

An aerial photograph of the Justice Institute of British Columbia campus, showing several large, modern buildings with flat roofs and extensive windows. The campus is surrounded by trees and greenery, with a parking lot visible in the upper left. The entire image is overlaid with a semi-transparent teal color.

Annual Report 1993 - 1994

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Periodicals

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The Honourable Dan Miller
Minister of Skills, Training and Labour
Parliament Buildings
Victoria, British Columbia

Dear Mr. Minister:

On behalf of the Board of **Governors of the** Justice Institute of British Columbia, and pursuant to Section 60 of the College and Institute Act, I have the honour of submitting to you the Annual Report of the Institute for the fiscal year 1993-94.

A handwritten signature in black ink, appearing to read "R. Stewart". The signature is fluid and cursive, with the first letter "R" being large and stylized.

Robert J. Stewart
Chair of the Board



Chair

Robert J. Stewart

Vice Chair

Anthony P. Pantages, Q.C.

Board of Governors 1993 - 94



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2



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Photos by: Ryan Shellborn



Executive Committee 1993 - 94

Philip B. Crosby-Jones

Director
Police Academy

Irwin DeVries

Program Director
Courts Academy

Lawrence E. Goble

President

John E. Laverock

Director
Corrections Academy

Peter Pershick

Program Director
Provincial Emergency Program
Academy

Patricia D. Ross

Dean
Educational Services
Interdisciplinary Studies

Paul C. Smith

Director
Fire Academy

Anthony T. Williams

Director
Paramedic Academy

P. Dean Winram

Bursar/Director
Finance and Administration Division

Policy Advisory Committee 1993 - 94

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Ministry of Municipal Affairs

J. David N. Edgar

Chairman, B.C. Police
Commission
Ministry of Attorney General

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Director, Provincial Emergency
Program
Ministry of Attorney General

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Executive Director, Corrections
Ministry of Attorney General

R.P. (Val) Pattee

Executive Director
B.C. Ambulance Service
Ministry of Health

3

**Executive Committee
1993 - 94**

Photo by: Ryan Shellborn



For the past 15 years the Justice Institute of British Columbia has been responding to the education and training needs of a variety of justice and public safety clients and students.

The result has been strong academy programs that have grown over the past 10 years by 50%. In addition, an active, vibrant,

Report from the Chair & President

entrepreneurial section has developed that

provides a number of other contracts and open access, fee-for-service courses. This section has grown by over 1,000% during the same period.

As a result of change and growth we renewed our vision and our mandate statement during the year. These have been included, along with a number of goals and action plans, in our 1994-96 Strategic Plan.

Responding to the growth opportunities and maintaining the quality programs for which the JI is becoming more widely known around the world would not be possible without the continued dedication and hard work provided by all JI staff. Our successes throughout the year are due to their efforts — and for this we thank them.

Numerous program initiatives are outlined in the following pages of this report. We encourage you to read about them and request more information if you are interested in any specific areas.

Looking ahead to 1994-95, we are excited about the new opportunities that are available



Photo by: Ryan Shellborn

to us in collaboration with our existing and potential new partners. Early in 1995 we will be moving to an exciting new purpose-built campus in New Westminster, and with our satellite burn centre in Maple Ridge and Driving Training Centre in Delta, the JI will have the best facilities possible to support work being done by our staff to meet the ongoing training needs of our clients and students.

Lawrence E. Goble
President

Robert J. Stewart
Chair



The Academy's student training days in fiscal year 1993-94 totalled 15,341 days, an increase of 7% over the previous year.

Highlights of Academy activities during the year included:

- Completion of a pilot project and seven institutional employment readiness courses which were delivered throughout the province. Under this style of training, the Corrections Academy recruits, selects, and screens applicants. Successful applicants pay a tuition fee for completion of the program.

The majority of the 159 graduates of the program were able to gain employment in institutional corrections.


- A two-year pilot project was also initiated to deliver probation officer and family court counsellor employment readiness training. Two courses were delivered this fiscal year and, again, the majority of the 43 graduates were able to find employment shortly after completing the course.
- The Academy assisted the Corrections Branch in organizing a major development workshop which focused

on developing a new Branch mission statement, setting operational priorities, and reviewing management styles and methods.

- A five-day course for shift supervisors in both youth and adult institutions was established and five courses were delivered. Four additional ten-day courses were developed and delivered for new supervisory staff.
- The Corrections Academy continued to work closely with the Provincial Staff Training Committee. The Committee is responsible for identifying provincial training needs and reviewing and revising training policies and priorities.

Throughout the year, Academy staff responded to the challenge of an increased workload and constant changes to systems and delivery methods. Quality remained high and feedback from students continued to be very positive and supportive.

5


John E. Laverock
Director

Corrections Academy

The Corrections Academy provides training for approximately 2,400 probation officers, family court counsellors, and security officers working in provincial adult and youth corrections institutions in British Columbia. It also provides employment readiness training to members of the public who wish to prepare for careers in institutional and community corrections.

Employment Readiness class on a field trip to Porteau Camp.

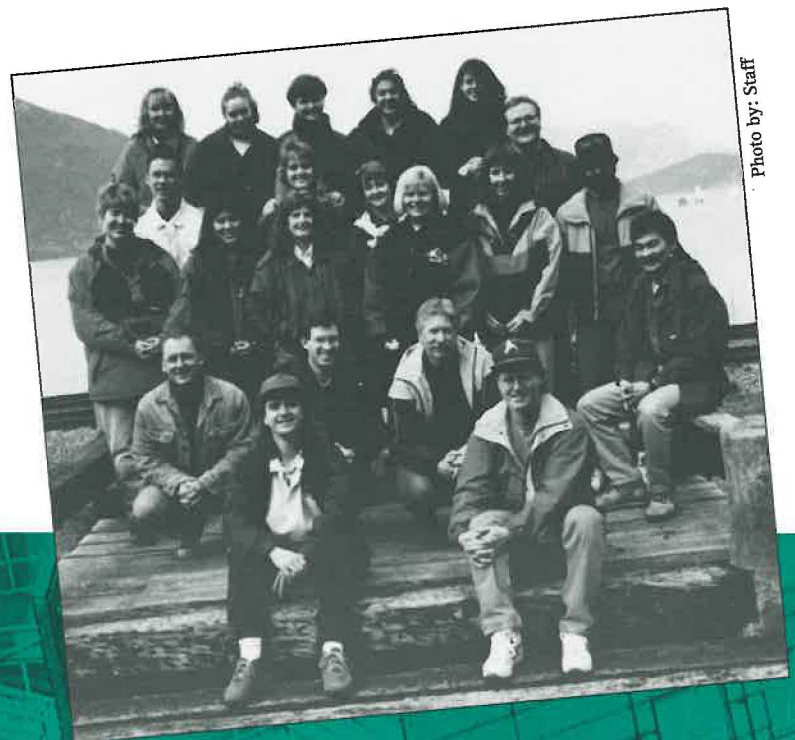


Photo by: Staff



A key requirement in the training sector is to provide job skills and career enhancement training in a way that minimizes off-the-job time, travel costs, and inconvenience to learners and their work teams. The Courts

Courts Academy

The Courts Academy provides training for over 1,400 managers, supervisors, deputy sheriffs, clerical staff, and other personnel in the Court Services Branch, Ministry of Attorney General.

