

The Justice Institute of British Columbia

presents

Extension Programs Schedule

January–March, 1986

**For more information about any of these programs,
and to enquire about registration contact:**

**Extension Programs, Justice Institute of B.C.
4180 West 4th Avenue, Vancouver, B.C. V6R 4J5
Telephone: 228-9771**

What is the Justice Institute?

The Justice Institute of British Columbia is a post secondary educational organization that provides training and education programs to people working within the fields of justice and public safety. The majority of people trained at the Justice Institute are employees of B.C.'s Corrections, Court Services, Police, Fire and Emergency Health Services.

In addition to the programs contracted for by the Academies at the Justice Institute, a range of interdisciplinary and public programs are offered through the Extension Programs branch to professionals, community agencies, and interested citizens. These programs provide a forum for the discussion of justice and public safety issues, information and education on B.C.'s justice and public safety system, and training to increase participants' skills on the job.

Extension Programs staff initiate programs or respond to requests based on specialized needs. Projects are either sponsored solely by the Justice Institute or developed in conjunction with other organizations. Some programs are held at the Justice Institute; however, staff have a provincial mandate and work co-operatively with other groups to organize programs throughout B.C.

Schedules for Extension Programs are produced three times a year (September, January and April) and distributed to a cross-section of people interested in justice and public safety.

Registration Procedures

If you decide to register for a program based on the information given here, and it is program for which the Justice Institute is handling registration, complete the attached registration form and forward to Extension Programs. If you wish to register for a program and the Justice Institute is not handling registrations, contact the phone number listed in the program description for further information.

If you are interested in receiving a detailed brochure on a program before registering, contact: Extension Programs, 228-9771.

Children & Youth

CHILDREN FROM VIOLENT HOMES

Date: **February 7** in Duncan

Fee: \$40. To register, contact 748-2591

Resource Persons: Margot Buck, MSW, former Director of PACT (a treatment centre for abused children and their parents), currently in private practice; Carolyn Hudnall, MSW, Executive Director of Phoenix House (a group home for street involved adolescents).

This workshop will examine the impact of the violent home on young children, explore the cyclical nature of abuse within family structures and highlight specific

counselling skills. Co-sponsored with Malaspina College.

PROTECTIVE BEHAVIOURS: Anti Victim Training for Children and Adolescents

Date: **April 16-17** at the Justice Institute

Fee: \$95

Resource Person: Peg Flandreau West, M.S.W., currently a social worker with the Madison, Wisconsin School District, and originator and implementer of the Protective Behaviors training program.

Anti victim training teaches practical physical and psychological steps to create safety and personal support for people. The program was initially designed to teach young children empowerment against abuse. It is now being used for adults and adolescents. This two day training session will present the basic elements of protective behaviors and teach implementation strategies. A manual will be included. Co-sponsored with Ministry of Attorney General.

Intervention Skills

STOP YELLING AT ME!

Defusing Hostility for Crisis & Front Office Workers

Date: **March 6** at the Justice Institute

Resource Person: Dale Trimble, M.A., counsellor in private practice.

This workshop is directed toward office workers from justice related and/or crisis oriented agencies who encounter clients who either threaten physical violence or exhibit excessive hostility. Topics will include: the nature and cause of violent behaviour, dealing with your own feelings in a threatening situation, and strategies and skills to defuse hostility.

FRONT LINE OR FIRING LINE?

Handling the Angry Client

Date: **January 24** in Victoria

Fee: \$40

Resource Person: Joyanne Landers, consultant, Ryane Consulting Inc.

This workshop is designed for front office staff who find themselves having to deal with distraught or angry clients. Through small group discussion and role plays, participants will look at issues such as conflict, anger, perceived power and real power. Practical techniques to resolve conflict situations or to reduce scapegoating will be taught. Offered in co-operation with Women's Programs, Ministry of labour.

"AN EASY PILL TO SWALLOW"

Women, Drugs and Depression

Date: **January 28** at the Justice Institute

Fee: \$30

Resource Person: Dr. Susan Penfold, psychiatrist, researcher and current chair of Simon Fraser University Women's Studies Program; Lynn Mann, clinical and consulting psychologist; Dr. Kathy Simas, clinical and consulting psychologist.

