



Career and Community Studies

September to December 1995



Career and Community Studies

September – December 1995

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CAREER AND COMMUNITY STUDIES STAFF

For Career and Community Studies numbers

not listed below	528-5608
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Dean's Office

Pat Ross, Dean	528-5635
TBA, Supervisor Administrative Services ..	528-5634
Meenpal Basi, Receptionist	528-5608
Steven Schick, Office Support Staff	

Centre for Conflict Resolution Training

Marg Huber, Program Director	528-5613
Carolyn Eyres, Administrative Assistant ..	528-5612
Lee Turnbull, Program Coordinator	528-5614
Maureen Carroll, Program Planner	528-5617
Karen Falk, Program Planner	528-5615
Kerry Gruber, Program Planner	528-5618
Kendra McEown, Program Planner	528-5616
Susan Burks, Program Assistant	528-5610
Lorraine Filewood, Program Assistant ...	528-5611
Cheryl Redding, Program Assistant	528-5611

Interdisciplinary Studies

Shelley Rivkin, Program Director	528-5628
Dennette Retel, Administrative Assistant ..	528-5632

Justice, Family, and Agency Training

Cindy Bettcher, Program Coordinator ..	528-5627
Lori Ovens, Program Assistant	528-5620

Crime Prevention and Community Safety

Mark LaLonde, Program Planner	528-5624
Lynda Getz, Program Assistant	528-5619

Workplace Skills, Enforcement, and Training for Trainers

Patricia McNeill, Program Coordinator .	528-5623
Lynda Getz, Program Assistant	528-5619

Management Development for Residential Settings, and Child and Youth Care

Sandra Rice, Program Coordinator	528-5633
Nenita Capili, Program Assistant	528-5631

First Nations Advisor, Renée Nyberg	528-5621
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Cover: The new campus of the Justice Institute of British Columbia in New Westminster.

OTHER PHONE NUMBERS

Registration Office	528-5590
Library	528-5599
Media Centre	528-5600
Justice Institute Foundation	525-5422

We regularly update our mailing lists. Please let us know if you would like your name added to or deleted from the calendar list, or if your address has changed.

Career and Community Studies occasionally undertakes special mail-outs for other organizations. We **do not** sell or give our mailing lists to others.

The next Career and Community Studies calendar, with courses beginning in January 1996, will be available in November 1995.

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. In each category, courses are arranged in chronological order or according to suggested sequence. Conflict Resolution elective courses are listed alphabetically by title. An alphabetical list of all the courses in this calendar is found on page 56.
3. Each course description gives pertinent information about the course, and specifies the course length, date(s), fee, and instructor(s).
4. For more information, call the contact person(s) identified at the beginning of each category.
5. At the back of the calendar are notices about other programs and services offered by the Justice Institute.



Official opening of the Justice Institute's New Westminster campus on June 23, 1995

Registration

It's Easy to Register!



By mail:

Justice Institute of B.C.
715 McBride Boulevard
New Westminster, B.C. V3L 5T4
Attn: Registration Office



In person, 8:30 am – 4:30 pm,
Monday to Friday



By phone, at 528-5590



By fax, at 528-5653

Register early

Many courses fill quickly, so register early to avoid disappointment. Registrations are accepted on a first-come, first-served basis. Registration cannot be completed until we receive full payment for the course(s). *No post-dated cheques will be accepted.*

Tax deduction

You may deduct tuition fees from your income tax if the total amount exceeds \$100 for the year. Income tax receipts will be issued in February 1996 for all 1995 courses.

Refunds

Registration fees are refundable provided we receive notification of cancellation *seven working days* before the course date. *Refunds are subject to an administrative charge.*

Transfers

We must receive notification regarding transfer from one course to another *seven working days* before the course date. *Transfers are subject to an administrative charge.*

Substitutions

Course substitutions are welcome as long as the substituting participant has completed the course prerequisites. The substituting participant must obtain a substitution form from the Registration Office.

NSF cheques

A fee of \$15 applies to all cheques returned "NSF."

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 (e.g., airline or hotel reservations) if a course must be cancelled because of low enrolment. The Institute reserves the right to cancel courses if enrolments are insufficient. We truly regret any inconvenience this may cause.

Problems

You will be contacted by the Justice Institute if there are any problems with your registration.

Additional registrants

Only one student may register on the following form. Place additional registrants on a separate sheet. Photocopy this form for additional students.

Students with disabilities

Help the Registration Office help you. If you have special requirements, please complete the appropriate section under the Optional Information category on the Registration Form.

First Nations students

Our First Nations Advisor is available to provide information and offer support to First Nations students. You can get in touch with Renée Nyberg by contacting her at 604/528-5621 or by indicating on the Registration Form that you are of First Nations heritage.

REGISTRATION FORM

Have you ever taken a course at the Justice Institute of B.C.? ☐ YES ☐ NO

If YES, Student Identity Number (if known):

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The following is my: ☐ Work address ☐ Home address

LAST NAME	FIRST NAME	MIDDLE NAME
POSITION		ORGANIZATION
STREET NAME AND ADDRESS		
CITY	PROVINCE	COUNTRY
POSTAL CODE	EVENING OR HOME PHONE ()	DAY PHONE ()
OPTIONAL INFORMATION DISABILITIES/SPECIAL REQUIREMENTS (PLEASE DESCRIBE): _____ _____ _____		
MEMBER OF A FIRST NATION? <input type="checkbox"/> YES <input type="checkbox"/> NO		

Many of our courses have prerequisites. Please read the course descriptions in our calendar carefully before undertaking to register in a course.

COURSE NAME	COURSE NO.	START DATE	COURSE FEE
Note: Courses are GST-exempt. TOTAL FEE			

ENCLOSED IS MY COURSE FEE PAYMENT BY:

☐ Cheque or money order

Name of Cardholder

☐ MasterCard

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Exp.

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☐ VISA

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Exp.

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☐ Please check this box if you already receive the Career and Community Studies Calendar from another source, or if you are not interested in future mailings.

Justice Institute of B.C., 715 McBride Boulevard, New Westminster, B.C. V3L 5T4
Phone: 604/528-5590; Fax 604/528-5653

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 student parking areas located to the north of the buildings.

Students with disabilities

The New Westminster campus is wheelchair-accessible. Designated parking stalls are located in the student parking area (please see the map on the inside back cover of this calendar). If you have special requirements, please complete the Optional Information section on the Registration Form, indicating what you need. Career and Community Studies staff will do their best to accommodate you.

Location of classrooms

Unless otherwise indicated, classes will take place at the Justice Institute in the classroom block. Notice boards inside the main doors list courses and classrooms for the day. It is a good idea to check the notice board when you enter, as rooms may 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. Photocopy charges are 20 cents a page. While any student may use the library, borrowing privileges are limited to students enrolled in Career and Community Studies certificate programs and to Corrections Branch and Court Services Branch staff, fire fighters, 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

The Justice Institute has an excellent on-site cafeteria that serves full entree and short-order lunches Monday to Friday from 11:00 am to 1:30 pm. Hot breakfast is available from 6:30 to 10:00. Nutritious snacks and beverages are available all day from 6:30 am to closing at 4:00 pm. Fresh ingredients, with no additives or preservatives, and variety are the watchwords of cafeteria operator Corporate Classics caterers. Special dietary requirements can be fulfilled upon request.

Courses around B.C.

Courses offered around B.C. are listed at the end of each category.

What is the Justice Institute?

The Justice Institute of B.C. was established as a post-secondary educational institute in 1978. The Institute is funded through a core budget provided by the Ministry of Skills, Training and Labour, and is managed by a Board of Governors.

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

- **Corrections Academy** provides employment readiness courses for members of the public who wish to

prepare for careers in corrections. The Academy also develops courses and trains Corrections Branch employees who work in institutional and community settings (security and probation officers).

- **Courts Academy** provides courses for managers and supervisors, deputy sheriffs, and other court services staff. An employment readiness course is offered for prospective deputy sheriffs. The Academy also undertakes special projects on behalf of the Court Services Branch.

- **Fire Academy** trains volunteer, full-time, and industrial fire fighters 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** provides basic and advanced training for B.C. Ambulance Service paramedics. The Academy trains personnel in other agencies, such as police and fire, as first responders, and offers programs for health care professionals.
- **Police Academy** trains the recruits and career officers of B.C.'s 12 municipal police departments. Employees of other enforcement agencies also participate in Academy training when appropriate.
- **Provincial Emergency Program (PEP) Academy** trains volunteers, municipal authorities, and government emergency personnel to respond to disasters such as earthquakes, floods, and oil spills. The Academy also helps train over 3500 volunteers involved in search and rescue operations to locate lost persons.
- **Educational Services Division** provides library, media, registration, First Nations advisory, and faculty development services to the Institute.
- **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.
- **Career and Community Studies** is described below.

What is Career and Community Studies?

Career and Community Studies (formerly called Interdisciplinary Studies and now referred to as CCS) offers a range of contract and continuing professional education programs to government personnel; staff working in social services, justice, and public safety-related organizations and agencies; and persons working in the non-profit and voluntary sectors. The training offered by CCS covers current issues related to justice and public safety and provides participants with new or enhanced skills for working with clients, staff, and members of the public.

CCS offers certificate programs in Conflict Resolution, Child Sexual Abuse Intervention, Working with Adolescents in Community Settings, Management Development for Residential Settings, and Front Line Training 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.

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

Two calendars a year are produced, advertising upcoming professional development programs, career education programs, and courses. If you would like to be on our mailing list, call 604/528-5608 and ask to be placed on the general mailing list.

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.
For more information, call the Program Coordinator, Patricia McNeill, at 604/528-5623.
For detailed brochures, call the Program Assistant, Lynda Getz, at 604/528-5619.*

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

No matter where they work – a government, private, or voluntary 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 course will learn practical techniques to help them cool down these difficult encounters. Topics include resolving conflict, managing anger, and the concept of perceived power versus real power.

Length: Two days
Date(s): September 27-28
November 6-7
Fee: \$175
Instructor(s): A consultant with Ryane Consulting Inc.

NEW

Front Line/Firing Line II: Handling Unique Challenges (#SUP109A)

This two-day course is designed for individuals who have completed Front Line/Firing Line I. It is intended for front line workers who, in the course of their duties, deal with clients who may exhibit unpredictable, potentially violent behaviour. The course will give participants an opportunity to: increase their understanding of common mental health problems and the effects of chronic substance abuse; develop verbal skills for communicating with hostile clients; recognize and respond to "anger plus" situations; and plan for incident prevention on both an organizational and an individual level. **Recommended:** Front Line/Firing Line I.

Length: Two days
Date(s): November 8-9
Fee: \$175
Instructor(s): Colleen Nelson, R.N., and Terry Waterhouse, B.Ed.

NEW

Balancing Work and Family: Walking the Tightrope (#SUP126)

This new two-day course is for the 90% of Canadian parents who say they experience tension in balancing work and family responsibilities. Role conflict associated with increased work and family expectations can take its toll. This course will provide you with practical skills, techniques, and workable solutions to increase your productivity and fulfilment on the job and at home.

Length: Two days
Date(s): October 2-3
Fee: \$175
Instructor(s): Joyanne Landers

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 for communicating more openly and honestly. This course targets key trouble spots that create stress, tension, and conflicts in the workplace. It will provide participants with practical, effective strategies and critical communication skills for navigating their way through 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 of their workplace setting.

Length: Two days
Date(s): October 17-18
December 5-6
Fee: \$175
Instructor(s): Paula Temrick

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

This planning course is designed for 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(s): November 17
Fee: \$95
Instructor(s): Sheila MacCallum

INSTRUCTORS

Joyanne Landers, M.Ed., has 14 years of experience as a consultant and trainer with government, not-for-profit organizations, business, and industry. She is recognized for her ability to inspire participants to develop new insights and make significant shifts leading to increased job satisfaction and productivity. As a parent of two young children, Joyanne knows the challenges of balancing work and family.