Academy has continued efforts in this direction,

including providing increasingly decentralized training, building a training resource in the local workplace, and proposing alternative methods of program delivery.

Training increased significantly this year, and the Academy undertook several major projects. The following examples highlight some key activities:

Registry Skills

- Service Quality, which was developed in the 1992-93 fiscal year, was delivered in numerous sites and appears to have taken hold as an ongoing course.

- Family Maintenance and Enforcement Act training was delivered in a decentralized mode to every region, using local instructors trained by the Courts Academy.

Deputy Sheriffs

- Defensive tactics instructor training was delivered to 16 deputy sheriffs and sheriffs, and was subsequently implemented in every region around the province. This program is a major initiative, and has proceeded smoothly on a tight time line.
- Two Block 2 training programs were held.
- An in-depth study was conducted on screening and training of deputy sheriffs. The study has been included in a detailed report on employment readiness, which is in the proposal stage.

Management Training

- A number of programs were offered, including Management Skills for Supervisors, Labour Relations, Staffing in the Public Service, Stepping up to Supervision, and Instructional Techniques. These courses were held in various locations around the province, as student numbers made possible.



Irwin DeVries
Program Director



Photo by: Ryan Shellborn

Educational Services

Educational Services provides a range of educational support services to the Institute.

The Media Centre provided audio/visual equipment to support classroom instruction, and a full production resource for making video training tapes. Twelve video productions were completed with JI

academies on topics such as self defense tactics for sheriffs, auto theft, gangs, and spinal immobilization. A critical incident stress video, an initiative of the media centre, received awards from the Police Video Awards of Canada and the Association for Media and Technology in Education in Canada.

The Library circulated 4,200 books and 3,876 videos. In addition, library staff researched over 3,000 reference questions. An inventory of the collection demonstrated the need for a security system which was installed in March and will be taken to the new facility. The library collection will be augmented by the Oppal Commission's decision to donate its research collection to the JI.

Program Services provided curriculum development and manual production services to client organizations. Major projects were undertaken for the Office of the Chief Judge and Health Canada.

Throughout the year, the Faculty Development Program provided training,

development, and on-going support to the Institute's instructional staff.

The Central Registration Office registered over 13,000 participants, and expanded its services to include registrations for employment readiness and private security students.

The JI's First Nations Advisor assisted staff in developing policy, procedures, and services to meet the educational needs of First Nations learners. During the year, funding was received from the Inter-Ministerial Committee on Aboriginal Justice to conduct a needs assessment on a reserve to determine the support required by elders asked to participate in the local justice council.

The Pacific Traffic Education Centre (PTEC), a joint venture of the Insurance Corporation of B.C. and the Justice Institute, completed its fifth year of operation. PTEC provides advanced driver training and traffic accident investigation courses, and conducts research projects. This year, the National Research Council joined PTEC's management committee and became actively involved in establishing PTEC's role for the future.

Patricia D. Ross

Patricia D. Ross
Dean



Photo by: Ryan Shellborn

Programs offered in fiscal year 1993-94 year resulted in over 40,000 student training days, an increase of 33% over the previous year. Likewise, the Academy generated over 13,000 examinations, a 25% increase; and marked over 12,000 examinations, a 32% increase over the previous year.

Fire Academy

The Fire Academy provides training programs and services to over 13,000 fire fighters in B.C.

Other achievements during the year included:

- The Academy received accreditation through the International Fire Service Accreditation Congress for the following courses: Company Officer, Command Officer, Administration Officer, Training Officer Level I and II, Fire Fighter Level I and II, and Hazardous Materials, Awareness and Operations.
- A field training program was implemented and offered in partnership

with fire departments which share in the cost of delivery. Thirty fire fighters were selected from around the province and trained as instructors for the delivery of fire fighting training subjects identified in the volunteer fire fighter training standard. This program provides for instructors to attend at a fire department on a scheduled practice night to deliver training, and to conduct weekend training programs.

- The Academy used the Nanaimo fire training centre and the training facility at Fort St. James for live fire training on a cost-recovery partnership with fire departments.

As part of its contract with the Fire Commissioner, the Fire Academy provided facilitation and clerical support to the Standards and Curriculum Sub-Committee of the Fire Safety Advisory Council. The Council developed a provincial basic fire fighter training standard for review and comment by all interested parties.