This workshop is directed toward people currently working with women who are drug dependant and/or experiencing depression in their daily life. The morning session will look at economic and social pressures on women that lead to depression, assumptions by the medical profession around the use of anti-depressants and social issues around dependency. The afternoon session will be experiential, and will offer counselling techniques and interventions useful for working with clients who are depressed. Offered in co-operation with Simon Fraser University Women's Studies, and Women's Programs, Ministry of Labour.

SUICIDE RISK AND STRESS FACTORS IN COUNSELLING THE UNEMPLOYED

Date: **March 14** at the Justice Institute
Fee: \$15 (non-profit agencies); \$30 (corporate sector)
Resource Persons: Linda Rosenfeld (Co-ordinator) Gladys Adilman (Senior Mental Health Worker) Elizabeth Fortes (Mental Health Worker), S.A.F.E.R.; and Joan Vincent, Director, Centre for the Non-Traditional Unemployed.

The aim of this workshop is to provide intervention skills in dealing with the unemployed. Content will focus on the assessment of suicidal risk, initial intervention and referral, and compounding factors associated with stress and loss. The objective is to facilitate an overall assessment of the most pressing concerns on the life of the unemployed person in his or her family. Workshop attendants should be involved in a counselling or supportive capacity with the unemployed.

CRISIS MANAGEMENT: Crisis Intervention Tools and Techniques

Dates: **March 3-4** at the Justice Institute
Fee: \$70
Resource Persons: Fred Van Fleet, Ph.D., consulting psychologist at the Justice Institute; Dan Stone, Training and Education Supervisor, Crisis Intervention and Suicide Prevention Centre of Greater Vancouver; Dale Trimble, counsellor in private practice and co-founder of the Vancouver Family Court Assaultive Husbands Project.

This two day workshop focuses on crisis intervention techniques and approaches to use in assessing, intervening and defusing a variety of crisis situations. Topics will include defusing hostility, handling aggression, coping with resistance, and assessment and intervention techniques with suicide. Format includes lectures, demonstration, modelling and skills focused training in small groups. (Note: this is considered an elective course for the Conflict Resolution Certificate Program).

SUICIDE INTERVENTION TECHNIQUES: An Advanced Skills Workshop for Professionals

Date: **February 27** in Quesnel. To register contact College of New Caledonia (922-3906)
Fee: \$50
Resource Persons: Linda Rosenfeld (Co-ordinator) and Gladys Adilman (Senior Mental Health Worker), S.A.F.E.R.
Through simulations and analysis of case examples, this workshop will cover: step-by-step guidelines for dealing

with suicidal behaviour; identifying high risk populations and assessing their suicidal potential; and how suicidal behaviour can be used as a coping mechanism and the identification of underlying problems.

Conflict Resolution

Introducing the Conflict Resolution Certificate Program

With the formation of a new Conflict Resolution Certificate Program, the first of its kind in Canada, the Justice Institute is responding to the demand for comprehensive training in conflict resolution, anger management, mediation and negotiation skills. The program consists of six core courses totalling 147 classroom hours and elective courses totalling 63 classroom hours. Core and elective courses will be identified in each Extension Programs Course Calendar and may be applied toward the Certificate Program requirements at any time. For a complete description of the Conflict Resolution Certificate Program or to receive individual course brochures, contact the Extension Programs Office at 228-9771, Local 224.

CONFLICT RESOLUTION: Dynamics, Styles & Applications

Dates: **March 5-7** at the Justice Institute
Fee: \$150
Resource Persons: Lee Rengert, Assoc. Prof. of Education, University of La Verne, Calif., and private consultant and trainer specializing in managing anger and aggression; and Marje Burdine, Co-ordinator of Interdisciplinary Programs, Justice Institute.

This course will explore the origins and dynamics of conflict including situational, societal, cultural and individual. Participants will assess their own approaches to conflict resolution and consider alternatives to improve their effectiveness in a variety of situations. Skill practice will include video feedback. (A Conflict Resolution Certificate Program core course)

NEGOTIATION SKILLS: Level One

Dates: **March 19-21** at the Justice Institute
Fee: \$150
Resource Persons: Joanne Ranson, family law lawyer and mediator; and Marje Burdine, Co-ordinator of Interdisciplinary Programs, Justice Institute.

