



JUSTICE INSTITUTE
of BRITISH COLUMBIA

ANNUAL REPORT
2003-2004



03/04

*Innovative education and training
for those who make communities safe*



JUSTICE INSTITUTE
of BRITISH COLUMBIA

Our Mission Innovative education and training for those who make communities safe.



Our Vision A world leader in education, training and the development of professional standards of practice in justice, public safety and human services.

Year in Review

April 2003

- JIBC celebrates its 25th anniversary.

May 2003

- The 25,000th student completes Private Security training.
- The Critical Incident Simulation Centre is established at the New Westminster campus

June 2003

- The ground is broken in the classroom replacement project at the Fire & Safety Training Centre in Maple Ridge.

July 2003

- JIBC celebrates the relaunch of the Centre for Leadership and Community Learning (previously Social Services and Community Learning)

September 2003

- Canada's first certificate program in Emergency Management is launched.



03

October 2003

- The Executive Program is launched.
- JIBC opens new Vancouver and Victoria campuses.
- The new JIBC coat of arms and logo is unveiled.

December 2003

- First-ever JIBC Alumnus of the Year Award goes to Kelly Murphy, Assistant Director of Operations, BC Ambulance Service.

February 2004

- Kim Campbell, Justice Frank Iacobucci and Beakie Harcourt receive JIBC Foundation Awards for Public Safety, Justice and Bravery.

March 2004

- First Public Safety Seminar Series event is hosted by the JIBC at the New Westminster Campus — Dr. Peter Tarlow (Major Event Integrated Security Operations) & Dr. Peter Ryan (Terrorism & Tourism).
- JIBC hosts provincial forum on Child & Youth Sexual Exploitation.



104

There's not a day in the life of residents of this province that isn't impacted by someone trained or educated through one of the Justice Institute of British Columbia's over 400 programs and courses, delivered in more than 170 B.C. communities — and to more than 4,000 on-line learners across the province and Canada.

In the summer of 2003, many of the front-line professionals who responded to the firestorms that ravaged communities near Barriere and Kelowna received their training from the JIBC. Emergency centre coordinators, firefighters, volunteers and all the other emergency specialists involved in fire prevention and management worked together and rose to the incredible demands placed on them by these natural disasters.

Twenty-six years ago, the JIBC started out as primarily a training centre for provincial employees. Today, it is a leading international post-secondary institution for those interested in pursuing and enhancing their careers in criminal and social justice and public safety.

At five campuses across the province, including the spectacular \$45-million state-of-the-art facility in New Westminster, more than 26,000 students are trained each year. And that number continues to grow, along with the student base and the JIBC's outstanding international reputation.

The JIBC is providing British Columbians all across the province with exciting opportunities to pursue new careers and professional development. Its unique teaching methods are attracting a growing clientele from the United States, Asia, the Middle East and around the world.

Case studies and real-life scenarios constitute a significant component of training at the JIBC, because we understand there is no substitute for experience. Students benefit from student-teacher ratios that are extremely low and instructors who are active leaders in their fields. As the number of credentialed courses and diploma programs continue to increase at the JIBC, management and staff look forward to playing an even greater role in educating the leaders that make B.C.'s communities safe and strong.



Academies, Divisions & Programs

Centre for Conflict Resolution (CCR)

The JIBC's CCR is one of the top conflict resolution education and training centres in North America. Certificates and courses, offered throughout B.C. and in Alberta, are dynamic and highly interactive, with small class sizes, excellent student-instructor ratios and individualized coaching, resulting in one-on-one professional development.

Today, more employers are asking for conflict resolution skills as a part of their qualifications criteria for job vacancies. At the CCR, participants go through group work, role-playing, video-taping, coaching and individualized feedback. The Centre for Conflict Resolution offers a skill-based, experiential and practical learning model that allows participants to start using their skills right away. They also receive post-secondary academic credit for CCR programs and courses, which can be transferred to other educational institutions.

The CCR offers certificate programs in negotiation, family mediation and mediation/third party intervention. With no specific entrance requirements, programs and courses are accessible to everyone. Individuals can enroll in single courses or their choice of certificate programs. Organizations, agencies and communities can also have training programs tailored to meet their specific needs through Customized Training Solutions.



