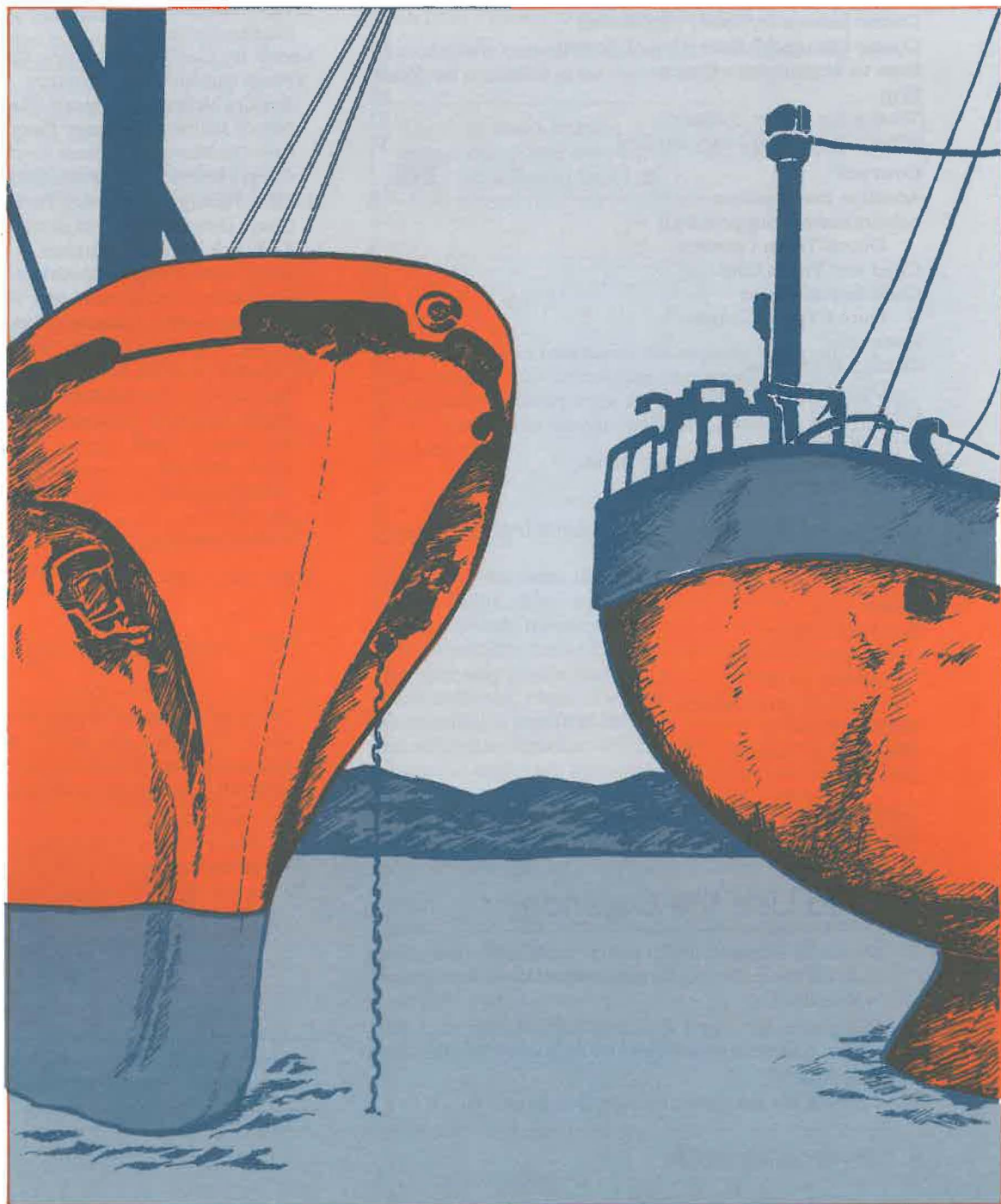




Interdisciplinary Studies Fall Calendar



September
to
December
1992



Interdisciplinary Studies

September - December, 1992

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* Computer courses are offered by the Corrections Academy, 604/222-7298.

How to Use the Calendar

1. Check the Contents list for course categories. Categories indicate the subject or target group of the courses listed within them.
2. Categories are listed alphabetically. Within each category, courses are arranged by suggested sequence or date order.
3. Courses are also listed by date (see page 34).

Staff List

Interdisciplinary Studies

For numbers not listed below	228-9771
Dean	
Pat Ross	222-7220
Kate Walker, Supervisor Administrative Services	222-7221
Program Directors	
Flora MacLeod	222-7225
Shelley Rivkin	222-7233
Centre for Conflict Resolution Training	
Marje Burdine, Co-ordinator	222-7248
Kendra McEown, Program Planner	222-7213
Nancy McPhee, Program Planner	222-7219
Sally McMurray, Program Assistant	222-7287
Cheryl Redding, Program Assistant (Part-time)	222-7156
Justice, Family and Agency Training	
Cindy Bettcher, Co-ordinator	222-7232
Tad Dick, Program Planner	222-7271
Lori Ovens, Program Assistant	222-7251
Prosecution, Management and Training for Trainers	
Patricia McNeill, Program Planner	222-7229
Sandy Johnson, Program Assistant	222-7285
Residential Settings Management Training	
Sandra Rice, Co-ordinator	222-7273
Sandy Johnson, Program Assistant	222-7285
Office Support Staff	
Robin Bentley	222-7295
Margaret Jones	222-7224
Judy Laird	222-7224
Steven Schick	222-7224
Registration Office	222-7111
	or 222-7276
Library	222-7200

Grace Adams has been hired to assist in the development of policies, procedures and services to meet the educational needs of First Nations students at the Justice Institute. She can be reached at 604/222-7163.



Interdisciplinary Studies
Justice Institute of B.C.
4180 West 4th Avenue
Vancouver, B.C. V6R 4J5
Telephone: 604/222-7224
FAX: 604/660-1875

Cover and inside graphics:
Pamela Roberts Designs

General Information

Time of classes: Unless otherwise indicated, classes will be in session from 9:00 am to 5:00 pm. Please check the first page of each category and individual course listings. Class times are also noted on the registration receipt.

Parking: Parking is available, free of charge, in lots located north of Blake Hall, adjacent to Lawrence Hall, and east of the driveway off 8th Avenue.

Disabled designated parking: Two disabled designated parking stalls are located beside the gymnasium in the parking lot adjacent to Blake Hall (see map, page 39). Students in wheelchairs should check with the Registration Office for the location of access ramps and washrooms.

Location of classrooms: Unless otherwise stated, classes will take place at the Justice Institute in Blake or Lawrence Hall, or in classrooms located in the Cafeteria Building. Notice boards inside the main doors of Blake and Lawrence Halls list courses and classrooms for that day. It is a good idea to check the notice board on entering as rooms are subject to change on short notice.

Library: All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am

to 5:00 pm, Monday to Friday, and library staff are available to provide reference services. A screening room is available for viewing audiovisual items, and an audiovisual catalogue can be purchased for \$7.00. Photocopy charges are \$.20 a page. While any student may use the library, borrowing privileges are limited to students enrolled in Interdisciplinary Studies certificate programs and to Corrections Branch and Court Services staff, firefighters, paramedics, police officers and Provincial Emergency Program personnel. Others may borrow through interlibrary loan. Contact the librarian at your ministry, office, community college, university or public library.

Food on campus: Coffee and juice are provided in most classrooms and a small, deli-style store in Blake Hall is open from 8:00 am to 3:30 pm, Monday through Friday. The cafeteria, in a building just west of the gymnasium, is open from 7:00 am to 3:30 pm weekdays.

Out-of-town courses: Courses offered outside the Lower Mainland are listed at the end of each category.



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.30.

Accident Investigation

The Pacific Traffic Education Centre (PTEC), is a joint venture of the Justice Institute of BC and the Insurance Corporation of BC. Launched in 1988, PTEC was established to help reduce the number and severity of traffic accidents in British Columbia by offering courses in advanced driver training and traffic accident investigation, and by conducting traffic research and participating in other forms of traffic safety training.

Industrial Accident Investigation (#MGMT222)

This contract course has been designed for supervisors/safety co-ordinators who investigate industrial or motor vehicle incidents on behalf of their organization. It is available only on a contract basis. Content for the course includes on-site investigations (identification, collection and preservation of evidence; note taking techniques; interviewing and obtaining statements from witnesses) and preparation of an investigator's report, including cause analysis and recommendations. Through the use of simulations, participants will demonstrate skills and techniques related to on-site investigations. We can arrange for prospective clients to meet with the Program Manager, Fred Pachel, a former RCMP Manager, to discuss content of the course in detail, including the drafting and publication of tailored investigation manuals which stay with each student as future reference. For an appointment or further information telephone Al Lund or Kim Howse at 604/222-7139.

Resource People: Instructors are experienced police investigators with current experience and expertise in investigative techniques as they relate to interviewing witnesses, examining the site, collecting evidence and taking statements.

Traffic Accident Investigation Level I (#PTEC100)

This course has been designed for fleet safety supervisors, peace officers, safety administrators, insurance adjusters, lawyers, private investigators and others with an interest in or responsibility for investigating motor vehicle accidents. The three-day course includes interpretation of accident scene evidence, chain of events, accident photography, measurements and field sketches, and interviewing drivers and witnesses. Student will also be introduced to damage evaluation and crash dynamics. For additional course information call the PTEC secretary, Kim Howse, at 604/222-7282. This course is followed by Traffic Accident Investigation Level II (see the following course description for more details).

Length: Three days
Dates: call Kim Howse at 222-7139 for the next available date
Time: 8:30 am to 4:30 pm
Location: Justice Institute of BC
Fee: \$395 (GST exempt)
Resource Person: Don Le Comte (see below)

Traffic Accident Investigation Level II (#PTEC500)

This course has been designed for fleet safety supervisors, peace officers, safety administrators, insurance adjusters, lawyers, private investigators, graduates of Traffic Accident Investigation Level I, and others with an interest in or responsibility for investigating motor vehicle accidents. This five-day course is an advanced continuum of the Level I course. To be eligible for enrolment in this Level II course participants must have previously taken Level I or have suitable experience (students requiring further information as to their suitability for the Level II course should contact the Program Manager, Don Le Comte, or the Director of PTEC, Al Lund). Course content for Level II includes speed estimates from skids, scuffs, falls, vaults and rolls; time, distance and motion equations; vehicle lamp examination; tire damage evaluation; vehicle damage analysis; crash dynamics; scale diagrams from field sketches; and an introduction to conservation of momentum. This course will be held at the PTEC Driver Training & Research Facility at Boundary Bay in Delta, BC. For additional course information, call the PTEC secretary, Kim Howse, at 604/222-7139.

Length: Five days

Dates: call Kim Howse at 222-7139 for the next available date

Time: 8:30 am to 4:30 pm - Restaurants in the area are accessible by car; or bring a bag lunch.

Location: Boundary Bay, PTEC facility

Fee: \$595 (GST exempt)

Resource Person: Don Le Comte is the Program Manager for all of PTEC's Accident Investigation courses. Don is an accident reconstruction specialist and Director of the Pacific Institute of Traffic Safety Inc. He is a retired member of the RCMP with expertise in forensic accident analysis who has given expert testimony in Saskatchewan, Alberta and British Columbia. He is a graduate of Northwestern University's Traffic Institute and the University of North Florida's Institute of Police Technology and Management. His teaching skills are recognized in Canada, the United States and the Middle East. Don can be contacted at 604/768-4353.

Administrative/ Support Staff

Unless otherwise indicated, Administrative/Support Staff courses will be held at the Justice Institute and will be in session from 8:30 am to 4:30 pm.

Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)

This planning workshop is directed toward administrative/support staff who have too much to do and too little time. Participants will learn how to identify and eliminate time wasters, manage their work better, and increase their productivity.

Length: One day

Date: **September 24
November 19**

Fee: \$90

Resource Person: Sheila MacCallum

Front Line/Firing Line: Handling the Angry Client (#SUP109)

No matter where they work - a government, private or voluntary sector agency, or in the justice system - front office staff and line workers may find themselves having to handle distraught or angry clients. Through small group discussions and role plays, participants in this workshop will learn practical techniques to help them cool down these difficult encounters. Topics to be examined include resolving conflict, managing anger, and the concept of perceived power versus real power.

Length: Two days

Dates: **October 15-16**

Fee: \$165

Resource Person: A consultant with Ryane Consulting Inc.

Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115)

Administrative support staff are key to the efficiency and success of any organization, but productivity, morale and working relationships suffer when an employee's work time is consumed with unresolved conflicts and concerns. To survive the stress and tension that can lead to these inevitable day-to-day disagreements, misunderstandings and differences, administrative support staff need to learn specific skills and strategies that will enable them to communicate more openly and honestly. This workshop will target key trouble spots that create stress, tension and conflicts in the workplace, and will provide participants with practical, effective strategies and critical communication skills that will enable them to navigate their way through these problem situations. The emphasis will be on practical application and skill development. Demonstrations will illustrate common conflict situations and participants will have opportunities to deal with problems typical to their workplace setting.

Length: Two days

Dates: **October 28-29**

Fee: \$165

Resource Person: Paula Temrick

Putting People First: A Service Quality Workshop (#MGMT203)

This workshop has been designed to help participants develop and strengthen the skills they need to provide good service. Participants will have an opportunity to study, observe and practise the effective use of communi-

cation skills that will enable them to give information clearly and understandably; explain policies and procedures competently and courteously; inform clients, tactfully, when their requests cannot be handled; redirect clients; empathize; and resolve difficult situations. Small group practice sessions will use video-taping, playback and discussion. Scenarios will be based on real, on-the-job situations.

Length: Two days
Dates: **December 3-4**
Fee: \$175
Resource Person: Maureen Hannah

Resource People:

Maureen Hannah is a training consultant who has facilitated quality service workshops for 15 years for government ministries, Crown corporations and other public and private organizations.

Sheila MacCallum, M.Ed.(Adult Education) is a program planner and consultant in the areas of time management, charity volunteer training and literacy.

Ryane Consulting Inc. has designed and delivered workshops on topics related to leadership and management, communications and conflict, and business writing for 20 years. Ryane's consultants are highly skilled in creating trust and a participative atmosphere as well as balancing theory and practical applications.

Paula Temrick is a human relations consultant, counsellor and mediator/facilitator in private practice. She provides training and consulting for educators, business, social service and mental health professionals.

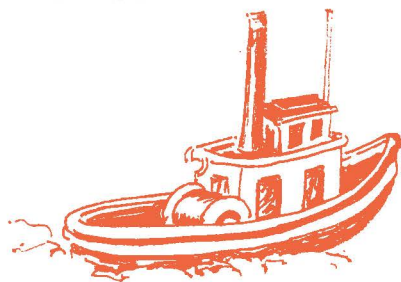
Out-of-Town Courses

Cranbrook

Front Line/Firing Line: Handling the Angry Client (#SUP109)

See course description above. Co-sponsored with East Kootenay Community College. For information on course fees and registration telephone 604/489-8254.

Length: Two days
Dates: **September 23-24**



Child and Youth Care

Unless otherwise indicated, **Child and Youth Care** courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Working with Troubled and Troubling Adolescents: A Certificate Program for Practitioners (#CY135)

This certificate program has been designed to increase the knowledge and skill level of practitioners currently working with adolescents in community or residential settings. The assessment/intervention framework presented in the program draws on three theoretical perspectives: 1) normative development; 2) a psycho-educational model of re-education of troubled youth; and 3) a stress-coping model of developmental outcome.

A certificate of achievement will be issued to participants who successfully complete the core program and electives. For a brochure describing program structure, content and eligibility, telephone 604/222-7271.

Dates: **Spring 1993** (Dates TBA)
Fee and Facilitator: TBA

Electives

All of the following courses are electives in the Working with Troubled and Troubling Adolescents Certificate Program, but are also open to those not enrolled in the Certificate Program.

Managing Out-of-Control or Assaultive Behaviour in Adolescents (#CY142)

This workshop is directed toward frontline workers in a variety of settings who may have to manage verbally or physically aggressive adolescents. Day one will examine ways to identify potentially violent or out-of-control behaviour, and will demonstrate verbal and non-verbal techniques to defuse or alleviate assaultive or acting-out behaviour. Day two will focus on safe, non-violent, physical intervention that can be applied, including the use of restraint.

Length: Two days
Dates: **October 2-3**
Fee: \$165
Resource Person: Mario Govorchin

Youth in Conflict: A Skills Development Series

The workshops in this series are designed for counsellors, social workers, child and youth care workers and other professionals working with youth in conflict. The training progresses from simple management of anger in older children and adolescents, to the resolution of conflict, and, finally, to teaching young people the skills necessary to problem solve and avoid becoming trapped by verbal or physical challenges. Upon completion of the series students will receive a letter acknowledging their participation. The courses in this series can be taken individually (subject only to any prerequisites noted in the individual course descriptions), and need not be completed in any one calendar term.