Paul C. Smith
Director

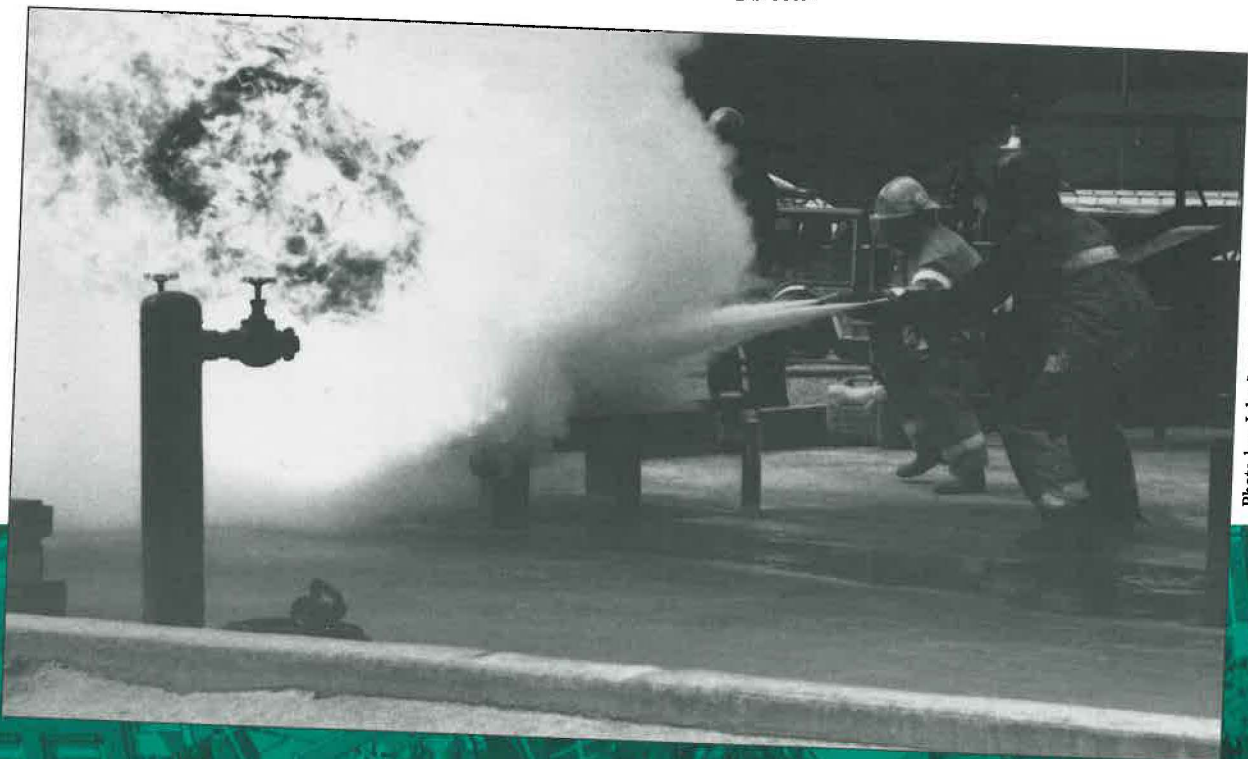


Photo by: John Lynn Marketing

This year, Interdisciplinary Studies offered 768 courses to over 16,500 students.

Demand continued to grow for the advertised courses, including five certificate programs which IDS sponsors for the community at large. Sixty-four students graduated from the Conflict Resolution Certificate Program. Seventeen of the graduates were the first people from the First Nations community

to complete the certificate requirements. Sixty-four individuals received

certificates from the Management Development for Residential Settings Certificate Program.

New courses were developed in specialized areas such as working with children who have been traumatized, expressive therapies to help children cope with immigration, trauma and post traumatic stress reactions (Level 2), dealing with workplace harassment, and anger management with children.

A wide range of special projects were completed during the year, many of them undertaken as contracts with over 70 government departments, organizations, societies, and agencies. The following represent a few examples:

- a comprehensive training program to prepare child witnesses in sexual abuse cases;
- a pilot project to teach conflict resolution skills to 10 - 12 year olds;
- production of materials and workshops which presented a framework for reducing the incidence and impact of violent behaviour among youth;
- assessment and training of family mediators for family justice centres, completed in conjunction with the Corrections Academy through a contract with the Ministry of Attorney General;
- in-service training for the Anglican Church as a foundation for the church's new policy paper on sexual abuse, sexual harassment, and sexual misconduct;
- a training program in enforcement and investigative skills for Workers' Compensation Board staff; and
- a major project for the Ministry of Attorney General on violence against women in relationships.

9

Patricia D. Ross

Patricia D. Ross
Dean

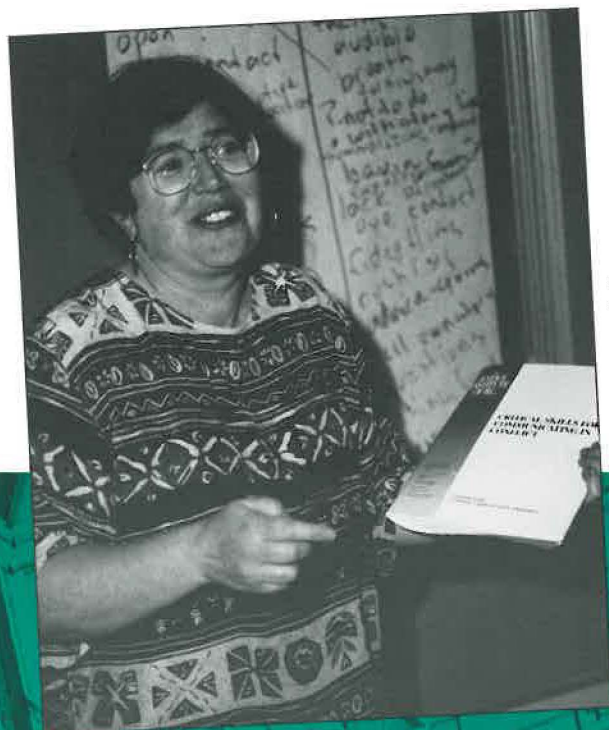


Photo by: Ryan Shellborn

Interdisciplinary Studies

Interdisciplinary Studies offers contract and continuing professional education programs to individuals working in government, social services, public safety-related organizations and agencies, and the non-profit and volunteer sectors.



Paramedic Academy

The Paramedic Academy offers training to British Columbia's Ambulance Service, encompassing over 3,300 paramedics in more than 200 communities.

This year, the Paramedic Academy focused on modifying its curriculum to make it more accessible to practitioners. The results were an extended EMA 2 course, an upgraded emergency medical dispatch course, a new air evacuation course, and an expanded first responder course.

Highlights of the year included:

International Programs

- For the third consecutive year Hong Kong physicians, nurses, and paramedics completed resuscitation courses delivered by Academy teams of doctors and paramedics.
- The Hong Kong Fire Services Ambulance Command was accredited to offer EMA 1 and EMA 2 programs. Several of its officers completed the Academy's instructor and co-ordinator training.
- Three Academy instructors delivered a first responder program to the city of Kuala Lumpur's rescue squads.

Other Programs

- Professional Health Programs increased its activity to compensate for a loss in base funding. Through aggressive training activity in B.C., Canada, and internationally, it managed to just survive another year. It also launched two new programs – Basic Trauma Life Support and Pediatric Advanced Life Support.
- A three-person instructional team trained 300 new part-time paramedics. Also, 48 persons graduated from the redesigned EMA 2 course.
- Spinal immobilization and automatic external defibrillation modules were added to the first responder course for selected police and fire departments.
- With increasing numbers of critically ill patients being transported by air to tertiary centres, the Academy had to deliver an advanced level course for flight paramedics.
- By using intensive simulations as the core of its delivery, the emergency medical dispatch course was able to reduce training time by 40%.
- The Academy continues to look for better ways of reaching its clients. This year, it used multi-point broadband video-conferencing to deliver protocol upgrades to physicians and paramedics.

The advances in Paramedic Academy programs, its new delivery methods, and increasing international recognition took the Academy one step further to becoming an international centre of excellence in emergency medical services.