Centre for Leadership and Community Learning (CLCL)

In B.C., the leading source of innovative training and professional education in the fields of community safety, victim services, child welfare and family support is the JIBC Centre for Leadership and Community Learning.

Through its 16 certificate programs and numerous individual courses, JIBC instructors provide participants with hands-on strategies, with direct application to the workplace, to prepare front-line workers and management staff to protect, support and counsel children, adults and families who are victims of crime or who have experienced trauma.

Clients include government ministries, Crown corporations, private sector businesses, and community-based organizations and agencies. CLCL also hosts a regular series of special events — workshops, conferences and forums — and has created a number of print and video resources.

Corrections and Community Justice Division (CCJD)

Safe communities depend on the ability of the professionals who work with adult and youth offenders to provide skilled counseling and supervision in institutional and community settings. The JIBC's Corrections and Community Justice Division helps provincial government employees and not-for-profit professionals start or further their careers as adult correctional officers, adult probation officers, youth custody workers, youth probation officers, family justice counselors or supervisors in the justice or public safety field.

CCJD offers a full range of face-to-face courses and over 50 on-line offerings, with more continually being developed to meet the emerging training needs of students and clients.

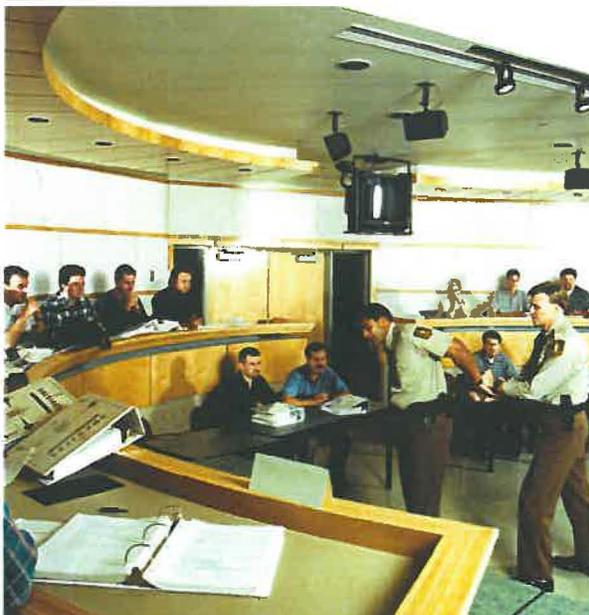
The Division's major clients include provincial agencies such as the B.C. Corrections Branch, Youth Justice Services and Family Justice Services Division, as well as Federal Correctional Service Canada.

Courts Academy

Across B.C., enforcing the orders of the courts and ensuring their safety is the responsibility of the men and women of Sheriff Services. They receive their employment readiness and advanced level training at the JIBC Courts Academy.

Sheriff Services (a section of the Court Services Branch of the Ministry of Attorney General) offers thousands of British Columbians an exciting career in law enforcement, without the often erratic hours and level of risk associated with police work.

The JIBC Courts Academy trains court officers from across Canada, as well as candidates in international programs. It's also developing several new advanced programs that focus on managing high-profile/high-security trials, including Advanced Escort, Crowd Management, Controlled Access Point Techniques (SearchGate), and Protective Intelligence.



Emergency Management (EMD) & Emergency Social Services (ESS) Divisions

For more than 15 years, the JIBC EMD has set the standard for state-of-the-art training in emergency management, assisted municipalities and regional districts in preparing emergency plans, and delivered search and rescue and emergency social service training throughout British Columbia.

Today, a growing number of communities and corporations are looking for "first responders," with the training, knowledge and skills to respond to catastrophic events. The Emergency Management Certificate Program provides participants with the up-to-date technical and theoretical training, as well as practical skills, needed to prepare emergency plans; conduct hazard or risk analyses; plan and operate an Emergency Operations Centre; organize and conduct emergency evacuations; develop, deliver and evaluate emergency exercises; and address the response and recovery aspects of emergencies.

Ground Search and Rescue (SAR) is a volunteer service in British Columbia. In 2003/2004, JIBC delivered SAR training and education to municipal police forces and volunteers in dozens of communities around B.C. including Fort Nelson, Fernie, Port McNeill and Prince George. Courses were developed in consultation with the SAR community and provided participants with the skills necessary to safely and efficiently function in SAR operations, such as ground search and rescue, swift water rescue, rope rescue and avalanche response.