The series currently offers the following titles:

Working with Anger and Aggression in Youth (formerly Anger Management with Youth, Level I) - two days

Working with Withdrawn and Resistant Youth (formerly Anger Management with Youth, Level II) - two days

Mediating with Youth in Conflict (NEW) - three days

Mediating Parent-Teen Conflict: Creating Agreements for Change (next offered Winter Term) - two days

Problem Solving with Youth (formerly Empowering Youth through Problem Solving) - two days

Responding to Put-downs and Bullying Behaviour: Assertion Skills for Youth (next offered Winter Term) - one day

Resource Person: Paula Temrick is a human relations consultant, counsellor and mediator/facilitator in private practice. She provides training and consulting for educators, business, social service and mental health professionals, and she has extensive experience with the Ministry of Social Services as a child care worker and counsellor in sexual abuse and family violence. Paula designed and taught conflict resolution skills programs for students in Vancouver East Side schools and worked as an instructor with young people in the visual and performing arts.

Please call 604/222-7271 for further information regarding this series.

strategies to move them out of power struggles and become more effective in understanding, defusing and confronting children and adolescents who are angry. Specific attention will be directed toward the dynamics of conflict and anger arousal within the context of adolescent development. Skills to manage feelings of anger and defensiveness within conflict situations will be addressed. Participants will have extensive opportunities to observe, apply and practise specific anger management and problem-solving skills.

Length: Two days

Dates: **September 30-October 1**

Fee: \$165

Resource Person: Paula Temrick

Working with Withdrawn and Resistant Youth (#CR720A)

Whether expressed verbally or non-verbally, resistance is often motivated by underlying or unmet needs and/or feelings of revenge, mistrust, suspicion or fear. Practitioners working with resistant youth frequently become the target of displaced anger, hurt or frustration. This workshop, directed toward staff working with resistant or challenging adolescents, will focus on strategies and activities that will enable participants to become more effective in building rapport and engaging withdrawn and resistant adolescents. Communication skills and approaches for responding to put-downs, denial, sarcasm and blaming remarks will be highlighted. Throughout the workshop, participants will have extensive opportunities to observe, apply and practise the skills presented. **Prerequisite:** Working with Anger and Aggression in Youth (#CR720).

Length: Two days

Dates: **October 14-15**

Fee: \$165

Resource Person: Paula Temrick

Pathways to Solutions, Level I: Brief Family Therapy with Difficult Adolescents (#CY114)

Frequently, difficult youth and their families have experienced multiple treatment failures and have been labelled "resistant," "enmeshed" and "chemically dependent." These labels further perpetuate stereotypes about adolescents. In this workshop, a family wellness approach for responding to substance abusing adolescents will be presented which capitalizes on the strengths and resources of family members to create a context for change. The major emphasis of this pragmatic family therapy approach is on what works, rather than what is wrong with the family.

Length: Two days

Dates: **October 5-6**

Fee: \$165

Resource Person: Matthew Selekman, M.S.W., L.C.S.W.

Working with Anger and Aggression in Youth (#CR720)

Working with angry, upset and verbally abusive youth can be stressful and frustrating, and may lead to burn-out. When responding to these young people, practitioners can find themselves caught in a power struggle, and unintentionally escalating the young person's anger. This workshop will provide participants with practical skills and

Pathways to Solutions, Level III: Further Work in Solution-Oriented Brief Therapy (#CY114B)

Solution-Oriented Brief Therapy is a highly effective, pragmatic approach to helping troubled couples and families resolve their parenting problems. The therapy is collaborative and capitalizes on the strengths and resources of family members to construct solutions. The major emphasis of this therapy approach is on what works, rather than on what is wrong with the couple or family. In this advanced-level, practise-oriented workshop, participants will be exposed to effective, brief therapy strategies for working with couples and families with presenting problems such as domestic violence, depression, eating disorders, substance abuse and step family issues.

Prerequisite: Pathways to Solutions Level I (#CY114). Registration is limited.

Length: Two days
Dates: **October 8-9**
Fee: \$180

Resource Person: Matthew Selekman, M.S.W., L.C.S.W.

NEW

Engaging the Family in Work with Adolescents: Upgrading Skills in Family Systems Work (#CY149)

A family systems approach is only as effective as the ability of the practitioners to apply its principles fully. All too often, a partial application of these principles results in only partial success. This workshop is directed toward youth and child care workers, social workers and other practitioners who are working with difficult and troubled adolescents and want to engage family members in the counselling process. Participants will have an opportunity to review and expand upon their understanding of family systems approaches and strengthen their intervention skills. Content will review key systems concepts and their application for family work with adolescents, introduce new approaches, and use role-plays and structured exercises to enable participants to increase their assessment and treatment skills.

Length: Two days
Dates: **November 27-28**
Fee: \$165

Resource Person: Brenda Rudko, M.A., ABS

Adolescents and Substance Abuse, Level I: Practical Strategies for Assessment and Treatment (#CY141)

This workshop is directed toward staff who want to develop practical, community-based strategies for collaborating with youth in an effort to overcome the problem of substance abuse. The workshop provides an overview of substance abuse theories, explores techniques of assessment, and highlights counselling strategies for motivating youth to confront and overcome the difficult problems in substance abuse. Small group and roleplay sessions will be used to assist participants in developing strategies of relevance to their clients.

Length: Two days
Dates: **October 19-20**
Fee: \$165
Resource People: Rob Axsen, B.A., and Colin Sanders, M.A.

Problem Solving with Youth (#CY139)

In conflict, young people frequently make decisions based on impulse, assumption, fear or revenge. As a result, their solutions may worsen or escalate the problems at hand. In an effort to assist, adults can get caught in "quick fixing" - solving the problem or giving advice based on the adult's interpretation and personal needs. In this workshop, participants will learn ways to respond to youth in conflict situations effectively and appropriately. Content will focus on developing constructive and meaningful consequences for problem behaviours and helping adolescents problem solve and successfully meet their needs in acceptable ways. Specific attention will be directed toward ways to negotiate and resolve conflicts with youth, and to facilitate their ability to resolve conflicts and problems on their own. Throughout the workshop, participants will have opportunities to observe, apply and practise the skills presented. **Prerequisite:** Working with Anger and Aggression in Youth (#CR720) or one of the following: Conflict Resolution, Level I (#CR100), Conflict Resolution, Level II (#CR200), or Critical Skills for Communicating in Conflict (#CR735). (An elective in the Working with Troubled and Troubled Adolescents certificate program.)

Length: Two days
Dates: **December 7-8**
Fee: \$165
Resource Person: Paula Temrick

NEW

Mediating with Youth in Conflict (#CY122)

This workshop provides an opportunity for participants to learn the basic skills of mediating with adolescents in conflict. Participants will learn how to engage adolescents in a mediation process and how to help them manage their emotions, balance power and begin to use communication skills effectively. Lecture, skills demonstrations and small group roleplay sessions will be used to assist the participants to learn to mediate both "on the spot" and in a more formal context. Especially recommended for group home and residential treatment personnel, counsellors, social workers, correctional officers and educators working with adolescents.

Length: Three days
Dates: **November 12-14**
Fee: \$195
Resource Person: Paula Temrick



Working with Pre-Delinquent and Delinquent Youth, Level I: Awakening Personal Responsibility (#CY124)

This workshop is directed toward professionals working with pre-delinquent and delinquent youth. Day one will look at the psychological needs of adolescents, compare and contrast normal and dysfunctional needs of adolescents, and present an overview of counselling strategies for behavioural change. Day two will examine counselling strategies in more depth, with particular emphasis on models that assist adolescents to develop a sense of personal responsibility and respect in their own community.

Length: Two days
Dates: **December 2-3**
Fee: \$165
Resource Person: Larry Green, M.A.

Working with Pre-Delinquent and Delinquent Youth, Level II: Using the Teen's Reactivity to Enhance the Counsellor's Influence (#CY124A)

This workshop is directed toward youth and child care workers and will build upon the concepts presented in Working with Pre-Delinquent and Delinquent Youth, Level I. The focus will be on "reading" and integrating the client's ongoing behaviour into the overall shape of the therapeutic process. Strong emphasis will be placed on role modelling, role plays and particularized feedback. Participants are encouraged to bring case examples to the workshop for discussion and roleplay.

Length: Two days
Dates: **December 4-5**
Fee: \$165
Resource Person: Larry Green, M.A.

Advocacy and Case Conferencing Skills (#CY144)

Many helping professionals perform their duties at a very high level when working directly with their clients. However, when working on their client's behalf their confidence and some of their skills may mysteriously abandon them. They may find it difficult to express their point of view at a case conference, to advocate for their client, or to be an effective case manager dealing with other professionals. If these individuals are asked to pass along their front line skills by conducting a training workshop, they inevitably decline for fear of delivering a sub-par performance. Supervisory positions are avoided for similar reasons. Thus the accumulated wisdom and experience remains within them rather than being disseminated to others. This two-day workshop will develop skills to increase effectiveness through understanding the blocks and roleplaying the scenarios.

Length: Two days
Dates: **November 6-7**
Fee: \$165
Resource Person: Larry Green, M.A.

Group Skills for Working with Adolescents (#CY129)

Peer relationships have a powerful influence in everyone's life. For adolescents, peer relationships are particularly important. Facilitating peer groups with youth is an extremely valuable tool for bringing about change. This participatory workshop is directed toward youth and child care workers and other practitioners who want to work with adolescents in a supportive role rather than acting as behavioural gatekeepers. Content will provide a theoretical overview of "positive peer culture," group dynamics and group process, and practical skills to facilitate groups and manage challenging group dynamics.

Length: Two days
Dates: **November 4-5**
Fee: \$165
Resource People: Debbie Verkerk, B.A., and Lenox Neher

Treatment Methods for Working with Children in a Family Context (#CY125)

This workshop is directed towards social workers, counsellors and other practitioners working with troubled children/youth and their families. Participants will have the opportunity to consider the impact of the family's dynamics and structure, habitual patterns and stories on troubled children, and explore a range of treatment approaches that have proved effective with this population. Participants will examine the process of collaborating with these families and practise treatment strategies, such as externalization of the problem, solution-focused questioning and the use of reflecting teams.

Length: Two days
Dates: **November 19-20**
Fee: \$175
Resource Person: Arden Henley, M.A. (psychology)

**SPECIAL
PROGRAM**

Moving Kids: Issues in Case Planning and Adoptive Disruptions (#CY133)

This workshop is directed toward practitioners, foster parents and special needs adoptive parents. On day one, participants will have the opportunity to: explore critical issues in case planning, including the impact of values and biases on decision making; examine the impact of multiple placements on the child; and discuss key considerations in developing treatment plans which include permanency planning options. Day two will examine ways to lower the incidence of adoptive disruptions before, during and after placement. Decision making related to planning for disruptions, and strategies for easing the long term effects of disruption, will also be highlighted. On day three, participants will have the opportunity to bring case examples for discussion and consultation. Registration on day three will be limited to 20 practitioners currently working in the field of permanency planning. Co-sponsored with the Society for Special Needs Adoptive Parents.

Length: Two days or three days
Dates: **October 7-9**
Fee: \$225 Full program (three-day workshop) (#CY133)
\$175 Two-day program (#CY133A)

Resource Person: Vera Fahlberg, M.D., a nationally recognized expert on the treatment problems of foster and special needs adoptive children. She is the medical director of Forest Heights Lodge in Evergreen, Colorado, a psychiatric facility for children and adolescents.

Art and Play Therapy: Treatment Approaches for Working with Children (#CY104)

This workshop is directed toward therapists, social workers, child care workers and mental health professionals currently working with children 3-12 years of age. Content in this introductory level course will cover the function of art and play through the developmental stages, an exploration of various approaches to play therapy, and an examination of practical concerns related to the use of art and play therapy. Participants will have the opportunity to become familiar with the toys and various art therapy exercises used in working with children in this age group.

Length: Two days
Dates: **September 25-26**
Fee: \$175
Resource Person: Marie Jose Dhaese, M.Ed.

Child Centred Play Therapy (#CY104A)

This workshop is directed toward practitioners who use play and various expressive therapies in their work with children. Course content will include principles of non-directive play therapy, the symbolic language of play as it develops through the therapy process, kinds of play and how play changes, and stages of the treatment process. Enrolment in this workshop will be limited to 16 participants. **Prerequisite:** Art and Play Therapy (#CY104).

Length: Two days
Dates: **November 13-14**
Fee: \$175
Resource Person: Marie Jose Dhaese, M.Ed.

Art and Play Therapy with Neglected and Abused Children (#CY104B)

This workshop is directed towards practitioners who use art and play therapy in their work with children who have experienced and disclosed neglect and abuse. Course content will review theoretical principles underlying the use of art and play therapy with traumatized children, illustrate ways of addressing the main clinical issues of neglected and abused children, and examine the recurring images that emerge in children's play and art (through the various stages of therapy). **Prerequisites:** Art and Play

Therapy (#CY104) and Child Centred Play Therapy (#CY104A), and a basic understanding of child abuse issues. Applicants interested in attending this workshop must submit a resumé describing their relevant work experience. Enrolment in this workshop will be limited to 16 participants.

Length: Two days
Dates: **December 3-4**
Fee: \$175
Resource Person: Marie Jose Dhaese, M.Ed.

Treating Traumatized Children (#CY102)

See Counselling category.

Length: Two days
Dates: **October 29-30**

Resource People:

Rob Axsen, B.A., is Program Director, Odyssey Substance Abuse Services for Youth.

Marie Jose Dhaese, M.Ed., is a certified and registered art and expressive therapist specializing in play therapy. Mario Govorchin, adolescent psychiatric worker and a former instructor with the Crisis Prevention Institute in Minnesota.

Larry Green, M.A. is a counsellor and trainer in private practice.

Arden Henley, M.A. (psychology), is the Co-founder and Director of the White Rock Family Therapy Institute. He has extensive experience in both residential and community treatment contexts, and is well known for developing innovative treatment methods.

Lenox Neher is a Special Care Contractor with the Ministry of Social Services.

Brenda Rudko, M.A., ABS, is a private practitioner and trainer with 15 years of experience working with children, adolescents and their families from a systems perspective.

Colin Sanders, M.A., is Supervisor of Residential Services, P.E.A.K. House.

Matthew Selekman, M.S.W., L.C.S.W. is a private practitioner specializing in family therapy with adolescent and adult substance abusers. He is the co-author of *Family Therapy Approaches with Adolescent Substance Abusers*, a clinical-certified substance abuse counsellor, and both a clinical member and approved supervisor in the American Association for Marriage and Family Therapy.

Paula Temrick is a mediator and counsellor in private practice, and education consultant.

Debbie Verkerk, B.A., is Director of Avalon School, Vancouver.



Child Sexual Abuse

Unless otherwise indicated, Child Sexual Abuse courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Call 604/222-7251 for brochures describing the following certificate programs.

Child Sexual Abuse Intervention: A Training Program for Practitioners (Series #CSA105)

This program is designed for practitioners currently providing treatment for sexually abused children and adult survivors of child sexual abuse. The training will examine principles of practice, demonstrate intervention skills, model treatment approaches, and develop interdisciplinary networking. Interested applicants must submit a resumé describing their relevant work experience, past training in the field, and academic background. A certificate of achievement will be available to registrants who successfully complete the program.

Children and Youth Option (#CSA105A)

Length: 14 days
Dates: January 29-April 17, 1993 (Fridays and Saturdays on alternate weeks)
Rescheduled from fall, 1992.
Fee: \$675 (upon acceptance applicants must pay a deposit of \$100)

Adult Survivor Option (#CSA105B)

Vancouver

Length: 12 days
Dates: October 1-December 12 (Fridays and Saturdays on alternate weeks)
Fee: \$600 (upon acceptance applicants must pay a deposit of \$100)
Location: Justice Institute of BC

Victoria - Cosponsored with Victoria Women's Sexual Assault Centre

Length: 12 days
Dates: October 22-December 5 (Thursdays, Fridays and Saturdays on alternate weeks)
Fee: \$800 (upon acceptance applicants must pay a deposit of \$100)
Location: TBA in Victoria

Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)

This certificate program training is directed toward experienced clinicians working with adult survivors of child sexual abuse. The training will highlight the differences and similarities among different clinical approaches and will demonstrate the value of linking aspects of various models in therapists' work with adult survivors. Specific attention will be paid to socio-cultural, gender and intergenerational issues and their relevance in treatment. Participants will be encouraged to bring cases from their own practice for group examination and feedback. Registration priority will be given to participants who have completed the basic level certificate program.

Length: Ten days
Dates: April 16-June 5, 1993 (Fridays and Saturdays on alternate weeks)
Fee: \$700

Child Sexual Abuse Support Worker Training Program (#CSA134)

This new training program has been designed for front line staff and others who work in a support capacity with sexually abused children and their family members. The program will provide participants with an understanding of the role and function of support, and will demonstrate specific skills for working with clients from the time of disclosure through to the completion of treatment. Content will cover the nature and dynamics of child sexual abuse, ethical issues in relation to the provision of support, methods to engage and support the sexually abused child, and effective ways to work in co-operation with therapists and other professionals who are involved with the child and the family. A certificate of achievement will be granted to participants who successfully complete the program. All five days must be completed to receive a certificate.