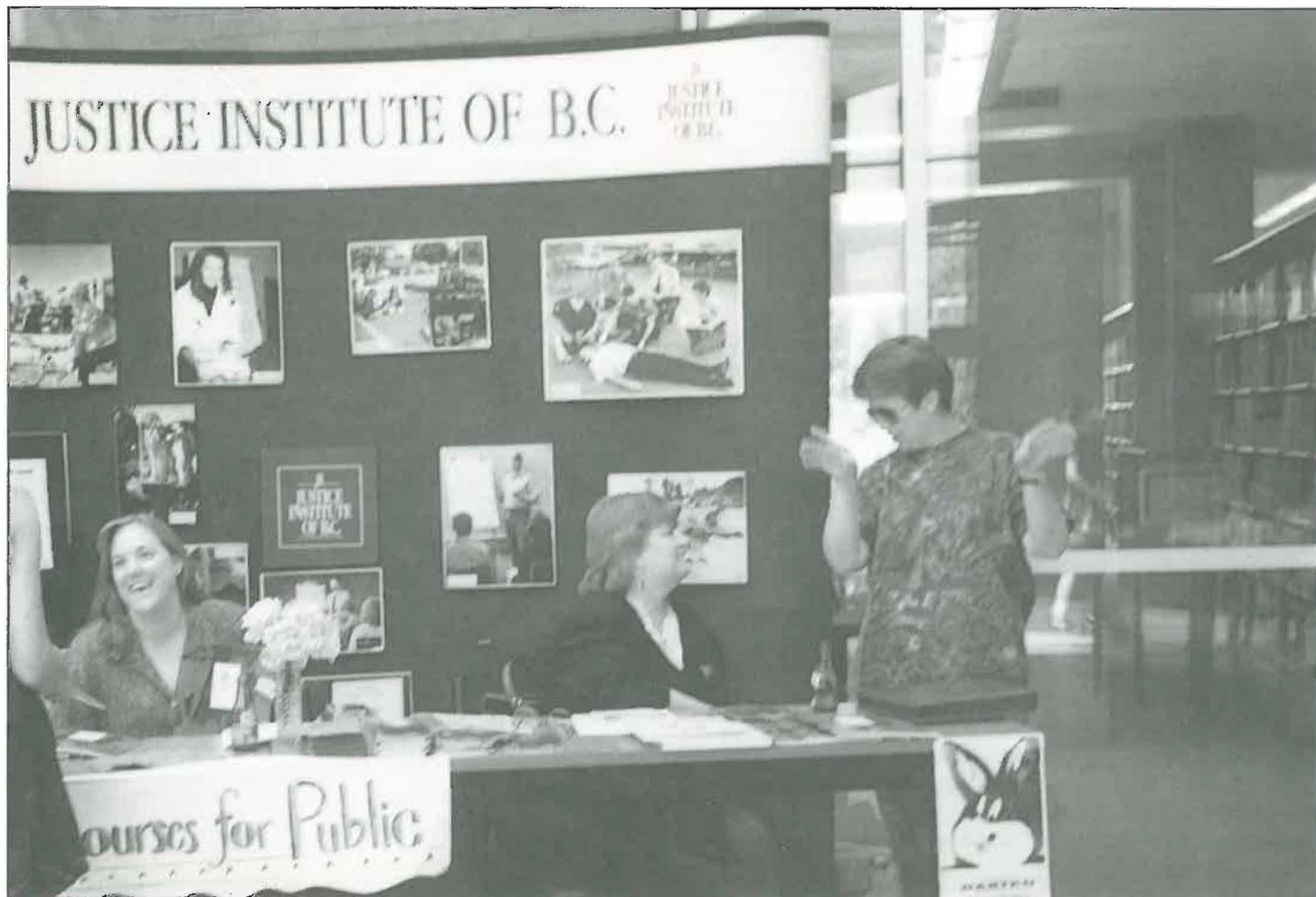
Sheila MacCallum, M.Ed. (Adult Education), is a program planner and consultant in the areas of time management, charity volunteer training, and literacy.

Colleen Nelson, R.N., has extensive experience in the medical and mental health fields. She has trained and facilitated courses for front line workers throughout the province.

Ryane Consulting Inc. has designed and delivered courses on topics related to leadership and management, communications and conflict, and business writing for more than 20 years. 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, counselor, and mediator/facilitator in private practice. She provides training and consulting for educators and for business, social service, and mental health professionals.

Terry Waterhouse, B.Ed., has several years of experience in both teaching and law enforcement. He provides training in prevention of workplace violence, and has worked with professionals in a variety of settings to develop staff training designed to enhance employee safety.



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. For more information, call the Program Coordinator, Sandra Rice, at 604/528-5633. For detailed brochures, call the Program Assistant, Nenita Capili, at 604/528-5631.

Working with Adolescents in Community Settings

The Justice Institute is pleased to offer a new certificate program for youth care practitioners. The program builds on many of the theoretical concepts and skills presented in the former Working with Troubled Adolescents program. Its purpose is to give participants the opportunity to develop an integrated understanding of adolescence as a developmental process.

Program Description

The curriculum is based on competencies that have been identified as fundamental for those working with youth in a range of community settings. The knowledge and skill areas emphasized throughout the program were determined and updated with the help of employers and child and youth care practitioners, research into the current literature, and the proposed criteria for certification by the Child and Youth Care Association of British Columbia.

The program is based on the beliefs, values, and practices found in three theoretical approaches: the Resiliency Model, the Psycho-education Model, and Positive Peer Culture. The fundamental principles of each of these theoretical frameworks are that adolescence must be viewed from a Normative Development perspective; that each youth is making the often very difficult transition from childhood to adulthood to the best of their abilities, given their circumstances; that each youth must be viewed as a unique individual with different strengths, abilities, and needs; and that every youth wants to feel valued, respected, and understood.

Participants will learn the importance of self-awareness when working with youth, strategies for building relationships with youth, the significant influence of both family and culture on their work, intervention strategies for difficult situations, and risks and stressors that affect youth. They will also learn effective written and verbal communication, methods for resolving conflict, strategies for working in the context of systems, and practical methods for self-care.

There are 20 days of training. Core days are offered in four parts of four days each. Four days of Justice

Institute electives will also be required to complete the certificate requirements.

Qualifications

To enter the program, applicants must be currently working with youth and have a minimum of one year of experience working with youth in a community setting (residential, treatment, street, recreational, community centre, or therapeutic foster care programs).

Applications

Applications must be submitted to the Program Coordinator and describe relevant work experience, past training in the field, and academic background. For an application form and a detailed brochure, call the Program Assistant, Nenita Capili, at 604/528-5631.

Fees

Upon acceptance, applicants must pay a deposit of \$100. The fee for Parts 1 and 2 is \$450 and must be paid 21 days before the start of the Part 1 course. The fee for Parts 3 and 4 is also \$450, and must be paid 21 days before the start of the Part 2 course. All 20 days of the program must be completed before a certificate of achievement is issued.

Part 1: Working with Adolescents in Community Settings (#CY170)

Length: Four days
Date(s): October 17-20

Part 2: Working with Youth in a Community Setting (#CY170)

Length: Four days
Date(s): December 5-8

Parts 3 and 4 (#CY171) will be offered in the January-to-May term.

■ Electives

The following courses may be taken as electives in the Working with Adolescents in Community Settings Certificate Program. Courses marked with an asterisk (*) may also be taken as electives in the Management Development for Residential Settings Certificate Program.

NEW

Intervention Techniques for Supervisors of Child and Youth Care Practitioners (#CY180)*

This course is designed for supervisors of child and youth care (CYC) practitioners who want to enhance their supervisory intervention skills. The course will strengthen the ability of supervisors to help CYC practitioners support the therapeutic process in children and youth. Participants will identify and practise approaches for difficult supervisory issues, practise interventions to enhance the skills of their CYC staff, distinguish the boundaries between supervision and therapy, explore the role of self in the intervention process, develop a personal framework to facilitate effective supervision in CYC practice, and strategize ways to develop peer supervision with their colleagues.

Length: Two days
Date(s): **October 2-3**
Fee: \$185
Instructor(s): Thom Garfat, M.A. (Child and Youth Care)
(see Conferences/Special Events on page 19 for biographical sketch)

NEW

Enhancing Family Involvement (#CY181)

This course is designed for child and youth care practitioners to explore the involvement of family members in child and youth care programs. Family involvement reduces the sense of isolation and increases the probability of a successful outcome. Participants will learn ways to develop and enhance family involvement in their programs; explore the meanings of family involvement that exist within families, organizations, and themselves; define obstacles and practise strategies for overcoming them; and respond to issues of safety and violence within a family context.

Length: Two days
Date(s): **October 4-5**
Fee: \$185
Instructor(s): Thom Garfat, M.A. (Child and Youth Care)
(see Conferences/Special Events on page 19 for biographical sketch)

Creating Positive Change Through Peer Groups (#CY182)

This course is designed to help child and youth care practitioners create positive change in the lives of youth by understanding that one of the most powerful influences in an adolescent's life is the peer group. The course focuses on concepts and skills that can be used in peer groups to support positive change for young people. Participants will learn to identify the strengths of individuals within the group and coach them in ways to help other youth in their group; to identify and explore group roles through strategies for group dynamics; and to define the role of the worker in supporting the development of strengths within the group.

Length: Two days
Date(s): **November 8-9**
Fee: \$165
Instructor(s): Debbie Verkerk and Lenox Neher

INSTRUCTORS

Lenox Neher is a special care contractor with the Ministry of Social Services. She has worked in the child and youth care field for 15 years, is former president of the Child and Youth Care Association of B.C., and operates a special care home.

Debbie Verkerk, B.A., is a consultant and trainer with 15 years of experience with adolescents in residential and school settings, with a focus on positive peer culture. She is the Chairperson, Advisors Committee, School of Child Care, Douglas College, and former program coordinator, Avalon School.



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.
For more information, call the Program Coordinator, Cindy Bettcher, at 604/528-5627.
For detailed brochures, call the Program Assistant, Lori Owens, at 604/528-5620.*

Child Sexual Abuse Intervention: Certificate Programs for Practitioners (Series #CSA105)

These certificate programs are designed for practitioners currently providing treatment for sexually abused children and adolescents 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 resume describing their relevant work experience, past training in the field, and academic background. A certificate of achievement will be given to registrants who successfully complete the program requirements. Upon acceptance, applicants must pay a deposit of \$100 to hold their seat.

Children and Youth Option (#CSA105A)

Length: 12 days
Date(s): February 16 – April 27, 1996 (Fridays and Saturdays on alternate weeks)
Fee: \$735

Adult Survivor Option (#CSA105B)

Length: 12 days
Date(s): February 9 – April 20, 1996 (Fridays and Saturdays on alternate weeks)
Fee: \$735

Child Sexual Abuse Intervention: Advanced Level Certificate Programs (Series #CSA130)

These certificate programs are designed for senior practitioners providing treatment for sexually abused children and adolescents and 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 this population. Specific attention will be paid to

socio-cultural, gender, and intergenerational issues as they relate to treatment, and opportunities for skill practice will be provided. Participants are encouraged to bring cases from their own practice for group examination and feedback. A certificate of achievement will be given to registrants who successfully complete the program requirements. Registration priority will be given to participants who have completed the basic level certificate program. Upon acceptance, applicants must pay a deposit of \$100 to hold their seat.

NEW

Advanced Child and Youth Option (#CSA130B)

Length: 10 days
Date(s): May 9-11, 23-25; June 7-8, 21-22, 1996
Fee: \$700

Advanced Adult Survivor Option (#CSA130A)

In Vernon, B.C.

Length: 11 days
Date(s): September 21-23; October 12-14; November 2-4, 17-18
Fee: \$890

At the Justice Institute of B.C.

Length: 10 days
Date(s): July 8-12 & 15-19, 1996 (10 consecutive weekdays)
Fee: \$750

Instructors include: Liz Choquette, B.Sc., N.; Marie Jose-Dhaese, M.Ed.; Naomi Ehren-Lis, M.S.W.; Tom Foster, M.S.W.; Margaret Jones-Callahan, M.A.; Maureen McEvoy, M.A.; Darryl Phelan; Brenda Rudko, M.A., ABS; Lisa Shatzky, M.S.W.; Pam Sleeth, M.A.; Heather Whiteford, M.S.W.; Maggie Ziegler, M.A.

Child Sexual Abuse Support Worker Training Programs (Series #CSA134)

These programs are for front line and other staff who work in a support capacity with children who have been sexually abused, their family members, and adults who were sexually abused in childhood. A certificate of achievement will be given to registrants who successfully complete the program requirements in their chosen option.

Supporting Child and Youth Survivors (#CSA134)

This six-day program explores the needs of sexually abused children and non-offending family members. The stages that sexually abused children and their families go through after disclosure, and the corresponding support needs at each stage, will be examined, and the systems that children and families encounter, including treatment resources and the court system, will be highlighted. Opportunities for skill development and practice in supportive interventions, and effective advocacy on behalf of children and youth who have been sexually abused as well as

non-offending family members, will be provided through experiential exercises and role plays.

Length: Six days
Date(s): **October 26-28; November 2-4**
Fee: \$325

Supporting Adult Survivors (#CSA134A)

This six-day program explores the impact of child sexual abuse on the adult survivor, provides an overview of the coping mechanisms of survivors, examines common crises that may prompt the survivor to seek help, and discusses a range of relevant treatment models. Participants will define an appropriate role of the support worker in working with the survivor in the context of the larger treatment system, and will have opportunities to develop and practise skills in supportive interventions and effective advocacy within an empowerment framework. Current issues and practice challenges for the support worker will be highlighted and addressed.

