



LEARNING
Together for
SAFER
Communities



The Honourable Shirley Bond
Minister of Advanced Education
Parliament Buildings
Victoria, British Columbia

Honourable 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 2001-2002.

R.P. (Val) Pattee
Chair, Board of Governors



Vision

A learning centred organization, based in British Columbia, internationally recognized for our expertise and leadership in –

- education
- training
- professional standards and practices

in justice, public safety and human services.

Mission

To enhance the quality of life for all by educating and training those who make communities safer.



JIBC AREAS OF Expertise

- Conflict resolution, mediation, negotiation
- Corrections and community justice: adult and youth
- Court Services operations: sheriffs, registry, management
- Emergency management, emergency social services, search and rescue
- Emergency vehicle operation, advanced driver training, accident investigation
- Fire: recruit, officer, industrial, marine, hazmat
- Paramedics, emergency medical services, resuscitation
- Policing, law enforcement, private security
- Victim Services, child welfare, family violence, youth at risk, community safety



OUR INSTRUCTORS were on the road
DELIVERING COURSES in
173 communities in BC
in 2001/2002



MESSAGE FROM THE

Chair of the Board

R.P. (Val) Pattee, *Chair*

The events of September 11, 2001 brought public safety into sharp focus, more so than it has ever been before. For those of us on the JI's Board of Governors it brought home a very strong message of the continuing need to ensure our emergency service personnel are properly trained, a role the Justice Institute was created to fulfill. In so doing the JI has become a world leader in justice and public safety education.

Like many organizations, significant change was the order of the day for the JI in 2001-2002. The strategic planning process we undertook early in the year well positioned us to deal with the turmoil we experienced – in everything from reviewing our raison d'être in the core services review, to our funding arrangements and to finding new ways to do business.

The continued commitment to excellence shown by our instructional and administrative staff ensures our students receive high quality training and education. Our work has built a reputation that is known throughout the world, with an increasing number of international governments and corporations looking to us for expertise.

The changes of the past year also included changes to our Board. I would like to acknowledge the contributions of the board members who served the JI until January, some of whom served for over six years. As the new board members become acquainted with the JI and their role we welcome them, and look forward to the expertise they bring to the Board.

The challenges and changes are certain to continue over the next year, yet they are exciting as they bring about new opportunities. For an institution like the JI, with dedicated and talented staff and instructors, it means continuing to provide the best in training and education – helping to make our communities safer places to live.

R.P. (Val) Pattee, *Chair*

Thank you for your service to the JI

Board Members, April 2001 – January 2002

R.P. (Val) Pattee (Vice Chair)
 Betty Toporowski (Vice Chair)
 Robert Brett
 Sathie Budial
 Douglas Campbell
 Jim Graham
 Brent Hodgins
 Prima D. Michell
 Jackie Whalley



Board of Governors

January – March 2002

(L-R) Chris Perkins, Bruce Hall, Lynn Harrison (Vice Chair), Jim Graham, Darwin Netzel, R.P. (Val) Pattee (Chair), Jack McGee, Brenda Blue. (MISSING) Jane Shackell

President's MESSAGE



Jack McGee, *President*

A highlight of this fiscal year was a strategic planning process involving over 400 students, clients, staff and community members. They identified the trends most likely to impact the future of advanced education, the Justice Institute and our centres of excellence. The plan, *The JI Way Ahead*, lists 10 key action areas and strategies for success. The plan has already proven to be invaluable, and continues to provide the JI with a focus to guide us through the difficult decisions resulting from funding cuts anticipated to be 21-24% and to seize the new opportunities that await us.

With the benefit of the strategic planning process to draw from, the JI conducted a provincial Core Services Review. This was an opportunity for a first step in reviewing our provincial mandate to provide education and training in the areas of justice and public safety.

A part of that mandate is to serve the entire province. This past year JI instructors were delivering education and training to 27,000 learners in 173 communities throughout BC. That level of service is an accomplishment we believe is truly unique.