Participants will learn skills and theory to assist them in applying principled negotiation techniques and strategies in the workplace. Emphasis will be on developing a collaborative climate and on using interest-based bargaining. Skill practice will involve video feedback. (A Conflict Resolution Certificate Program core course)

MEDIATION SKILLS:

Level One

Dates: Vancouver: **January 22-24** at the Justice Institute
February 26-28 at the Justice Institute
March 8, 11 (evg.), 13 (evg.), 15 at the Justice Institute
Trail: **February 20-22**, register through Continuing Education Trail, 2079 Columbia St., Trail, B.C. V1R 1K7 (Tel: 368-6434)

Fee: \$150

An introduction to the concept, theory and skills of mediation as an alternative method of dispute resolution. Participants should possess effective communication skills and be willing to work with video feedback. (A Conflict Resolution Certificate Program core course)

MEDIATION SKILLS:

Level Two

Dates: Vancouver: **February 5, 6, 7, 10, & 11** at the Justice Institute
Nanaimo: **April 9 (evg), 10, 11, 16 (evg), 17 & 18** co-sponsored with Nanaimo School District No. 68

Fee: \$300

Resource Persons: Marje Burdine, Co-ordinator of Interdisciplinary Programs, Justice Institute; Fran Grunberg, counsellor in private practice; Dinah Stanley, counsellor in private practice; Joanne Ranson, family law lawyer and mediator; Douglas Chalke, family law lawyer and mediator.

The content and skill development build on the Level One course, which is a prerequisite for Level Two. This program more deeply explores theory, techniques and skills related to conflict resolution through mediation, including issues of trust, power, resistance and dysfunctional behaviour. Legal and ethical implications for mediators is also covered. (A Conflict Resolution Certificate Program core course)

ANGER MANAGEMENT WITH YOUTH:

Level One

Date: **January 17-18** at the Justice Institute
Fee: \$120

Resource Person: Lee Rengert, Assoc. Prof. of Education, University of La Verne, La Verne, Calif., and private consultant and trainer specializing in managing anger and aggression.

This workshop presents interpersonal skills and strategies for constructively managing angry feelings and behaviour, as well as interpersonal conflict for those involved with youth. Participants will have the opportunity to assess and develop their understanding and skill level through discussion, demonstration and practice. (A Conflict Resolution Certificate Program elective course)

ASSERTING YOURSELF UNDER PRESSURE

Date: **February 4** at the Justice Institute
Fee: \$50

Resource Person: Dale Trimble, M.A., counsellor in private practice in Vancouver, specializing in defusing hostility and crisis intervention.

Behaving assertively in conflict situations demands particular skill and insights. How do you stand up for yourself without standing on someone else? Many people find themselves caught between being so accommodating that their own rights, feelings and needs are being neglected or abused by others or coming out so aggressively that relationships are damaged and goals still aren't met. This skill-building workshop will help develop awareness and increase abilities to set limits and negotiate resolutions. Skill practice will include video feedback. (A Conflict Resolution Certificate Program elective course)

IMPACT OF THE FAMILY RELATIONS ACT ON SEPARATING AND/OR DIVORCING SPOUSES AND THEIR CHILDREN

Date: **February 24** at the Justice Institute

Fee: \$50

Resource Person: Joanne Ranson, family law lawyer and mediator.

This workshop will include an explanation of the Family Relations Act, a review of the court's interpretation and application of the act, and practical approaches for assisting persons affected by the Act. It is designed for family counsellors and mediators including government and non-profit agencies and those in private practice. (A Conflict Resolution Certificate Program elective course)

NOTE: For additional elective courses for the Conflict Resolution Certificate Program see Dynamics of Power course in the Management section, and the Crisis Management course in the Intervention Skills section.

Management

INTERVIEWING AND HIRING NEW STAFF

Date: **February 26** at the Justice Institute

Fee: \$50

Resource Person: Vera Bergman, Deputy Director, Justice Programs Division, Justice Institute.

This one day workshop is designed to assist managers and supervisors in improving their hiring decisions. Content will include: position requirements and job analysis for the job being advertised, interviewing process, questions to pose based on the priority dimensions of the jobs.

DEALING WITH TROUBLED & TROUBLESOME EMPLOYEES

Date: **March 10-11** Justice Institute

Fee: \$95

Resource Person: Bev Abbey, human resources consultant.