Length: Six days
Date(s): **November 23-25, 30; December 1 & 2**
Fee: \$325

Courtproofing for Practitioners Working with Children or Adults Who Have Been Sexually Abused (#CSA112)

This course is for counsellors and therapists working with child, adolescent, or adult survivors of child sexual abuse who may find themselves involved with the justice system. Participants will examine the practices and procedures involved in civil, family, and criminal court proceedings; review relevant statutes and rules of evidence; explore critical issues surrounding the provision of support or therapeutic intervention to clients in the context of their legal proceedings; and discuss the limits or constraints on confidentiality and the client/practitioner relationship. Practitioner recordkeeping and documentation, including a step-by-step plan for responding to subpoenas, will be included. On day 3, participants will have the opportunity to become more familiar with court procedures by observing or participating in a mock trial.

Length: Three days
Date(s): **October 18-20**
Fee: \$250
Instructor(s): Maureen McEvoy, M.A.; Gail Dickson, LL.M., and other legal practitioners TBA

Group Work with Adult Survivors of Sexual Abuse, Level I (#CSA107A)

This experiential course is for counselling practitioners who are interested in acquiring skills in facilitating therapeutic groups for adult survivors of sexual abuse. Participants will explore issues related to planning, implementing, and running ongoing therapeutic groups with survivors, including defining the structure of the group, overviewing the group's developmental process, outlining commonly occurring group dynamics, and examining the impact of sexual abuse issues on these dynamics. Opportunities to develop strategies for handling crises in groups, dealing with criticism and complaints, and defining the issues of power and leadership will be provided. Self-care for the therapist will be highlighted throughout the course.

Length: Two days
Date(s): **October 5-6**
Fee: \$175
Instructor(s): Heather Dawson, B.A., DVATI

Group Work with Adult Survivors of Sexual Abuse, Level II (#CSA107)

This experiential course is for counselling practitioners who are working in a therapeutic context with survivors of sexual abuse, and who are interested in further developing their skills in group facilitation. Participants will review a process of planning and implementing a therapeutic group for survivors, including dispelling myths about group work with survivors, integrating an emotional component into the group setting, and identifying common dynamics that emerge in group delivery. Participants will develop creative and expressive exercises for the group to address the specific clinical issues and themes for survivors, and will use group work case scenarios as a basis for adaptive planning and skill practice. Registrants should have a basic understanding of adult survivors of sexual abuse and have previous group work experience. **Prerequisite(s):** #CSA107A or approval from the Program Coordinator.

Length: Two days
Date(s): November 24-25
Fee: \$175
Instructor(s): Heather Dawson, B.A., DVATI

Spirituality Issues in Trauma Recovery (#EP162)

See page 33 for a course description.

Length: Two days
Date(s): October 16-17
Fee: \$175
Instructor(s): Mimi Dent, M.S.W., R.S.W., and Eileen McWade, M.A. (Counselling)

The Impact of Child Sexual Abuse on Intimate Relationships (#CSA169)

Many survivors of childhood sexual abuse experience difficulties in establishing and maintaining intimate adult relationships. This course is for counsellors, therapists, and other mental health practitioners working with survivors of sexual abuse. It explores counselling strategies to help survivors and their partners mitigate the negative impact of early sexual trauma. Participants will review the stages in a relationship; consider how intimate relationships are affected by sexual abuse trauma; examine common sexuality issues for survivors and partners; and define key concepts of working with couples where one or both of the partners is a survivor. Participants will discuss ways to involve the partner in relationship work and develop strategies for recovery, including the PLISSIT model of sex therapy.

Length: Two days
Date(s): October 30-31
Fee: \$175
Instructor(s): Maureen McEvoy, M.A.

The next two workshops do not give specific training in becoming an art therapist, but will help participants understand the use of expressive arts in the therapeutic process.

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

This workshop is for therapists, clinical social workers, and other mental health practitioners working in a therapeutic context with women who have experienced childhood sexual abuse. Participants will review the main clinical issues of survivors; examine the theoretical principles underlying the use of art therapy with this population; and explore corresponding ethical issues such as image ownership, working with the "shocking image," and multicultural creative expression. An opportunity to experience the nature, process, and value of using art therapy with survivors of sexual abuse will be provided. Enrolment is limited to 20 participants.

Length: Two days
Date(s): November 3-4
Fee: \$175
Instructor(s): Monica Franz, B.A., DVATI

Art Therapy with Female Survivors of Sadistic Abuse (#CSA121A)

This workshop is for experienced counsellors and therapists working with survivors of extreme forms of physical, sexual, and emotional abuse, which may have been committed by individual or multiple perpetrators. Participants will explore the impact of systematic abuse and coercion on the survivor, discuss the clinical issues for survivors who have experienced sadistic abuse by individual and multiple perpetrators, and examine the treatment issues underlying the use of art therapy with this population. Ethical issues and treatment concerns for the therapist following disclosure of these experiences will be highlighted. Participants will have an opportunity to experience using art materials and to review and discuss illustrative case materials. Enrolment is limited to 20 participants. **Prerequisite(s):** #CSA121.

Length: Two days
Date(s): December 1-2
Fee: \$175
Instructor(s): Monica Franz, B.A., DVATI

NEW

Working with Individuals Who Have Dissociative Identities (#CSA159)

Practitioners providing early childhood trauma counselling are becoming increasingly aware that a significant population of survivors have developed dissociative identities to cope with prolonged and/or

unpredictable childhood abuse. This course is for experienced clinical practitioners who are currently working with clients with dissociative identities and who want to acquire the necessary intervention skills for dealing with the unique therapeutic challenges they present. Through the use of lecture, small group discussion, and case consultation, participants will review current research, theory, and clinical findings on dissociative identities, consider the principles inherent in the development of a dissociative identity system, and identify the similarities and differences between trauma cases involving organized group perpetration and unorganized sadistic abuse. Emphasis will be placed on promoting stability, using dissociative and associative processes to enhance and enable the healing process, and examining specific clinical intervention techniques. Transference, counter-transference, and self-care strategies will be highlighted.

Length: Two days
Date(s): November 6-7
Fee: \$175
Instructor(s): Pam Sleeth, M.A.

Working with the Male Survivor of Sexual Abuse (#CSA131)

This course is for professionals working in various therapeutic settings with adult male survivors of childhood sexual abuse. It will be of particular interest to those working with men who have substance abuse problems or who have been physically and emotionally abusive, where sexual abuse may be the underlying issue. The course examines male gender role socialization and its connection to sexual abuse and the victim/offender cycle; explores physical, psychological, and behavioural symptoms experienced by male victims; establishes principles of practice; and highlights treatment approaches for individual and group treatment.

Length: Two days
Date(s): November 24-25
Fee: \$175
Instructor(s): Earl Goldstein, M.S.W.

NEW

Involving the Offender in Child Sexual Abuse Treatment (#CSA158)

Until recently, sexual abuse intervention practitioners have focused on prevention and intervention with survivors and non-offending family members. Increasingly, counsellors and therapists are being asked to consider working with the larger family system, including the offender. Leadership in this area of treatment is most evident in some First Nations communities. This model requires practitioners to use a high degree of professional judgment, sensitivity, and clinical skill. This course is for experienced child sexual abuse treatment practitioners

who want to explore a framework for involving the offender in the therapeutic process. Participants will gain a historical perspective of offender treatment that highlights the values and principles behind these approaches. They will also consider the impact on their clinical work of their personal values, beliefs, and biases related to perpetrators of child sexual abuse. A framework for assessing suitability for family intervention will be presented, emphasizing critical issues related to ensuring safety, defining conditions for the offender's involvement, and identifying prerequisite tasks for the offender, survivor, and non-offending family members prior to family treatment. The practitioner's role in coordinating intervention services to the family, as well as case management functions, will be examined. An interdisciplinary approach will be outlined.

Length: Two days
Date(s): November 27-28
Fee: \$175
Instructor(s): Tom Foster, M.S.W.

NEW

Dealing with Sexual Transference and Counter-Transference in Counselling Situations with Survivors of Child Sexual Abuse (#CSA157)

Recovery from sexual abuse trauma requires talking about sexual topics, which generates a variety of feelings in both counsellors and clients. In many cases, practitioners feel ill-equipped to address their clients' reactions, let alone their own sexual feelings, thoughts, and reactions. Left unchecked, these feelings can affect and perhaps impede the counselling relationship. Only a small number of practitioners engage in unethical sexual behaviours and boundary violations, but a much larger number are left struggling with these reactions. This course is for counsellors and other practitioners working in a therapeutic context with adult survivors of child sexual abuse. It will provide strategies to address sexual transference and counter-transference in counselling situations. Using structured, experiential exercises, participants will explore their clients' and their own sexual reactions in a safe environment, and then develop comfortable strategies to use in counselling situations.

Length: One day
Date(s): November 30
Fee: \$95
Instructor(s): Maureen McEvoy, M.A.

INSTRUCTORS

Heather Dawson, B.A., DVATI, is an art therapist in private practice, working with adolescents and adults in individual and group settings. She is also a faculty member at the Vancouver Art Therapy Institute. Gail Dickson, LL.M., is a partner at Dickson, Murray

working in the area of civil and criminal litigation. Ms. Dickson recently acted as counsel for a therapist who resisted producing therapeutic records in a sexual assault prosecution.

Tom Foster, M.S.W., is a registered social worker in private practice and a Certified Sex Therapist. His special areas of interest include human sexuality, recovery from sexual abuse, and treatment of sexual offenders.

Monica Franz, B.A., DVATI, is an art therapist in private practice. She provides individual and group therapy for survivors of childhood trauma, former psychiatric patients, and professional caregivers.

Earl Goldstein, M.S.W., is a clinical and social worker in private practice with experience in both hospital and community settings.

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

Pam Sleeth, M.A., is a therapist, trainer, and consultant in private practice, specializing in work with survivors of childhood trauma. She is the co-author of *Recollecting Our Lives: Women's Experiences of Childhood Sexual Abuse*, and was a founding member of VISACS in the early 1980s.

Conferences/Special Events

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

For more information, call the Program Coordinator, Cindy Bettcher, at 604/528-5627.

For detailed brochures, call the Program Assistant, Lori Ovens, at 604/528-5620.

Courses marked with an asterisk (*) may be taken as electives in the Management Development for Residential Settings Certificate Program.

The False Memory Controversy: Distinguishing Fancy from Fact (#EP198)

Co-sponsored with the B.C. Association for Clinical Counselors and SPAN. The debate raging over the veracity of adult clients' delayed memories of childhood abuse has left many counselling practitioners defending themselves and their work with survivors, fearful of lawsuits, harassment, and/or censure. This workshop is for experienced trauma-recovery clinicians, and will address clinical guidelines for managing therapeutic situations and potential legal challenges involving memory work. Participants will discuss the historical roots and current practices of the "false memory syndrome" movement; examine strategies for dealing with client requests for external validation of memory, feelings, and rights; and explore the impact of personal assumptions about trauma and trauma-based therapy on their work with trauma survivors. Counter-transference reactions to uncertainty, ambiguity, and denial that may contaminate treatment will be examined, and non-leading intervention strategies for exploring delayed memories of trauma will be presented. These key clinical issues will be examined within

a Canadian context, highlighting the possible legal issues inherent in work with recovered memory.

An Evening Forum on September 22 is open to the public. It will include a critical review of the present claims, tactics, and methods of the "false memory syndrome" movement, and will explore the major research used to support or discredit the "false memory" hypothesis.

Length: Two days
Date(s): September 22-23
Fee: \$185 (\$150 for BCACC members)
\$20 for public Evening Forum
Instructor(s): David Calof and Maureen McEvoy, M.A.

Feminism and the Politics of Hope (#EP206)

Co-sponsored with Battered Women's Support Services (BWSS). In an era of funding cutbacks and political backlash, the painstaking accomplishments of the women's movement of the past two decades continue to be challenged and undermined. Mental health and social service workers, advocates, and activists working to end violence against women and children take two steps forward and another back. Working with women and children who have endured violence, trauma, and loss in their lives may evoke feelings of identification, anger, powerlessness, and grief. If these feelings are not countered by

self-nourishment, they can undermine the worker's abilities and effectiveness.

This workshop is for front line workers, counsellors, support workers, and others working towards positive changes for women and children. It will provide an opportunity to develop strategies to continue struggling to end violence against women and children, to avoid despair and burnout, and to prevent the depletion of political energies. Participants will learn how to cope with the corrosive impact of trauma without losing personal, psychological, and political vision; identify ways to use grief as a fuel for renewed activism; and develop strategies for maintaining a sense of urgency and effectiveness in the current political context.