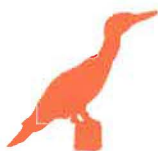
Length: Five days
Dates: October 29, 30, 31 and November 6-7
Fee: \$275

Resource People: The program will be taught by practitioners in the field who have extensive experience working with sexually abused children and their families.

NEW

Art Therapy with Female Survivors of Sexual Abuse (#CSA121)

This workshop is directed towards therapists, clinical social workers and other mental health practitioners working in a therapeutic context with women who have experienced childhood sexual abuse. Participants will have the opportunity to review the main clinical issues of survivors; examine



theoretical principles underlying the use of art therapy with this population; and examine corresponding ethical issues such as image ownership, working with the "shocking image," and cross cultural creative expression. An opportunity to experience the nature, process and value of using art therapy with survivors of sexual abuse will be provided. Enrolment in this workshop will be limited to 20 participants.

Length: Two days
Dates: **November 9-10**
Fee: \$175
Resource Person: Monica Thwaites

Facilitating Recovery from Child Sexual Abuse and Substance Abuse (#CSA124)

This workshop is directed toward counsellors and other mental health practitioners who work with, or are planning to work with, clients who are recovering from sexual abuse and substance abuse. On day one, participants will have the opportunity to examine the needs of the client struggling with these two problems, develop a framework for "recovery" or "healing" which incorporates the relationship between substance abuse and childhood sexual victimization, and explore ways that therapists can support the survivor's participation in traditional 12-step recovery programs. On day two, participants will have the opportunity to discuss and apply a framework for assessment and treatment planning, and explore specific treatment issues including preventing or responding to relapses in therapy, memory work, and strategies to assist clients to deal with overwhelming feelings. A model for group treatment will be presented, highlighting exercises used to address specific client issues.

Length: Two days
Dates: **January 25-26, 1993**
Fee: \$175
Resource People: Barb Ball, M.S.W. and Marlene Richert, M.S.W.

NEW

Sexual Abuse Treatment: Facing the Challenge (#CSA137)

Sexual abuse treatment is a difficult and challenging field that raises many questions, feelings and responses in clinicians working with adult survivors. This workshop is an opportunity for therapists to explore, in a safe environment, the impact of the work on themselves and their practice. Issues to be examined include the effect of vicarious traumatization, transference and countertransference, and ethical responses. Current trends and emerging issues such as treating female offenders, responding to increasingly complex cases, and responding to "false memory syndrome" will be discussed, and the implications of these trends on clinical theory and practice will be highlighted.

Length: Two days
Dates: **December 7-8**
Fee: \$175
Resource People: Maureen McEvoy, M.A., and Maggie Ziegler, M.A.

SPECIAL PROGRAM

Sexually Reactive and Sexually Aggressive Children: Strategies for Intervention (#CSA112)

This two-day workshop is designed to help frontline child and youth care workers, mental health professionals, school-based personnel, therapists, child protection workers, and other care providers better understand and effectively respond to children under 12 who are sexually reactive or sexually aggressive to other children. Day one will provide an overview and framework for understanding sexuality in childhood, normal to pathological sexual behaviour, characteristics for child perpetrators, and a systems approach to case management. Specific strategies for supportive intervention will also be highlighted. Day two will focus on treatment issues and will model a specialized treatment approach for working with these children. Specific topics to be covered include assessment techniques, treatment models and therapeutic intervention. Co-sponsored with Act II Society and Douglas College. For further information on registration or on block purchase, contact Douglas College Continuing Education.

Length: One day or two days
Dates: **November 12-13**
Fee: \$165 for both days; \$85 for November 12 only
Location: Douglas College, New Westminster Campus
Resource Person: Toni Cavanagh Johnson, Ph.D., a licensed clinical psychologist in private practice in California. Dr. Johnson has worked in the field of child abuse for 15 years as a researcher, trainer and clinician. For the past seven years, she has worked in a highly specialized treatment program for pre-adolescent children who molest other children.

SPECIAL PROGRAM

Identifying and Investigating Ritualistic Criminal Activity (#CSA123)

This workshop is directed toward law enforcement personnel, Crown counsel, victim assistance workers and other frontline staff who may be involved in the identification and investigation of ritualistic criminal activity. Day one will examine the existence of ritualistic activity, explore the various levels of involvement, provide information on how to recognize "buzz" words, symbolism and other signals used by those involved, explore the links between ritualistic abuse and substance abuse, and outline specific ways for the criminal justice system and other frontline agencies to work together. Day two will focus on two levels of criminal ritualistic activity: self-styled/non-traditional, and organized traditional. Particular attention will be directed toward ritualistic child abuse committed by family and community members, and the development of a multidisciplinary response.

Length: One day or two days
Dates: **December 4-5**
Fee: \$165 for both days; \$85 for December 4 only
Resource Person: Robert J. Simandl has been with the Chicago Police Force since 1967. He was involved with

gang investigations for 16 years, and for the past four years has been with their youth division. He serves as a police consultant for the Centre for Ritualistic Deviance and the Centre for Childhood Trauma, and is currently involved in consultation and training related to gang activity and ritualistic child abuse throughout the United States and Canada.

Resource People:

Barb Ball, M.S.W., is co-founder, therapist and supervisor of therapy services of the Women's Post Treatment Centre in Winnipeg. She has worked with families with an addicted member and teaches at the University of Manitoba, School of Social Work.

Maureen McEvoy, M.A., is a therapist in private practice with extensive clinical experience in working with adult survivors of childhood sexual abuse.

Marlene Richert, M.S.W., is a therapist with the Women's Post Treatment Centre in Winnipeg. She has extensive experience working with adults, children and families where sexual abuse has occurred.

Monica Thwaites, D.V.A.T.I. is an art therapist in private practice who provides individual and group therapy for survivors of childhood trauma, ex-psychiatric patients and professional caregivers.

Maggie Ziegler, M.A., is a therapist in private practice with extensive clinical experience in working with adult survivors of childhood sexual abuse.

Out-of-Town Courses

Vanderhoof

Child Sexual Abuse: Family Intervention and Case Management

This workshop is directed toward frontline staff working with children and families where child sexual abuse has occurred. The content of the first two days will enable participants to establish a framework for understanding family patterns and dynamics, explore the impact of disclosure on the family (particularly non-offending members), and examine treatment approaches. On the third day, participants will have the opportunity to explore case management issues and models.

Co-sponsored with the College of New Caledonia. For information on course fees and registration telephone 604/567-9291.

Length: Three days

Dates: **October 19-21**

Resource Person: Heather Whiteford, M.S.W., is a family therapist with a background in working with families where sexual abuse has occurred.

Dawson Creek

Treatment Methods for Working with Children in a Family Context (#CY125)

See Child and Youth Care category. Co-sponsored with Northern Lights College. For information on course fees and registration telephone 604/782-5281.

Length: Two days

Dates: **February 15-16, 1993**

Adolescents and Substance Abuse, Level I: Practical Strategies for Assessment and Treatment (#CY141)

See Child and Youth Care category. Co-sponsored with Northern Lights College. For information on course fees and registration telephone 604/784-7509.

Length: Two days

Dates: **September 21-22**

Victoria

Child Sexual Abuse Intervention: A Training Program for Practitioners, Adult Survivor Option (Series #CSA105B)

See course description above. Co-sponsored with Victoria Women's Sexual Assault Centre.

Length: 12 days

Dates: **October 22-December 5** (Thursdays, Fridays and Saturdays on alternate weeks)

Fee: **\$800** (upon acceptance applicants must pay a deposit of \$100)

Location: TBA in Victoria. Registration for this course will be handled by the Justice Institute.

Computer

The following computer courses are designed to give participants practical, hands-on training. They are open to anyone who wishes to develop computer operating skills. Class size will be limited to eight to allow individualized instruction and to permit each participant to have his or her own work station. Course fee includes a manual and a diskette.

For further information about these courses, contact Margot D'souza, Corrections Academy, 604/222-7298.

Introduction to DOS (#CORR402)

Participants will be introduced to the basic DOS functions. They will learn to create directories, subdirectories and

batch files, and how to format disks and manage files.

Prerequisite: Basic keyboarding skills.

Length: Six evenings or three Saturdays
Dates: **September 22-October 27** (Tuesdays)
September 26-October 10 (Saturdays)
November 3-December 8 (Tuesdays)
Time: 6:30 pm - 9:30 pm weekdays
9:00 am - 3:00 pm Saturdays
Fee: \$165

WordPerfect 5.1 Level I (#CORR400)

This course covers the basic functions of WordPerfect 5.1. On completion of the program, participants will be able to create documents, save and retrieve, print, enhance text, use the spell check feature, search and replace text, and do a simple merge. **Prerequisites:** Basic keyboarding skills, Introduction to DOS.

Length: Six evenings
Dates: **September 21-October 26** (Mondays)
November 9-December 14 (Mondays)
Time: 6:30 pm - 9:30 pm weekdays
Fee: \$165

WordPerfect 5.1 Level II (#CORR407)

The more advanced functions of WordPerfect will be covered in this course. Participants will learn to do keyboard merging, tables and columns, how to import data from other programs, and additional formatting techniques. The course will include an introduction to macros.

Prerequisites: Introduction to DOS and WP 5.1 Level I.

Length: Four evenings
Dates: **September 24-October 15** (Thursdays)
Time: 6:30 pm - 9:30 pm
Fee: \$115

WordPerfect 5.1 Level III (#CORR408)

Participants will explore the advanced functions of WordPerfect 5.1 and will be able to use various merge features, macros, styles and graphics, and will learn handy tips and tricks. **Prerequisites:** Introduction to DOS and WP 5.1 Levels I and II.

Length: Four evenings
Dates: **November 5-November 26** (Thursdays)
Time: 6:30 pm - 9:30 pm
Fee: \$115

WordPerfect Tips, Tricks and Traps (#CORR409)

Participants will perfect their "working knowledge" of WordPerfect by taking advantage of the many features this program offers which are often lost in the process of

acquiring the basic skills. **Prerequisites:** Introduction to DOS and WP Levels I and II or currently using WordPerfect.

Length: Two evenings
Dates: **October 22 and October 29** (Thursdays)
Time: 6:30 pm - 9:30 pm
Fee: \$75

LOTUS 1-2-3 Level I (#CORR403)

Participants will learn to enter data and formulas into spreadsheets, save and retrieve information from disks, "beautify" the layout and appearance of the data, and produce professional reports. There will be an introduction to the concepts and design of basic macros that will improve productivity. **Prerequisites:** Basic keyboarding skills, Introduction to DOS.

Length: Four evenings
Dates: **September 23-October 14** (Wednesdays)
Time: 6:30 pm - 9:30 pm
Fee: \$115

LOTUS 1-2-3 Level II (#CORR410)

Participants will explore the database feature to extract and sort information and experiment with some of the powerful "built-in" calculations that are part of LOTUS. Macros will be covered in-depth, and participants will create a variety of macros to increase efficiency, perform complex tasks, and produce custom menus. At the beginning of the course there will be a review of the basics.

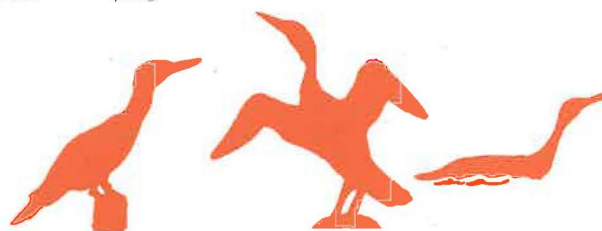
Prerequisite: Lotus 1-2-3 Level I.

Length: Four evenings
Dates: **November 25-December 16** (Wednesdays)
Time: 6:30 pm - 9:30 pm
Fee: \$115

Quattro Pro (#CORR411)

Quattro Pro is an elegant and powerful spreadsheet program. Participants will enter data and formulas into spreadsheets, save and retrieve information from disk, "beautify" the layout, produce professional reports, and build graphs from the spreadsheet data. **Prerequisites:** Basic keyboarding skills, Introduction to DOS.

Length: Four evenings
Dates: **October 21-November 11** (Wednesdays)
Time: 6:30 pm - 9:30 pm
Fee: \$115



Conflict Resolution

The Justice Institute's Certificate Program in Conflict Resolution is designed to meet the needs of a wide range of professionals for increased skill and knowledge in dealing with conflict in their work environments. It is the only program of its kind in Canada.

To complete the Certificate Program, participants attend 210 hours of core and elective courses and demonstrate competency in both mediation and negotiation skills. Students interested in pursuing the Certificate are encouraged to begin their studies with course #CR100. Those who have had no previous training in this field would also likely benefit from taking #CR735 as an entry course. For further details, call 604/222-7287.

It may sometimes be necessary to substitute an instructor for the courses listed below. The Centre for Conflict Resolution Training also reserves the right to change the location of any course due to space restrictions at the Justice Institute. Participants will be notified at least a week in advance of changes in course location.

To receive credit for the program, participants must attend each course in its entirety.

Courses in the program are highly experiential and require participation in skill practice exercises and roleplay. All students are expected to participate actively and are invited to bring a VHS videotape to record their simulations in all core courses.

Course Times and Locations

Unless otherwise indicated under individual course listings, Vancouver courses will be held at the Justice Institute of BC, 4180 West 4th Ave., Vancouver, BC. Classes will be in session from 9:00 am to 5:00 pm. Parking is free at the Justice Institute. Course materials and refreshments are included.

Out-of-Town Courses

Courses in the Certificate Program are now co-sponsored throughout the province as well as in Whitehorse, Yukon. For listings, see page 19.

Instructors

Most courses at the Centre are delivered by:

Michael Altshuler, J.D., M.S., mediator and counsellor in private practice
Elizabeth Azmier-Stewart, mediator and trainer in private practice
Randy Boychuck, M.A., counsellor and trainer in private practice
Sally Campbell, J.D., lawyer, mediator, and trainer in private practice
Michael Fogel, LLB, J.D., M.Ed., mediator and counsellor in private practice, and Mediation Consultant to the BC International Commercial Arbitration Centre
Mario Govorchin, trainer, organization development consultant and mediator in private practice
Karen Haddigan, mediator in private practice, and Project Co-ordinator, Inner City Housing
Kelly Henderson, M.Ed., mediator in private practice with extensive experience in the health care industry

Stacey Holloway, consultant and counsellor in private practice specializing in youth and education
Marg Huber, trainer and mediator in private practice, specializing in family, community and native groups
Nym Hughes, facilitator and mediator in private practice, trainer in adult special education
Tom Northcott, LLB, mediator and trainer in private practice
Michael Reynolds, trainer and mediator in private practice
Arthur Ridgeway, Ph.D., registered psychologist, consultant and trainer in private practice
Gordon Sloan, LLB, mediator and trainer in private practice
Deborah White, M.A., ABS, organization development consultant and trainer in private practice
Dale Zaiser, M.A., ABS, consultant and counsellor in private practice, and Instructor, Douglas College
Other resource people with complementary expertise and specializations are also involved.

Coaches (in the Lower Mainland)

Keith Barker, Janice Bateman, Sandy Dunlop, Donna Dussault, Angie Dyck, Cam Ellison, Maureen Hannah, Gary Harper, Wendy Hilliard, Laurie McGillivray, Ronald Monk, Marie O'Neill, Ingrid Pipke, Jill Schroder, Tracy Selinger, Pamela Theriault, Jim Toogood, Leanne Turnbull, Jacquie Waechter.

Core Courses

Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100)

This course explores the sources and implications of interpersonal conflict within various contexts. Participants will have an opportunity to assess their current approaches to resolving conflicts and to broaden their range of options. An examination of power, expectations, anger and problem solving will include specific concepts, skills and techniques useful in the resolution of interpersonal conflicts. Emphasis will be on skill development through structured practise and roleplay simulations. **This course is a prerequisite for all other core courses.**

Length: Three days (21 hours)

Dates: **September 23-25**, Karen Haddigan
September 26 & October 3 (9:00 am - 5:00 pm) and **September 29 & October 1** (7:00 pm - 10:00 pm), at North Shore Continuing Education, Kelly Henderson
September 28-30, Randy Boychuck
September 30-October 2, at Douglas College - Haney Campus, Dale Zaiser
October 17, 24 & 31 (9:00 am - 5:00 pm), at New Westminster Community Education, Marje Burdine, Nancy McPhee
October 17, 24 & 31 (9:00 am - 5:00 pm), Michael Reynolds
October 26-28, Kelly Henderson
October 28-30, Karen Haddigan
Time: 9:00 am - 5:00 pm
Fee: \$250

Conflict Resolution, Level II: Dealing with Anger (#CR200)

Angry, hostile or resistant feelings and behaviours are commonly generated in conflict situations. Efforts to resolve the conflict may be ineffective if these feelings are ignored or denied. This course presents theory, techniques and approaches for effectively managing angry feelings and behaviour, including confronting, defusing and disengaging in angry conflict situations, and moving through anger to constructive problem solving. Emphasis will be on skill development through small group and individual exercises. **Prerequisite:** Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100), or by permission of the Co-ordinator.