Of all the factors influencing the success of managers, few are as important as their ability to manage troubled and troublesome employees effectively. If not corrected, their behaviour spreads disturbance and conflict throughout the organization. Much troublesome behaviour by employees can be avoided or eliminated by appropriate supervisory practices. This course is designed to assist managers in understanding the forces at work and to gain

fresh insights into their own managerial behaviour. The principal causes and patterns of troublesome behaviours will be addressed. Techniques will be presented for minimizing the likelihood of their occurrence and for constructive treatment of those that do occur.

DYNAMICS OF POWER

Date: **March 24-25** at the Justice Institute

Fee: \$95

Resource Person: Joan Balmer, senior consultant with Ryane Consulting Inc.

This workshop focuses on the dynamics of power and the relationship between leadership, power and conflict management. Types and styles of power will be discussed. Participants will assess their own power profiles and explore increasing the positive use of power in their work environment. Participants will also develop alternative ways of responding to others use of power.

(Note: this is considered an elective course for those working toward the Conflict Resolution Certificate Program)

ON TIME:

Not Just Another Time Management Workshop

Date: **March 3-4** at the Justice Institute

Fee: \$95

Resource Person: Doug Kerr, Tracon Training Consultant Corp., management consultant and trainer with corporations, government and non-profit agencies.

This workshop, designed for managers and supervisors, will not provide a lot of gimmicky quick-fix techniques. Instead, the session deals with the real problems that result in ineffective use of time: one's inability to say "no" assertively when others make demands on one's time and energy, and the natural tendency to find ways to put off certain tasks. Participants will develop the personal skills which they need to change deeply ingrained behaviour patterns, and leave the workshop with a system in place to use for the next three months to focus their work, target their results and reward success.

DOING MORE WITH LESS:

The Challenge of Leadership

Date: **March 5-6** at the Justice Institute

Fee: \$95

Resource Person: Doug Kerr, Tracon Training Consultants Corp.

As supervisors and managers, our prime goal is to provide high quality service to our clientele. With the restraints of the 80's, supervisors need new strategies and responses to lead their staff through difficult times. If you are in a situation where you are having to do "more and more with less and less", and need new leadership approaches, this workshop will be of use to you.

SEXUAL HARASSEMNT IN THE WORKPLACE:

Developing An Agency Response

Date: **February 21 (9am-1pm)** at the Justice Institute

Resource Person: Carol Nelson, Consultant to Women's Programs, Ministry of Attorney General.

This free program is directed toward managers and supervisors of government offices, private and voluntary agencies who want to know more about the nature and dynamics of sexual harassment, its impact on the workplace and methods to be used to "spot it and stop it" Co-sponsored with Women's Programs, Ministry of Labour.

Child Sexual Abuse

BREAKING THE CYCLE:

Working with the Male Victim

Date: **February 10** at the Justice Institute

Fee: \$50

Resource Person: John Napier-Hemy, M.A., psychologist in private practice; and Phil Gray, social worker, Alcohol & Drug Programs, currently counselling adult male survivors.

This program will focus on the sexually abused male, the impact of their victimization, and treatment approaches for both young boys and adult survivors. Content will include: dynamics of the assault, stages of victimization, relationship between victimization and offending, consequences of abuse on the adult male, power issues for the adult survivor, and individual and group interventions for both youth and adults.

CHILD SEXUAL ABUSE WORKSHOP SERIES

Dates: **February 13-14** in Duncan

Fee: \$60 for both days; \$35 for one day only. For registration information, contact Cowichan Family Life Association (748-8281)

Resource Person: Mary Lee Best, MSW, counsellor with Act II Counselling (a sexual abuse counselling service)

This workshop series is directed toward people currently interested in working with young victims and/or their families where sexual abuse is the primary focus. Day 1 will cover treatment issues for working with young children. Day 2 will cover working with mothers of young victims.

TURNING VICTIMS INTO SURVIVORS:

Working With Adult Women and Adolescent Females

Date: **March 24-25** in Victoria

Fee: \$105 for both days; \$55 for one day only

Resource Person: Sandra Butler, M.A., author of *Conspiracy of Silence: The Trauma of Incest*; consultant, trainer and counsellor in private practice.