Length: One day
Date(s): **October 14**
Fee: \$95 or \$80 (group rate per person when 6 or more people from the same organization register together)
Instructor(s): Sandra Butler

Voices from Each Generation: Working with First Nations Survivors of Trauma (#EP201)

Co-sponsored with Squamish Nations, SPAN, and First Nations Friendship Centre. Practitioners throughout B.C. provide services to First Nations sexual abuse survivors in agency and private settings. Many of them are discovering that below the problem of sexual abuse lies a deeper, more ingrained trauma: the historical wounds of First Nations people. Without an awareness of and sensitivity to the historical trauma felt by First Nations, service providers are unable to respond effectively to their Native clients. This workshop will provide participants with an opportunity to discuss the historical experiences of First Nations from the territory where the workshop is being held, review the impact of this history on present-day life in First Nations communities (on- and off-reserve), understand the different tribal groups in B.C. (on- and off-reserve), and explore approaches to healing within the context of First Nations cultures and traditions. The workshop is for counsellors, mental health workers, alcohol and drug counsellors, family violence workers, transition house workers, sexual abuse therapists, psychologists, social workers, and other service providers working with First Nations survivors.

Length: One day
Date(s): **October 18**, Squamish Nation, North Vancouver
TBA, First Nations Friendship Centre, Vernon
Fee: \$40
Presenters: Squamish Nation: Mahara Allbrett, Charlotte Green (Kayendres), Chief Leonard George, Chief Lois Guss (Kwantenat); Vernon: TBA

Building Bridges: Providing Intervention within a Multicultural Community (#EP202)

Co-sponsored with the Vancouver and Lower Mainland Multicultural Family Support Services Society and the Weaver Institute. Increasingly, helping practitioners working in a variety of community settings are called upon to provide services to populations from diverse cultures. Without specific training, these practitioners may try to provide services from their own cultural perspective, often failing to address the needs of a client from a different cultural group. As well, the practitioner's attitudes, beliefs, and biases undoubtedly affect the helping relationship, often without the helper being aware of it.

This special seminar series, commencing in January 1996, is for helping practitioners who are working in trauma-related intervention settings, and who are interested in developing frameworks to understand and work more effectively within a multicultural context. The series will begin with a two-day, highly experiential unlearning racism workshop, where participants will examine their own beliefs, attitudes, and biases related to specific populations and cultures, and explore how these prejudices affect both their work with clients and their personal lives. It continues with a series of 10 one-day seminars highlighting the work of practitioners in various cultural communities related to family violence, child sexual abuse, and trauma interventions. Participants can attend the seminars individually or as an entire 12-day series.

Watch for a detailed program brochure (Fall 1995) that will provide more specific information on seminar content, presenters, dates, and registration fees.

Family-Based Treatment of Child Sexual Abuse (#CSA160)

Co-sponsored with ACT II Child and Family Services. In clinical situations, it is important to know "what to treat and how to treat it." This implies careful assessment, then treatment. While this approach is essential to effective intervention in child sexual abuse, actual clinical practice does not delineate a clear sequence of "assessment first, then treatment." Disclosure or discovery of sexual abuse may prompt intervention, or usually occurs very early in the treatment process, often before a formal assessment. However, simply drawing attention to the abuse begins to change elements of the family structure and the abuse itself, affecting both the assessment and treatment process. As well, decisions made very early in the disclosure/discovery process substantially influence the probability of the treatment's success or failure.

This two-day course is for experienced treatment practitioners working with children who have been sexually abused and their families. Participants will consider sexual abuse within the context of other types of traumatic events that occur or are generated within families, high-

lighting similarities and differences in sequelae. They will also examine a four-phase model of treatment that includes critical early structuring, changing the structure of the family, marital work, and confrontation of the abuse, the abuser, and the family aspects that support the abuse. A framework for assessment will be presented. It will outline key aspects of evaluation such as traumatic memory and pseudomemory of children, interviewing technique and assessment format, and trauma occurring within the child's developmental context. The framework will also determine the advantages, circumstances, and goals when family-based intervention is indicated. Intervention strategies for characteristic family structures and functioning will be presented, and specific treatment approaches related to marital work, working with the child and larger family system, and follow-up monitoring will be emphasized. Issues faced by the therapist treating child sexual abuse and providing family-based treatment, including counter-transference reactions, will be outlined, and specific recommendations for dealing with these issues will be provided.

Length: Two days
Date(s): March 14-15, 1996
Fee: \$195
Instructor(s): Denise Gelinis, Ph.D.

Violence Against Women in Relationships – Core Training (#EP193)

This introductory course is for front line staff who work with women or children who have experienced violence in their families. Participants will examine the nature and dynamics of violence against women; explore the social and historical factors that have contributed to this violence; and practise specific skills to identify women in need of support, offer immediate crisis intervention, and assist in developing an appropriate safety plan. Specific strategies to enhance interagency cooperation are included. This course will also be helpful to staff and volunteers working in crisis response and peer support services.

For information about dates and locations, or to request an offering of this course in your community, please call Dennette Retel at 604/528-5632.

Working with Survivors of Recent Sexual Assault

This nine-day course is for front line workers in women's sexual assault centres or specialized victim services who are working with survivors of recent sexual assault. Using a feminist analysis, the first component of the course explores the traumatic consequences of sexual assault, and presents specific crisis intervention skills to assist a range of women who have been sexually assaulted. The second component explores the skills and

strategies required to support women through the justice system, and examines some of the current legal issues that will affect clients. The third component addresses critical ethical and therapeutic issues that may arise, and explores the impact of the work on the workers' self-care. Participants must attend all nine days of training.

This course is co-sponsored with the B.C. Association of Specialized Victim Assistance Programs and the Victoria Women's Sexual Assault Centre. Funding assistance has been provided by the Ministry of Skills, Training and Labour and the Ministry of Women's Equality. For more information about the program, or to receive a brochure, please call Dennette Retel at 604/528-5632.

Date(s): **September 26-28; October 24-26;
November 21-23, Lower Mainland
October 3-5; November 7-9;
December 5-7, Vancouver Island**

Towards World Change: Setting the Stage for Community Safety

The B.C. Coalition for Safer Communities and the International Centre for the Prevention of Crime, in cooperation with the Justice Institute of British Columbia and individuals and organizations worldwide, are hosting this conference in Vancouver from April 1 to 4, 1996, to set the stage for making community action, progressive social policy, and legislative reform the keys to turning the tide on crime and violence by the year 2000.

The conference will focus on topics such as: promising violence and crime prevention programs; promoting learning within a context that acknowledges geopolitical and developmental differences in regions and countries worldwide; exploring the relationships between crime and violence and issues such as poverty, employment, education, health, and racism – all within a social justice context; examining the effect of the extensive prisonization of certain groups; and focusing on the needs of vulnerable groups, emphasizing strategies to protect women, children, and ethnic minorities. The conference will build on international efforts, including those of the United Nations, and will present concrete proposals at the World City Summit of 1996.

The conference is for anyone interested in creating safer communities, including managers and practitioners from cities and communities, and those working in the areas of housing, schools, social services, women's organizations, youth, public health, legal education, police, and justice.

The registration fee will be \$250 until January 14, 1996, and \$300 after January 14. For more information, contact:

B.C. Coalition for Safer Communities
150 – 900 Howe Street
Vancouver, B.C. V6Z 2M4
604/669-2986 (phone); 668-2566 (fax)

■ Special Courses for Child and Youth Care Workers

The Justice Institute is pleased to introduce two new courses taught by nationally and internationally known presenter and author Thom Garfat.

Thom has been involved in working with troubled children and their families for over 20 years as a practitioner, supervisor, director, teacher, trainer, consultant, and writer. Since he began his career as a child and youth care worker, he has been the director of a community-based family counselling and intervention program, and the director of treatment for one of Canada's largest child and youth care agencies; has taught child and youth care and family work for child care workers at the University of Victoria; and has authored numerous professional articles.

Thom has developed residential and non-residential programs; created training programs for professionals working with children and families; and helped organizations to conceptualize, develop, and implement programs and services. He brings to consultation and training an expertise developed through involvement in all areas of the field.

Intervention Techniques for Supervisors of Child and Youth Care Practitioners (#CY180)*

See the Child and Youth Care category (page 11) for a course description.

Length: Two days
Date(s): October 2-3
Fee: \$185
Instructor(s): Thom Garfat, M.A. (Child and Youth Care)

Enhancing Family Involvement (#CY181)

See the Child and Youth Care category (page 11) for a course description.

Length: Two days
Date(s): October 4-5
Fee: \$185
Instructor(s): Thom Garfat, M.A. (Child and Youth Care)

INSTRUCTORS

Mahara Allbrett, is from Tsleil-waututh Nation, and is an experienced family counsellor and trainer in private practice, specializing in the treatment of alcohol abuse, sexual abuse, and family violence.

Sandra Butler, is the co-director of the Institute for Feminist Training in Oakland, California. She is the author

of *Conspiracy of Silence: The Trauma of Incest and Cancer in Two Voices*.

David Calof is a highly regarded clinician, consultant, and presenter from Seattle. He specializes in the treatment of sexual abuse, post-traumatic stress, and dissociative disorders.

Denise Gelinis, Ph.D., is a lecturer in the Department of Psychiatry of Harvard Medical School, and a member of the Affiliated Professional Staff of the Bay State Medical Center in Springfield, Massachusetts. She was a founding member of the Sexual Abuse Intervention Network, a multi-disciplinary evaluation team that coordinates criminal justice, medical, psychological, and protective responses to children who have been sexually abused.

Chief Leonard George has served three two-year terms as Chief of the Tsleil-waututh Nation. He is a traditional Native lecturer, consultant, community leader, and family man (father of four children).

Charlotte Green (Kayendres) (pronounced *Guy-on-de-les*, meaning "she understands what she sees") is a traditional Mohawk healer who has toured internationally. She is currently working for the Squamish Nation's Social Development Department.

Chief Lois Guss (Kwantenat) is the mother of eight children. She is a curriculum developer for Squamish Nation Education, has produced a book for elementary schoolchildren on the uses of cedar, and has written articles on residential schools.

Maureen McEvoy, M.A., is a clinician, consultant, and instructor in private practice, with extensive experience in clinical work with survivors of trauma.

New Instructors Wanted

To ensure that our training and program delivery continue to be relevant to the needs and concerns of the many communities that we serve, Career and Community Studies is seeking new instructors for the following program areas:

- Administrative/support staff skills
- Child sexual abuse intervention
- Violence against women
- Trauma and post-traumatic stress
- Community safety

If you are interested in instructing in one of these program areas, please submit a brief resume highlighting your qualifications and previous instructional experience. Include any specific program ideas that you would be interested in offering. We look forward to receiving resumes from all qualified individuals, especially people from First Nations communities, people with disabilities, and people from diverse cultural communities.

Please send or fax your resume to the Program Director, Interdisciplinary Studies.

Conflict Resolution

Unless otherwise indicated under individual course listings, Conflict Resolution courses will be held at the Justice Institute and will be in session from 9:00 am to 5:00 pm.

For general information about the program, a copy of the current calendar, or program information, please call a Program Assistant at 604/528-5610 or 528-5611.

To register for a program, call the Registration Office at 528-5590.

CONFLICT RESOLUTION TRAINING AT THE JUSTICE INSTITUTE

The Centre for Conflict Resolution Training provides courses in interest-based conflict resolution, negotiation, and mediation. We have been providing training in dispute resolution since 1982, and are well known in North America for our high-quality training and experiential approach to skill-based learning. Our participants represent a diverse mix of personal and professional backgrounds. They come from local, provincial, national, and international communities, to enhance their professional skills, improve their relationships, or pursue a new career in the rapidly expanding field of dispute resolution.

Our **instructors** are professionals trained in the principles of adult education who bring experience and skills from the fields of business, education, law, counselling, and human relations. Many are also mediation practi-

tioners. Our instructional team also includes **skill coaches** with extensive training in conflict resolution, who provide guidance and feedback in practice sessions. Together we are committed to providing the best possible learning experience for our students.

The Centre offers a wide **variety of courses**. These can be taken individually, provided that course prerequisite(s) are met, or applied to a **Certificate in Conflict Resolution**. In addition to other course requirements, competency-based **assessments** in negotiation and mediation must be completed in order to receive the certificate. While this program does not qualify an individual to practise mediation, it provides an excellent base of skills for specialized areas of practice.

Periodically throughout the term, the Centre will be offering Program and Career Orientations to help students plan their course work and to provide additional information about the Conflict Resolution field.

The Conflict Resolution Certificate Program

The Conflict Resolution Certificate Program comprises a total of 210 hours of training made up of six required core courses totalling 154 hours and 56 hours of electives. The core courses focus on interpersonal conflict resolution, dealing with anger and resistance, and negotiation and mediation skills. The electives allow for advanced skill building and specializations in the areas of family, business, and group work. We recommend that you schedule these courses over a period of one to two years to allow for sufficient integration of the skills. To receive the Conflict Resolution Certificate, students must successfully complete competency-based assessments in negotiation and mediation.