Length: Three days (21 hours)
Dates: **October 19-21**, Dale Zaiser
October 21-23, Michael Raynolds
November 4-6, at Douglas College - New Westminster Campus, Randy Boychuck
November 23-25, Mario Govorchin
December 7-9, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$250

Mediation Skills, Level I (#CR300)

Mediation is a practical method for assisting other people to resolve their conflicts and attain mutually satisfying outcomes. The process is useful in a wide variety of settings, including organizations, neighbourhoods, committees, schools and families. This course introduces the concepts, skills and techniques needed to mediate disputes encountered on a day-to-day basis. Emphasis will be on skill development through simulated mediations.

Recommended prerequisite: Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)
Dates: **October 7-9**, Michael Raynolds
October 14-16, Marg Huber
November 7, 14 & 21 (9:00 am - 5:00 pm), Michael Altshuler
November 16-18, Karen Haddigan
Time: 9:00 am - 5:00 pm
Fee: \$250

Mediation Skills, Level II (#CR400)

This course prepares the mediator to deal with complex and emotionally charged conflicts. Skills, techniques and theory include power-balancing, dealing with resistance and dysfunctional behaviour, mediator interventions and styles, and legal and ethical issues. Skill practice sessions are facilitated by trained coaches. **Prerequisite:** at least four other courses in the Certificate Program, including Mediation Skills, Level I, or by permission of the Co-ordinator.

Length: Five days (35 hours)
Dates: **October 26-30**, (for Conflict Resolution Certificate candidates only) Michael Fogel
November 23-27, Deborah White
Time: 9:00 am - 5:00 pm
Fee: \$425

Negotiation Skills, Level I (#CR500)

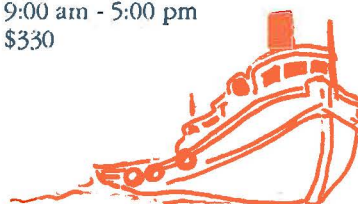
Negotiation skills are essential in daily interactions with others to assist you in getting what you need and want. Principled negotiation results in an agreement that responds to the interests of both parties involved. This course introduces the skills, theory and techniques for applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to build a collaborative climate and use the skills and concepts of principled negotiation. Required reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 1981. **Recommended prerequisite:** Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)
Dates: **October 5-7**, Randy Boychuck
October 13-15, Randy Boychuck
November 2-4, Michael Altshuler
November 4-6, Deborah White
November 21, 28 & December 5 (9:00 am - 5:00 pm), at New Westminster Community Education, Michael Raynolds
Time: 9:00 am - 5:00 pm
Fee: \$250

Negotiation Skills, Level II (#CR600)

This course applies the negotiation process and techniques from the Level I course to more complex situations. Content will include negotiator assertiveness and style, factors that escalate or de-escalate competitiveness, resolving impasses and overcoming resistance. Emphasis will be on skill development through simulated negotiations facilitated by trained coaches. Required reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 1981. **Prerequisite:** at least four other courses in the Certificate Program, including Negotiation Skills, Level I, or by permission of the Co-ordinator.

Length: Four days (28 hours)
Dates: **November 2-5**, Sally Campbell
November 30-December 3 (for Conflict Resolution Certificate Candidates only), Dale Zaiser
Time: 9:00 am - 5:00 pm
Fee: \$330



Mediation Skills Assessments (#CR499)

Negotiation Skills Assessments (#CR699)

Dates: **September 14-18**

Fee: \$100 per assessment

Resource Person: Marje Burdine, Co-ordinator, Centre for Conflict Resolution Training, Justice Institute of BC, and the Centre's instructors.

Electives

Listed alphabetically by title.

Asserting Yourself Under Pressure (#CR702)

This course is for people who are usually assertive but who either over-react or sell themselves out in difficult conflict encounters, such as when dealing with powerful, aggressive individuals, or in high-risk, high-stake situations. The result is often a diminished relationship or unmet goals. Assertively expressing your needs, thoughts, feelings and beliefs is essential to improving self-esteem and enhancing relationships. It is also a key element in ensuring mutual understanding and respect, even though strong feelings are involved.

Length: Two days (14 hours)

Dates: **October 1-2**, Marg Huber

November 2-3, Mario Govorchin

Time: 9:00 am - 5:00 pm

Fee: \$185

Building Competency in Mediation (#CR759)

Building competency requires the integration of skills and concepts that form the backbone of the mediation process. This course will isolate stumbling blocks that chronically arise in this learning process. Video examples of mediation pitfalls and examples of effective techniques for avoiding these trouble spots will be presented. Learners will be assisted to assess their own work given these indicators of competency. **Prerequisites:** #CR100 and #CR300.

Length: Two days (14 hours)

Dates: **December 4** (Part 1) & **December 11** (Part 2), Marg Huber

Time: 9:00 am - 5:00 pm

Fee: \$185

Building Competency in Negotiation (#CR765)

Building competency requires the integration of skills and concepts that form the backbone of negotiation. This course will isolate stumbling blocks that chronically arise in this learning process. Video examples of negotiation pitfalls and examples of effective techniques for avoiding

these trouble spots will be presented. Learners will be assisted to assess their own work given these indicators of competency. **Prerequisites:** #CR100 and #CR500.

Length: Two days (14 hours)

Dates: **December 7** (Part 1) & **December 10** (Part 2), Marg Huber

Time: 9:00 am - 5:00 pm

Fee: \$185

Conflict in Organizations: Symptoms, Origins and Strategies (#CR704)

Conflict in organizations takes many forms. This course focuses on the difficulties that arise because of differences between the needs of the individual and those of the organization. What prevents an organization from working well for its people? What are the impacts of management style and organizational culture? What are our deep-rooted assumptions about the nature of our organizations and our work? From these questions, the focus will shift to a review of some alternative forms of organizations and strategies for their development. The objectives of this course are to increase the understanding of organizational conflict and to provide options that participants may then apply in their own situations.

Length: Two days (14 hours)

Dates: **November 16-17**

November 23-24, at Douglas College - New Westminster Campus

Time: 9:00 am - 5:00 pm

Fee: \$185

Instructor: Mike Talbot, M.A., M.Tech., organizational consultant in private practice with a particular interest in organizational evolution.

Critical Skills for Communicating in Conflict (#CR735)

This course is intended for those who have had little or no previous training in conflict resolution skills. It will focus intensively on the micro-skills essential to effective mediating, negotiating or resolving interpersonal conflict. It is recommended for anyone entering the Certificate Program and would be helpful as an isolated learning experience. Each skill will be demonstrated and then practised in the context of a conflict situation. Specific skills will include: non-judgemental listening; probing; clarifying; reframing; refocusing; and assertive, non-defensive communication.

Length: Two days (14 hours)

Dates: **September 21-22**, Karen Haddigan

September 23-24, Stacey Holloway

September 26 & October 3 (9:00 am - 5:00 pm), Dale Zaiser

October 8-9, Deborah White

October 26-27, Mario Govorchin

November 12-13, Randy Boychuck

Time: 9:00 am - 5:00 pm

Fee: \$185

Criticism: How to Give and Receive It (#CR706)

Critiquing the work or behaviour of others can be one of the most difficult tasks that we perform. As individuals, colleagues, supervisors and managers, we are often called upon to give criticism. If done well, it can be an opportunity for growth and increased understanding. If done poorly, it can damage relationships, limit opportunities and increase stress. In this course, participants will explore and practise the essential elements of giving and receiving constructive criticism.

Length: Two days (14 hours)
Dates: **November 12-13**, Deborah White
Time: 9:00 am - 5:00 pm
Fee: \$185

Focusing on Children's Interests in Family Mediation: An Advanced Level Course (#CR762)

This elective is intended to broaden the skills of those involved in family mediation by centring upon the needs and concerns of children. Participants will examine the values and beliefs surrounding separation and divorce, issues challenging blended families, the developmental stages of children, and legal issues regarding children upon marriage breakdown. Specific strategies will be included for more effective mediation where children are involved. **Prerequisites:** Mediation Skills, Level I and enrolment in the Certificate Program.

Length: Two days (14 hours)
Dates: **October 15-16**
Time: 9:00 am - 5:00 pm
Fee: \$185
Instructors: Sally Campbell, J.D., lawyer/mediator; and Ellen Shapiro, M.A., family counsellor.

Group Conflict Resolution: An Advanced Level Course (#CR736)

Group conflict stems from a variety of sources, including: role or task confusion, value differences, conflicting needs or styles, personality differences and hidden agendas. This course is designed to help group leaders or members identify the cause of the conflict, determine an appropriate method of intervention, and assist the group to move from conflict to problem solving. Content will include theory and concepts essential to understanding group process and group facilitation. A strong understanding of the conflict resolution model is required. **Prerequisites:** at least two core courses in the program.

Length: Two days (14 hours)
Dates: **October 19-20**, Karen Haddigan
Time: 9:00 am - 5:00 pm
Fee: \$185

NEW

Interventions for Resolving Organizational Conflicts: An Advanced Level Course (#CR772)

Organizational conflicts involving managers, employees, customers, unions or boards are extremely costly to both the organization and to the individuals involved. The price is low morale, decreased productivity, lost wages, lawyers' fees and emotional stress. Organizations in both the private and public sectors are increasingly turning to new dispute resolution alternatives to intervene in a positive and effective manner to cut the costs of unresolved conflict. Consultants and mediators are being asked to design dispute resolution interventions and procedures to handle conflict effectively on an ongoing basis. This course will provide a framework for understanding and designing dispute resolution interventions in organizational settings. Participants will learn how to: 1) assess the need to be addressed by the intervention; 2) design an effective intervention; 3) develop a process of working with the organization to put the changes in place; and 4) determine the extent of the contract and whether other resources are required. Recommended pre-reading: *Getting Disputes Resolved* by William Ury, Jeanne Brette and Steven Goldberg, Jossey-Bass, San Francisco, 1989. **Prerequisites:** at least five previous courses in the Certificate Program, including Mediation Skills, Level I.

Length: Two days (14 hours)
Dates: **November 19-20**, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

Making it Hard to Say No - Negotiating with Difficult People (#CR767)

The negotiation model presented in the core courses provides a useful framework for negotiating mutually satisfying agreements. Yet problems emerge when applying this model to people who only want to win. The question is how to find common ground and move toward joint problem solving with individuals who are confrontational, inflexible, reluctant and unreasonable. This workshop focuses on the techniques of effective negotiation in difficult situations. Participants will learn the five-step strategy presented in William Ury's book *Getting Past No - Negotiating with Difficult People*, and will develop skills to overcome the obstacles to successful negotiation.

Length: Two days (14 hours)
Dates: **October 22-23**, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

Managing the Hostile Individual (for high risk professionals) (#CR753)

This course is specifically designed for enforcement personnel, including: emergency health services workers, police, security guards, sheriffs, psychiatric workers, street

workers, transit officers and others involved in high-risk, high-stress situations. Many professionals find themselves to be the target of hostile or aggressive behaviour as a regular part of their jobs. Dealing with these encounters inevitably requires emotional energy and frequently results in increased stress. This course will provide alternatives for constructively managing hostile individuals when course participants are the recipient of their aggressive behaviour. Attention will be given to assessing risk factors and ensuring personal safety. Through lecture, group discussion, case studies and roleplay, participants will have an opportunity to: identify factors that escalate the level of hostility, identify personal responses to hostile behaviour, develop self-management skills for responding to threatening behaviour, learn and practise a model for defusing hostility, and increase skills in constructively confronting problem behaviour.

Length: Two days (14 hours)
 Dates: **October 23-24**, at North Shore Continuing Education, Mario Govorchin
November 26-27, Mario Govorchin
December 8 & 10 (7:00 pm - 10:00 pm) and **December 12** (9:00 am - 5:00 pm), at New Westminster Community Education, Mario Govorchin
 Time: 9:00 am - 5:00 pm
 Fee: \$185

Resolving Inner Conflict (#CR744)

Many people feel stuck when faced with a major decision, and others repeatedly make decisions which do not seem to work out well for them. They may be confused by the message they are receiving from the head versus the heart, or may feel overwhelmed by the multitude and complexity of the influencing factors. As a result, they postpone decision making beyond the optimal time, or plunge ahead and risk making a poor decision. This course will present a set of skills and processes to facilitate personal decision making when values or needs are in conflict. Participants will assess their own styles of decision making and will focus on one of their own inner conflicts in order to learn an innovative and systematic approach to personal decision making. Participants should come prepared to apply this method to a significant decision they are presently facing.

Length: Two days (14 hours)
 Dates: **November 23-24**, Randy Boychuck
 Time: 9:00 am - 5:00 pm
 Fee: \$185

Shifting from Positions to Interests: An Advanced Level Course (#CR748)

Whether in the context of negotiation, mediation or interpersonal conflict, people adopt positions and offer solutions in order to meet their underlying interests. Working towards interest-based resolutions requires skill in clarifying and understanding the wants, needs, concerns

and fears which support the opposing positions. This skill building course is designed to assist participants to reach positive outcomes through a deeper exploration of positions, interests and intentions. Participants will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes, and generating a wider range of choices.

Prerequisites: at least three other courses in the Certificate Program.

Length: Two days (14 hours)
 Dates: **October 15-16**, Arthur Ridgeway
 Time: 9:00 am - 5:00 pm
 Fee: \$185

Silent Messages: Communicating Non-Verbally in Conflict (#CR758)

We all communicate something every minute that we are with other people. Particularly in conflict situations, people often give one message non-verbally and quite another message verbally. These mixed messages may be confusing, irritating and misleading. Resolving conflicts effectively requires an awareness of our own and others' non-verbal communication including facial expressions, hand gestures, posture, voice tone, pacing, eye contact and spacial variations. This course will expand participants' abilities to tune into the fuller message in conflict situations, including mediations, negotiations and interpersonal disputes. It will also help participants improve their own skills in sending clear, congruent messages.

Length: Two days (14 hours)
 Dates: **October 26-27**, Stacey Holloway
November 16-17, at Douglas College - New Westminster Campus, Stacey Holloway
 Time: 9:00 am - 5:00 pm
 Fee: \$185

Unfinished Business - Getting Past the Past: An Advanced Level Course (#CR768)

Unspoken or withheld feelings of anger, hurt, mistrust and resentment often impede the process of resolving a conflict. Unreasonable demands, attacks and outbursts are symptomatic of unfinished business which clouds the present issues. Judgements prevailing throughout the relationship lock our perceptions of the other and limit the options for resolution. These judgements need to be cleared in order to begin to re-establish trust and build a foundation of co-operation. This course will focus on developing skills for getting past unfinished business by clearing judgements, acknowledging hurt, reducing defensiveness and working toward a trusting relationship. This course will focus on personal and work related conflicts.

Length: Two days (14 hours)
 Dates: **November 26-27**, Arthur Ridgeway
 Time: 9:00 am - 5:00 pm
 Fee: \$185

Use-It-Or-Lose-It Clinic (#CR750)

This clinic is being offered in response to requests for more opportunity to practise skills and techniques. Coaches will conduct small group practice sessions with video feedback. Students will determine the focus for their own work, including interpersonal conflict resolution, negotiation or mediation, as well as any specific skills or interventions such as probing, reframing or shifting from positions to interests. Scenarios and worksheets will be available or students may bring their own material. Groups may choose to stay together for the entire day or

move to a new group at designated times. This session will also provide an opportunity to network with colleagues in the field. Please bring your own VHS videotape if you wish to record your work.

Length: One day (7 hours)

Date: **December 5**

Time: 9:00 am to 4:00 pm (half hour for lunch)

Fee: \$50 (includes lunch)

Instructors: Coaches from the Centre for Conflict Resolution Training

Out-of-Town Courses

Conflict Resolution Certificate Courses

Co-sponsored with community colleges throughout BC.

The following community colleges are co-sponsoring courses which are part of the Conflict Resolution Certificate Program. Fees for the courses may vary from college to college. Contact your local college for more information about the courses being held this term and for current fees. For more information on the Conflict Resolution Certificate Program, please contact the Centre for Conflict Resolution Training, Justice Institute of BC 604/222-7287.