E-learning is a key focus of the JI. This year, online learning increased greatly, reaching more than 6,000 paramedic, corrections, fire, police, emergency management, social services, leadership degree and other students, with more programs under development. We believe this qualifies the JI as one of BC's largest deliverers of Internet education and training.

Our Foundation Office had a successful year in raising funds for the Justice Institute. A number of donors provided endowment and other funds for the benefit of our students. A successful golf tournament also contributed to the fundraising efforts. Plans are being finalized to launch our first-ever capital campaign in celebration of our 25th Anniversary.

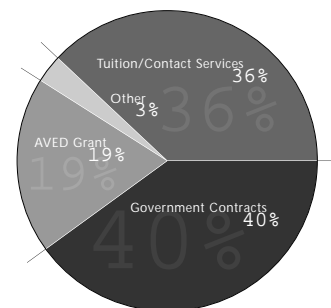
As you'll see from the highlights in this report, it was a very busy year, and every sign suggests that the future will be much the same. I am fortunate to work with a truly dedicated team of staff and board members during this time of change and opportunity. Their commitment to the very highest quality of education and training and to the JI Mission is what continues to make the Justice Institute of BC a model institution dedicated to those who manage and prevent crises, to make communities safer.

Jack McGee, *President*

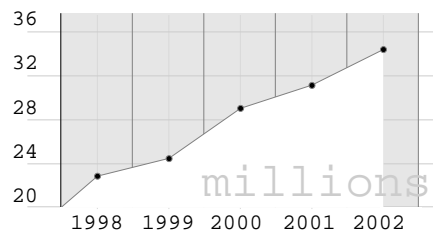
JUSTICE INSTITUTE OF BC

Financial Highlights

Total Revenue By Category



Historical Revenue Trend



JIBC FUNDING RELATIONSHIPS

MINISTRY OF
ADVANCED EDUCATION

MINISTRY OF THE
ATTORNEY GENERAL
Court Services Branch
Family Justice Services Division

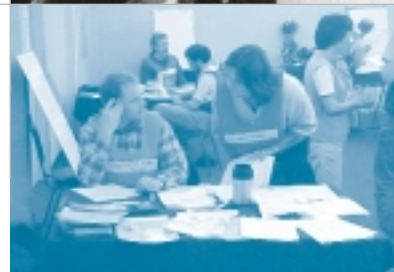
MINISTRY OF HEALTH
BC Ambulance Service

MINISTRY OF PUBLIC SAFETY
AND SOLICITOR GENERAL
Corrections Branch
Police Services Branch
Provincial Emergency Program

MINISTRY OF CHILDREN
AND FAMILY DEVELOPMENT
Youth Justice Division

SETTING THE STANDARD FOR EXCELLENCE

- A successful second ISO external Audit reaffirmed the JI's commitment to quality.
- A hiring competency model was developed for the Court Services Branch. The model serves as a basis for hiring new deputy sheriffs and for performance appraisals in the field. The competency model was also used to review the curriculum of the Deputy Sheriff pre-employment program to ensure the curriculum meets the requirements of the job.
- Continuing the JI's focus on quality, two additional courses received accreditation from the International Fire Service Accreditation Council: Emergency Vehicle Operator and Fire Inspector 1. This brings the total IFSAC accredited courses to 14 and makes the JI Canada's leading educational institution in this area.
- The Association of Trauma Stress Specialists accredited the Critical Incident Stress Management program. The JI is the only educational institute to receive official accreditation from this international association. Counsellors who complete the entire certificate can become accredited CIS responders at three different levels with ATSS.
- A Best Practices Manual was developed for working with commercially exploited youth.
- A Clinical Decision Making model was introduced to the Paramedic Level 1 training upgrade.
- The Paramedic Re-certification process was replaced with an innovative Continuing Medical Education program enabling paramedics to self direct their studies to focus on the skills that will help them to best serve their community.