Courses in the program are highly experiential, and all core courses emphasize skill development through structured practice and roleplay simulations. Skill practice sessions are facilitated by trained coaches. To receive credit for the program, participants must attend each course in its entirety. (The 210 hours are

based on full attendance at all courses.) Please enrol early, as many courses fill well in advance of their start date. Students are invited to bring a VHS videotape to the core courses to record their simulations. Dress code is comfortable and informal.

It may sometimes be necessary to substitute a different instructor for the courses listed on the following pages. 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 of changes in course location at least one week in advance.

To request candidacy in the Conflict Resolution Certificate Program, please submit your completed application form with a \$75 program application fee to Marg Huber, Program Director, Centre for Conflict Resolution Training. To obtain an application form, call 528-5610 or 528-5611. Any exemptions from prerequisite course requirements are granted by the Program Coordinator.

Courses are offered at the Justice Institute campus and are co-sponsored with several community colleges and community organizations throughout B.C. and the Yukon. Courses are also offered on a **contract** basis to businesses and organizations. A **First Nations Negotiation Skills Certificate** is offered to First Nations groups on a contract basis.

COURSE PROGRESSION

There is some flexibility in planning the order of your courses. We recommend that you use the general progression outlined below.

1. Critical Skills for Communicating in Conflict (#CR735)

This course is an elective, and provides an opportunity to learn and practise the micro-communication skills used throughout the program. Individuals with extensive training and/or experience in communication skills may wish to begin with the next course.

2. Dealing with Interpersonal Conflict (#CR100) or Resolving Conflict in the Workplace (#CR763)

Take one or the other, not both. These courses teach essentially the same skills; however, the latter course focuses specifically on the dynamics and issues of the work environment. These courses are the prerequisite to all other core courses in the program.

3. Dealing with Anger (#CR200), Negotiation Skills Level I (#CR500), Mediation Skills Level I (#CR300), and a basic elective such as Asserting Yourself Under Pressure (#CR702)

These courses can be taken in any order. The first three are core courses, and all must be taken for the Certificate Program.

4. Advanced Electives

Consult the current calendar for listings. Advanced electives require several prerequisite courses.

5. Negotiation Skills Level II (#CR600), Mediation Skills Level II (#CR400)

These courses can be taken in any order. It is recommended that they be taken at the end of your program so that you will have had maximum skills-building opportunities from the previous courses. At this point you will be thinking about preparing for your assessments, and can use these Level II courses to get a sense of the skill level you are at.

6. Assessment Preparation: Negotiation (#CR803), Mediation (#CR801)

These courses are strongly recommended to students who want the opportunity to build their skills. They are designed to help you prepare for the assessments,

and provide a more in-depth look at your skill level and areas to work on prior to assessments. Seven hours of credit for each two-day course will count towards the Certificate Program.

7. Negotiation Skills Assessment (#CR499), Mediation Skills Assessment (#CR699)

Completion of your course work is recommended before taking your assessments. If you do not pass your assessment, you can schedule a reassessment at a later date after you have worked on the skill areas recommended by the assessment team.

■ Core Courses

Courses marked with an asterisk (*) may be taken as electives in the Management Development for Residential Settings Certificate Program.

Dealing with Interpersonal Conflict (#CR100)*

This course explores the sources and implications of interpersonal conflict in 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. **This course is a prerequisite for all other core courses.**

Length:	Three days (21 hours)
Date(s):	September 20-22, Mario Govorchin October 10-12, Randy Boychuck October 14, 21, 28, Nancy McPhee October 17-19, Ron Monk October 19-21, Nym Hughes October 31 – November 2, Wendy Hilliard November 14-16, Joan Balmer November 23-25, Ron Monk November 29 – December 1, Mike Raynolds December 12-14, Dale Zaiser
Fee:	\$275

Resolving Conflict in the Workplace (#CR763)*

This course is equivalent to Dealing with Interpersonal Conflict, and has additional information and focus on organizational issues. The course explores the dynamics of conflict, both generally and in the work environment. Emphasis is on participants' own conflict styles at work, effective confrontation, and collaborative problem solving. This course will be of particular value to managers and supervisors who wish to expand their leadership

skills. This course can be taken in place of #CR100 and as a prerequisite for all other core courses.

Length: Three days (21 hours)
Date(s): September 25-27, Nym Hughes
October 12-14, Mike Raynolds
October 19-21, Deborah White; co-sponsored with Surrey-White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey
November 2-4, Nancy McPhee; at New Westminster Community Education, 1001 West Columbia Street, New Westminster
November 8-10, Deborah White
December 7-9, Mario Govorchin
Fee: \$275

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. **Prerequisite(s):** #CR100 or #CR763.

Length: Three days (21 hours)
Date(s): October 4-6, Joan Balmer
October 24-26, Randy Boychuck
November 8-10, Ron Monk

Contract Courses

Training is available on a contract basis to businesses and organizations that wish to have the training brought to their location. This service is available in both local and out-of-town/out-of-province locations. Courses offered on a contract basis can be those already developed as part of the Conflict Resolution Certificate Program, or they can be tailored to the specific needs and issues of your organization. Examples of situations and issues that participants face in their day-to-day work can be incorporated into the training and used during roleplay practice. Costs for contract courses vary according to content, the amount of design work required, and the location of the course. For more information on contract courses, including course descriptions, formats, and costs, contact Karen Falk at 604/528-5615.

Negotiation Skills Certificate for First Nations Organizations, Bands, and Tribal Councils

We are offering on a contract basis a six-week program for First Nations People leading to a Certificate in Negotiation Skills. The program provides the regular conflict resolution and negotiation training in a First Nations context. First Nations trainers and coaches are used whenever possible to deliver the training. If you or your Band or Tribal Council are interested in receiving more information on this program, you can contact Marg Huber, Program Director, at 604/528-5613, or Clifford White, First Nations Negotiations Training Consultant, at 604/929-3455.

Co-sponsored Courses

Some courses in the Conflict Resolution Certificate Program are run jointly through community colleges and community organizations throughout B.C. Instructors and coaches from our program travel to these communities to deliver the training. The co-sponsoring organization acts as host, providing registration services and classroom facilities. Fees for these courses vary from location to location because of the different travel costs and administrative fees associated with each location. A special supplement to the regular calendar lists the current schedule of these out-of-town courses, and tells you where to call for more information and to register. This publication is generally available shortly after the calendar is printed.

For a copy of the out-of-town schedule or more information on the co-sponsor program, call our Administrative Office at 604/528-5611. For information specific to a particular location, call the appropriate co-sponsoring organization listed here.

Vancouver Island

Camosun College, Victoria
Information: 370-3160 / Registration: 592-1556

The Mediation Place, Victoria
Information and Registration: 383-4412

Malaspina University College, Nanaimo
Information: 755-8775 / Registration: 755-8755

Campbell River School District #72
Information and Registration: 286-0651

Okanagan/Kootenays

Selkirk College, Castlegar
Information: 365-1208, loc. 261 / Registration: 365-1208

Cariboo/Northern B.C.

University College of the Cariboo, Williams Lake
Information: 392-8044 / Registration: 392-8010

November 16-18, Mario Govorchin; co-sponsored with Surrey-White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey
November 21-23, Randy Boychuck
November 30 - December 2, Nym Hughes; at New Westminster Community Education, 1001 West Columbia Street, New Westminster
December 6-8, Stacey Holloway

Fee: \$275

Mediation Skills, Level I (#CR300)*

Mediation is a practical method for helping other people 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, process, and techniques needed to mediate disputes. **Prerequisite(s)**: #CR100 or #CR763.

Length: Three days (21 hours)
Date(s): **October 3-5**, Karen Haddigan
October 30 - November 1, Randy Boychuck
November 15-17, E. Azmier-Stewart
November 27-29, Stacey Holloway
December 7-9, Randy Boychuck; co-sponsored with Surrey-White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey

Fee: \$275

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. **Prerequisite(s)**: #CR100 or #CR763, #CR200, #CR300, #CR500.

Length: Five days (35 hours)
Date(s): **October 2-6**, Sally Campbell
November 2-3, 6-8, Karen Haddigan
December 7-8, 11-13, Michael Fogel

Fee: \$475

Negotiation Skills, Level I (#CR500)

Negotiation skills are essential in daily interactions with others to help individuals get what they need and want. Principled negotiation results in an agreement that responds to the interests of both parties. This course introduces the skills, theory, process, and techniques for

applying interest-based negotiation in a variety of work and day-to-day situations. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd ed., 1992. **Prerequisite(s)**: #CR100 or #CR763.

Length: Three days (21 hours)
Date(s): **September 25-27**, Deborah White
October 25-27, Mario Govorchin
November 6-8, Kelly Henderson
November 18 & 25; December 2, Wendy Hilliard
November 22-24, Mario Govorchin
Fee: \$275

Negotiation Skills, Level II (#CR600)

This course applies the negotiation process and techniques from the Level I course to more complex situations. Content includes negotiator assertiveness and style, factors that escalate or de-escalate competitiveness, resolving impasses, and overcoming resistance. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd ed., 1992. **Prerequisite(s)**: #CR100 or #CR763, #CR200, #CR300, #CR500.

Length: Five days (35 hours)
Date(s): **October 11-13, 16-17**, Stacey Holloway
October 30 - November 3, Dale Zaiser
November 29; December 1, 4-5, Deborah White
Fee: \$475

■ Electives

The following courses are listed alphabetically by title.

Asserting Yourself Under Pressure (#CR702)*

This course is for people who are usually assertive but who sometimes 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, especially when strong feelings are involved. **Recommended: that #CR100 be taken prior to this course.**

Length: Two days (14 hours)
Date(s): **September 29-30**, Nancy McPhee
November 14-15, Randy Boychuck
December 14-15, Mario Govorchin
Fee: \$205



Critical Skills for Communicating in Conflict (#CR735)*

This course focuses intensively on the micro-skills essential to effective mediating, negotiating, or resolving of interpersonal conflict. It is recommended for anyone entering the Certificate Program and would also be helpful as an isolated learning experience. Each skill will be demonstrated and then practised in the context of a conflict situation. Specific skills include: non-judgmental listening; probing; clarifying; refocusing; and assertive, non-defensive communication. **This course is best taken before #CR100 or #CR763.**

Length: Two days (14 hours)
 Date(s): **September 18-19**, Kelly Henderson
September 23 & 30, Nym Hughes
October 2-3, Nancy McPhee; co-sponsored with Surrey-White Rock Mediation Services Society, at Surrey Conference Centre, 9260 - 140 Street, Surrey
October 10-11, Mike Raynolds
October 20-21, Wendy Hilliard; at New Westminster Community Education, 1001 West Columbia Street, New Westminster
November 9-10, Nancy McPhee
November 20-21, Wendy Hilliard
December 4-5, Mike Raynolds
 Fee: \$205

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 opportu-

ities, and increase stress. In this course, participants will explore and practise the essential elements of giving and receiving constructive criticism. **Prerequisite(s): #CR100 or #CR763.**

Length: Two days (14 hours)
 Date(s): **October 23-24**
 Fee: \$205
 Instructor(s): Deborah White

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 we apply this model to people who only want to win. The question is how to find common ground and move towards joint problem solving with individuals who are confrontational, inflexible, reluctant, and unreasonable. This course 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 – Negotiation with Difficult People*. **Prerequisite(s):** Two core courses. **Recommended:** #CR735.

Length: Two days (14 hours)
 Date(s): **November 16-17**
 Fee: \$205
 Instructor(s): Arthur Ridgeway

Shifting from Positions to Interests (#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 that support the opposing positions. This skill-building course is designed to help participants 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. **Prerequisite(s):** two core courses. **Recommended:** #CR735.

Length: Two days (14 hours)
 Date(s): **October 16-17**
November 14-15
 Fee: \$205
 Instructor(s): Arthur Ridgeway

Understanding Conflict in Organizations (#CR819)

Conflict in organizations takes many forms. They range from gossip and bickering to strikes, lockouts, and even violence. This course identifies the sources of conflict in organizations and explores a variety of approaches to their resolution. Questions to be addressed include: Why is conflict so endemic in some organizations? What impact does an organization's culture have on conflict? What are strategies for addressing conflict in organizations? The course is for those who are relatively new to the field of organizational behaviour. A background in interest-based conflict resolution is helpful.

Length: Two days (14 hours)

Date(s): November 6-7

Fee: \$205

Instructor(s): Mike Talbot

NEW

Welcoming Diversity: A Prejudice Reduction Workshop (#CR821)

As our communities and workplace become increasingly diverse, differences often lead to misunderstanding and conflict. This course, based on the National Coalition Building Institute (NCBI) model, helps participants identify and work through the often hurtful stereotypes that have historically divided people. Through a unique combination of personal experience, emotional healing, and skill training, participants will learn to unfreeze prejudicial attitudes, build bridges with other groups, and effectively intervene when confronted with prejudicial comments and behaviours. Diversity within the group and feelings related to past mistreatment will be explored. Participants are free to become involved at their own comfort level.