Lansdowne Campus
Community Education Services
3100 Foul Bay Road
Victoria, BC V8P 5J2
Telephone: 604/370-3153
FAX: 604/370-3150



COLLEGE OF NEW CALEDONIA
Quesnel Campus
Continuing Education
488 McLean Street
Quesnel, BC V2J 2P2
Telephone: 604/992-3906
FAX: 604/992-7876



New Westminster Campus/Haney Campus
Continuing Education Services
700 Royal Avenue
New Westminster, BC V3M 5Z5
For registration information, contact the Registration Office, Justice Institute of BC.
Telephone: 604/222-7111
FAX: 604/660-1875



**East Kootenay
Community College**

Cranbrook Centre
2700 College Way
Cranbrook, BC V1C 5L7
Telephone: 604/489-2751
FAX: 604/489-8254



**NEW WESTMINSTER COMMUNITY
EDUCATION**
1000 West Columbia Street
New Westminster, BC V3M 1B8
For registration information, contact the
Registration Office, Justice Institute of BC.
Telephone: 604/222-7111
FAX: 604/660-1875

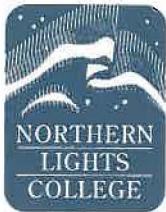


**NORTH
ISLAND
COLLEGE**

Courtenay Campus
Continuing Education
2300 Ryan Road
Courtenay, BC V9N 8N6
Telephone: 604/334-5012



2182 Hamilton Avenue
North Vancouver, BC V7P 2M3
For registration information, contact the
Registration Office, Justice Institute of BC.
Telephone: 604/222-7111
FAX: 604/660-1875



Fort St. John Campus
Continuing Education
Box 1000
Fort St. John, BC V1J 6K1
Telephone: 604/785-6981
FAX: 604/785-1294



Northwest Community College

Prince Rupert Campus
130 First Avenue West
Prince Rupert, BC V8J 1A8
Telephone: 604/624-6054
FAX: 604/624-4920

Smithers Campus
Continuing Education
3966 - 2nd Avenue
Smithers, BC V0J 2N0
Telephone: 604/847-4461
FAX: 604/847-4568

Terrace Campus
Extension Services, T.E.C. Centre
3250 Eby Street
Terrace, BC V8G 5H4
Telephone: 604/635-7700
FAX: 604/638-3497

Queen Charlotte Campus
Continuing Education
Box 67
Queen Charlotte City, BC V0T 1S0
Telephone: 604/559-8222
FAX: 604/559-8219



OKANAGAN UNIVERSITY COLLEGE

705 Kitch Road
Kelowna, BC V1X 5V8
Telephone: Russell Krasnuik, 604/862-5480
FAX: 604/762-6634

Selkirk College

Grand Forks Campus
Continuing Education
Box 968
Grand Forks, BC V0H 1H0
Telephone: 604/442-2704
FAX: 604/447-2877

Nelson Campus
Continuing Education
2001 Silver King Road
Nelson, BC V1L 1C8
Telephone: 604/352-6601
FAX: 604/352-3180



THE UNIVERSITY COLLEGE OF THE CARIBOO

Kamloops Campus
900 College Drive
Kamloops, BC V2C 5N3
Telephone: Arts and Education
Extension 604/828-5210
FAX: 604/371-5511

Williams Lake Campus
351 Hodgson Road
Williams Lake, BC V2G 3P7
Telephone: Community Co-
ordinator 604/392-6202
FAX: 604/392-4984



UNIVERSITY COLLEGE of the FRASER VALLEY

Abbotsford Campus
33844 King Road
R.R. #2
Abbotsford, BC V2S 4N2
Telephone: 604/853-7441
FAX: 604/853-9990



Whitehorse Campus
Continuing Education
Box 2799
Whitehorse, Yukon Y1A 5K4
Telephone: 403/668-8795
FAX: 403/668-8890



Counselling

Unless otherwise indicated, Counselling courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Identifying and Supporting Older Adults at Risk of Suicide (#EP109)

This workshop is directed toward frontline staff, volunteers and others who work in a support capacity with older adults (over the age of 65). Participants will have the opportunity to develop a framework for understanding suicide in this population; consider personal and social attitudes towards aging; and explore key factors which may contribute to suicide risk, such as depression, isolation and alcoholism. The role of the support worker in identifying and supporting the older adult at risk of suicide will be addressed. The special needs of the at-risk older adult will be discussed as they relate to the identification of appropriate referral resources in the community. This workshop was developed by Suicide Prevention Training Programs in Calgary under the auspices of the Canadian Mental Health Association.

Length: One day
Date: **October 26**
Fee: \$85
Resource Person: Brenda Dafoe, M.Ed.

Family Issues

NEW

Motivating Men to Change: Working with Men who Assault their Partners (#EP113)

This workshop is directed towards therapists and other practitioners who work with or plan to work with violent men in a group treatment context. Participants will have the opportunity to explore societal beliefs and myths that support violence against women, and examine the characteristics of violent men and corresponding treatment needs. Participants will explore a framework for assessment (which includes interviewing principles and skills, lethality assessment and contact with other professionals); consider components of effective, appropriate treatment; and practise clinical techniques. A model of co-ordinated service delivery and therapist self-care will be presented.

Length: Three days
Dates: **November 4-6**
Fee: \$225
Resource People: Janice Bell, M.S.W., R.S.W., and Dale Trimble, M.A.

Supporting Women in Difficult Relationships (#EP175)

This introductory workshop is directed towards frontline workers and counsellors who work with women involved in difficult or abusive relationships. On day one, participants will have the opportunity to develop a framework for understanding a women's involvement in difficult relationships; explore issues related to women's socialization, self esteem and victimization; and examine the stages of "recovery." On day two, participants will consider factors that impede a worker's ability to intervene effectively with this client population and discuss key factors in establishing emotionally safe and supportive helping relationships.

Length: Two days
Dates: **November 16-17**
Fee: \$165
Resource People: Denise Hall and Ronni Richards, M.A.

NEW

Group Skills for Supporting Women in Difficult Relationships (#EP175A)

This two-day workshop is directed toward frontline workers and counsellors who currently lead support groups or are planning to facilitate groups for women involved in difficult or abusive relationships. On day one, participants will consider the needs of women involved in difficult relationships and examine key issues in group planning and delivery such as group design, stages, dynamics and group process issues. On day two, participants will have the opportunity to explore challenging issues that arise in running groups and develop strategies to address these issues in the context of the group. Participants are encouraged to bring case examples of difficulties that have arisen in groups they have run, as time for practical problem solving with other participants will be provided.

Prerequisite: Supporting Women in Difficult Relationships (#EP175).

Length: Two days
Dates: **February 15-16, 1993**
Fee: \$165
Resource People: Denise Hall and Ronni Richards, M.A.

Working with Families in Perpetual Crisis (#CY121)

This workshop is directed toward frontline workers assisting families that are caught in a cycle of perpetual crisis. Participants will explore key issues such as engaging these families, preparing for their "emotional roller coaster," and setting realistic goals and achievable tasks. Participants will have the opportunity to examine ways to maintain an appropriate balance between meeting the needs of the family and the needs of the caregiving system, and to consider strategies for using the caregiving system more effectively to meet the needs of families in crisis.

Length: Two days
Dates: **November 2-3**
Fee: \$175
Resource People: John Marton, Ph.D., and Sieko Marton, R.S.W.

Trauma and Post Traumatic Stress

Trauma and Post Traumatic Stress Reactions (#EP178)

This workshop provides an overview of key concepts in the field of trauma and traumatic stress. Participants will acquire a basic understanding of trauma and a working knowledge of reactions to trauma, including responses at the moment of victimization, acute and chronic responses, and post-traumatic stress disorder. Options for treatment and recovery will be addressed, and participants will be able to adapt recovery models to their own work situation. In addition, the impact of trauma work on the helper will be explored. The workshop is designed for frontline emergency and crisis workers, and for individuals supporting trauma survivors in an individual, group or community context. It is relevant to people involved in diverse trauma populations such as refugee or survivors of accidents, natural disasters, family violence, sexual assault and other criminal activity.

Length: Two days
Dates: **November 16-17**
Fee: \$165
Resource Person: Maggie Ziegler, M.A.

Trauma and Dissociation (#EP108)

This workshop is directed toward professionals working with adult survivors of trauma who suffer from dissociative disorders, including multiple personality disorder. The first day will focus on the diagnosis and treatment of dissociative disorders including a framework for treatment, special treatment techniques, (art, sandtrays, hypnosis), pacing and treatment of complex multiple personality. The second day is an experiential workshop in which Dr. Sachs will be assisted by members of the Canadian Society for Clinical Hypnosis. The day will provide opportunities for participants to practise and discuss specific techniques in small groups. Day one is open to all interested individuals. Day two is restricted to clinicians with a masters level degree in psychology or social work and to nurses, doctors, dentists and full time graduate students in a relevant field. A statement of date, location and type of degree obtained, or proof of full time registration in a graduate school must accompany registration. Co-sponsored with the Canadian Society for Clinical Hypnosis.

Length: One day or two days
Dates: **October 3-4**
Fee: \$195 for both days; \$85 for October 3 only
Resource Person: Dr. Roberta Sachs, a registered clinical psychologist from Chicago, Illinois. She is the Director of Training and Senior Clinical Consultant at the Dissociative Disorders Inpatient Program at the Rush NorthShore Medical Centre. Dr. Sachs has worked with dissociative disorders since 1977, has written extensively, and has an international reputation in the field of dissociative disorders.

Trauma in the Workplace: Responding to Critical Incident Stress (#EP117)

The purpose of this workshop is to train mental health professionals and peer personnel from emergency health, human services and other high risk and public safety occupations, in the effective management of critical incident stress (C.I.S.). On day one, participants will review the nature of stress, cumulative stress and critical incident stress and their impact on human functioning, specific causes of C.I.S., factors that affect one's vulnerability to C.I.S., and defusing techniques. On day two, the formal debriefing process will be outlined and demonstrated through roleplay. Specific attention will be directed toward various types of work-related critical incidents, problems associated with debriefings, and the issues involved in program development. This two-day program serves as a basic entry requirement for individuals interested in participating in a critical incident stress debriefing team in their workplace.

Length: Two days
Dates: **October 1-2**
Fee: \$165
Resource Person: Toby Snelgrove, Ph.D.

SPECIAL PROGRAM

Treating Traumatized Children (#CY102)

This workshop is directed toward experienced professionals who provide treatment to traumatized children (including victims of physical and sexual abuse, witnesses to violence, and survivors of accidents and unusual loss experiences). A framework for understanding factors that contribute to traumatization in the child's experience, and the behavioural and developmental impact of trauma, will be presented. Participants will have the opportunity to explore critical aspects of treatment (such as assessing the trauma and planning treatment objectives), and to apply art, drama, movement and play techniques in their work with child victims of trauma. Co-sponsored with Family Services of Greater Vancouver.

Length: Two days
Dates: **October 29-30**
Fee: \$175
Resource Person: Beverly James, L.C.S.W., is the director of the James Institute in Hawaii and has an international reputation as a trainer, author and treatment professional for her work with traumatized children and adults. She is the author of *Treating Traumatized Children: New Insights and Creative Interventions* (MacMillan, 1989).

Resource People:

Janice Bell, M.S.W., R.S.W., is a counsellor and consultant in private practice specializing in the area of wife assault. She is a founding member of the BC Association of Counsellors for Abusive Men.
Brenda Dafoe, M.Ed., is an adult educator, consultant and suicide prevention trainer who has developed and conducted several workshops on suicide prevention in Vancouver and Calgary.

Denise Hall is a family therapist working at a substance abuse treatment centre.

John Marton, Ph.D., is a registered psychologist who has worked with children and youth in mental health settings. He has an interest in co-ordinated care for difficult families.

Sieko Marton, R.S.W., has worked with acting out, emotionally disturbed, and disabled children and adolescents. She has a particular interest in working with cultural minorities.

Ronni Richards, M.A., is a registered psychologist in private practice specializing in relationship issues.

Toby Snelgrove, Ph.D., is a counsellor, consultant and trainer in private practice specializing in traumatic stress, grief and loss issues. For the past seven years he has been a debriefer, educator and program developer assisting emergency and human service organizations to recognize and manage occupational stress.

Dale Trimble, M.A., is a counsellor and consultant in private practice and is the co-founder of the Assaultive Husbands Program.

Maggie Ziegler, M.A., is a therapist in private practice with a special interest in trauma survivors. She has developed a training curriculum on post trauma stress reactions that will be the basis of this workshop.

Fire Safety

Introduction to the Fire Service (#NC-01)

Introduction to the Fire Service allows students to explore the possibility of a career in the fire service. On each of six evenings, fire service professionals will present a topic of interest to the fire service. Topics may include: Career Planning, Physical Testing for the Fire Service, Safety and Equipment, Fire Prevention Inspection, Dangerous Goods, Vancouver Fire Department Perspective, Critical Incident Stress and Fire Service Organization. Classes are offered one evening a week for six consecutive weeks. Enrolment is limited to 40 participants.

Length: Six, 2 1/2 hour sessions

Location: Justice Institute of BC

Dates: Call the Fire Academy at 604/222-7130 for the dates of the next scheduled course

Cost: \$75 (includes textbook)

Resource People: Instructors are leaders in their specific area of the fire service.

NEW

Introduction to the Fire Service: Practical Exercises (#NC-04)

This course is the second phase of #NC-01. Course topics include: Fire Behaviour, Safety and Protective Clothing, Extinguishers (with live fire training), SCBA, and Hose and Nozzle familiarization. **Prerequisite:** Completion of Introduction to the Fire Service (#NC-01). Class size is limited to 16.

Location: Safety Training Centre, Maple Ridge, BC

Dates: A waiting list is maintained for this course.

Telephone the Fire Academy at 604/222-7130.

Cost: \$190

Resource People: Fire Academy Instructors

Distance Education Courses

People registered in distance education courses will have access to a knowledgeable tutor by telephone and correspondence throughout the course. Courses are co-sponsored by Interdisciplinary Studies and the Fire Academy. (Note: Fire service personnel in BC should contact the Fire Academy directly to obtain these self-study courses.)

Fire Safety at Work (#DE102)

Designed in the distance education format and developed in co-operation with the Open College component of the Open Learning Agency, this course is intended for employees and supervisors with job responsibilities in fire safety, and others with an interest in fire prevention and response. Course materials explore the nature of fire, common fuels and ignition sources, hazards for each building type, fire prevention, fire drills, and using portable extinguishers and a fire safety plan. After completing the course, students will be able to conduct basic fire prevention inspections, educate other employees on safe ways to respond to fire, lead fire drills, and prepare a full fire safety plan for any organization. Students are required to submit four written projects and pass a multiple choice exam to complete the course. Successful candidates will receive a certificate. (This course is not designed for professional or volunteer fire service personnel.)

Length: 120 self-study hours

Fee: \$250

Dangerous Goods (#DE101)

This course has been designed for fire service personnel but is also relevant to non-fire service personnel whose responsibilities include the area of dangerous goods. A series of five self-study booklets present the basic principles of controlling dangerous goods incidents. The course covers legal jurisdiction and highlights legislation that affects safety in the storage and transport of dangerous goods. It also offers information on identification of dangerous goods under emergency conditions and on national, provincial and local information sources. The course discusses the inherent hazards of dangerous goods, with specific attention to assessing a situation, determining the resources required, and taking appropriate initial action.

Length: 60 self-study hours

Fee: \$200

Basic Fire Science (#DE100)

This course has been designed for fire service personnel but is also applicable to non-fire service personnel who need a fundamental understanding of fire and flammable materials, and to members of the general public with an interest in this safety area. The course provides an introductory level study of basic chemical and physical principles underlying fire and dangerous goods behaviour in emergency situations. Topics include vapour pressure and combustion, elements of fire suppression, and general methods of fire control.

Length: 40 self-study hours, or six 2 1/2 hour classroom sessions offered twice a year

Fee: \$165

Technical Math (#DE105)

This course presents the basic math skills needed for fire flow calculations, such as volume and surface area, and provides frequent opportunities to apply the information to practical situations. Units covered include whole numbers, fractions and decimals, percentages, averages, algebraic equations, powers and square roots, ratios and proportions, and measurements of length, area and volume. **Prerequisite:** basic skills in addition, subtraction, multiplication and division.

Length: 40 self-study hours

Fee: \$165

Management

Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Clear and Simple (#MGMT212)

This workshop is directed toward supervisors and managers who know what they want to say but have difficulty putting it in writing. Course content is based on plain language principles. Days one and two will cover communication as a transaction, writing skills, business styles and conveying organizational messages. Day three will focus specifically on report writing and will cover planning, organizing and special techniques. Participants are requested to submit two samples of their written work when they register. This workshop is limited to 16 participants. (An elective in the Management Development for Residential Settings certificate program.)

Length: Three days

Dates: **October 7-9**

Fee: \$225

Resource Person: A consultant with Ryane Consulting Inc.