Emergency Social Services volunteers throughout the province receive their training through the ESS Academy. These volunteers are trained to assist individuals impacted by emergencies such as apartment fires, as well as major disasters such as the 2003 Firestorm, with lodging, food, emotional support and other immediate needs.



Fire and Safety Division (FSD)

Each year, thousands of fires strike homes and forests across British Columbia. Standing in the way of these fires that damage property and take lives are B.C.'s firefighters and the training they receive at the JIBC.

The Fire and Safety Division's firefighting program is one of the most intensive and respected in the world and consequently, one of the toughest to get into. Classrooms operate at full capacity and the demand is increasing as a growing list of municipal and industrial clients, as well as international clients from Peru to Saudi Arabia, seek the JIBC's expertise.

The Fire and Safety Training Centre in Maple Ridge is Canada's top facility for fire and safety training. Because today's municipal firefighters must deal with increasingly complex scenarios, the 58-acre campus is uniquely designed with training areas and props to prepare firefighters for a wide range of scenarios, such as railcar derailments, tower cranes, high-angle rescue, extinguisher training, live fire, hazardous materials spills and confined space rescue.

Safety personnel for the oil and gas industry are trained to recognize the different properties and behaviours of fuels and gases on "Industrial Alley." Marine industry personnel are trained to meet the unique challenges of operating in the confined spaces of marine vessels. Here, one can find Canada's only training ground for cargo or passenger rail derailment emergencies, with cars available for sophisticated scenario-based training in hazardous material response.



Pacific Traffic Education Centre (PTEC)

Across British Columbia, the safety of families and communities depends on the conditions of our province's roads and highways and the skills of drivers who travel them. One of the significant contributors to reducing the number and severity of traffic accidents in B.C. is the training delivered by PTEC.

At the training facility at Boundary Bay, skilled instructors with years of professional driving and teaching experience deliver customized driver training and realistic scenarios specific to the needs of emergency vehicle drivers (ambulance, police, sheriffs, firefighters), the taxi industry, commercial truckers, employees of Crown corporations and private companies, as well as the public at large.

Paramedic Academy

In emergency medical situations, every second counts and the first response can often mean the difference between life and death. For more than 20 years, the BC Ambulance Service has entrusted the training of its paramedics to just one organization, the JIBC.

JIBC paramedic training begins with the Primary Care Paramedic Program, an entry-level full or part-time training program that provides the skills and knowledge required to practise as a Primary Care Paramedic in various employment settings. PCP classes are currently offered in Vancouver, Kamloops and Prince George, and starting in January 2005, Cranbrook and Victoria.

Graduates of the PCP program have the skills and knowledge to perform organized patient assessments; intervene in life-threatening injuries and conditions; perform PCP treatments, procedures and protocols; and record and report patient information. Because the PCP program is accredited by the Canadian Medical Association, and also meets or exceeds the Paramedic Association of Canada's National Occupancy Competency Profiles requirements, graduates can apply for paramedic licensing anywhere in Canada.



Police Academy

In a world where terrorism, public disorder, major crimes, as well as routine police investigations, are facts of life, the importance of a well-trained, professional police service is critical to the quality of life in British Columbia. Throughout the world, Canada's policing model, which includes training at the JIBC's Police Academy, is heralded as a best practice in policing.

The Police Academy provides training for the province's independent municipal police agencies and tribal police. Police Departments send their officers to the Academy for the nine-month basic recruit training program, as well as Advanced Operational and Executive Development Programs. The Academy also provides customized training to provincial and federal ministries and Crown corporations that have an investigative, enforcement or regulatory role, such as the Ministry of Forests, Federal Department of Fisheries, Coast Guard, Parks Canada, B.C. Lottery Corporation, ICBC, TransLink and the B.C. Securities Commission.

Over the past five years, the Police Academy's International Programs have delivered management and operational police training programs to a variety of international clients from Saudi Arabia, the United Arab Emirates, Singapore and China. The customized training and educational programming is delivered in Canada or overseas and has helped develop international relations and cooperation among international police agencies.