Length: Two days (14 hours)

Date(s): November 23 & 24

Fee: \$205

Instructor(s): Jeannette Matson, M.S.W., trainer and consultant, Director of NCBI BC Chapter; Charles Boehm-Hill, M.Ed., M.A., trainer and consultant, Leader of NCBI Victoria Interim Chapter; Randy Boychuck, M.A., counsellor and trainer in private practice

■ Electives for Working with Groups

Building Consensus (#CR733)

In recent years, there has been an increasing trend in both business and the public sector to develop collaborative approaches to dispute resolution, including consensus building, team building, stakeholder

participation, and public consultation. This shift towards group involvement in solving problems, setting policies, making decisions, and planning events has not always been successful. The process of consensus building has tremendous appeal but is difficult to implement. Its benefits include long-term effectiveness and a deeper and more pervasive commitment to the decisions reached and the actions required. Although elements that lead to consensus are relatively simple to understand, the challenge is to learn to apply them effectively. This course is designed to help participants understand the conditions that must exist for consensus decisions to be made, procedures for preparation of the involved parties, process and guidelines to follow while trying to reach a decision, and facilitation skills necessary for reaching consensus. **Prerequisite(s):** At least two core courses.

Length: Two days (14 hours)

Date(s): October 18-19

Fee: \$205

Instructor(s): Arthur Ridgeway

Group Dynamics (#CR804)

New dynamics emerge when we apply conflict resolution skills and processes to a group setting. We need to be aware of how groups function differently from two-party systems if we are to be effective group members or leaders. This course looks at group dynamics such as: group role functions and leadership, how team building occurs, participation levels, power struggles, hidden agendas, how to manage disruptive behaviours, value differences, and how to balance group and individual needs. Participants will learn how to adapt the two-party conflict resolution model, make collaborative decisions, and resolve conflicts in groups. They will gain a working knowledge of the conflict resolution model and a basic understanding of communication skills. **Prerequisite(s):** at least two core courses.

Length: Two days (14 hours)

Date(s): November 27-28

Fee: \$205

Instructor(s): Karen Haddigan

■ Mediation Electives

Caucusing in Mediation (#CR764)

Caucusing can be one of the most effective interventions a mediator can use in moving parties towards agreement. If not properly implemented, however, caucusing can prove hazardous. Knowing when, why, and how to use this tool is crucial to dealing effectively with some of the most difficult and perplexing situations in mediation. This course presents a structured caucusing process that

is applicable in a variety of dispute contexts, including family and commercial. The process will help mediators maximize the value of meeting separately with the parties while minimizing the potential for negative outcomes.

Prerequisite(s): #CR300.

Length: One day (7 hours)
Date(s): **October 12**
Fee: \$100
Instructor(s): Michael Fogel

Conciliation: Mediating in Separate Meetings (#CR820)

There are mediation situations in which the parties cannot, will not, or should not meet together as they endeavour to negotiate an agreeable outcome. A mediator needs to address very different and distinct dynamics when working with parties who may never meet face-to-face. In this course, participants will learn to identify and deal with mediator/client relationship issues and a variety of communication issues unique to the conciliation format. The course will also explore the use of premediation meetings to assess whether a dispute should be mediated. **Prerequisite(s):** #CR300.

Length: One day (7 hours)
Date(s): **November 9**
Fee: \$100
Instructor(s): Michael Fogel

Mediating Custody and Access Issues (#CR809)

This course explores the dynamics of violence in families and identifies our own myths and biases. Participants will examine current research on violence against women, particularly as it pertains to long-term effects on children. The use of screening tools in assessing for abuse in a relationship and its consequences for how we manage a case, particularly the appropriateness of mediation, will be discussed. Participants will discuss guidelines in making recommendations in custody and access reports, and will practise using screening tools in roleplay simulations. This course is of particular relevance to Family Court Counsellors and those mediating family separation disputes. **Prerequisite(s):** #CR300.

Length: Two days (14 hours)
Date(s): **October 30-31**
Fee: \$205
Instructor(s): Daniel Hamoline, M.S.W., LL.B., is a family and divorce mediator, therapist, and family lawyer. He specializes in teaching and training in mediation and is a founding member of Fifth Avenue Counselling and Mediation in Saskatoon, Saskatchewan.

NEW

Mediating Workplace Conflicts and Harassment Complaints (#CR822)

Many organizations are responding to recent human rights legislation requirements by developing policies that include mediation. Conflicts being addressed through mediation range from personality differences to personal harassment and discrimination. This course presents mediation interventions that can be adapted to this range of workplace conflicts within the context of harassment programs. Legal and ethical questions will also be considered. **Prerequisite(s):** #CR300.

Length: Two days (14 hours)
Date(s): **November 20-21**
Fee: \$205
Instructor(s): Marje Burdine, M.Ed., consultant, mediator, and counsellor in private practice specializing in family, organizational conflicts, and harassment

Mediation Practice Drop-in

The purpose of this series of evening sessions is to provide an inexpensive and effective way for those who have taken training in mediation to practise their skills in a lightly structured session. The evening will be facilitated by two experienced mediators/coaches, and a variety of scenarios will be available for practice.

This pilot project is sponsored by the Mediation Development Association of B.C., the Justice Institute of B.C., Continuing Legal Education, UBC Faculty of Law, UBC School of Social Work, Vancouver Family Law Section (Canadian Bar Association), and Vancouver ADR Section (Canadian Bar Association).

Date(s): **September 25**
October 30
November 27
Location: Law Society of B.C., 845 Cambie Street, Vancouver, B.C.
Time: 5:00 - 7:00 pm
Fee: \$10 per evening (to cover costs)

Registration at the door. For more information, please call the Mediation Development Association of B.C. at 604/926-2056. We would like to express our appreciation to the Law Society of B.C. for allowing us to use their premises.

■ Assessment Preparation Courses

The following courses are strongly recommended to students who want the opportunity to build their skills. Seven hours of credit for each two-day assessment preparation course will be applied towards the required 210 hours of the Conflict Resolution Certificate Program.

Assessment Preparation: Mediation (#CR801) and Negotiation (#CR803)

These courses provide participants with a comprehensive analysis of their mediation/negotiation work through a review of scripted segments of videotaped role play, and responds to questions regarding assessments. Script analysis reveals ineffective response patterns and micro-skill competency gaps, and gives insight into other possible intervention strategies. These courses are recommended for those who have taken Mediation/Negotiation Level II and wish to proceed to the assessments with a clearer focus on where their work needs to be strengthened. There is no instructional component to this course, to allow participants to simulate the assessment experience and reach closure on at least one issue. There are approximately four hours of scripting homework to be done outside of class. Students will require access to a VCR or audio tape deck for this homework. Please bring your own audio/videotape on day 1 of the course. **Pre-requisite(s):** Completion of the relevant Level II course.

Length:
Date(s):

Two days (7 hours)
Mediation Assessment Preparation (#CR801)
October 18 & 21, Jill Schroder
November 14 & 18, Jim Toogood
Negotiation Assessment Preparation (#CR803)

October 23 & 25, Jim Toogood
November 22 & 25, Jill Schroder

Fee:

\$165



Conflict Resolution Assessments

Mediation Skills Assessments (#CR499)

Negotiation Skills Assessments (#CR699)

The Conflict Resolution Certificate Program includes two skills assessments, one in mediation and one in negotiation. Assessments consist of a one-hour videotaped roleplay simulation, with a coach(es) acting as the roleplayer(s) and the student as the skilled negotiator or mediator. The coach(es) plus a designated assessor make up the assessment team. It is strongly recommended that you take an assessment preparation course before doing your assessments. Instructors and coaches are also available on a private contract basis to help you prepare for the assessments. To schedule an assessment or for more information on

the assessment process and out-of-town assessments, call Kendra McEown at 528-5616.

Date(s): **October 23 – November 10**
November 27 – December 8

Fee: \$150 per assessment

Instructor(s): Centre for Conflict Resolution Training
instructors

Note: Assessment registration deadlines are as follows:

- For the October/November assessments:
October 6
- For the November/December assessments:
November 10

We cannot make exceptions for requests after these dates.

INSTRUCTORS

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, LL.B., J.D., M.Ed. (Counselling Psychology), mediator, facilitator, and adult educator/trainer in private practice, specializing in commercial and family disputes, organizational conflict, and change
Mario Govorchin, trainer, organizational development consultant, and mediator in private practice
Karen Haddigan, B.Sc. (Human Services), mediator, trainer, and facilitator specializing in work with organizations and groups
Kelly Henderson, M.Ed., mediator in private practice with extensive experience in the health care industry
Wendy Hilliard, B.Ed., LL.B., teacher, mediator, and trainer in private practice
Stacey Holloway, consultant, mediator, and trainer in private practice, specializing in education, health, and organizational disputes
Nym Hughes, facilitator and mediator in private practice, and trainer in adult special education
Nancy McPhee, consultant and trainer in private practice
Ron Monk, trainer and mediator in private practice
Michael Raynolds, trainer and mediator in private practice
Arthur Ridgeway, Ph.D., registered psychologist, consultant, and trainer in private practice

Jill Schroder, M.Sc., trainer and mediator in private practice, specializing in communication and relationship building
Mike Talbot, M.A., M.Tech., organizational consultant in private practice, with a particular interest in organizational evolution
Jim Toogood, mediator, arbitrator, and trainer in private practice
Deborah White, M.A., ABS, organizational development consultant and trainer in private practice
Dale Zaiser, M.A., ABS, mediator, trainer, and organizational development consultant

Other resource people with complementary expertise and specializations are also involved.

Coaches (in the Lower Mainland)

Keith Barker, Janice Bateman, Gerry de la Garza, Sandy Dunlop, Donna Dussault, Marion Dyck, Gary Fitzpatrick, Maureen Hannah, Gary Harper, Nancy Hinds, Ed Jackson, Kelly Kennedy, Tim Langdon, Brian Luckcock, Laurie McGillivray, Christine Newton, Phyllis Nordquist, Marie O'Neill, Ingrid Pipke, Jill Schroder, Rick Singer, George Siudut, Pamela Theriault, Jim Toogood, Leanne Turnbull, Jacque Waechter, Susan Yerxa.

Conflict Resolution Certificate Program
Graduation Ceremony
September 28, 1995 7:30 pm



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.
For more information, call the Program Coordinator, Cindy Bettcher, at 604/528-5627.
For detailed brochures, call the Program Assistant, Lori Ovens, at 604/528-5620.*

Courses marked with an asterisk (*) may be taken as electives in the Management Development for Residential Settings Certificate Program.

Suicide Assessment and Intervention (#EP126)

Suicide threats or attempts raise the anxiety level of even the most experienced practitioner. This course is for counsellors, therapists, social workers, mental health staff, and other practitioners who wish to develop skills in identification, assessment, and appropriate intervention with this client group. Participants will review current research on assessment of suicidal people, explore an assessment framework that includes an overview of risk factors, and examine the needs of special populations that are considered at greater risk for suicide. Intervention and management strategies will be presented, and opportunities for skill practice will be provided.

Length: Two days
Date(s): October 10-11
Fee: \$175
Instructor(s): Gladys Adilman, B.A., and Suri Vangolen, R.C.C.

Empowering Gay, Lesbian and Bisexual Clients (#EP194)

Many practitioners work with gay, lesbian, and bisexual clients despite feeling inadequately trained and lacking in knowledge about gay, lesbian, and bisexual lifestyles. This course is for counsellors, therapists, alcohol and drug counsellors, health care professionals, social workers, and other front line workers who are interested in working more effectively with this client population. Participants will explore gay and lesbian developmental processes; develop an empathic understanding of the "coming out" process; and examine the dynamics of homophobia and heterosexism, and how these biases can undermine and deter a client's journey. The Pride Model, which systematically explores the challenges facing sexual-minority people in various aspects of their lives, will be presented as a way of providing affirmative therapy for gay, lesbian, and bisexual clients. Specific

issues, including age- and generation-specific concerns, HIV/AIDS, and how being lesbian or gay might affect therapeutic issues such as work with survivors of sexual abuse, recovery from substance abuse problems, depression, etc., will also be addressed.

Length: Two days
Date(s): October 26-27
Fee: \$175
Instructor(s): Kathryn Templeton, M.Sc., M.Ed., R.C.C., and Jamie Powers, M.Ed., M.A., R.C.C.