Student Profile 1



Kate Neio
David Mulunga
Ndapewa Nghipandulwa
Mulozi Schuller

TEACHERS

*Facilitators in the
Namibian Teachers Union
Sponsored by the
BC Teacher's Federation*

CONFLICT RESOLUTION CERTIFICATE PROGRAM

Conflict Resolution

"We wish this kind of institute could come to Namibia," says Ndapewa speaking for herself and her colleagues Kate, David and Mulozi, "we would be able to train so many more people".

Sponsored by the BC Teachers Federation International Program, these teachers have been attending the JI in the summer. Their goal is to work their way through the entire Conflict Resolution Certificate program.

"Learning the skills to solve problems in work situations" is what Kate values most about the experience. For Mulozi it's "the skill of really listening to someone instead of thinking only about your position and what you want to get across".

"The skills will be very helpful to us personally and to our roles as facilitators in the teachers union," says David, "we'll provide better service to our members."

As part of the program, they will share the knowledge they've gained at the JI with their colleagues at home in Namibia.



Courts

Clive Smith is a Deputy Sheriff at the Nelson Court House. His duties include court security, escorts, jail duty (supervision of those in custody), document serving, and executing warrants.

"I love my job, and the people I work with... I take great pride in my uniform," said Clive. In this rural location, he works very closely with police in the community, often assisting with more than the typical duties of a Deputy Sheriff. Clive takes these additional responsibilities in stride and says, "when you're in a small community you just take care of what needs to be taken care of."

Clive completed the Deputy Sheriff Training Program in 2001. "The training really prepares you for the job, and gives you the confidence you need to carry out your responsibilities. I received valuable techniques for tactical communications which I often use to defuse an escalating situation rather than resorting to physical control" said Clive.

Clive is no stranger when it comes to keeping communities safe, he was a paratrooper for the British Army for six years before moving to Canada.



Clive Smith

DEPUTY SHERIFF

Nelson, BC

Highlight 2 MAKING COMMUNITIES SAFER PLACES TO LIVE



- 118 new municipal police constables graduated from our recruit program, joining the municipal police service in BC.
- Growth for Courts Services resulted in a 50% increase in training to field staff. Part of this growth included the hiring of a full time firearms instructor which enabled the JI to assume management of fire arms training and re-certification for the Court Services Branch – resulting in a streamlined process and greater consistency in instruction.
- Training for the Provincial Emergency Program (Emergency Operations Centre, Emergency Exercise Support training, Emergency Management) increased by 35% and training for the Emergency Social Services Program (Reception Centre Training, Volunteer management etc.) increased by 15%.
- 98 students successfully graduated from the Career Fire Fighter Pre-employment program. Having met the BC Fire Fighter standard, they are eligible to work in BC.
- The JI continues to work closely with the Vancouver International Airport (rated one of the best in North America) and with Lower Mainland communities to enhance the level of service provided by the taxi industry. 583 taxi drivers completed TaxiHost Level I and another 201 drivers completed Level II this year.
- The JI worked with fire departments in the Okanagan and Kootenay regions to organize and run regional training conferences to help meet the need for hands on fire training across the province.

JIBC Highlight 3

A REPUTATION FOR LEADERSHIP



- The Emergency Management Division represented the JI as one of eight participants in a United Nations workshop in Turkey regarding the problems women and children face in disasters.
- The Department of National Defence awarded a major contract to train newly hired Emergency Medics to the Primary Care Paramedic level.
- The BC Ministry of Forests Compliance and Enforcement Branch will train 200 of their staff (over the next two years) through the Investigation and Enforcement Skills Certificate program, which is now accepted as a training standard.
- The relationship with the General Directorate of the Abu Dhabi Police in the United Arab Emirates remains strong as the institute continues to deliver a range of programs for their High Commanders, for Corrections staff and in the area of private security.
- An independent review of risk management was conducted for law enforcement-based Wardens for the Parks Canada Agency Warden Service.