NEW

Influencing Decision-Making and Change (#MGMT210)

This two-day course is designed for managers in organizations where change is an ongoing process and an integral part of the workplace environment, and for managers responsible for the implementation of structural change that periodically occurs in any organization. To create or influence change, individuals must be able to communicate the merit of their ideas persuasively; they must create both the opportunity for and interest in the presentation of their ideas. The skills and strategies presented and practised in this two-day workshop will increase participants' understanding of their own personal styles of influencing and why their current influencing strategies and skills work in some circumstances and may not work in others. Participants will practise methods to build on what works and transform what does not. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days

Dates: **October 22-23**

Fee: \$175

Resource Person: Michael Fogel, LLB, J.D., M.Ed. (counselling psychology)

Managing the Troubled and Troublesome Employee (#MGMT201)

If not corrected, the behaviour of troubled and troublesome employees can spread disturbance and conflict throughout the organization. This course is designed to help managers understand the principle causes and patterns of troublesome behaviours and will provide participants with an opportunity to practise techniques to help minimize the incidence of troublesome behaviour and deal with it when it does occur. This course has been revised to include content on identifying the characteristics of chemical dependency and establishing guidelines for dealing with employees with a chemical dependence. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days

Dates: **October 29-30**

Fee: \$175

Resource Person: Bev Abbey

Basic Supervisory Competency (#MGMT213)

Each job or function has specific areas of knowledge, skill and operating values which, taken together, give individuals the competence to perform a particular job. This competency-based basic supervisory program covers such topics as the role of the supervisor, situational leadership and teamwork, staff development, delegation of work, communication and interpersonal effectiveness, problem solving and decision making, and conflict resolution. The program is intended for first level supervisors, or those who aspire to be supervisors, in both government and

private agencies. Before coming to the course, participants and their managers will complete an inventory assessment of participants' skills and knowledge. BC Corrections Branch employees who successfully complete the course will be granted certification for the Basic Supervisor Competency Course, Week I. Co-sponsored with the Corrections Academy.

Length: Five days
Dates: **October 26-30**
November 30-December 4
Time: 9:00 am - 4:30 pm on Day 1; 8:30 am - 4:30 pm on subsequent days
Fee: \$450
Resource Person: A consultant with Ryane Consulting Inc.

The Justice Institute is designing a second-level Basic Supervisory Competency course. We will keep records of all participants who complete the first week of the training so that we can apply credit for participation in Week 1 to any certificate program we may develop in the area.

Creative Problem Solving (#MGMT207)

Recent research has demonstrated that creativity, like any other skill, can be developed. This workshop is designed to help participants think more creatively and solve problems more efficiently and effectively. Participants will examine the basic concepts of creativity, problem solving and lateral thinking; identify the obstacles that block creativity; demonstrate how creative thinking complements logical thinking; select specific tools and techniques for developing creative thinking and solutions; and tailor creative ideas to their own specific needs. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day
Date: **November 6**
Fee: \$90
Resource Person: Maureen Hannah

NEW

Facilitating Employee Problem Solving (#MGMT217)

Dealing with employee problems and complaints can be time consuming and a source of stress and frustration for managers. In this workshop, participants will learn how they can help their employees to become more confident, motivated and skilled in handling and problem-solving their own workplace conflicts and concerns. The emphasis will be on practical application and skill practise. Participants will have an opportunity to observe and practise ways to respond to and defuse an upset, troubled employee, use strategic questioning and communication skills to assist employees in clarifying issues and interests, guide employees through a problem-solving process, and model interpersonal skills and strategies that employees can use on their own. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days
Dates: **November 9-10**
Fee: \$175
Resource Person: Paula Temrick

Working Together: Bridging the Gender Gap (#MGMT202)

Research and personal experiences confirm that cross-gender communication is often less precise, complete, accurate and effective than is generally presumed. As a result of gender-specific ways of communicating, addressing conflict and problem solving, men and women working together will experience misunderstandings, misperceptions and invalid or faulty assumptions. Gender gap glitches may occur, for example, when the fact that one person wants to work on a project as a team and the other wants to work independently is misinterpreted, or when the inability to work out a problem because of different approaches alienates one from the other. Gender-related differences can offer opportunities for an enhanced working relationship, but a failure to understand and effectively employ these differences is likely to prove problematic. Participants in this workshop will enhance their ability to value and understand gender-related communication styles, conceptual frameworks and problem-solving processes, and will explore ways to move from misunderstanding to fuller comprehension, and from missed opportunities to effective options. (An elective in the Conflict Resolution and Management Development for Residential Settings certificate programs.)

Length: Two days
Dates: **November 16-17**
Fee: \$175
Resource People: Michael Fogel, LLB, J.D., M.Ed., and Kelly Henderson, M.Ed.

Sexual Harassment in the Workplace (#MGMT211)

This workshop has been developed for administrators and managers who want to better equip themselves for confronting sexual harassment in the workplace. In this one-day seminar, participants will examine their attitudes and values relating to sexual harassment, define what sexual harassment is, identify obstacles to dealing with it effectively, discuss the sexual harassment provisions of the BC Human Rights Act, and explore organizational responsibility. (An elective in the Management Development for Residential Settings certificate program.)

Length: One day
Date: **November 9**
Fee: \$110
Resource People: Stacy Orr, M.S.W., and Tom Foster, M.S.W.



Project Evaluation: Developing an Effective Plan (#MGMT110)

Funding agencies increasingly require that projects they fund be subjected to a systematic evaluation procedure. This two-day workshop will provide participants with an opportunity to increase their understanding of the evaluation process and will assist them in developing an evaluation plan for their own specific project. Participants will discuss evaluation models, aspects of formative and summative evaluation, methods of data collection, a hierarchy of evaluation evidence, and the utilization of evaluation results. The workshop will be participatory in nature and each workshop participant will be encouraged to develop an evaluation plan suitable to his or her program. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days

Dates: **December 14-15**

Fee: \$175

Resource Person: Linda Elliott, M.Ed.

See the Administrative/Support Staff and Training for Trainers categories for additional listings.

Resource People:

Bev Abbey, B.Sc., is a certified counsellor in private practice. She works with clients who have addictive personalities, and as an educational consultant assists supervisors and managers to deal with the effects of this condition on the work group.

Linda Elliott, M.Ed., is an adult education consultant with extensive experience in program evaluation for community groups and government agencies.

Michael Fogel, LL.B., J.D., M.Ed. (counselling psychology), is a mediator, group facilitator and trainer in private practice. He works with public and private sector organizations teaching negotiation, mediation and communication skills. He also works with managers, supervisors, support staff and human resources personnel in creating and implementing organizational changes and restructuring, and strategic plans.

Tom Foster, M.S.W., has done post graduate training at the program in human sexuality at the University of Minnesota Medical School. He has an active clinical practice and presents seminars and workshops in the employee assistance and criminal justice fields.

Maureen Hannah is a training consultant who has worked in the fields of personnel and employee relations and has extensive experience in designing and presenting management programs for a variety of settings.

Kelly Henderson, M.Ed., is a mediator in private practice with extensive experience in the health care industry.

Stacy Orr, M.S.W., has worked in the employee assistance field for the past three years and has an active clinical practice. She has done post graduate training in family therapy at the Harvard Family Therapy Institute in Boston and has presented workshops and seminars on a wide range of workplace related issues.

Ryane Consulting Inc. has designed and delivered workshops on topics related to leadership and management,

communications and conflict, and business writing for 20 years. Ryane's consultants are highly skilled in creating trust and a participative atmosphere as well as balancing theory and practical applications.

Paula Temrick is a human relations consultant, counsellor and mediator/facilitator in private practice. She provides training and consulting for educators, business, social service and mental health professionals.

Professional Health Programs

Professional Health Programs at the Justice Institute offers courses for physicians, nurses and pre-hospital care workers. The following courses may be held at the Justice Institute or other communities on request. For more information, or to enquire about the possibility of courses in your area, contact Professional Health Programs at 604/222-7121. **Unless otherwise indicated, the courses listed below will be held at the Justice Institute and will be in session from 8:00 am to 5:00 pm.**

Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)

This two-day workshop is intended for physicians, nurses and pre-hospital care workers who are involved in the management of cardiac arrest victims. The two days are divided into lecture and practice components. The lectures highlight important information in pharmacology, dysrhythmia interpretation, sudden cardiac death, and post-resuscitation care as related to cardiac arrest management. Practice time is provided to enable participants to manage a cardiac arrest simulation and review cardiac dysrhythmias. Each participant will be given at least one opportunity to manage a cardiac arrest scenario. Pre-reading from the ACLS manual is required; allow at least eight hours to adequately prepare for this course. Successful completion is based on:

1. Demonstrating leadership during a cardiac arrest scenario.
2. Obtaining 80% correct on the written exam.
3. Demonstrating ventilation and endotracheal intubation techniques.
4. Providing evidence of current BCLS, level C, status.

Length: Two days

Dates: **October 31-November 1**

Fee: \$325

Advanced Cardiac Life Support Update (#PHP110)

This one-day course provides an opportunity for persons who have successfully completed ACLS to update to current ACLS standards. Pre-reading is required to supplement the theory lectures and practice sessions held

during the day. Successful completion is based on:

1. Demonstrating leadership during a cardiac arrest scenario.
2. Obtaining 80% correct on each exam, theory and dysrhythmia interpretation.
3. Demonstrating ventilation and endotracheal intubation techniques.
4. Providing evidence of current BCLS, level C, status.

Length: One day

Date: **October 31**

Fee: \$200

Paediatric Advanced Life Support (#PHP204)

An advanced life support course developed by the American Heart Association and endorsed by the Heart and Stroke Foundation of Canada and BC/Yukon. This course is for physicians, nurses, paramedics, and respiratory therapists caring for critically ill paediatric patients. Course content covers management of the acute paediatric patient with difficulties related to cardiopulmonary arrest, respiratory failure, and shock. The information in this two-day course is presented through a series of lectures and small group practice stations. Successful completion is based on:

1. Obtaining 84% correct on the written exam.
2. Demonstrating acceptable performance during simulated scenario stations for:
 - a. Newborn resuscitation, cardiopulmonary arrest; and
 - b. Respiratory failure and shock.
3. Attending all sessions.

Dates: TBA

Fee: TBA

(NB: This course cannot be offered outside of the Lower Mainland at this time.)

Cardiac Arrest Management (#PHP115)

A one-day course, primarily for nurses, to develop confidence in cardiac arrest situations. The workshop is a combination of lectures and small group practice sessions. It covers the pharmacology of cardiac arrest drugs, lethal dysrhythmia interpretation, compromised airway management, and cardiac arrest practice scenarios.

Length: One day

Date: **November 9**

Fee: \$125

First Line Trauma Management for Nurses

Program content is related to the 'must-dos' of multi-trauma assessment, treatment and stabilization, and can be presented in one- or two-day seminars. Program presentation is a combination of lecture and group practice sessions.

First Line Trauma Management for Physicians

This one-day course is designed for physicians responsible for managing the trauma victim in a non-tertiary facility. Course content is provided by two emergency physicians and covers appropriate management of the ABCs and the assessment, treatment and management of the multi-trauma victim.

Out-of-Town Courses

The courses listed above can be held outside the Lower Mainland. For more information, or to enquire about the possibility of courses in your area, contact Professional Health Programs at 604/222-7121.

Chilliwack

Advanced Cardiac Life Support Update (#PHP110)

See description above.

Length: One day

Date: **September 26**

Fee: \$200

Penticton

Advanced Cardiac Life Support Update (#PHP110)

See description above.

Length: One day

Date: **November 14**

Fee: \$200

Prosecution

Enforcement and Investigative Skills

In spite of efforts to ensure voluntary compliance, officials at various levels of government frequently find that laws they are charged with upholding must be enforced through the courts. Interdisciplinary Studies offers a contract course designed to prepare individuals responsible for the administration and enforcement of provincial and municipal laws to successfully investigate, prepare and prosecute their cases. The five-day course includes a discussion of relevant legislation and takes participants through the steps involved in prosecuting a case, from gathering and preserving evidence to presenting the evidence in court. The course concludes with a court visit and a mock trial in which participants have an opportunity to present evidence based on real or composite cases typical of those they enforce. For further information, or to

discuss a course specifically designed for your agency, please contact Patricia McNeill at 604/222-7229.

Resource People:

Courses are conducted by barristers and solicitors with experience in prosecuting and defending cases in the British Columbia court system. They are assisted by other resource people with expertise in specific fields related to the topics presented.

NEW

Presenting Evidence: Being an Expert Witness in Environmental Cases (#EP119)

With increasing demand for enforcement of environmental controls and the growing importance of environmental assessments, private and public sector employees can expect to be called upon more and more often to present expert evidence before the courts or administrative tribunals. This new two-day course will prepare experts from a range of disciplines to present their evidence more knowledgeably and effectively. It will focus on: expert reports, including preparation of reports and the use of expert reports in environmental assessment planning or development hearings; the use of experts to conduct investigations for government agencies; and direct- and cross-examination in environmental cases. On the second day of the course participants will have an opportunity to practise presenting evidence in a mock trial. Enrolment is limited to 16 participants.

Length: Two days
Dates: **November 2-3**
Time: 9:00 am - 4:30 pm
Fee: \$225

Resource People:

Donald J. Jordan, Q.C., is a senior partner in the Vancouver office of Blake, Cassels & Graydon. He practises in the areas of civil litigation, particularly in administrative and environmental law, and has appeared before all levels of courts in Canada and numerous administrative tribunals. He has represented a wide variety of public and private sector clients, including several municipalities, and has spoken at conferences on topics related to environmental, civil litigation and administrative issues. Mr. Jordan was previously a full-time member of the Faculty of Law, University of British Columbia.

Margaret L. Eriksson is an attorney with Blake, Cassels & Graydon, practising in the areas of environmental, civil litigation and administrative law. She has appeared before various courts and administrative tribunals in British Columbia and Ontario, and has given advice on environmental legislation relating to water courses, waste management, the environmental assessment process, and the purchase and sale of land and businesses. Ms. Eriksson is currently on the Executive Committee of the Environmental Law Section of the BC Branch of the Canadian Bar Association. Randal J. Kaardal practises in the areas of civil and criminal litigation, and administrative and environmental law. He

has had extensive experience as counsel before all levels of courts in British Columbia, and various administrative tribunals. He has recently represented several clients in trials concerning provincial and federal environmental legislation. Mr. Kaardal is with the Vancouver office of Blake, Cassels & Graydon.

Tom A. Watson, M.Sc., Ph.D., R.P.Bio. Dr. Watson is Vice-President and Senior Environmental Scientist with Triton Environmental Consultants Ltd., specializing in issues relating to fisheries ecology and toxicology, water quality and contaminated sites. He has conducted numerous studies and provided technical assistance for a variety of public and private sector clients. He has given expert evidence before environmental assessment tribunals and in various other forums. Dr. Watson has also taught a number of courses at Simon Fraser University and was an Adjunct Professor at SFU. He has written and published more than 30 technical reports and presented numerous seminars and presentations concerning the technical aspects of his work.

Residential Care

Unless otherwise indicated, Residential Care courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

Management Skills

Management Development for Residential Settings Certificate Program

This certificate program was created in consultation with executive directors and frontline managers from the residential field. It has been specifically designed to meet the needs of supervisors and managers who work in a variety of residential and vocational settings. The program provides management skills specific to this workplace and opportunities to network with other professionals from the field.

The program consists of 20 days of training: eight two-day core courses, and four classroom days of Justice Institute electives (usually two courses). Courses should be taken in sequence from Level 1 through 8, unless otherwise approved by the Co-ordinator.

Interested persons should request an application form from Sandy Johnson at 604/222-7285. Participants must currently be supervising others or have proven supervisory experience. Applicants without supervisory experience should contact the Co-ordinator at 604/222-7273.

For a brochure describing program structure, content and eligibility contact the Registration Office at 604/222-7111.

Core Courses

Please register for each level directly with the Registration Office.

Management Development for Residential Settings, Level 1 (#MGMT214)

This two-day course is designed to help supervisors examine and apply basic supervisory skills. The course will cover the role and responsibilities of the supervisor, ways to assess the supervisor's personal communication style and strengthen communication with staff, methods for assessing employees' levels of motivation and ability, and how to communicate with and delegate to staff who work shifts or on call.

Length: Two days
Dates: **September 28-29**
Fee: \$145
Resource Person: Mario Govorchin

Management Development for Residential Settings, Level 2 (#MGMT218)

This two-day course is designed to help supervisors who work in residential settings develop performance goals and objectives with their staff, practise writing performance standards, examine methods for conducting effective performance reviews, develop action plans for staff development, practise managing performance problems, examine situational leadership theory and assess personal leadership styles, diagnose the level of competence and commitment of staff in relation to tasks, and contract with staff for specific leadership styles to best suit their needs.

Length: Two days
Dates: **October 20-21**
Fee: \$145
Resource Person: Sandra Rice

Management Development for Residential Settings, Level 3 (#MGMT230)

This two-day course is designed to help supervisors strengthen their supervisory skills and knowledge. Participants will have the opportunity to gain information regarding the legal constraints affecting ethical standards; discuss a plan to develop a set of ethical standards for their workplace; explore current information on professionalism and discuss a plan to develop professional standards for their workplace; and examine the supervisor's role in relation to ethical standards, values and professionalism in residential settings. A panel of professionals will be available for a question and answer session on these topics. Participants will also examine the supervisor's role in promoting effective time and stress management within the team, identify sources of employee stress and strategies for coping, and examine the organizational hierarchy and communication flow to assess levels of stress.