Dr. Tony Williams

Dr. Tony Williams
Director

Photo by: Ryan Shellborn



This year, with the growing emphasis on community participation and partnerships in policing, the Academy undertook a review of its recruit training program. This is the first step in an overall review of training to incorporate the principles and strategies of problem oriented policing.

The problem oriented policing model is designed to teach the knowledge, skills, and abilities required to respond to specific incidents or calls for

Police Academy

The Police Academy trains approximately 2,000 officers from British Columbia's 12 municipal police forces, and a growing number of civilian support staff. This training by the Academy continues throughout the career of a police officer.

service through the use of a case study approach and a series of simulation exercises. The field training component of the program includes a week-long directed work assignment in the community. Recruit Class 57 piloted this revised, integrated model.

The Academy also conducted a wide range of specialist, operational, and management in-service courses. These included a one-week Forensic Composite Drawing Program which was a first in Canada. The program was designed to enhance participants' technical skills and give insight into the artist/witness relationship.

At the request of the Ministry of Attorney General, the Academy developed and pilot-tested a basic private security course. Subject to amendments to current legislation, successful completion of this course will become the criteria upon which future licensing of private security guards will be based.

Other services provided throughout the year included:

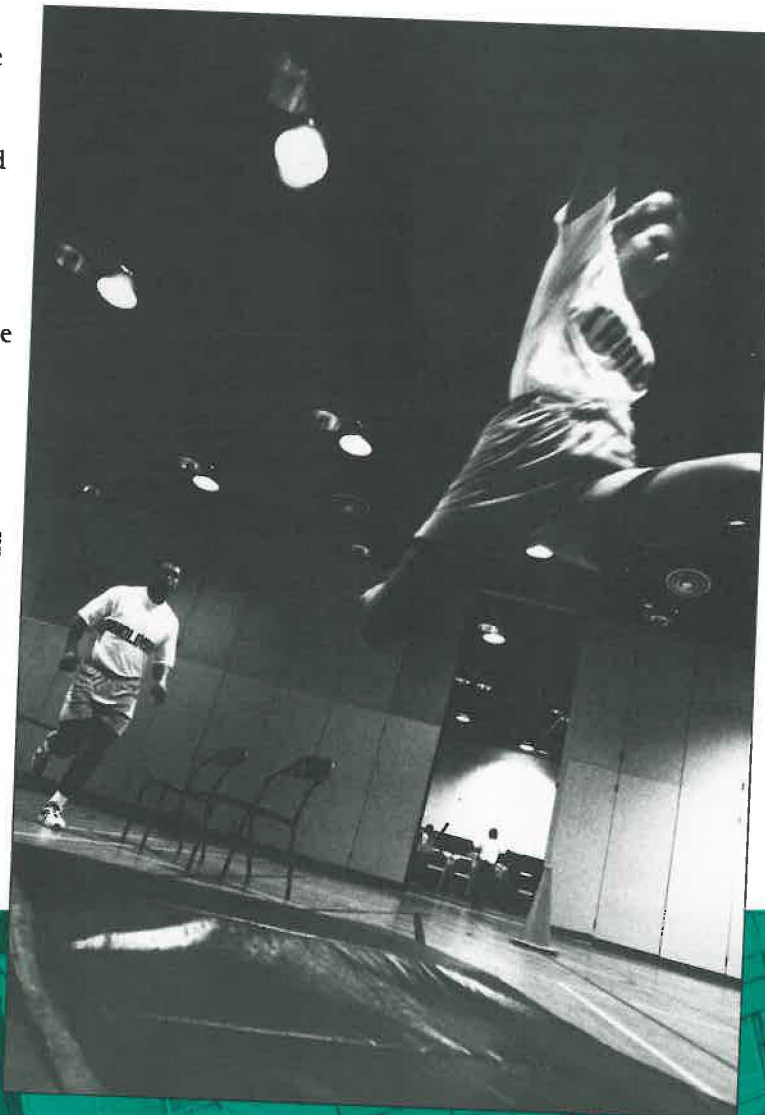
- publication of a quarterly digest of case law decisions impacting operational policing at the field level;

- production of two award winning videos, one dealing with auto theft, the other with options in aboriginal policing. The first in a quarterly series of video newsletters for the B.C. police community was also produced;
- assessment centres conducted at both the entry and promotion levels; and
- assumption of province-wide annual firearms testing and requalification of all armoured car security personnel for the Ministry of Attorney General.

Phil Crosby-Jones

Phil Crosby-Jones
Director

Photo by: Jean Konda-Witte, Abbotsford Times



Provincial Emergency Program Academy

The Provincial Emergency Program (PEP) Academy provides training programs and services to volunteers; municipal staff and elected officials; provincial and federal government ministry staff; and emergency personnel who are active in the field of emergency management, emergency social services, and search and rescue.

The Provincial Emergency Program Academy (PEP) is funded by the Provincial Emergency Program and the Ministry of Social Services (Emergency Social Services).

Through the standard training programs offered each year, the PEP Academy trained and hosted activities for over 2,617 participants in fiscal year 1993-94. This was an increase of 110% over the 1992-93 training year.

The following are highlights and new programs initiated during the year:

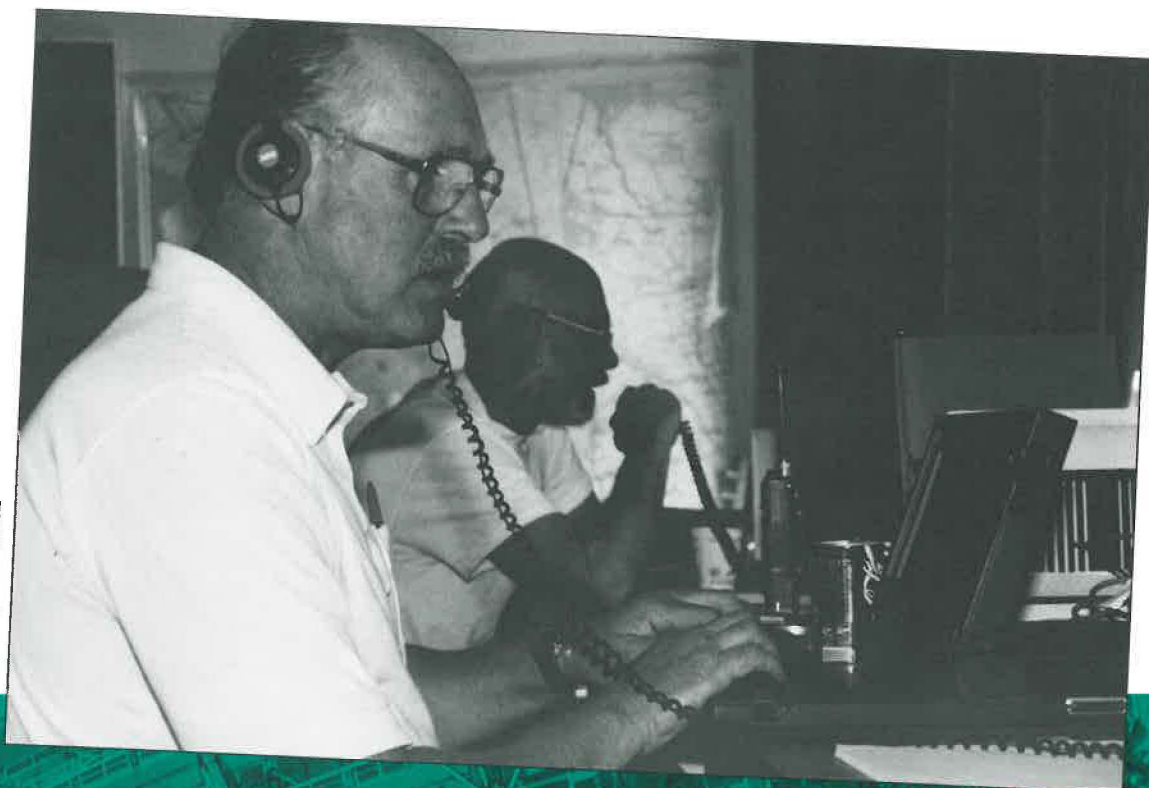
- An emergency public information officer course was developed and delivered to public information officer (PIO) staff representing all ministries of the provincial government as well as federal government ministry office PIO staff located in British Columbia.