Aboriginal Programs and Services

British Columbia's history and its communities are inextricably linked to Canada's Aboriginal Peoples (status, non-status and treaty First Nations, Inuit and Metis). Consequently, a cross-cultural awareness of Aboriginal issues and the ability to work effectively with Aboriginal Peoples are indispensable competencies for companies and individuals throughout B.C.

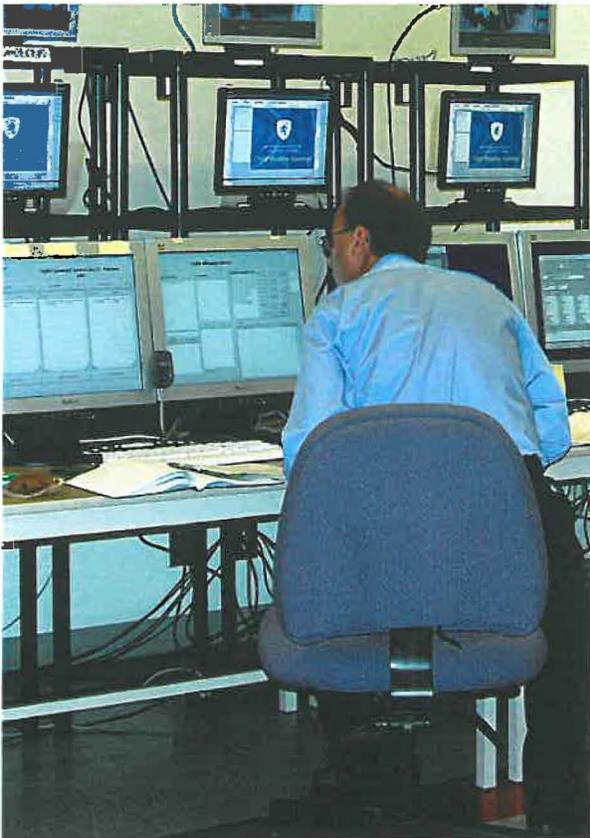
The JIBC's Aboriginal Programs and Services helps British Columbians (senior managers, board members, educators, community members and persons in the justice, public safety and human services fields) develop effective-long term relationships with Aboriginal people. The JIBC is also working to increase the participation and success rates of First Nations learners in the public post-secondary education system, developing relevant programming and addressing capacity-building issues with First Nations communities.

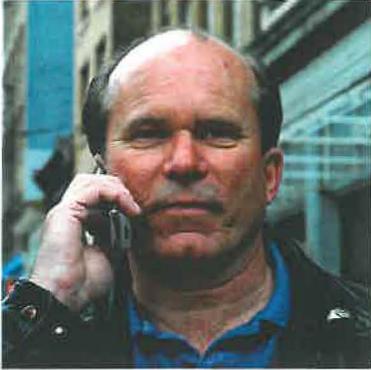
The JIBC provides instruction on Aboriginal awareness and Aboriginal justice issues; advises prospective and current Aboriginal students; facilitates relationships between the Institute and the Aboriginal community; consults internally with JIBC academies and divisions on Aboriginal training needs, political matters, socio-economic conditions, Aboriginal diversity and contemporary issues facing Aboriginal people; and provides curriculum development and cultural relevancy in program delivery.

Critical Incident Simulation Centre (CISC)

Major emergencies such as plane crashes, chemical spills, public disorder or serious crimes investigations are complex and at times chaotic. Developing the command skills needed to expertly direct and coordinate a multi-agency response in such situations can be significantly enhanced by simulation technology that can recreate the real-time chaos and uncertainty of such pressure cooker situations. With the opening of the new CISC this fall, the JIBC is poised to become a world leader in integrated response training.

The CISC will combine classroom instruction with hands-on practice through the use of software that throws students into highly realistic scenarios with video clips, radio communications, maps and other information from incidents such as collapsed buildings, chemical spills, hostage-taking or prison riots. From the central control room, instructors monitor the communications and decisions of team members working in adjacent rooms to respond quickly to an emerging incident. The same software was used for emergency response training at the Olympic Games in Sydney (2000).





“We are dependent on committed individuals in the community.”

—Brian Larrabee, *Co-ordinator, City of Vancouver's Emergency Social Services (ESS) Program*



“Most of the skills I learned I use in dealing with other health care professionals.”