This project included providing recommendations regarding risk management operational and training measures in their law enforcement environment, and the construction of a risk management model for use in law enforcement settings and the administrative and operational implementation of the model. The JI is now working with them to identify specific duties of Park Wardens that involve specific levels of risk of threat and/or violence.

- The Ministry of Sustainable Resources, Ministry of Forests, Fraser Region Health Authority, Workers Compensation Board and QLT Inc. have negotiated long term agreements for conflict resolution training to their staff.
- Delivery of a range of fire safety training programs to staff of an oil company in Saudi Arabia continues. The training includes programs at both the officer level and the technical level. This contract also enhances understanding and communication between cultures.

Student Profile 3



Paul Cross

**CORRECTIONAL
OFFICER**

*Prince George
Youth Custody Centre*

WELLNESS IN THE WORKPLACE - ONLINE PROGRAM

Corrections & Community Justice



A graduate of the JI's Employment Readiness Program, Paul Cross has been a Correctional Officer at the Prince George Youth Custody centre since 1996. His primary role is the supervision of youth at the Centre. He enjoys working with and being in the presence of young people. Paul spends a lot of time in the community guiding the youth he works with as they participate in community projects such as "Meals on Wheels" or helping at the SPCA.

"I enjoy their energy and willingness to continue trying to do better for themselves," said Paul. Paul took the Workplace Wellness online course because as a member of the Critical Incident Response Team he felt it would help him identify the signs of trauma, or burnout, in himself and in others. "The course material was interesting, it offered ideas and suggestions. It was good to know I was on the right track, the practices I have been maintaining, positive attitude, exercise and talking things out have truly assisted in my well being," said Paul.

Emergency Management

Jennifer Frannsen is the Protective Services Manager for the Cowichan Valley Regional District. Her duties include emergency planning for the region and surrounding areas, and she's also involved in the management and administration of six CVRD fire departments and a 911 Call Centre.

Jennifer took the Exercise Support Program just over four years ago. Rather than create an exercise plan for individual communities, she worked with the "exercise team" from the Mid-Island region to design a "regional" plan of response. Following development of the plan a three phase exercise was scheduled to test the plan. Two exercises have already been completed, both using a forest fire as the scenario and involving more than 60 people including reps from police, fire, ambulance, city managers, civic departments, information officers and emergency social services (every department that would be impacted was there).

Having trained 100's of volunteers over the years Jennifer says, "you always hope they get it but until there is an actual crisis you really don't know". She didn't have to wait long after testing the plan to find out. Last July Ladysmith's drinking water reservoir was contaminated with an unknown substance, causing the city to declare a state of emergency and temporarily shut down the water supply to residents and businesses. "The city reacted immediately with their emergency plan using the Emergency Operations Centre model and all the pieces fell into place," said Jennifer. "I was so impressed by the volunteers reaction and response to a real life crisis, we really can do it!"



Jennifer Frannsen

**PROTECTIVE SERVICES
MANAGER**

Duncan, BC

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Highlight 4 OPENING DOORS EXPANDING ONLINE LEARNING



- The Paramedic Training Network, which provides over 3000 paramedics across BC with access to online training, was officially launched in April of 2001.
- Adult Probation Officer training moved to a post-employment model with the development of over 30 online courses. Adult probation officers are now hired by the BC Corrections Branch and receive their job related training through distance delivery methods.
- The Sex Offender Awareness Certificate program and a Workplace Wellness course for Corrections Branch employees are among the other newly developed online training programs.
- The Master of Arts in Justice & Public Safety Leadership program, offered in partnership with Royal Roads University, is delivered almost entirely online, enabling the students to continue working while completing their Masters.