- The emergency social services training program added one-day workshops in component training, volunteer management, and reception centre operations.
- Elected officials attended workshops on emergency preparedness, planning, and response.
- The Justice Institute provided staff, facilities, and training to assist the Provincial Emergency Program in exercising the Provincial Earthquake Response Plan.



Peter Pershick
Program Director


Photo by: Curt Hunter






Finance and Administration Division provides administrative support services to the Justice Institute's board, president, academies, and divisions.

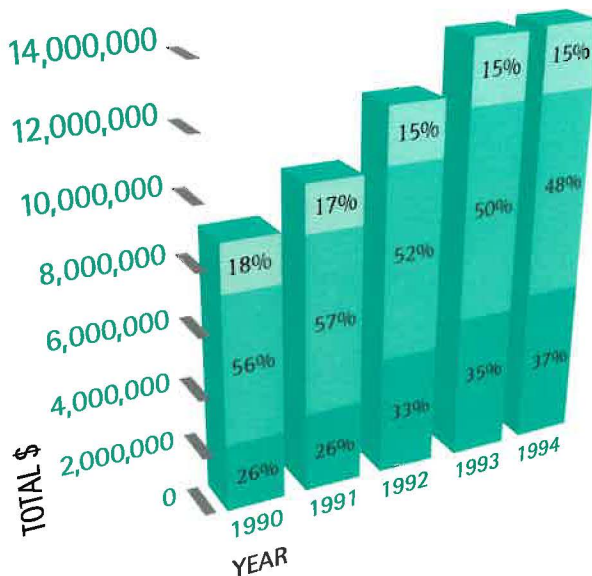
The Division is responsible for the business aspects of the Institute's operations, including physical facilities; personnel policies and procedures; finance and accounting; budgeting; purchasing, receiving and stores; and communications systems support. In addition, the Bursar provides advice to the Justice Institute's board on financial matters.

Finance and Administration

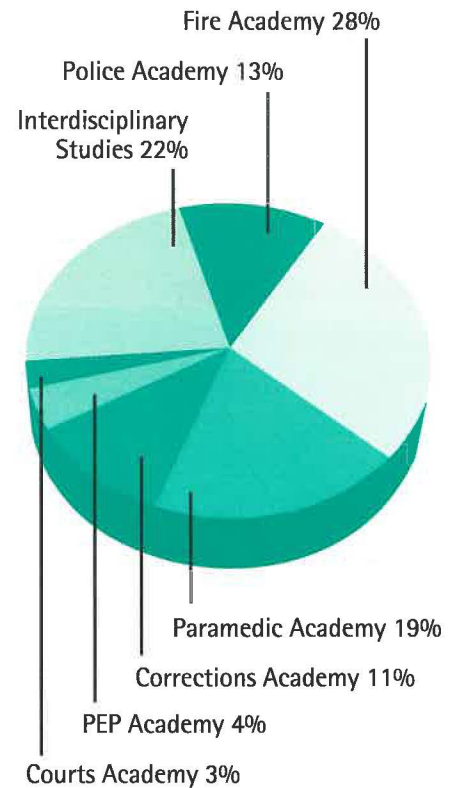

P. Dean Winram
Bursar

Revenue Analysis

-  Infrastructure Grant
-  Academy Contracts
-  Tuition and Contracts



Distribution of Student Training Days - 1993-94

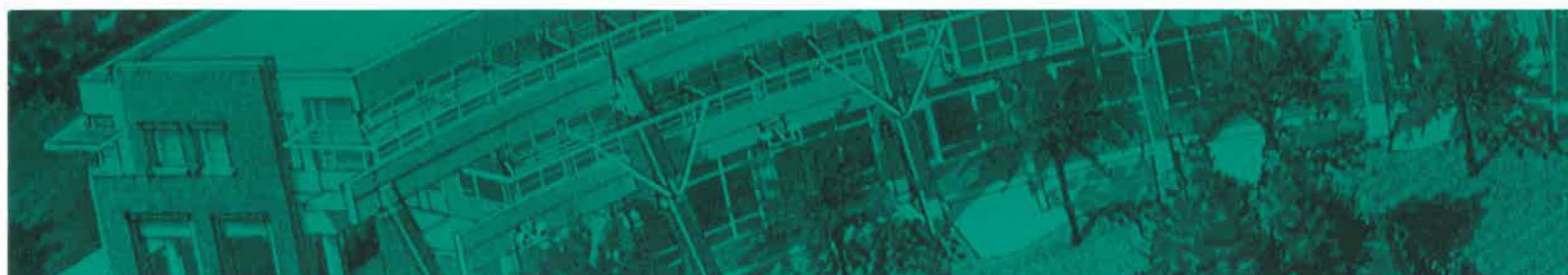


Justice Institute of British Columbia

Balance Sheet

As at March 31, 1994

	Operating Fund	Special Purpose Fund	Capital Fund
Assets			
Current Assets			
Cash and short-term investments	\$ 2,544,492	\$	\$
Accounts receivable and prepaids	1,039,632		136,159
Inter-fund accounts	582,801	148,486	(731,287)
	4,166,925	148,486	(595,128)
Capital Assets			18,718,942
	\$ 4,166,925	\$ 148,486	\$ 18,123,814
Liabilities and Equity			
Current Liabilities			
14 Capital project loans due within one year	\$	\$	\$ 3,310,355
Sinking Fund payments due within one year			225,519
Accounts payable and accrued liabilities	1,838,446		136,159
Accrued vacation entitlements	261,318		
Deferred revenue	1,639,618		
	3,739,382	Nil	3,672,033
Debentures			9,104,811
	3,739,382	Nil	12,776,844
Equity			
Equity in capital assets			5,348,821
Fund balances	427,543	148,486	(1,851)
	427,543	148,486	5,346,970
	\$ 4,166,925	\$ 148,486	\$ 18,123,814