—Karen LeComte, *Clinical nurse coordinator, B.C. Children's Hospital*



“With so much at stake, we turned to the JIBC because we value their quality of work. The JIBC is very respected and has a great deal of credibility. We're very pleased with the results.”

—Jan Woods, *Chief program officer of the Mainstream Association for Proactive Community Living (MAPCL)*

Brian Larrabee

Bryan Larrabee spends his days preparing for events he hopes never happen. He wouldn't have it any other way. As Co-ordinator of the City of Vancouver's Emergency Social Services (ESS) Program, he knows only too well the potential havoc wreaked by terrorist attacks, earthquakes and flooding. He also knows that he and a skilled team of volunteers are ready at a moment's notice to help deal with such disasters — to minimize the traumatic effects on people's lives.

Since starting with ESS in 1992, Bryan has continually upgraded his skills and knowledge at the Justice Institute of B.C. (JIBC), through specialized courses tailored to the emergency preparedness needs of the city. Besides all the ESS training available, courses offered in Emergency Management such as "Exercise Design, Emergency Operations Centre Training" and "Incident Command System" have been valuable tools provided by the JIBC.

In Bryan's line of work, emergencies or disasters are defined as any situation or event requiring more than the routine response capabilities of a city or municipality, such as police, firefighters, ambulance crews and hospitals. He and his team have to be prepared to respond to routine incidents such as house fires, as well as deal with larger-scale events such as ice storms, earthquakes, plane crashes, large-scale fires or explosions, railway accidents, hostage-taking incidents, floods and sudden releases of chemical or toxic substances.

Because of Vancouver's location, ESS pays special attention to the possibility of earthquakes. According to the Geological Survey of Canada, the West Coast is the most earthquake-prone area in Canada. Southwestern B.C. has about 300 small earthquakes each year. Once every decade, an earthquake causes minor damage. Occasionally, one will cause more serious harm. Consider the big quakes of the past: 1946, Vancouver Island, 7.3 on the Richter scale; 1949, Queen Charlotte Islands, 8.1 on the Richter scale; 1964, Alaska, 9.2; 1965, Seattle, 6.5; 1976, Pender Island, 5.3; and 2001, Olympia, Washington, 6.8.

One blustery afternoon this past fall, we caught up with Bryan in Vancouver's Downtown Eastside. On a walkabout and over a cup of coffee at Main and Hastings, he shared some insights into what he's learned during his 12 years with ESS. "Emergencies can happen anytime, anywhere, without warning," he says. "So it's tempting to view emergency preparedness as an oxymoron. But there are things we can all do to minimize the impact. Being ready for an emergency is something all of us must take part in. And the more work we do now, the better able we are to cope after a major disaster." That's why part of the ESS role is public education.

In an actual disaster, ESS would take a central role. "Basically, we are responsible for setting up and managing reception centres and shelters for people in need. We would register and track evacuees and answer any inquiries. We would also provide food, clothing, lodging and other services such as trauma counseling, pet services, emergency communication, first aid and referrals to long-term recovery agencies."

It's a role that requires a network of volunteers with special skills, knowledge and characteristics. "We are dependent on committed individuals in the community," says Bryan. But not everybody is right for the job. "They must be dedicated to the idea of helping fellow citizens in the event of a disaster. And they must have the skill set to take care of business under extreme pressure and extreme deadlines."

Over the past decade, Bryan has referred more than 500 volunteers to JIBC for Emergency Social Services and Emergency Management training. They get the necessary skill set. And he gets peace of mind. He knows his is a team he can count on in any emergency.

In the meantime, he and volunteers continue to prepare for the worst — and to hope they are never truly tested.



“When I get back to China, I will recommend JIBC to my colleagues.”

—Nora Han Junling, *Police Officer, Beijing, China*



“The instructors are officers from other fire departments; they’ve been outstanding. They kind of charge you up in these courses.”

—Geoff Graham, *Firefighter, West Vancouver District*



“The Paramedic Academy at JIBC in New Westminster is considered a world leader in the development of emergency medical services courses and training systems.”