PARAMEDIC LEVEL 1 UPGRADE – CLINICAL DECISION MAKING

Paramedic



"I love absolutely everything about my job as a Paramedic. It is the most challenging and rewarding thing I have ever done. I respond to all types of emergency and non-emergency calls in the community. I take the ambulance to elementary schools and chat with the children about the roles and responsibilities of the Paramedics. We show the kids our equipment and how it works so they are familiar with it and hopefully will not be afraid if they or any of their family members ever require an ambulance."

I took the Paramedic Level 1 upgrade in May. It has shown me how to delve more deeply into and examine all of the factors and or possible reasons for the patient's condition in order to deliver the best and most appropriate care required. It was a new and refreshing way to learn."

Student Profile 5



Michelle Klein Dieters

PARAMEDIC, LEVEL 1

Bowen Island, BC

Highlight 5

NEW PROGRAMS/INITIATIVES



- Development of training and materials for criminal justice personnel to support the Youth Criminal Justice Act. This initiative has also generated a project with the government of North West Territories to provide training material for their staff.
- "Thinking Driver" is a new course which addresses driver attitude.

Student Profile 6



Kelly Wong

CONSTABLE

Abbotsford Police Department

POLICE RECRUIT TRAINING PROGRAM

Police

Kelly Wong graduated from the Police Academy's Recruit Training Program, May 4, 2001, and was awarded the "Best All Around Recruit" for her high marks, attitude, deportment and physical condition.

Kelly works in the patrol section of the Abbotsford Police Department, responding to 911 calls in the community. The calls she responds to range from a simple parking ticket to shots fired or a robbery in progress.

"The JI really prepares you for the reality of the job by giving you a solid base of laws and procedures and the opportunity to practice your skills through a variety of scenarios... it's the training I received at the JI that really gives me the confidence to do my job, including the driver training which really comes in handy, as I mostly respond to calls in an emergency."

JIBC Highlight 6

PARTNERSHIPS

- The Master of Arts in Justice & Public Safety Leadership, in partnership with Royal Roads University – has successfully launched, with full classes slated through 2002.
- Providing conflict resolution skills to youth is the focus of an ongoing partnership with the New Westminster School district. Activities this year included development of high school resource modules and a workshop presentation at the Safe Schools Safe Communities conference.
- Conflict Resolution in an Educational Context, a new certificate program for teachers, was developed and offered in collaboration with the UBC, Faculty of Education.
- The success of the Justice & Public Public Safety Leadership Bachelors Degree program, in partnership with SFU, continues with the third cohort now in the

program. The part-time, weekend delivery method allows mid career professionals to complete the program without having to give up work.

- The Working with Youth in Community Settings program is now eligible for transfer credits. Students who successfully complete the certificate program earn 4.5 units of credit towards other B.C. college and university child and youth care degree programs.
- The new Peace Making and Restorative Justice Certificate program is being delivered in Terrace to a consortium of six First Nations communities.



- Ice and Snow Technology courses were developed to train operators on the correct application of this technology which is an alternative to the use of salt on highways.
- “Interpersonal Conflict Resolution Skills for Youth” is a new program developed in collaboration with the New Westminster School District.
- The JI Centre for Public Safety and Security was established as a forum for discussion and training initiatives around a multi agency response to chemical, biological, radiological or nuclear incidents.
- Specialized Health Emergency Incident Command System training began in health regions in BC.

Student Profile 7



Leigh-Ann Chakowski

**HEALTH AND SAFETY
COORDINATOR**

*City of Vancouver
Engineering Department*

CONFINED SPACE ENTRY AND RESCUE PROGRAM

Fire & Safety

Leigh-Ann Chakowski is a Health and Safety Coordinator for the City of Vancouver, responsible for coordinating safety training for staff, and for producing safety related programs, in compliance with WCB, that affect all areas of safety in the city.

