Centre in Maple Ridge at (604) 462-1000.



Freedom Fighter Studies Conflict Resolution



Thomas Tewelde, Freedom fighter, studies Conflict Resolution at the JI in order to work for peace in his country. Thomas lives in Asmara, Eritia.

When Thomas Tewelde finished high school in 1977 he had two choices - join the revolutionaries and fight for the freedom of his country, or leave Eritria to make a new life and support the revolution from another country (as many others did). He chose to stay and fight because he believed Eritria (in East Africa) had a right to independence from Ethiopia.

Fourteen years later, after a total of 30 years of war, Eritria won independence from Ethiopia. Thomas found himself faced with the question of "what now?". When you've spent so many years fighting for freedom, what do you do when you've won, and find yourself in a time of peace?

"I realized peace is the most important thing in life," says Thomas, "I wanted to do something to help the people of my country maintain peace as we rebuild Eritria."

While working as the Project Manager of the National Union of Eritrian Youth and Students, Thomas began searching for training in peace management. In May of 1996 he attended the fourth annual International Conference on Conflict Resolution in St. Petersburg, Russia. At the conference he met Duncan Stewart, an instructor at the JI's Centre for Conflict Resolution Training.

"I found out about the JI from Duncan, and I became more and more interested... I decided I wanted to take the program, and started to fund raise to pay for my travel to Canada. My government paid the tuition, but I had to find the money to travel here."

Thomas arrived at the JI in September and began an intensive learning process, taking the entire Conflict Resolution Certificate program in just over three months.

"When I arrived I was thinking of conflict resolution in terms of political conflict... through the program I learned that resolving conflict starts with yourself and how you interact with everyone... it goes out from there. No matter where you are from, we're very much alike, our feelings, our needs and assumptions... we must always remember that and respect each other."

Thomas took his last mediation course at the JI on December 11 and completed his assessments just before Christmas. Returning to Eritria, he will work within the government, helping to maintain the peace he fought for so long to attain.

Eritria

Located on the coast of East Africa. Its beautiful port cities provide vital links to the Indian Ocean and the Mediterranean Sea. These ports are part of



the reason Ethiopia wanted control of Eritria. Equal in size to England, with a population of 3.5 million people.

Nine different nationalities with two predominant religions: Christian and Muslim.

Eritria was "given" to the King of Ethiopia following the second World War.

In 1991 Eritria won independence, and was acknowledged as a country in 1993, becoming the 184th member of the United Nations.

Currently drafting the country's constitution — it will be ready by mid 1997 and will be presented to the people for approval.



New Programs Deal with Cultural Diversity in Conflict Resolution

January 1997 marks the 10th anniversary of the Centre for Conflict Resolution

"when we hear people from another culture speak in a tone we're not used to we quickly make judgements

which can lead to conflict,"

says Ed Eduljee,

Director of Multiculturalism BC.

"Cultural differences matter", says Marg Huber of the JI's Centre for Conflict Resolution Training "we vastly underestimate the importance of culture in situations of conflict."

For some time now the JI's Centre for Conflict Resolution Training has recognized a strong need to address issues of culture as they relate to conflict resolution. Over the past three years, a number of initiatives have been taken to explore how culture impacts what we teach in the program. During the past year a multicultural development team has been working with Marg to build new elective courses relating to culture and diversity. The result so far is three courses dealing with culture and conflict.

The first, *Prejudice Reduction*, was introduced two years ago, and is designed to help identify and work through negative stereotypes that

have traditionally divided people. The two day program is very popular, and is offered twice a year.

The two newest courses, (which were offered for the first time last fall) are *Intercultural Communication: Bridging the Divide in Conflict Situations* and *Voices and Spaces: Intercultural Conflict Resolution*.

Intercultural Communication looks at cultural differences in communication and how those differences impact conflict situations. The course aims to help people learn ways to prevent intercultural conflict from occurring as a result of miscommunication. During the course, participants explore attitudes, behaviors, verbal and non-verbal messages as they relate to culture, and develop a greater awareness of the role of culture in conflict. The October offering of this course was full soon after the Fall course calendar was issued.

Voices and Spaces is a unique course which aims to bring together a rich cultural mix of people. "By sharing stories of conflict and how our different cultures approach conflict we can begin to develop strategies and skills for dealing with situations between cultures," says Marg.

The development team has met every three weeks for the past year, working to pull these courses together. "We can't just talk about culture to the community," says Marg "we have to work with the community in all aspects of design and delivery." That's what the multicultural-

Members of the Multicultural Development Team:

Marilou Carillo - who works in conflict resolution and racism/anti-racism with women, immigrants, refugees and cross cultural communities, and is a graduate of the Conflict Resolution Certificate program.

Valerie Dudoward - who manages pre-employment programs for the Native Courtworker and Counselling Association of BC and is the Women's Equity representative on the BC Labour Force Development Board. She is a graduate of the First Nations Negotiation Skills Certificate program.

Ed Eduljee - the Director of Multiculturalism B.C. and a graduate of the Conflict Resolution Certificate program. Ed has

worked with cultural diversity and multiculturalism issues for over 15 years.

Sondra Marshall - a teacher with the Vancouver School Board (with two decades of ESL teaching) and a trainer with the National Coalition Building Institute of Canada. **Jeannette Matson** - a counsellor, mediator and consultant in private practice and the Director of the Vancouver and BC Interior chapters of the National Coalition Building Institute of Canada

Marg Huber - Program Director of the Centre for Conflict Resolution Training at the Justice Institute.

continued on page 8

New Certificate Program for People Working with Sex Offenders

"It's designed to give people who work with sex offenders a solid base of practical knowledge about the sex offender," says Steve Sharlow, program coordinator, Corrections Academy, and the person responsible for the development of this new certificate program.