	1994	1993
	Total	Total
\$	2,544,492	\$ 2,310,928
	1,175,791	1,081,554
	3,720,283	3,392,482
	18,718,942	12,899,046
\$	22,439,225	\$ 16,291,528
\$	3,310,355	\$ 776,000
	225,519	171,974
	1,974,605	1,320,069
	261,318	245,498
	1,639,618	1,327,344
	7,411,415	3,840,885
	9,104,811	6,970,919
	16,516,226	10,811,804
	5,348,821	4,901,016
	574,178	578,708
	5,922,999	5,479,724
\$	22,439,225	\$ 16,291,528

The accompanying condensed financial statements have been prepared from the balance sheet of the Justice Institute of British Columbia as at March 31, 1994, and the statement of revenues, expenditures and balances for the year then ended. We have audited those financial statements and reported thereon without reservation on June 3, 1994.

In our opinion, the accompanying condensed financial statements are fairly stated in all material respects in relation to the financial statements from which they have been derived.

Coopers and Lybrand
Vancouver, B.C.



Justice Institute of British Columbia

Statement of Revenue, Expenditures and Fund Balances

For the Year Ended March 31, 1994

	Operating Fund	Special Purpose Fund	Capital Fund
Revenue			
Province of British Columbia	\$ 8,776,130	\$	\$ 1,053,451
Tuition and contract services	4,758,462		
Interest	104,548		
Other income	202,351		
	13,841,491	Nil	1,053,451
Expenditures	13,824,584	21,437	1,053,451
Excess (Deficiency) of Revenue over Expenditures	16,907	(21,437)	Nil
16 Fund Balances - Beginning of Year			
As originally stated	1,465,107	151,444	(1,851)
Prior period adjustment	1,035,992		
As restated	429,115	151,444	(1,851)
Net Inter-Fund Transfers	(18,479)	18,479	
	410,636	169,923	(1,851)
Fund Balances - End of Year	\$ 427,543	\$ 148,486	\$ (1,851)



	1994		1993
	Total		Total
\$	9,829,581	\$	9,184,226
	4,758,462		4,250,008
	104,548		183,167
	202,351		472,369
	14,894,942		14,089,770
	14,899,472		14,175,126
	(4,530)		(85,356)
	1,614,700		1,707,698
	1,035,992		1,043,634
	578,708		664,064
	578,708		664,064
\$	574,178	\$	578,708



Justice Institute of British Columbia

Operating Fund Revenue and Expenditures**For the Year Ended March 31, 1994**

	Corrections Academy	Court Services	Fire Academy	Paramedic Academy	Police Academy
Revenue					
Government of B.C. grants -					
Ministry of Skills, Training and Labour	\$	\$	\$	\$	\$
Government of B.C. contracts -					
Ministry of Attorney General	1,478,377	325,000			1,533,000
Ministry of Health				1,785,519	
Ministry of Municipal Affairs			882,517		
Ministry of Social Services					
Tuition and contract services	167,900	67,499	303,421	60,502	198,101
Interest					
Other income	1,802	4,619	35,141	5,827	14,452
18	1,648,079	397,118	1,221,079	1,851,848	1,745,553
Expenditures					
Divisional instruction	1,638,257	443,027	1,216,115	1,763,977	1,757,048
Infrastructure					
	1,638,257	443,027	1,216,115	1,763,977	1,757,048
Excess (Deficiency) of Revenue over Expenditures	9,822	(45,909)	4,964	87,871	(11,495)
Fund Balance - Beginning of Year					
As originally stated	(64,944)	34,175	25,659	56,766	26,449
Prior period adjustment					
As restated	(64,944)	34,175	25,659	56,766	26,449
Transfers	(2,880)	(320)		(2,560)	
Fund Balance - End of Year	\$ (58,002)	\$ (12,054)	\$ 30,623	\$ 142,077	\$ 14,954
Fund Balance Excluding Accrued Vacation Entitlements	\$ (14,641)	\$ (6,814)	\$ 67,483	\$ 167,514	\$ 46,938



				1994	1993
P.E.P. Academy	Inter- disciplinary Studies	Contract Programs	Infra- structure	Total	Total
\$	\$ 150,000	\$	\$ 2,021,206	\$ 2,171,206	\$ 2,107,206
385,111				3,721,488	3,799,167
				1,785,519	2,127,300
				882,517	787,200
215,400				215,400	236,065
32,879	2,000,237	1,911,867	16,056	4,758,462	4,250,008
			104,548	104,548	183,167
1,684	17,324		121,502	202,351	472,369
635,074	2,167,561	1,911,867	2,263,312	13,841,491	13,962,482
620,414	2,117,281	1,911,867		11,467,986	11,599,141
			2,356,598	2,356,598	2,420,637
620,414	2,117,281	1,911,867	2,356,598	13,824,584	14,019,778
14,660	50,280	Nil	(93,286)	16,907	(57,296)
41,632	141,719	1,035,992 (1,035,992)	167,659	1,465,107 (1,035,992)	1,530,724 (1,043,634)
41,632	141,719	Nil	167,659	429,115	487,090
	(3,520)		(9,199)	(18,479)	(679)
\$ 56,292	\$ 188,479	\$ Nil	\$ 65,174	\$ 427,543	\$ 429,115
\$ 78,451	\$ 221,628	\$ Nil	\$ 128,302	\$ 688,861	\$ 674,613



Colleges and Universities

BC Institute of Technology (BCIT)

Introduction to Conflict Resolution

Camosun College

Asserting Yourself Under Pressure, Critical Skills, Dealing with Anger, Dealing with Interpersonal Conflict, Mediation Skills 1, Negotiation Skills 1, Negotiation Skills 2

Contracts and Partnerships 1993 - 94

Through contracts and other partnership arrangements, the Justice Institute delivered a variety of courses and services to the following private and public agencies during the 1993-94 fiscal year. These arrangements were in addition to the six Academy contracts with the Ministries of Attorney General, Health, and Municipal Affairs.