NEW

Everything You Ever Wanted to Know about the DSM-IV ... (#EP204)

Counsellors and non-medical mental health professionals often have to review diagnostic information for clients to help them understand the meanings and implications of a psychiatric diagnosis and treatment recommendations, and to communicate with physicians, psychiatrists, and clinical psychologists in order to coordinate client treatment. While it is not within their mandate to render diagnoses, counsellors and allied mental health practitioners would benefit from a thorough understanding of diagnostic terminology, procedures, criteria, and treatment implications of some of the major mental disorders.

This introductory course is for counsellors, support workers, group home staff, social workers, and other mental health professionals interested in expanding their familiarity with and understanding of psychiatric concepts and processes to better serve clients who are receiving medical/clinical services within the mental health care system. Participants will examine the *Diagnostic and Statistical Manual of Mental Disorders* (4th ed.), review basic psychiatric diagnostic terminology, and explore the Multi-Axial Evaluation according to DSM-IV criteria. Common diagnostic categories such as mood disorders, anxiety disorders, and personality disorders will be discussed, highlighting the role of non-medical mental health professionals in the diagnostic process.

Length: Two days
Date(s): November 2-3
Fee: \$175
Instructor(s): Joe Solanto, Ph.D.

Building on Client Strengths (#EP196)

Clients bring their pain, specific problems, and, in some cases, destructive behaviours to their relationship with helping professionals. It is often difficult for the client and, at times, the worker to consider the strengths underneath these destructive and dysfunctional behaviours. This course is for counsellors, victim service workers, social workers, support workers, and other front line staff who provide support to children, youth, and adults and are interested in developing skills in building on existing client strengths. Participants will review the essential elements of self-control theory; identify and develop skills in enhancing existing strengths in their clients, such as creativity, humour, resilience, and insight; and explore the psychological need motivating these behaviours and survival strategies. Emphasis will be placed on avoiding common pitfalls for support workers, including rescuing, labelling, and focusing solely on client weaknesses, and on supporting clients in a process of self-evaluation and strengthening of internal responsibility for their behavioural choices.

Length: Two days
Date(s): November 6-7
Fee: \$165
Instructor(s): Elaine Stoll, B.A., R.C.C.

Grief and Bereavement (#EP155)

This course is for counsellors, therapists, and other practitioners working with clients around grief and bereavement issues. Participants will explore the stages, symptoms, and experiences of normal bereavement; examine the dynamics and indicators of complicated grief, including traumatic death bereavement; discuss the responses of children and adults to death; and examine the goals and strategies of grief counselling. Particular attention will be paid to the differences between normal bereavement and suicide bereavement, common grief reactions among practitioners who have lost clients to suicide, and practical strategies to prevent and address practitioner burnout.

Length: Two days
Date(s): November 9-10
Fee: \$175
Instructor(s): Linda Rosenfeld, B.S.W., and Elizabeth Fortes, M.A.

■ Family Issues

Relationship and Family Therapy Certificate Program

In response to requests for education and training in relationship and family therapy, Douglas College Continuing Education and the Justice Institute of B.C.'s Career and Community Studies are pleased to announce their collaboration on a *Certificate Program in Relationship and Family Therapy*. Commencing in February 1996, the program will focus on key theories and central concepts guiding family therapy, and provide opportunities for practical application and skill practice. Elective courses highlighting specialized areas of practice will complement the core program and address issues such as treating multi-problem families, dealing with family violence, and abuse. The program is designed to meet the requirements for certification through the American Association of Marriage and Family Therapy (AAMFT).

Look for program details in the next Career and Community Studies calendar (available in November) and in Douglas College Continuing Education brochures, or call the Program Coordinator, Cindy Bettcher, at 604/528-5627.

Working with Families in Crisis (#CY121)

This course is for counsellors, family support workers, social workers, and other front line staff working with families in crisis. Participants will explore their personal attitudes, beliefs, and values about violence in families, child abuse, or other chronic crises; develop a framework for understanding and responding to families caught in the cycle of crisis; and examine key issues in intervening, including engaging these families, differentiating between support and rescuing, and setting realistic goals and limits. The impact of practitioners' own experiences on their work will be considered. Specific attention will be paid to the difficult practice issues and the possible intervention strategies that can be used.

Length: Two days
Date(s): October 20-21
Fee: \$165
Instructor(s): Joe Rosen, M.S.W.

Understanding and Responding to the Defensive Themes of Assaultive Men, Level I (#EP140)

This course is for counsellors and other practitioners working with men who abuse their partners, and front line workers (such as police, probation officers, transition house workers, etc.) who have contact with assaulted women. Participants will explore the "defensive themes" that men who assault their partners use; consider and discuss their reactions, as workers, to these themes; and practise intervention strategies to address these defenses as they emerge. An overview of the components of effective treatment for assaultive men and an exploration of what women should know about men's treatment will be highlighted.

Length: Three days
Date(s): **October 23-25**
Fee: \$225
Instructor(s): Dale Trimble, M.A.

Advanced Training in Working with Men Who Assault Their Partners (#EP140A)

This highly experiential course is for experienced counsellors and other practitioners who want to increase their clinical skills and confidence in responding to the needs of assaultive men. The course will give participants the opportunity to integrate the frameworks of Alan Jenkins (*Invitation to Responsibility*) and the *Themes of Defense* video (written by Dale Trimble) into strategies and approaches to intervention. Participants will be asked to bring written case examples of problems or practice dilemmas they are encountering in their work with assaultive men. Opportunities for skill practice will include role play, focused consultation discussions and feedback, and an exploration of the appropriate use of self as a practitioner with this population. Registration is limited to 18 participants. **Prerequisite(s):** #EP140 or a written application outlining previous training in working with assaultive men, including the name of the instructor, the length of training, and a brief synopsis of content.

Length: Two days
Date(s): **November 20-21**
Fee: \$195
Instructor(s): Dale Trimble, M.A.

NEW

Building on Family Strengths to Address Chronic Crisis (#EP205)

This course is for counsellors, social workers, and other family practitioners who provide therapeutic support to families in chronic crisis, where substance abuse, emotional abuse and neglect of children, and violence may be present. Participants will consider a model for under-

standing the function of a family's crisis, identify and prioritize the underlying issues or problems that must be addressed, and highlight the internal strengths and resources available to the family to go beyond the content of the crisis to deal with the process behind the crisis. Through scripted case studies, structured exercises, and opportunities for case consultation, participants will examine and integrate intervention strategies that build on the family's existing strengths and foster new coping skills. This workshop builds on the content of *Working with Families in Crisis* (#CY121).

Length: Two days
Date(s): **November 16-17**
Fee: \$175
Instructor(s): Kathryn Priest-Peries, M.S.W., R.C.C.

NEW

Multicultural Issues in Family Counselling (#EP203)

As our society becomes more diverse, counsellors, family therapists, social workers, and other mental health practitioners face practice challenges related to culture and language. To be effective, these practitioners require frameworks for understanding and working with different cultures. This course will give practitioners the opportunity to develop strategies for working more sensitively and effectively with individuals and families from different cultures. Participants will overview a model for cross-cultural cooperation that is based on establishing partnerships in family counselling with cultural consultants. Key issues in working with cultural consultants will be addressed, including identifying guidelines for approaching the consultation process, what questions to ask, and how to use a consultant most effectively. Strategies to make culture and language explicit in the helping relationships and to integrate the knowledge of cultures into the intervention process will be highlighted. Lower Mainland multicultural resources will be reviewed, and the role of the practitioner in networking, referral, and collaboration will be clarified.

Length: Two days
Date(s): **December 1-2**
Fee: \$195
Instructor(s): Arden Henley, M.A., and Carole Christensen, Ph.D.

NEW

Grief and Loss Issues in Working with Children in Care (#CY167)

There are currently over 6700 children in care in British Columbia. Children placed in either foster care or group home settings experience many types of loss and grief. These reactions can have profound effects on their caregivers and others providing direct support and intervention services. This two-day course is for social care

workers, foster parents, family support workers, child care workers, school counsellors, and others involved with children in care. Participants will consider the common emotional and behavioural reactions of children placed in care, and the reactions of natural parents, foster parents, and other caregivers; examine how essential processes (such as visitation between natural parents and their children, or adjusting to new home and school routines) can be greatly complicated by grief and loss issues; and identify the corresponding support needs of all parties. Participants will also develop strategies for effectively intervening and supporting these children and their families while emphasizing worker self-care.

Length: Two days
 Date(s): December 7-8
 Fee: \$175
 Instructor(s): Kathryn Priest-Peries, M.S.W., R.C.C., and Lynette Pollard-Elgert, R.C.C.

Solution-Focused Family Counselling with the Substance Abuser (#EP149)

This course is for alcohol and drug counsellors, therapists, family counsellors, and mental health practitioners working with individuals or families where substance misuse is a problem. Participants will develop a framework for solution-focused assessment; explore critical issues in building the counselling relationship, including dealing with resistance and negotiating well-formed treatment goals; and identify ways to orient the client (or client system) towards solutions. Opportunities to develop and practise solution-focused interventions that capitalize on the strengths and resources of family members, and strategies for maintaining progress, will be provided through videos, roleplay demonstrations, and small group practice.

Length: Two days
 Date(s): December 15-16
 Fee: \$175
 Instructor(s): Robert Finlay, M.A.

■ Expressive Therapies

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

This introductory course is for therapists, social workers, child care workers, and mental health professionals currently working with children 3 to 12 years old. It covers the function of art and play through the developmental stages, explores various approaches to play therapy, and examines 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
 Date(s): October 27-28
 Fee: \$185
 Instructor(s): Marie Jose-Dhaese, M.Ed., ATR, CET, RPT-S

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

See the Child Sexual Abuse category (page 14) for a course description.

Length: Two days
 Date(s): November 3-4
 Fee: \$175
 Instructor(s): Monica Franz, B.A., DVATI

Child-Centred Play Therapy (#CY104A)

This course is for practitioners who use play and various expressive therapies in their work with children. Course content includes 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. **Prerequisite(s):** #CY104.

Length: Two days
 Date(s): November 24-25
 Fee: \$185
 Instructor(s): Marie Jose-Dhaese, M.Ed., ATR, CET, RPT-S

Art Therapy with Female Survivors of Sadistic Abuse (#CSA121A)

See the Child Sexual Abuse category (page 14) for a course description.

Length: Two days
 Date(s): December 1-2
 Fee: \$175
 Instructor(s): Monica Franz, B.A., DVATI

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

This course is for practitioners who use art and play therapy in their work with children who have experienced and disclosed neglect and abuse. Course content reviews theoretical principles underlying the use of art and play therapy with traumatized children, illustrates ways of addressing the main clinical issues of neglected and abused children, and examines the recurring images that emerge in children's play and art (through the various stages of therapy). **Prerequisite(s):** #CY104 and #CY104A, and a basic understanding of child abuse

issues. Applicants must submit a resume describing their relevant work experience.

Length: Two days
Date(s): December 8-9
Fee: \$185
Instructor(s): Marie Jose-Dhaese, M.Ed., ATR, CET, RPT-S

■ Trauma and Post-Traumatic Stress

Trauma and Post-Traumatic Stress Reactions (#EP178)*

This introductory course is for front line workers, support workers, victim service workers, and other service providers working with trauma survivors in an individual, group, or community context. Participants will acquire a basic understanding of trauma and a working knowledge of reactions to trauma, including responses at the moment of victimization, short- and long-term consequences of traumatization, 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 situations. The impact of trauma work on service providers will also be explored. This course is relevant to people involved with diverse trauma populations, such as refugees or survivors of accidents, natural disasters, family violence, sexual assault, or other crimes.

Length: Two days
Date(s): September 22-23
Fee: \$165
Instructor(s): Joe Solanto, Ph.D.

Trauma and Post-Traumatic Stress Reactions, Level II (#EP178A)*

This course is for front line workers and other service providers working with trauma survivors, and will define effective support strategies, building on the content presented in Level I. Participants will develop a framework for assessing the effects of trauma on the individual client and identifying the stage of recovery that the client is in. Practical, supportive interventions that correspond to early and mid-stage recovery will be presented, including the role of providing information to the trauma survivor, re-establishing a sense of safety in the environment, and coping with anxiety states and flashbacks. Specific strategies to enable the trauma survivor to deal with anger and to avoid self-medication with alcohol and drugs will be examined. The importance of mobilizing appropriate community resources will be highlighted, and a model of self-care for the support worker will be presented.

Length: Two days
Date(s): October 20-21
Fee: \$165
Instructor(s): Joe Solanto, Ph.D.