—Onkar Jagpal, *Paramedic, BC Ambulance Service*

Onkar Jagpal

It was a clear case of life imitating art. When Onkar Jagpal, now 27, began watching the popular TV drama, *Third Watch*, about the brave and dedicated people who serve as police, paramedics and firefighters on the "third watch," or the three to 11 p.m. shift, he knew right away he wanted to be a paramedic. It didn't matter that the work can be emotionally and physically demanding that involved long irregular hours and round-the-clock accessibility. He wanted to make a difference.

We caught up with Onkar, who lives in Surrey, as he was returning via ferry from his shift at Station 265 in Madeira Park on the Sunshine Coast, where he works about seven or eight shifts each month, as well as throughout the Lower Mainland.

Onkar is employed with the BC Ambulance Service after completing the three-and-one-half month diploma paramedic training program at the Justice Institute of B.C. (JIBC) in March 2004. He says that while the work is not as dramatic as on TV, he's already had his share of daily tragedies. In a recent week, for example, he attended calls to two heart attack incidents, several motor vehicle accidents, strokes and a couple of falls.

Onkar feels especially needed in the more remote parts of the Sunshine Coast. "In rural areas, people really depend on us," he says. "We're often the first medical intervention. And we might attend to somebody for up to 40 minutes before we get them to the local hospital or before a medical evacuation unit can take them to a bigger medical centre."

Paramedics are the highest level of pre-hospital care providers. Often the first medical people at the scene of an accident or sudden illness, they are equipped to provide immediate care to heart attack sufferers, people in car accidents, drowning victims and gunshot or poison victims. They can also help in childbirth. They are trained to operate sophisticated medical equipment such as EKGs and to administer drugs both orally and intravenously.

Because police and fire personnel may arrive on the scene before paramedics, the JIBC also delivers the First Responder Program, which provides basic first aid and support training.

The beneficiaries, says Onkar, are the patients because with extra pairs of trained hands to assist paramedics in emergencies, a faster response is more likely.

Care, treatment and transporting victims in all kinds of weather to a hospital or medical centre is the bailiwick of the paramedic. Once there, they must report their observations and treatment procedures to the attending doctor. After each call, Onkar checks the specialized equipment on the ambulance and the vehicle to make sure everything is ready for the next emergency.

It's a pressure-filled environment in which a life can hang in the balance. Now that he's been on the job a while and knows first-hand what's at stake, Onkar is ever thankful for the high-calibre training he received from the JIBC. "The Paramedic Academy at JIBC in New Westminster is considered a world leader in the development of emergency medical services courses and training systems," he says. The Academy has also developed the a distributed learning methodology which provides training to 250 to 300 new recruits annually through a combination of distance education and traditional classroom programs at 6 regional training centres across the province.

Onkar is grateful to the JIBC for starting him on a career that makes him feel like a valuable part of his community. "The gratitude that you see from your patients is priceless. I can honestly say there is no better job out there." He singles out for special praise the professionals at the JIBC who taught him the real-world skills he needs to deal effectively with his call load and fulfill his dream of being a successful front-line paramedic — no matter which watch he's on at the time.

Campus Locations

A New Westminster

The JIBC's main campus covers 175,000 square feet, including an office block, classroom/simulation block, library, 200-seat theatre, a central garden, gymnasium, firearms range, media centre and a new Critical Incident Simulation Centre.

B Victoria Campus

In 2003, the JIBC opened a new campus in the heart of downtown Victoria, to better serve its Vancouver Island learners and clients.

C Maple Ridge Campus

The JIBC Fire and Safety Training Centre—58 kilometres east of Vancouver—features a three-story concrete burn building, a ship's steel superstructure, an aircraft fuselage burn simulator and an 11-car train derailment.

D Delta Driver Training Facility

The former Boundary Bay Airport provides the JIBC with a unique facility for hands-on training of emergency vehicle operators, fleet operators, taxi drivers and the general public.

E Vancouver Campus

In September 2003, the JIBC opened an Executive Training Facility in downtown Vancouver at 400 Burrard St.

F Chilliwack Training Centre

Fraser Valley regional training centre and site for Canadian Armed Forces paramedic training.



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ISO 9001 The Justice Institute is proud to be the first educational institute in B.C., and one of only a few in North America, to achieve ISO 9001 registration for all its programs and services. This ensures that JIBC procedures and standards of design processes, customer feedback, contract management, commitments to clients, program delivery from registration to graduation, and internal and external auditing systems meet strict ISO 9001 guidelines.



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