College of New Caledonia

Suicide and Family Violence Intervention, Building Negotiation Competency, Managing the Hostile Individual, Mediation Skills 2, Negotiation Skills 2

East Kootenay Community College

Criticism: How to Give and Receive It, Dealing with Anger, Dealing with Interpersonal Conflict, Mediation Skills 1

Kwantlen College

Dealing with Interpersonal Conflict

Northern Lights College

Dealing with Interpersonal Conflict

Okanagan University College

Critical Skills/Asserting Yourself, Dealing with Anger, Dealing with Interpersonal Conflict, Let's Talk About Touching

Selkirk College

Conflict in Organizations, Critical Skills, Dealing with Anger/Interpersonal, Dealing with Interpersonal Conflict, Mediation Skills 2, Resolving Conflict in the Workplace

Federal Government

Consumer and Corporate Affairs Canada

F.L.E.U.R. Investigation Course

Employment and Immigration Canada

Introduction to Conflict Resolution

Environment Canada

F.L.E.U.R. Investigation Course, Level I
Driving, Driving with Finesse

Fisheries and Oceans Canada

Tribal Police Driver Training

Health Canada

F.L.E.U.R. Investigation Course

Industry Canada

F.L.E.U.R. Investigation Course

Ports Canada Police

Advanced Firearms Training

Public Works Canada

Live Fire Training

Transport Canada

F.L.E.U.R. Investigation Course

Municipal Government

City of Prince George

Dealing with Interpersonal Conflict, Managing the Hostile Individual, Mediation Skills 2, Negotiation Skills 2

City of Vancouver

Emergency Site Management courses, Emergency Evacuation/Exercise Design

Union of BC Municipalities

Bylaw Enforcement and Investigative Skills, Advanced Bylaw Enforcement and Investigative Skills

Provincial Government

Ministry of Agriculture, Fish and Food

Management Courses for Greenhouse Owners and Managers

Ministry of Attorney General

Corrtch Newsletter, Probation Records System, Family Justice Project, Probation Officer Handbook, Choosing the Guardian Video, Gang Youth Violence Workshop, Interracial Relations Workshop, First Nations Emergency Planning

Court Services Branch

Various courses



Criminal Justice Branch

Child Witness Preparation Manual,
Crime Prevention Grant, Family Justice
Reform Pilot Project, Preventing Peer
Youth Violence, Sexual Assault and
Child Sexual Abuse, Victim Assistance
Manual, Victim Service Worker
Handbook, Child Sexual Abuse
Investigation, Directory of Victim
Services in B.C.

Motor Vehicle Branch

Various management courses, Inspectors
Prosecution, Instructional Skills, First
Aid courses, Driving with Finesse, Total
Control Driving

Ministry of Environment, Lands and Parks
Negotiating Positive Agreements, Level I
Driving

Ministry of Forests

Phase 2 Edukit Wildlands Fire Fight,
Dealing with Anger, Dealing with
Interpersonal Conflict

Ministry of Government Services

Personnel Services Investigations,
Principled Negotiation Skills

Ministry of Health

Psychogeriatric Research, Level I
Driving, Enhanced ACT/Link/Alcohol
and Drug

Alcohol and Drug Program

Train the Trainer Program, Child Sexual
Abuse Intervention

Ministry of Skills, Training and Labour

Stopping Violence Against Women,
Native Coordinator

Ministry of Social Services

Conflict Resolution, Introduction to
Conflict Resolution, Child Sexual Abuse
Investigations

Ministry of Transportation and Highways

Negotiation Skills 1, Principled
Negotiation Skills

Other

BC Association of Community Care
Mental Health and the Elderly

BC Building Corporation

Driving with Finesse, Total Control
Driving

BC Hydro

Dealing with Interpersonal Conflict

BC Medical Association

BCMA Research

BC Nurses Union

Dealing with Interpersonal Conflict

BC Systems Corporation

Dealing with Interpersonal Conflict,
Negotiation Skills 1

BC Telephone Company

Industrial Accident Investigation

BC Transit

BC Transit Police Program, Dealing with
Anger, Dealing with Angry/Hostile
Individuals, Industrial Accident
Investigation

BC/Yukon Society of Transition Houses

Children Who Witness Violence, Draft
Core Curriculum, Violence Against
Women

Bella Coola Band

Live Burn Training

Bulkley Valley Teen Home

Art Therapy Working with Adolescents,
Bi-Polar Personality Model, Troubled
Adolescent Certificate

Burnaby Fire Department

Driving with Finesse

Buy Low Foods Ltd.

Retail Investigators Course

Canadian Marine Rescue Auxiliary

Marine Incident Command Managers

Canadian Wildlife Services

F.L.E.U.R. Investigation Course

Central Okanagan Regional District

Rope Rescue, Dealing with Interpersonal
Conflict



- Centre for Curriculum Development**
Violence Against Women, Violence
Against Women Curriculum
- Children's Hospital**
Assertion Skills
- Comox Valley Family Life Association**
Asserting Yourself Under Pressure,
Dealing with Anger, Dealing with
Interpersonal Conflict, Making it Hard to
Say No, Mediation Skills 1, Negotiation
Skills 1
- Dze L'Kant Friendship Centre**
Aboriginal Issues Training
- Evergreen Residence**
Sexual Abuse Support Worker
- Family Maintenance Enforcement Program**
Front Line/Firing Line
- First Nations Tribal Justice Institute**
Tribal Recruit Training, Tribal Fisheries
Officers Firearms, Driver Training
- Fraser Valley Region #2**
Enhanced ACT Curriculum Development
- Gold River Secondary School**
Working with Anger in Adolescents
- Greater Vancouver Mental Health Services**
Gatekeeper Training Modules, Sexual
Abuse Training Research
- Insurance Corporation of British Columbia**
Driving with Finesse
- Kaban Investigations Ltd.**
Industrial Accident Investigation
- Kamloops School District**
Conflict Resolution for Administrators
- Kelowna Fire Department**
Rope Rescue Instruction
- Khowutzun Child and Family Services**
Aboriginal Issues Training
- Kincolith Band Counsel**
Bylaw Enforcement and Investigative
Skills
- Kispiox Band Office**
Front Line Training for Residential
Settings
- Lasqueti Island Community Association**
Resolving Conflict
- MacMillan Bloedel**
Critical Skills
- Maple Ridge Fire Department**
Driving with Finesse
- McCreary Centre Society**
Planning Forum
- Mediation Yukon**
Mediation Skills 1, Resolving Conflict
- National Energy Board**
F.L.E.U.R. Investigation Course
- Native Courtworker and Counselling**
Aboriginal Issues Training
- Nawaabm Enterprises**
Negotiation Skills 1, VSCAM - various CR
courses
- New Westminster Diocese**
Understanding Sexual Abuse and
Harassment
- Office of the Chief Judge**
Judiciary Staff/Trial Coordinator
Handbook, Introduction to Conflict
Resolution
- Overwaitea Food Group**
Retail Investigators Course
- Pacific Coast Energy**
Total Control Driving
- Pacific Legal Education Association**
Dealing with Interpersonal Conflict
- Patented Medicine Review Board**
F.L.E.U.R. Investigation Course
- Penticton Community Services**
Dealing with Interpersonal Conflict
- ProFormance Advanced Driving School**
Consulting Services
- Qualicum Beach Middle School**
Introduction to Conflict Resolution
- Regional District of Central Okanagan**
Rope Rescue Team Member, Dealing with
Interpersonal Conflict
- School District #72 Campbell River**
Dealing with Interpersonal Conflict