Length: Two days
Dates: **October 22-23**
Fee: \$145
Resource Person: Carol Cohen, M.A.

Management Development for Residential Settings, Level 4 (#MGMT240)

This two-day course is designed to assist supervisors to develop a methodology for effective labour/management relations. Participants will have the opportunity to clarify existing policies and legalities such as collective agreements and employment standards which govern labour/management relations; identify discrepancies between policies (contracts) and practice; identify and practise the communication skills required for effective disciplinary action; explore the principles of clarity, consistency and fairness which constitute due process; and examine the legal and ethical responsibilities of the employer/manager regarding labour relations and some areas of contention.

Length: Two days
Dates: **November 18-19**
Fee: \$145
Resource People: Carol Cohen, M.A., and Marion Malcolmson, M.S.W.

Management Development for Residential Settings, Level 5 (#MGMT250)

This two-day course is designed to help supervisors identify and practise specific management problem-solving and decision-making techniques and their effectiveness; define existing management structures and roles; practise setting agendas and basic facilitation skills for effective team meetings; and examine potential meeting challenges such as conflict, hidden agendas, content over process, and process over content.

Length: Two days
Dates: **September 22-23**
Fee: \$145
Resource Person: Pat Meyer

Management Development for Residential Settings, Level 6 (#MGMT260)

This two-day course is designed to help supervisors write job descriptions, interview and select staff, and provide effective orientation within the context of residential facilities. Participants will gain an understanding of the functions and elements of a job description, practise writing job descriptions, identify effective recruitment procedures for full time and relief staff, practise methods for conducting an effective job interview that also complies with ethical standards, and identify the elements of a successful orientation.

Length: Two days
Dates: **October 5-6**
Fee: \$145
Resource Person: Pat Meyer

Management Development for Residential Settings, Level 7 (#MGMT270)

This two-day course is designed to help supervisors strengthen their financial management, budget projection and report writing skills. Participants will examine the tendering process for contracted house maintenance; methods for building a resource file for contractors; budget projection and petty cash management; various contractual arrangements with funding bodies; and techniques for writing successful letters, reports and proposals.

Length: Two days
Dates: **October 7-8**
Fee: \$145
Resource Person: Elizabeth Robinson, M.S.W.

Management Development for Residential Settings, Level 8 (#MGMT280)

This two-day course is designed to help supervisors gain information and techniques needed to manage emergencies and understand the legal obligations of managing a residential facility. Participants will examine the manager's role in managing fire safety, emergency response planning and house security; and examine critical incident protocol and the debriefing process.

Length: Two days
Dates: **November 4-5**
Fee: \$145
Resource Person: Elizabeth Robinson, M.S.W.

Electives

The following courses may be taken as electives for the Management Development for Residential Settings program. See course descriptions in this calendar under the Conflict Resolution, Management and Training for Trainers categories. **Electives must be Justice Institute courses.**

LOTUS 1-2-3 Level I (#CORR403)

LOTUS 1-2-3 Level II (#CORR410)

Conflict Resolution, Level II: Dealing with Anger
(#CR200)

Mediation Skills, Level I (#CR300)

Negotiation Skills, Level I (#CR500)

Negotiation Skills, Level II (#CR600)

Asserting Yourself Under Pressure (#CR702)

Building Competency in Mediation (#CR759)

Building Competency in Negotiation #CR765)

Conflict in Organizations: Symptoms, Origins and
Strategies (#CR704)

Group Conflict Resolution: An Advanced Level
Course (#CR736)

Interventions for Resolving Organizational Conflicts:
An Advanced Level Course (#CR772)

Making it Hard to Say No - Negotiating with Difficult
People (#CR767)

Shifting from Positions to Interests: An Advanced
Level Course (#CR748)

Unfinished Business - Getting Past the Past:
An Advanced Level Course (#CR768)

Clear and Simple (#MGMT212)

Influencing Decision-Making and Change (#MGMT210)

Managing the Troubled and Troublesome Employee
(#MGMT201)

Creative Problem Solving (#MGMT207)

Facilitating Employee Problem Solving (#MGMT217)

Working Together: Bridging the Gender Gap
(#MGMT202)

Sexual Harassment in the Workplace (#MGMT211)

Project Evaluation: Developing an Effective Plan
(#MGMT110)

Training for Trainers: Conducting a Needs Assessment
(#MGMT223C)

Training for Trainers: Fundamentals of Instructional
Planning (#MGMT223A)

Training for Trainers: Tips, Techniques and Tactics
(#MGMT223)

Frontline Skills

Front Line Training for Residential Settings (#SUP119)

This five-day training program is designed to provide front line workers with the basic skills required to work effectively within a residential setting. Participants will: identify and practise communication skills for effective relations with peers and methods for managing conflict on the job; examine personal and work values, ethical standards and practices; practise writing skills and writing PSPs; identify and practise strategies for managing stress in the workplace; and develop a personal action plan for strengthening skills. A certificate of achievement will be granted to successful participants. To receive certification, participants must complete all five days.

Length: Five days

Dates: **October 8-10 and 22-23**

Fee: \$250

Resource People: Marg Huber, Elaine Stoll, and Suzu Speier

Life Skills Training for Residential Settings (#SUP121)

This two-day workshop is designed for residential and vocational workers who wish to be a life skills resource person for their workplace. The workshop will help participants explore the role of empowering residents through life skills training, identify and assess personal levels of self-esteem and methods for raising self-esteem, practise self-assertion and problem solving techniques, and practise methods for coaching others through a problem to its resolution. Lesson plans for coaching specific life skills will be provided to participants. This workshop is experiential and participants will practise each of these four skills.

Length: Two days

Dates: **October 20-21**

Fee: \$145

Resource Person: Denise Grams

NEW

Burning Down the House: Fire Safety for Residential Facilities (#SUP113)

This one-day course is designed to help staff who work in residential facilities learn more about their responsibilities in fire safety. Participants will examine classes of fire, classes of extinguishers and other fire knowledge; and practise extinguishing a live fire with the appropriate extinguisher. Participants will also examine and practise the most effective methods for conducting fire drills.

Length: One day

Date: **November 3**

Fee: \$115 (includes cost of fuel and use of extinguishers)

Resource Person: JI Fire Academy Instructor

Resource People:

Carol Cohen, M.A., is a counsellor and consultant in private practice. She is experienced in direct service and management in a variety of settings.

Mario Govorchin is a consultant and trainer who has extensive experience working with clients with disabilities. He has worked in residential settings.

Denise Grams is President of Life Unlimited - Life Management Skills Training. She has extensive experience working in a variety of human service settings.

Marg Huber is a trainer and mediator in private practice, specializing in family, community and native groups.

Marion Malcolmson, M.S.W., is a counsellor and consultant in private practice. She is experienced in direct service and management in a variety of settings.

Pat Meyer is a consultant and trainer with extensive residential management experience as a Director. She has published several books and articles and has produced films for professional and public education related to the residential management field.

Sandra Rice is the Co-ordinator of the Management Development for Residential Settings training. She has extensive experience training and working in the management field and has worked in residential settings.

Elizabeth Robinson, M.S.W., is a private consultant and trainer with extensive management experience in child welfare and medical settings. She is on the faculty of the School of Social Work, UBC.

Suzu Speier is a consultant with Ryane Consulting Inc. She has designed and delivered workshops on a variety of management, communications and conflict topics.

Elaine Stoll is a counsellor and consultant in private practice. She is experienced in direct service and management in a variety of human service settings.

Out-of-Town Courses

Out-of-town participants may take the levels of Management Development for Residential Settings Training out of sequence without prior approval of the Program Co-ordinator.

Interdisciplinary Studies has received requests to offer the Management Development for Residential Settings Certificate Program outside the Lower Mainland. In response to these requests, Levels 1 and 2 will be piloted in the Vernon/Kelowna area this fall. For further information on the program and future locations contact Sandra Rice, Program Co-ordinator, at 604/222-7273.

Vernon/Kelowna

Management Development for Residential Settings, Level 1 (#MGMT214)

Length: Two days

Dates: **TBA**

Location: **TBA**

Fee: \$195

Management Development for Residential Settings, Level 2 (#MGMT218)

Length: Two days
Dates: **TBA**
Location: TBA
Fee: \$195

Victoria

Levels 1 and 2 will be offered in Victoria in the term beginning in January. Levels 5 and 6 will also be offered in Victoria for those who have completed Levels 3 and 4 this term.

Management Development for Residential Settings, Level 3 (#MGMT230)

Length: Two days
Dates: **October 28-29**
Location: Royal Scot Inn, 425 Quebec Street, Victoria, BC
Fee: \$165

Management Development for Residential Settings, Level 4 (#MGMT240)

Length: Two days
Dates: **November 26-27**
Location: Royal Scott Inn, 425 Quebec Street, Victoria, BC
Fee: \$165

Management Development for Residential Settings, Level 7 (#MGMT270)

Length: Two days
Dates: **October 21-22**
Location: Coast Harbourside Hotel, 146 Kingston Street, Victoria, BC
Fee: \$165

Management Development for Residential Settings, Level 8 (#MGMT280)

Length: Two days
Dates: **November 18-19**
Location: Coast Harbourside Hotel, 146 Kingston Street, Victoria, BC
Fee: \$165

Front Line Training for Residential Settings (#SUP119)

Length: Five days
Dates: **November 5-7 and 19-20**
Location: Royal Scot Inn, 425 Quebec Street, Victoria, BC
Fee: \$350

Life Skills Training for Residential Settings (#SUP121)

Length: Two days
Dates: **November 24-25**
Location: Royal Scot Inn, 425 Quebec Street, Victoria, BC
Fee: \$165

Traffic Education

The Pacific Traffic Education Centre (PTEC) is a joint venture of the Justice Institute of BC and the Insurance Corporation of BC. Launched in 1988, PTEC was established to help reduce the number and severity of traffic accidents in British Columbia by offering courses in advanced driver training and traffic accident investigation, and by conducting traffic research and participating in other forms of traffic safety training.

Driving with Finesse (#PTEC300)

Driving with Finesse is a one-day program designed for all drivers, from the novice to the corporate traveller. The course enables drivers to develop their vehicle handling, perceptual and traffic management skills. Each course is limited to five participants. With this ratio of participant to instructor, Driving with Finesse allows the instructor to personalize and address individual participant requirements. Participants spend the entire course driving in a minivan.

Length: One day
Date: call Kim Howse at 222-7139 for the next available date
Time: 8:30 am to 4:30 pm - bring a bag lunch (class can stop for lunch at a local restaurant)
Location: Participants meet at the Justice Institute of BC
Fee: \$150 (GST exempt)
Resource People: Al Lund, Director of the Pacific Traffic Education Centre (PTEC); Ross Bentley, Program Director and Chief Instructor, Pacific Traffic Education Centre (PTEC); and certified PTEC instructors. PTEC instructors come from a variety of different backgrounds. They include police officers, firefighters, paramedics and professional race car drivers. All are specially trained in advanced driving techniques.

Total Control Driving (#PTEC400)

Total Control Driving is a one-day course open to all drivers, from the inexperienced to the motoring enthusiast or driving professional. It will enhance and develop individual driver confidence and skill levels in skid control, cornering, accident avoidance and emergency braking situations. In this unique, advanced-level driving course, participants spend 80% of the course participating in driving exercises. Participants use their own cars to practise

techniques for staying in control while operating a vehicle, and practise skid control techniques using the unique *ProFormance Skid Car*. This course offers participants the opportunity to test their limitations and capabilities as drivers and the limitations and capabilities of the vehicles they operate. Total Control Driving is held at the PTEC Driver Training Facility at Boundary Bay in Delta, BC. One of the best facilities of its type in North America, it offers the course participant an opportunity to use the sophisticated track layouts for acceleration, braking, cornering and skid recovery training.

Length: One day
Date: call Kim Howse at 604/222-7139 for the next available date
Time: 8:30 am to 4:30 pm - lunch provided
Location: PTEC Driving Centre at Boundary Bay - directions to this site are included with registration receipt or can be forwarded by calling 222-7139.
Fee: \$275 (GST exempt)
Resource People: Al Lund is the Director of the Pacific Traffic Education Centre (PTEC). Ross Bentley is the Program Director and Chief Instructor of the Pacific Traffic Education Centre (PTEC).

Training for Trainers

Unless otherwise indicated, Training for Trainers courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.

The following two courses should be taken in the order listed.

Training for Trainers: Tips, Techniques and Tactics (#MGMT223)

This practical workshop is directed toward people who deliver training programs as part of their overall job and want to learn new skills or enhance existing ones. Content will include: characteristics of adult learners, positive learning environments, instructional styles and techniques, motivational strategies and instructional challenges. The number of registrants will be limited to 12 to allow opportunities for each participant to practise group and one-to-one training in a supportive setting. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days
Dates: **October 5-6**
November 19-20
Fee: \$225
Resource Person: Reva Kalef



Advanced Training for Trainers: Working with Groups (#MGMT223B)

This practical, advanced-level workshop is directed toward trainers who instruct in a group setting. Participants will have an opportunity to increase their understanding of group dynamics and will learn specific facilitation strategies that encourage adult learning. This highly interactive workshop will focus on climate setting, stages of group development, roles assumed by group members, common group issues and effective responses, and observation guidelines for analyzing group behaviour. **Prerequisite:** Training for Trainers: Tips, Techniques and Tactics, or by permission of the Program Planner. The number of registrants will be limited to 16.

Length: Two days
Dates: **December 3-4**
Fee: \$225
Resource Person: Reva Kalef

The following courses may be taken in any order. MGMT223 and 223B are not prerequisites.

Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)

This course is directed toward trainers who are responsible for planning instruction for adult learners. During this interactive, two-day workshop, participants will have an opportunity to increase their understanding of the instructional planning process and apply the knowledge and skills to their own planning situation. Participants should have a project in mind to work on over the course of the two-day workshop. The number of registrants will be limited to 16 to allow opportunities for each participant to receive coaching. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days
Dates: **October 22-23**
Fee: \$225
Resource Person: Reva Kalef

Training for Trainers: Conducting a Needs Assessment (#MGMT223C)

This interactive workshop will provide participants with an opportunity to increase their understanding of the needs assessment process and, in particular, their knowledge of the skills required to analyze training needs. Content will include a review of the concept of educational need and the steps of a formal needs assessment, a discussion of data collection techniques, and criteria for prioritizing needs. Each participant will be encouraged to design a needs assessment strategy appropriate to his or her individual work situation. This course will be of particular interest to people who have taken Training for Trainers: Fundamentals of Instructional Planning and want to expand on the needs assessment component of that

course, and to those responsible for conducting training needs assessments for their organization. (An elective in the Management Development for Residential Settings certificate program.)

Length: Two days
Dates: **November 5-6**
Fee: \$175
Resource Person: Linda Elliott

Project Evaluation: Developing an Effective Plan (#MGMT110)

See Management category for course description.

Length: Two days
Dates: **December 14-15**

Resource People:

Reva Kalef, M.Ed. Reva has been involved in the field of adult education as a workshop leader, instructional designer, curriculum developer and consultant for over ten years. She has extensive experience working with educational institutions, government agencies, non-profit organizations and business and industry.
Linda Elliott, M.Ed. (Adult Education). Linda is an adult education consultant with experience in planning and co-ordinating programs for community and government

agencies. She has extensive experience working with educational institutions, government agencies, non-profit organizations and business and industry.

Other

Executing a Court Order (#EP159)

Court Services Branch now contracts with private companies to perform a variety of court bailiff functions. Employees of companies awarded the contracts are required to demonstrate their familiarity with execution procedures and legal requirements through successful completion of a written examination. This purpose of this course is to ensure that participants are familiar with the documents and procedures involved in the provision of execution services in BC, and to prepare them for the exam. This course is run on an "as needed" basis. For more information, and to add your name to a waiting list for the course, contact Patricia McNeill at 604/222-7229.

Resource Person: Bill Bradshaw, a retired sheriff with extensive experience in executing court orders. He instructed the Basic Deputy Sheriff course on execution procedures for approximately ten years at BCIT and the Justice Institute.

Course Listings by Date (Vancouver)

Courses are listed by start date.