This workshop is directed toward people working with adult or adolescent female incest survivors. Content will include: Day 1 - a review of myths and realities surrounding incest, clinical interventions based on the dynamics of sexual assault, specific intervention for working with adult women. Day 2 - developing a conceptual framework and specific interventions for working with adolescent females. Co-sponsored with the Pacific Centre for Human Development.

LIVING WITH THE SEXUALLY ABUSED CHILD

Date: **January 25** in Prince George — For registration contact Survivors of Sexual Abuse (564-8302)
Resource Person: Louise Doyle, M.A. teacher and therapist with Act II Counselling.

This workshop is designed for those working with or living with children who have been sexually abused. Content will include: the impact of sexual abuse on current behaviour, role of the family and/or caregiver in providing support, typical issues and dynamics, and signs of progress and blocks. Co-sponsored with Survivors of Sexual Abuse. Offered in co-operation with Women's Programs, Ministry of Labour.

THE SEXUALLY ABUSED CHILD: Current Perspectives on Treatment

Dates: **February 27-28** in Prince George. For information on registration, call Survivors of Sexual Abuse (564-8302)

Resource Persons: Margaret Jones, M.A., counsellor in private practice and John Napier-Hemy, M.A., psychologist in private practice.

This program will focus on treatment issues with sexually victimized children and their families and will include: gender differences with specific attention to the relationship between victimization and offending with regard to boys; age, developmental issues and bonding; stages of victimization; individual and group treatment; family and social issues such as victimization, vulnerability, learned helplessness and the misuse of power. Co-sponsored with Survivors of Sexual Abuse, Prince George Mental Health, and Women's Programs, Ministry of Labour.

Staff Development

YOU WANT IT WHEN?

Time Management for Support Staff

Date: **March 17** at the Justice Institute

Fee: \$40

Resource Person: Doug Kerr, Tracon Training Consultants Corp.

This workshop has been designed for support staff to provide them with concrete time management skills. Participants will learn effective ways to prioritize tasks, to respond assertively to unreasonable expectations, to organize their manager and co-workers, and to avoid procrastination.

GETTING THROUGH:

Communicating Effectively on the Job

Date: **February 18** at the Justice Institute

Fee: \$40

Resource Person: Sandra Berman, consultant and trainer, Circa Enterprises; Patti Schom-Moffat, consultant and trainer, Karyo Communications.

Effective communication is an essential job skill. Poor communication can result in misunderstood messages, wasted time and reduced satisfaction. The workshop, directed toward support staff, will examine communication styles, listening skills, communication blocks and will present methods to define and improve communication.

COPING SKILLS FOR THE WORKPLACE:

Stress Management for Women

Dates: **January 25** in Quesnel. To register, contact College of New Caledonia (992-3906)

February 21 in Fort Nelson. To register, contact Northern Lights College (774-2741)

Resource Person: Sandra Berman, consultant on stress management and assertiveness training.

This workshop is directed toward workers who have no previous training in the area of stress management. Topics will include: identifying stress factors, coping skills, conflict resolution and communication methods. Offered in co-operation with Women's Programs, Ministry of Labour.

TAKING CARE FOR THOSE WHO TAKE CARE:

Preventing Worker Burnout

Date: **February 6** at the Justice Institute

Fee: \$40

Resource Person: Bruce Schmacher, counsellor and group home contractor; Heather Higgins, social worker and registered psychologist.

This workshop is directed to those working in intensive crisis oriented or one-on-one settings wanting to learn problem solving strategies and self nurturing methods to deal with burnout. Content will include: the stress inventory, symptoms and indicators of burnout, an analysis of personal and work settings, taking charge, and developing concrete plans of action.

Security

The Justice Institute and Canadian Society for Industrial Security offer courses for individuals employed in the retail, public and private security fields. Courses range from 2-hour sessions to programs of several days in length. To receive information on these programs, contact Extension Programs (228-9771) and ask to be put on the Security mailing list.

BASIC TRAINING COURSE

Dates: **January 27-31** at the Justice Institute

February 24-28 at the Justice Institute

March 17-21 at the Justice Institute

Fee: \$200

Resource Persons: Instructors from the Justice Institute and the private security industry.

This basic course held at the Justice Institute consists of 40 hours of instruction and training in communications, human relations, physical security and patrolling, legal accountability, first aid and fire prevention. Justice Institute certificates will be issued to those who successfully complete the program.