School District #57 Prince George
 Dealing with Interpersonal Conflict
School District #88 Terrace
 Let's Talk About Touching
Seabird Indian Band
 First Responder Training, Trauma and
 Post Trauma Stress
Society of Native Indian Firefighters
 Live Fire Training
Squamish Nation
 Child Sexual Abuse Support Worker
St. Mary's Indian Band
 First Responder Training
T. Eaton Co. Ltd.
 Loss Prevention Investigators Program
The Real Canadian Superstore
 Retail Investigators Course
Transafety Driving School
 Driving with Finesse
Transportation Safety Board Canada
 F.L.E.U.R. Investigators Course
**Ucluelet Elementary Parents Advisory
 Committee**
 Critical Skills
United Food and Commercial Workers
 Dealing with Hostile Individuals
Vancouver Foundation
 Preventing Peer Youth Violence
Vancouver International Airport
 Airport Auto Extrication Instructors
Vancouver Island Advanced Technology
 Negotiation Skills 1, Advanced
 Negotiation Skills
Viking Protection Services
 Private Security Training

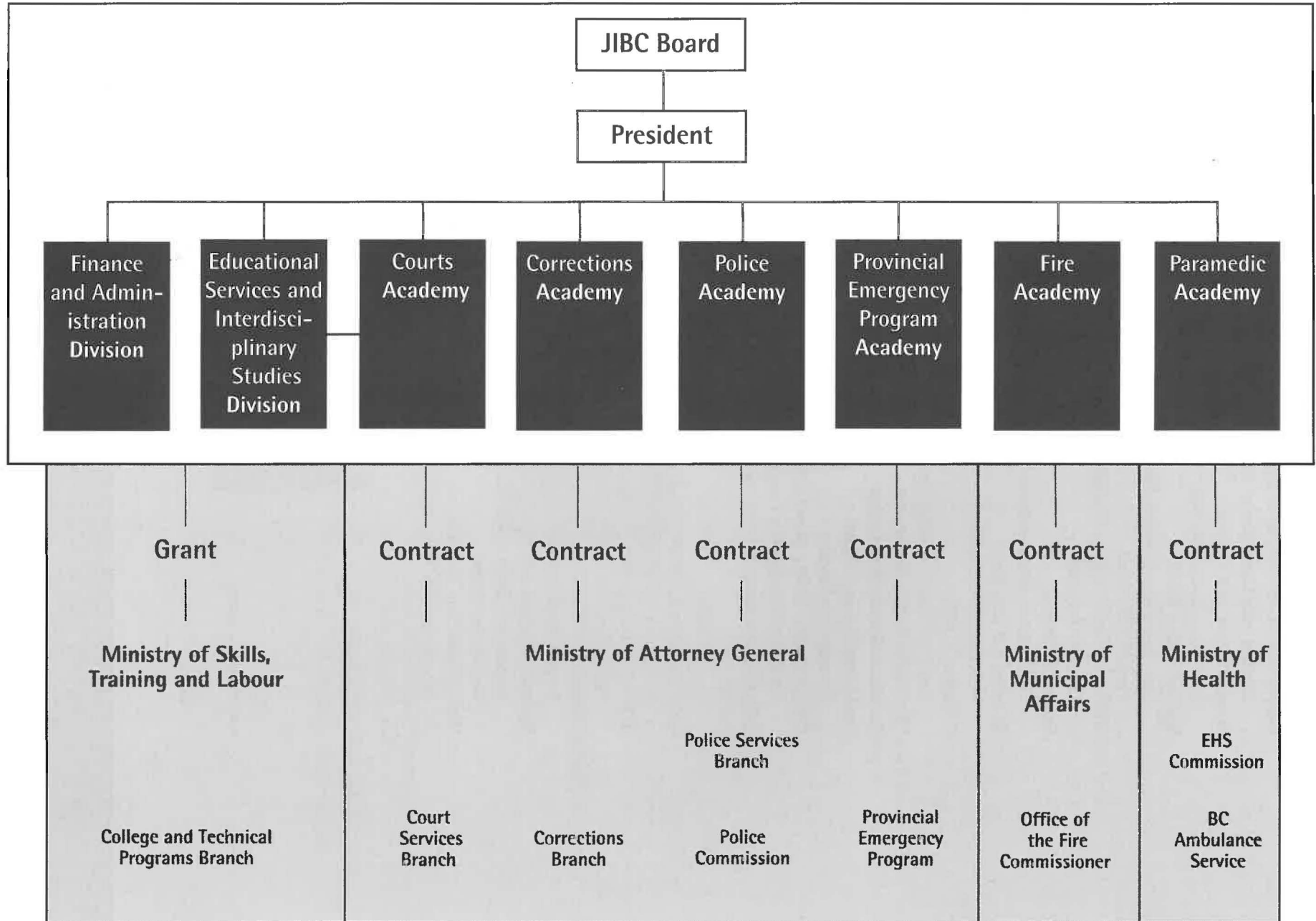
Vocational Consulting Group
 Introduction to Conflict Resolution
Westshore Terminals
 Industrial Accident Investigation
Women's Resource Society
 Conflict Resolution and Assertiveness
Workers Compensation Board
 Evaluating SCBA, Dealing with Anger,
 Dealing with Interpersonal Conflict,
 Enforcement and Investigative Skills

Out of Province

Nova Scotia, Province of
 Child Protection Mediation Project
Saskatchewan Government
 First Responder Training
**(Washington) King County Department of
 Public Works**
 Vehicle Testing
Yukon Government
 EMA 1 Program, Asserting Yourself
 Under Pressure, How to Resolve
 Conflict/Criticism



Ministry of Skills, Training and Labour



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