Leigh-Ann was one of 12 City of Vancouver staff that took the JI's Confined Space Entry and Rescue program. “The JI's program was selected because of its detailed content, length of training and ability to be delivered onsite with hands on exercises. Confined space is a high risk issue that we have to deal with on a day to day basis and the JI's training gave us a level of competency we needed to deal with those situations.”

CRITICAL INCIDENT STRESS PROGRAM

Student Profile 8

Social Services & Community Safety

Sgt. Colin Worth has been an officer with the RCMP for 22 years and has been in the Community Policing office in North Vancouver for just over a year.

Colin coordinates crime prevention programs for school liaison officers, community police and bike squad members. He also works part time as a member of the Emergency Response Team in North Vancouver, and as a member of the North Fraser Tactical Team, working on an "as needed" basis anywhere from one day to one week.

"As a Police Officer for 22 years, I saw a need to help officers that were involved in critical incidents. The program offered education and theory and allowed me to use the knowledge to deal with incidents. It also gave me the tools to show people how to maintain a sense of a healthy lifestyle. I have been able to use the training outside of policing on two separate occasions, one incident involved the death of a young child in a car accident. I would recommend this training to anyone, and I have."



Colin Worth

RCMP SERGEANT

North Vancouver

JIBC Highlight 7 GLOBAL REPUTATION

CHINA

- Hong Kong – 2002 marked the 12th year of a training partnership with the Hong Kong College of Emergency Medicine, and the Hong Kong Society of Emergency Medicine and Surgery; and 11 years of training with the Hong Kong Fire Service Ambulance Command.
- Liaoning Administrators College of Police & Justice (LACPJ), Shenyang – training sessions in both Vancouver and Shenyang to officials and students from LACPJ.
- Chinese People's Public Security University, Beijing – CPPSU Faculty attending JI for up to one year each to conduct research and review Canadian Policing Systems.



- China Women's Federation – a CIDA project related to women's rights in China. The JI delivered workshops on 'Policing Family Violence' in Vancouver (September 2001), and Inner Mongolia (December 2001).

Traffic Education

Angie Girkis is one of 14 Safety Coordinators for BC Hydro. Her role is to provide safety services to managers and employees in the Transmissions and Distribution section, develop safety plans, implement training, and liaise with Workers Compensation.

"The Industrial Accident Investigation course was well structured and gave me useful techniques for investigations" said Angie. "Students were given "case studies" to work through which made you really take a step back and look at the big picture with an unbiased view of an investigation".



Angie Girkis

SAFETY COORDINATOR

BC Hydro, Vancouver

INTERNATIONAL RELATIONSHIPS



TAIWAN

- National Fire Administration of Taiwan – a 10 month training program at the JI for practicing paramedics from services around Taiwan.

SAUDI ARABIA

- For close to three years we've been providing a range of fire training programs to an oil company in Saudi Arabia.

UNITED ARAB EMIRATES

- General Directorate of the Abu Dhabi Police – for the past four years we've worked increasingly with our colleagues in the UAE, delivering advanced police programs and corrections training.
- Ministry of the Interior – managing a two year private security training project with the ministry.

WASHINGTON STATE

- Sex Offender Awareness training for staff of the Special Commitment Centre for male sex offender commitments and the Secure Community Transition Facility for supervised offenders in transition – through the Department of Social and Human Services, Washington State.



Foundation

- 24 students received monetary merit awards recognizing their academic excellence and leadership skills.
- The first annual golf tournament, organized by JI staff in support of the Foundation, was held on September 19, 2001, at Northview Golf and Country Club. The tournament received rave reviews from participating golfers and raised over \$8000 for scholarships and bursaries to help train people who make our communities safer places to live.
- BC author William Deverell was honorary campaign chair for the third annual *Buy a Book* campaign. Over \$8000 was raised to support the JI Library.
- Planning and development work began for an upcoming capital campaign to coincide with the JI's 25th anniversary in 2003.



JJ FOUNDATION

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2001-2002

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– British Columbia – Periodicals

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