The impetus for the program started with the results of the Gimache Inquiry which prompted the Corrections Academy to look at what kind of training was needed for probation officers and the range of people who work in the treatment of offenders.

"Originally we began by developing and delivering some basic training (on sex offenders) to probation officers across the province," says Steve. "In doing so we recognized the need for more extensive training."

The Sex Offender Awareness Certificate program includes five mandatory courses and 18 elective courses on topics such as denial, risk assessment, the

sex offender and the church, relapse prevention, and cultural considerations to name a few. The program involves classroom learning and skills training in predominant areas of working with the sex offender in the community and in correctional centres. "It's a self-paced program, so if you choose, you can continue working while you're taking courses for the certificate," says Steve. "We can also deliver the entire program on a contract basis to employers, or these organizations can purchase blocks of seats in already scheduled classes."

The official launch of this new certificate program was January, and the response so far is positive "We have over 100 people signed up for courses," adds Steve.

For more information on the Sex Offender Awareness Certificate program contact Steve Sharlow at (604) 528-5555, e-mail: sharlowrelapse@jibc.org, Web site: www.sharlow.com

New Vice President

Pat Ross, the JI's Dean of Educational Services and Career and Community Studies, was appointed Vice President, Finance and Corporate Services effective January 1.



Pat first came to the JI as a program director over 10 years ago when we were just developing the fee-for-service, community programs area. Under her leadership, Career and Community Studies has grown to represent almost one quarter of the overall JI training picture.

"Pat's experience and familiarity with the JI, combined with her background in business administration, will be a benefit to the JI as we continue to grow," says JI President Larry Goble.

Course topics include... denial, risk assessment, relapse prevention, the sex offender as family or friend...



Dean Winram, JI Bursar, retires after 19 years of service.

Bursar Retires

Dean Winram, Bursar of the JI since 1978, retired on January 1, 1997. In his 19 years of working for the Institute, Dean played a vital role in its many stages of development. He also made many friends along the way. Those friends held a special "Roast" on January 9th to say farewell and to tell all the funny "Dean" stories they had gathered over the years. ■

Insiders - Snapshots from around the JI.



1 & 2: Premier Clark was the guest speaker at the graduation of Police Recruit Class 63 on November 8. Qualified Municipal Constable Jennifer McCarron, began working with the Port Moody Department following graduation. "Marching Drill" – Class 63 graduation ceremonies.



3. Graduates of the Management Development for Residential Settings certificate program - September 1996.

4. "Shooting" the Fire Fighters Calendar - the Fire and Safety Training Centre in Maple Ridge is the backdrop for this popular calendar that raises funds for charity.

5. The 1996 summer open house was a showcase of the many professions we train.



6. The first graduation class of the Fire Prevention & Inspection Program.



7. An evening with Story Teller. A special stage production by this unique First Nations group told the story of four women and the impact residential school had on their lives. The performance was attended by JI staff and their family and friends.



8. Rudy the Reindeer and the 'Santa's quatch stopped at the JI in December on their way to the North Pole.

What is PTEC...

continued from page 1

to provide supervisors with skills to perform in-house investigations, and are often customized as company packages.

We recently introduced a Road Sense Driving course which is taught entirely in the classroom. At present, the main recipients of Road Sense Driving are the participants enrolled in the TaxiHost Level I Program. So far, the course has been enthusiastically received by the taxi industry.

This brings us to PTEC's latest endeavour, the TaxiHost Centre. This

Centre was created in January of last year to help streamline the processing of several thousand Lower Mainland taxi drivers through the three courses of the TaxiHost Level I Program offered by the Justice Institute. We were lucky to recruit Jasbir Sandhu to manage the Centre. His considerable administrative skills, coupled with his in-depth knowledge of the taxi industry have helped tremendously. PTEC is the information control centre for TaxiHost. Records of all drivers participating in the program are kept in the Centre, and certificates are issued to those who successfully complete the three

Level I courses. A Level II Professional Driver Program is now being designed and is expected to be in place this Spring.

And one final note, PTEC also develops driver training videos; a new video on tips for winter driving was produced last fall and can be purchased through PTEC. A Driver's handbook is available through PTEC or the JI library.

If you still have questions about PTEC and those who work there, feel free to contact Sarah Ross, PTEC's manager of Administrative Services, at (604) 528-5507. ■

Thanks!

The JI News is produced for staff and clients of the Justice Institute of B.C. If you have any suggestions or comments, call Peggy John in Public Relations at (604) 528-5527.

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Something you'd like to see in the next issue?

Call with your ideas, or send your submission to Peggy John.

Cultural Diversity in Conflict Resolution...

continued from page 5

al development team has done, "they've worked very hard to try to give meaning to these courses," adds Marg. The experience of working with the development team has been very rewarding for the entire group. "We have a diverse, multitalented group of people on the team... people with very different perspectives and cultural backgrounds... bringing the group together has been challenging at times for all, and at the same time an extremely rich experience."

The initial response to the courses indicates that the team's hard work has paid off. These three programs demonstrate that cultural differences matter, and a true understanding of a person's culture can help to resolve conflict. ■

Voices From Each Generation; Healing the Effects of Generational Trauma

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