CORR - Computer
CR - Conflict Resolution or Child and Youth Care
CSA - Child Sexual Abuse
CY - Child and Youth Care or Counselling
EP - Counselling or Prosecution
MGMT - Management, Residential Care, or Administrative/Support Staff
PHP - Professional Health Programs
SUP - Administrative/Support Staff or Residential Care

September

14 Mediation Skills Assessments (#CR499)
14 Negotiation Skills Assessments (#CR699)
21 WordPerfect 5.1 Level I (#CORR400)
21 Critical Skills for Communicating in Conflict (#CR735)
22 Introduction to DOS (#CORR402)
22 Management Development for Residential Settings, Level 5 (#MGMT250)

23 Conflict Resolution, Level I (#CR100)
23 Critical Skills for Communicating in Conflict (#CR735)
23 LOTUS 1-2-3 Level I (#CORR403)
24 Making Order Out of Chaos (#SUP110)
24 WordPerfect 5.1 Level II (#CORR407)
25 Art and Play Therapy (#CY104)
26 Conflict Resolution, Level I (#CR100)
26 Critical Skills for Communicating in Conflict (#CR735)
26 Introduction to DOS (#CORR402)
28 Conflict Resolution, Level I (#CR100)
28 Management Development for Residential Settings, Level 1 (#MGMT214)
30 Working with Anger and Aggression in Youth (#CR720)
30 Conflict Resolution, Level I (#CR100)

October

- 1 Asserting Yourself Under Pressure (#CR702)
- 1 Child Sexual Abuse Intervention (#CSA105B)
- 1 Trauma in the Workplace (#EP117)
- 2 Managing Out-of-Control or Assaultive Behaviour in Adolescents (#CY142)
- 3 Trauma and Dissociation (#EP108)
- 5 Management Development for Residential Settings, Level 6 (#MGMT260)
- 5 Negotiation Skills, Level I (#CR500)
- 5 Pathways to Solutions, Level I (#CY114)
- 5 Training for Trainers: Tips, Techniques and Tactics (#MGMT223)
- 7 Clear and Simple (#MGMT212)
- 7 Management Development for Residential Settings, Level 7 (#MGMT270)
- 7 Mediation Skills, Level I (#CR300)
- 7 Moving Kids (#CY133)
- 8 Critical Skills for Communicating in Conflict (#CR735)
- 8 Front Line Training for Residential Settings (#SUP119)
- 8 Pathways to Solutions, Level III (#CY114B)
- 13 Negotiation Skills, Level I (#CR500)
- 14 Mediation Skills, Level I (#CR300)
- 14 Working with Withdrawn and Resistant Youth (#CR720A)
- 15 Focusing on Children's Interests in Family Mediation (#CR762)
- 15 Front Line/Firing Line (#SUP109)
- 15 Shifting from Positions to Interests (#CR748)
- 17 Conflict Resolution, Level I (#CR100)
- 19 Adolescents and Substance Abuse, Level I (#CY141)
- 19 Conflict Resolution, Level II (#CR200)
- 19 Group Conflict Resolution (#CR736)
- 20 Life Skills Training for Residential Settings (#SUP121)
- 20 Management Development for Residential Settings, Level 2 (#MGMT218)
- 21 Conflict Resolution, Level II (#CR200)
- 21 Quattro Pro (#CORR411)
- 22 Influencing Decision-Making and Change (#MGMT210)
- 22 Making it Hard to Say No - Negotiating with Difficult People (#CR767)
- 22 Management Development for Residential Settings, Level 3 (#MGMT230)
- 22 Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)
- 22 WordPerfect Tips, Tricks and Traps (#CORR409)
- 23 Managing the Hostile Individual (#CR753)
- 26 Basic Supervisory Competency (#MGMT213)
- 26 Conflict Resolution, Level I (#CR100)
- 26 Critical Skills for Communicating in Conflict (#CR735)

- 26 Identifying and Supporting Older Adults at Risk of Suicide (#EP109)
- 26 Mediation Skills, Level II (#CR400)
- 26 Silent Messages (#CR758)
- 28 Conflict Resolution, Level I (#CR100)
- 28 Survival Skills for Support Staff (#SUP115)
- 29 Child Sexual Abuse Support Worker Training Program (#CSA134)
- 29 Managing the Troubled and Troublesome Employee (#MGMT201)
- 29 Treating Traumatized Children (#CY102)
- 31 Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)
- 31 Advanced Cardiac Life Support Update (#PHP110)

November

- 2 Asserting Yourself Under Pressure (#CR702)
- 2 Negotiation Skills, Level I (#CR500)
- 2 Negotiation Skills, Level II (#CR600)
- 2 Presenting Evidence (#EP119)
- 2 Working with Families in Perpetual Crisis (#CY121)
- 3 Burning Down the House (#SUP113)
- 3 Introduction to DOS (#CORR402)
- 4 Conflict Resolution, Level II (#CR200)
- 4 Group Skills for Working with Adolescents (#CY129)
- 4 Management Development for Residential Settings, Level 8 (#MGMT280)
- 4 Motivating Men to Change (#EP113)
- 4 Negotiation Skills, Level I (#CR500)
- 5 Training for Trainers: Conducting a Needs Assessment (#MGMT223C)
- 5 WordPerfect 5.1 Level III (#CORR408)
- 6 Advocacy and Case Conferencing Skills (#CY144)
- 6 Creative Problem Solving (#MGMT207)
- 7 Mediation Skills, Level I (#CR300)
- 9 Art Therapy with Female Survivors of Sexual Abuse (#CSA121)
- 9 Cardiac Arrest Management (#PHP115)
- 9 Facilitating Employee Problem Solving (#MGMT217)
- 9 Sexual Harassment in the Workplace (#MGMT211)
- 9 WordPerfect 5.1 Level I (#CORR400)
- 12 Critical Skills for Communicating in Conflict (#CR735)
- 12 Criticism: How to Give and Receive It (#CR706)
- 12 Mediating with Youth in Conflict (#CY122)
- 12 Sexually Reactive and Sexually Aggressive Children (#CSA112)
- 13 Child Centred Play Therapy (#CY104A)
- 16 Conflict in Organizations (#CR704)
- 16 Mediation Skills, Level I (#CR300)
- 16 Silent Messages (#CR758)

- 16 Supporting Women in Difficult Relationships (#EP175)
- 16 Trauma and Post Traumatic Stress Reactions (#EP178)
- 16 Working Together (#MGMT202)
- 18 Management Development for Residential Settings, Level 4 (#MGMT240)
- 19 Interventions for Resolving Organizational Conflicts (#CR772)
- 19 Making Order Out of Chaos (#SUP110)
- 19 Training for Trainers: Tips, Techniques and Tactics (#MGMT223)
- 19 Treatment Methods for Working with Children in a Family Context (#CY125)
- 21 Negotiation Skills, Level I (#CR500)
- 23 Conflict in Organizations (#CR704)
- 23 Conflict Resolution, Level II (#CR200)
- 23 Mediation Skills, Level II (#CR400)
- 23 Resolving Inner Conflict (#CR744)
- 25 LOTUS 1-2-3 Level II (#CORR410)
- 26 Managing the Hostile Individual (#CR753)
- 26 Unfinished Business - Getting Past the Past (#CR768)
- 27 Engaging the Family in Work with Adolescents (#CY149)

- 30 Basic Supervisory Competency (#MGMT213)
- 30 Negotiation Skills, Level II (#CR600)

December

- 2 Working with Pre-Delinquent and Delinquent Youth, Level I (#CY124)
- 3 Advanced Training for Trainers: Working with Groups (#MGMT223B)
- 3 Art and Play Therapy with Neglected and Abused Children (#CY104B)
- 3 Putting People First (#MGMT203)
- 4 Building Competency in Mediation (#CR759)
- 4 Identifying and Investigating Ritualistic Criminal Activity (#CSA123)
- 4 Working with Pre-Delinquent and Delinquent Youth, Level II (#CY124A)
- 5 Use-It-Or-Lose-It Clinic (#CR750)
- 7 Building Competency in Negotiation (#CR765)
- 7 Conflict Resolution, Level II (#CR200)
- 7 Problem Solving with Youth (#CY139)
- 7 Sexual Abuse Treatment (#CSA137)
- 8 Managing the Hostile Individual (#CR753)
- 14 Project Evaluation (#MGMT110)

Course Listings by Date (Out-of-Town)

Courses are listed by start date.

CR - Conflict Resolution or Child and Youth Care
 CSA - Child Sexual Abuse
 CY - Child and Youth Care or Counselling
 EP - Counselling or Prosecution
 MGMT - Management, Residential Care, or Administrative/Support Staff
 PHP - Professional Health Programs
 SUP - Administrative/Support Staff or Residential Care

September

- 21 Dawson Creek Adolescents and Substance Abuse, Level I (#CY141)
- 23 Cranbrook Front Line/Firing Line (#SUP109)
- 26 Chilliwack Advanced Cardiac Life Support Update (#PHP110)

October

- 19 Vanderhoof Child Sexual Abuse
- 21 Victoria Management Development for Residential Settings, Level 7 (MGMT#270)

- 22 Victoria Child Sexual Abuse Intervention (#CSA105B)
- 28 Victoria Management Development for Residential Settings, Level 3 (#MGMT230)

November

- 5 Victoria Front Line Training for Residential Settings (#SUP119)
- 14 Penticton Advanced Cardiac Life Support Update (#PHP110)
- 18 Victoria Management Development for Residential Settings, Level 8 (#MGMT280)
- 24 Victoria Life Skills Training for Residential Settings (#SUP121)
- 26 Victoria Management Development for Residential Settings, Level 4 (#MGMT240)

What is the Justice Institute?

The Justice Institute of BC was established as a post-secondary educational institute in 1978. The Institute is funded through a core budget provided by the Ministry of Advanced Education, Training and Technology, and is governed by a Board of Directors.

Programs offered by the academies and divisions can be summarized as follows:

- **Corrections Academy** trains security and probation officers and other Corrections Branch employees who work in institutional and community settings. The Academy develops courses for both recruit and advanced levels.
- **Fire Academy** trains volunteer and full-time firefighters to assume leadership roles in fire prevention, training and command. The Academy uses distance education, hands-on training, and train-the-trainer programs, both in the field and on-site.
- **Paramedic Academy** trains emergency medical attendants and advanced level paramedics employed in the provincial ambulance system. Other persons employed in emergency medical care may also receive training through the Academy.
- **Provincial Emergency Program Academy** trains volunteers, municipal authorities and government emergency personnel to respond to disasters such as earthquakes, floods and oil spills. The Academy also assists in training over 7500 volunteers involved in search and rescue operations to locate lost persons.
- **Police Academy** trains the recruits and career officers of BC's 12 municipal police departments. Employees of other enforcement agencies also participate in Academy training, when appropriate.
- **Courts Academy** provides courses for managers and supervisors, deputy sheriffs and other court services staff. The Academy also undertakes special projects on behalf of Court Services Branch.
- **Finance and Administration** attends to the business operations of the Institute. It is responsible for

financial operations, purchasing, receiving and stores, accounting, legal and personnel matters, and the operations of the physical facilities.

- **Educational Services and Interdisciplinary Studies** provides library, media, and curriculum development services to the Institute. The Division offers public programs through Interdisciplinary Studies and the Pacific Traffic Education Centre.

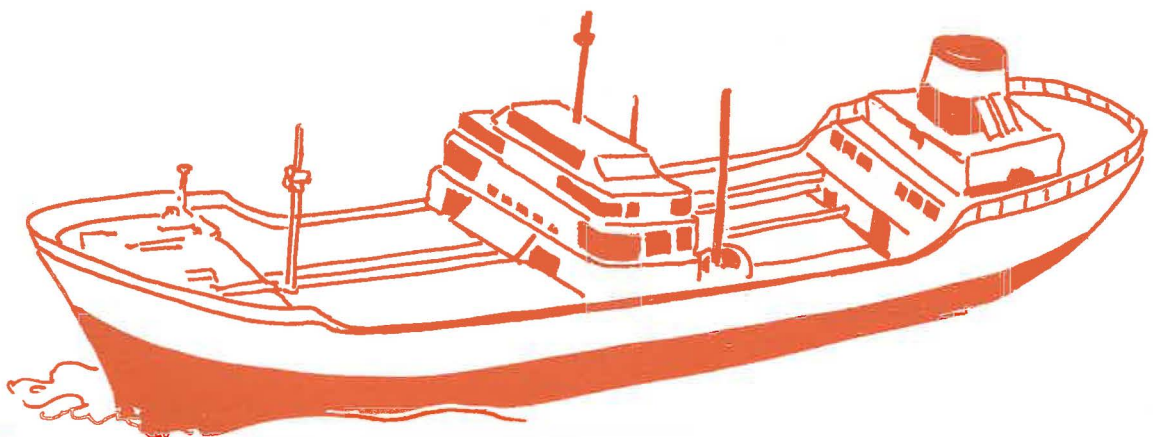
What is Interdisciplinary Studies?

Interdisciplinary Studies offers a range of contract and continuing professional education programs to government personnel, staff working in justice and public safety-related organizations and agencies, and persons working in the non-profit and voluntary sector. The training offered by Interdisciplinary Studies covers current issues related to justice and public safety, and provides participants with new or enhanced skills to work with clients, staff and members of the public.

Interdisciplinary Studies offers certificate programs in Conflict Resolution, Child Sexual Abuse Intervention, Working with Troubled and Troubling Adolescents, and Management Development for Residential Settings. In order to receive a certificate of achievement, participants must attend the required number of training days and demonstrate competency in the program area.

Interdisciplinary Studies also undertakes special projects sponsored solely by the Justice Institute or developed in collaboration with other organizations. Most programs are held at the Justice Institute; however, staff have a provincial mandate and work co-operatively with other organizations and educational institutions to develop and deliver training throughout British Columbia.

Interdisciplinary Studies produces three calendars a year advertising upcoming professional development and community education programs and courses. If you would like to be on our mailing list, call Interdisciplinary Studies at 604/222-7224, and ask to be put on the general mailing list.



How to Register for a Course

Register by Mail

To register by mail, complete the registration form below or send the required information and a cheque made payable to the Justice Institute (**no post-dated cheques accepted**) to:

Registration Office
Justice Institute of BC
4180 West 4th Avenue
Vancouver, BC V6R 4J5

Courses are GST-exempt.

Many courses fill quickly, so register early to avoid disappointment. Registrations are accepted on a first-come, first-served basis.

If the Justice Institute is not handling registration, call the number listed in the program description for further information. If registering for more than one course **please send separate cheques for each course.**

Register by Phone

To register by phone using your VISA or MasterCard, call 222-7111 between 8:30 am and 4:30 pm, weekdays. Please have your credit card number ready when you call.

Register in Person

You can register in person at the Justice Institute, Room 119, Blake Hall (two doors down from receptionist on the main floor). Hours are 8:30 am to 4:30 pm, Monday-Friday. Please telephone in advance to ensure there is space for you in the course(s).

Register by FAX

To register by FAX using your VISA or MasterCard, complete the Registration Form, including all credit card information, and FAX it to the Registration Office, Justice Institute of BC, at 604/660-1875.

Tax Deduction

You may deduct tuition fees from your income tax if the total amount exceeds \$100 and is paid to one educational institution. Deductions may be claimed for one or more courses taken during the tax year. **Save your registration receipts.**

Refund Policy

Registration fees are refundable provided we receive your **written notification** of cancellation **seven working days** in advance of the course date. **Refunds are subject to an administrative charge.** The white copy of the registration receipt must be presented in order to receive a refund.

Transfer Policy

Notification regarding transfer from one course to another must be received **seven working days** in advance of the course date. There is an administrative fee of \$15 for all transfers.

Course Cancellations

A full refund of tuition fees will be issued for courses cancelled by the Justice Institute. The Institute is not responsible for participants' expenses if a course must be cancelled because of low enrolment (e.g., airline or hotel reservations). The Institute reserves the right to cancel courses if enrolments are insufficient. We truly regret any inconvenience this may cause.

Registration information and individual course brochures: 604/222-7111.

Registration Form

Mail to: Registration Office, Justice Institute, 4180 West 4th Avenue, Vancouver, BC V6R 4J5

I wish to register in the following program(s):

PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
SURNAME		GIVEN NAME	
POSITION		ORGANIZATION	
STREET/CITY		POSTAL CODE	
PHONE (DAY)			

METHOD OF PAYMENT:

☐ Enclosed is my cheque payable to the Justice Institute.

☐ VISA CARD # - - -

Expiry Date:

☐ MASTERCARD # - - -

Expiry Date:

West 8th Ave.

Blake Hall

Reception
Registration
Lecture Theatre
Classrooms 1-19
Deli
First Aid
Police Academy
Corrections Academy
Courts Academy
Educational Services and
Interdisciplinary Studies
Finance and
Administration
Provincial Emergency
Program Academy

Recreation Centre

Washroom
Gymnasium
Swimming Pool

Cafeteria

Washroom
Classrooms
North Room
South Room

Lawrence Hall

Classrooms 102-113
Library
Media Centre
Auditorium
Student Residence
Vending Machines
Fire Academy
Paramedic Academy

Wheelchair Ramp

Classrooms

Portable Room 14

Blake Hall

Portable Rooms 15-19

Gymnasium

Classrooms

Portable Offices

Lawrence Hall

Residents

Faculty & Staff

Parking

Parking

JIBC

Bus Stop

West 4th Ave.

Main Entrance

Bus Stop

INDICATES
RESTRICTED
PARKING