LEVEL II TRAINING COURSE

This course builds on the foundations of the basic training course. Topics include legal responsibility and accountability, crime scene preservation, emergency procedures, courtroom protocols, intervention skills and basic supervisory skills.

This 7-day course is designed for first line supervisors and senior guards interested in supervisory positions. Detailed information of dates and schedule for the fall will be available in early January.

RETAIL SECURITY BASIC TRAINING COURSE

Dates: **February 17-21** at the Justice Institute

April 14-18 at the Justice Institute

Fee: \$200

This basic course in retail security held at the Justice Institute consists of 35 hours of instruction in legal accountability, communications, criminal evidence and procedure, external and internal loss prevention and professional ethics. The course is designed for those persons currently employed in the retail security industry and operators of small retail stores who perform security functions themselves. Participants who successfully complete the course will receive a certificate of achievement for completion of the Retail Security Training Course.

A BASIC COURSE IN SELF-DEFENSE: Defensive Tactics and Control Techniques

Dates: **Monday & Wednesday evenings running
January 13 - February 5** at the Justice Institute (8 evening sessions)

Fee: \$65

Resource Persons: Instructors under the supervision of Doug Farenholtz, M.Sc., Co-ordinator of Physical Education Services at the Justice Institute; former trainer of physical fitness and self defense for the RCMP.

Private security personnel may be physically assaulted while performing their duties. Conflicts could involve being pushed or shoved, grabbed or held, or having to restrain, remove or escort a person. This course will combine teaching and hands-on practice sessions so that participants will be able to perform effective self-defense techniques on completion of the session. Certificates will be presented to participants who successfully complete the course. There will be a maximum of 15 students per instructor.

AN ORIENTATION TO RETAIL AND PRIVATE SECURITY

Date: **Saturday, March 8** at Douglas College

Fee: \$15. To register, phone 520-5472

Resource Person: Kathy Matak, Co-ordinator, Security Programs, Justice Institute.

This program is designed for people considering employment possibilities in the retail and private security industry. The workshop will include a review of the security industry-benefits and companies; obtaining employment - the Private Investigators and Security Act; training courses available; future employment opportunities and how to prepare for them. Co-sponsored with Douglas College.

Registration Form

Attach a cheque for the appropriate amount (payable to the Justice Institute) and mail to: Extension Programs, Justice Institute, 4180 West 4th Ave., Vancouver, B.C., V6R 4J5.

Note: Registrations for the following courses are not through the Justice Institute; contact the phone number listed to register for: Coping Skills in all locations, Child Sexual Abuse Workshop Series in Duncan, the Sexually Abused Child workshops in Prince George, Children from Violent Homes, Mediation in Trail and all public programs.

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

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

Enclosed is my cheque for \$ _____

Public

LETS TALK ABOUT TOUCHING:

A Sexual Abuse Prevention Program for Children

Dates: **January 22 7:30pm** (Parent Orientation) and **January 25** (Children's Program) at North Shore Neighbourhood House, 225 E. 2nd North Vancouver, 987-8138
February 3 7:30pm (Parent Orientation) and **February 8** (Children's Program) at the Marpole Community Centre, 990 W. 39th, Vancouver, 327-8371

For registration information contact numbers listed above.

This program is directed toward children and their parents to develop specific skills to prevent sexual assault and child molestation. Prevention games, art activities and assertiveness exercises will be taught. Parents must attend both sessions.

HOW TO PROTECT YOUR CHILDREN

Dates: **February 19, 7:30pm** at Stoney Creek Community School, 2740 Beaverbrook, Burnaby. To register, contact the Burnaby School Board, 299-4361.

This program is directed toward parents concerned about the safety of their children. Issues such as child molestation and sexual assault will be discussed, and information on and suggestions for prevention will be offered.

HEARTSAVERS FOR SENIORS

Dates: **January 23 & January 30**, 1:30-3:30 at the Dogwood Senior Citizens Centre, 624 Poirier, Coquitlam, 936-3481.
February 27 & March 6, 1:30-3:30 at the Bonsor Community Centre, 6637 Fern, Burnaby, 433-8311.

Fee: \$7.00

This two part program is ideal for seniors who have a family member or friend with a heart condition. Part I will focus on risks and signals and heart attack symptoms. Part II will teach participants what to do if a person experiences a heart attack and how to administer emergency resuscitation.