Spirituality Issues in Trauma Recovery (#EP162)

Trauma can affect various aspects of a survivor's life, including conflict related to previously held religious beliefs, world view, and spiritual values. This course is for counsellors, therapists, and other practitioners working with survivors of trauma (such as sudden loss, child sexual abuse, family violence, sexual assault, and other crimes). It explores the challenge of integrating spiritual issues in trauma recovery work. Participants will examine the impact of personal religious attitudes, beliefs, and spiritual values on their relationships with clients; identify common religious and spiritual themes that emerge in response to trauma; develop a framework to assess a client's spiritual resources; and define strategies to address these themes in recovery. The therapeutic, spiritual challenges encountered in the various stages of trauma recovery will be outlined, including grief and loss related to previously held spiritual beliefs, forgiveness, abandonment, anger, guilt, and counter-transference issues. Through the use of imagery, symbol, rituals, and stories, participants will develop and practise skills in empowering trauma survivors to access strength from their spiritual resources and beliefs.

Length: Two days
Date(s): October 16-17
Fee: \$175
Instructor(s): Mimi Dent, M.S.W., R.S.W., and Eileen McWade, M.A. (Counselling)

NEW

Working with Individuals Who Have Dissociative Identities (#CSA159)

See the Child Sexual Abuse category (page 14) for a course description.

Length: Two days
Date(s): November 6-7
Fee: \$175
Instructor(s): Pam Sleeth, M.A.

■ Critical Incident Stress

NEW

Critical Incident Stress Debriefing: Trauma in the Lives of Children (#EP117C)

Acts of violence in and out of the family, tragic events, and sudden accidents expose children to significant stress. The Critical Incident Stress Debriefing (CISD) process has proved to be an effective tool in helping children and their families cope with what they have seen or experienced. This introductory course is for mental health practitioners, school personnel, child and youth counsellors, and others working with children in a support capacity. It will provide training in the effective intervention and management of critical incident stress (CIS). Participants will review the nature of stress, acute and delayed reactions to stress, and Post-Traumatic Stress Disorder; explore the causes of CIS in children within a developmental context; and define the various ways by which children can be traumatized. The formal debriefing process, defusing techniques, and intervention strategies to empower children to cope with the event will be presented and demonstrated through role play. Emphasis will be placed on adapting the CISD model to different situations with children of various ages; determining when a referral for follow-up therapy is required; and developing strategies for worker self-care.

Length: Three days
Date(s): October 4-6
Fee: \$225
Instructor(s): Ruth Armstrong, M.Ed.

Critical Incident Stress: Responding to Trauma in the Workplace, Levels I and II

In the regular course of their work, many professionals are exposed to a variety of situations that can have a profound impact on their personal and work life. Critical incidents – events that are life-threatening, gruesome, or significantly emotionally disturbing – can produce a variety of intrusive and disruptive symptoms that can affect the worker's ability to function during the event or later.

The symptoms of critical incident stress can affect people cognitively (inability to concentrate, self-blame), emotionally (shock, vulnerability, loss of emotional control), biologically (fatigue, nightmares, startle response), and behaviourally (avoidance, alienation, substance abuse). Two effective tools for managing this work-related trauma are critical incident stress defusings and debriefings. Originating in the military, modified for the emergency services by Dr. Jeffrey Mitchell, and adapted to a variety of other situations by Dr. Toby Snelgrove and others, these individual and group psycho/educational interventions have effectively promoted healing and healthy post-trauma self-care.

Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117)*

The purpose of this introductory course is to train mental health professionals (counsellors, clinical social workers, psychiatric nurses), victim service workers, and peer personnel from high-risk professions (emergency health and human services, police and corrections, various industries) in the effective management of CIS. Over the two days of the course, participants will review the nature of stress, cumulative stress, and critical incident stress and their impact on human functioning; explore specific causes of CIS; examine factors that affect an individual's vulnerability to CIS; review the various CIS interventions with a focus on defusings and debriefings; practise an individual defusing; participate in one roleplayed group debriefing; discuss specific techniques to handle problems associated with debriefings; and discuss protocols for the establishment of CIS debriefings and defusings in their own workplace.

Length: Two days
Date(s): October 16-17
December 5-6
Time: 8:30 am – 4:00 pm
Fee: \$175
Instructor(s): Toby Snelgrove, Ph.D.

Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117A)*

This advanced course builds on the material presented in Level I. It provides participants with an opportunity to develop some of the key skills of defusing and debriefing, practise the debriefing process in small groups, and learn ways to alter the debriefing process to meet a variety of situations. Participants will practise specific aspects of CISD through role plays; apply the CISD process to specific debriefing simulations; identify and problem-solve difficulties and issues that may arise in a debriefing process; and examine a framework for translating or generalizing CISD skills and processes to other settings. **Pre-requisite(s):** #EP117, or a written application outlining previous training in critical incident stress, including the name of the instructor and the length of the training.

Length: Two days
Date(s): October 18-19
December 7-8
Time: 8:30 am – 4:00 pm
Fee: \$175
Instructor(s): Toby Snelgrove, Ph.D.

Career and Community Studies has produced a *Critical Incident Stress Debriefing* video and support materials. For information, see page 60.

■ Courses Around B.C.

Kelowna

Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117K)*

For a course description, see page 34.

Length: Two days
Date(s): November 21-22
Time: 8:30 am – 4:00 pm
Location: The Coast Royal Anne Hotel,
348 Bernard Avenue
Fee: \$230

Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117AK)*

For a course description, see page 34.

Length: Two days
Date(s): November 23-24
Time: 8:30 am – 4:00 pm
Location: The Coast Royal Anne Hotel,
348 Bernard Avenue
Fee: \$230

Prince George

Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117PG)*

Co-sponsored with the University of Northern British Columbia. For a course description, see page 34.

Length: Two days
Date(s): November 7-8
Time: 8:30 am – 4:00 pm
Location: University of Northern B.C. (Room 205,
Conference Centre)
Fee: \$230

Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117APG)*

Co-sponsored with the University of Northern British Columbia. For a course description, see page 34.

Length: Two days
Date(s): November 9-10
Time: 8:30 am – 4:00 pm
Location: University of Northern B.C. (Room 205,
Conference Centre)
Fee: \$230

Victoria

Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117V)*

For a course description, see page 34.

Length: Two days
Date(s): October 11-12
Time: 8:30 am – 4:00 pm
Location: Holiday Inn Victoria, 3020 Blanshard Street
Fee: \$230

INSTRUCTORS

Gladys Adilman, B.A., is a Senior Mental Health worker with SAFER (Suicide Attempt, Follow-up, Education and Research), and is the program coordinator for education on suicidal behaviour throughout B.C.

Ruth Armstrong, M.Ed., is a child and family therapist specializing in treating sexual and physical abuse, family issues, art/play therapy, parenting skills, and traumatic stress. Ruth is a member of the Association for Play Therapy, the B.C. School Counsellors Association, and the B.C. Association of Clinical Counsellors.

Carole Christensen, Ph.D., is the originator of the Cross-Cultural Awareness Development Model. She is a professor at the UBC School of Social Work and Program Director of the Multicultural Family Centre.

Mimi Dent, M.S.W., R.S.W., is a therapist in private practice, with extensive experience in individual, marital, and family counselling. She specializes in the areas of sexual abuse and violence. She is a Field Instructor for the UBC School of Social Work and is interested in integrating feminist therapy practice with spiritual issues.

Robert Finlay, M.A., is a registered marriage and family therapist and Approved Supervisor with the American (Canadian) Association of Marriage and Family Therapy (AAMFT). Working in private practice, he has a strong background in addiction treatment and is a certified alcohol and drug counsellor.

Elizabeth Fortes, M.A., has been a counsellor with SAFER for the past 12 years. She is on the board of the Canadian Association for Suicide Prevention and chairs the Bereavement Committee.

Monica Franz, B.A., DVATI, is an art therapist in private practice who provides individual and group therapy for survivors of childhood trauma, former psychiatric patients, and professional caregivers.

Arden Henley, M.A., is the director of the White Rock Family Therapy Institute. A family therapist with 20 years of experience, he is well known for his innovative application of narrative and solution-focused approaches in working with children, youth, and families, and for his interest in multicultural issues in therapy.

Marie Jose-Dhaese, M.Ed., ATR, CET, RPT-S, is a certified, registered art and expressive therapist, and a registered play therapist supervisor specializing in play therapy.

Eileen McWade, M.A. (Counselling), is a therapist in private practice, working primarily with survivors of trauma in individual, relationship, and family therapy contexts. She holds a Certificate in Theology and is deeply committed to the use of spiritual resources in the healing process.

Lynette Pollard-Elgert, R.C.C., is the executive director of the Living Through Loss Counselling Society in Vancouver, and has 13 years of experience as a therapist and educator in the areas of grief, loss, and trauma recovery.

Jamie Powers, M.Ed., M.A., R.C.C., a therapist in private practice, has been involved in the counselling community in private practice and agency work since 1986. His particular areas of expertise include communication skills between partners/spouses, the effect of family and religion of origin on the lives of gays and lesbians, and loss and grief.

Kathryn Priest-Peries, M.S.W., R.C.C., is a registered clinical counsellor in private practice, with several years of experience working with the social services system as foster parent, social worker, and, most recently, manager of the Family and Child Services Social Work Training.

Joe Rosen, M.S.W., is a counsellor and consultant in private practice, working with individuals and couples. He specializes in family violence, parenting, and relationship issues.

Linda Rosenfeld, B.A., B.S.W., is the director of SAFER and has been a counsellor with the program since its inception in 1972. She has extensive experience in crisis intervention and in individual, family, and group counselling. She is the co-author of *Left Alive*, a book on bereavement and suicide.

Toby Snelgrove, Ph.D., is a trainer, consultant, and therapist with EASTON•SNELGROVE Inc., a private clinic specializing in traumatic stress, grief, and loss issues. Toby has trained, debriefed, and developed programs for a wide variety of organizations, including community-based CIS teams, hospitals, fire and ambulance services, police and correctional services, First Nations communities, industry, air traffic control, coast guard, search and rescue teams, the United Nations, and others. He has also been involved in producing a variety of written and video materials on critical incident stress.

Joe Solanto, Ph.D., is a psychotherapist, clinical supervisor, and educator in private practice. He has provided debriefings for front line staff coping with victims of personal tragedy and natural disasters, and has worked extensively with psychiatrists and other clinicians in diagnostic assessment and treatment planning processes.

Elaine Stoll, B.A., R.C.C., is a counsellor and trainer in private practice. She facilitates a variety of weekly groups for survivors of abuse, and is a certified training supervisor with Dr. William Glasser's Institute for Reality Therapy.

Kathryn Templeton, M.Sc., M.Ed., R.C.C., is a therapist in private practice and has been working in the lesbian and gay community since 1986. She works with individuals, couples, and groups, and has particular expertise in the areas of illness and chronic symptoms, adult survivors of sexual abuse, relationship skills, dream work, body work, and movement.

Dale Trimble, M.A., is a counsellor in private practice and the co-founder of the Vancouver Assaultive Husbands Program. He has been working with assaultive men since 1977, and has provided training, consultation, and supervision throughout Canada.

Suri Vangolen, R.C.C., is a counsellor at SAFER, specializing in crisis intervention, individual and family counselling, and bereavement counselling.



Crime Prevention and Community Safety

Unless otherwise indicated, Crime Prevention and Community Safety courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For course details or information on how these workshops can be offered in your community, call the Program Planner, Mark LaLonde at 604/528-5624. For detailed brochures, call the Program Assistant, Lynda Getz, at 604/528-5619.

Enhancing School Safety (#CY160)

Schools in B.C. are generally safe, but at times violence in the community can spill over into the school setting. This course will provide teachers, counsellors, administrators, and school support staff with specific strategies and skills to intervene and prevent further violence. The content covers: conducting school-based safety audits; crisis management; planning and implementing staff training; verbal skills to defuse potentially violent situations; and intervention strategies following a critical incident. This course is well suited to "team registrations" made up of teachers, support staff, administrators, and police school liaison officers. It is available for on-site delivery to schools and district audiences.

Length: Two days
Date(s): October 19-20, at the Justice Institute
October 19-20, at S.J. Willis Centre,
923 Topaz Street, Victoria
December 7-8, at the Justice Institute
Fee: \$165
Instructor(s): Terry Waterhouse and Mark LaLonde

NEW

Enhancing Elementary School Safety (#CY165)

Typically, issues of school safety have addressed strategies involving or directed towards adolescents. Yet elementary school children are also affected. Creating a safe, caring school community for young children can profoundly affect their lives and the lives of their families. Young children are able to learn easily the skills and strategies necessary for developing healthy relationships, managing their anger, and reducing the risk of violence in their lives. This course will focus on the incidence of violence in the lives of schoolchildren, primary intervention strategies, and skills teachers can use to create caring classrooms. Using an interactive approach, participants will explore current research on resiliency and its significance for young children, effective strategies to address bullying behaviour, methods for intervening with children who are aggressive, and ways to mobilize the school community towards creating a safer school setting.

Length: Two days
Date(s): November 15 & 16
Fee: \$165
Instructor(s): Lisa Pedrini

NEW

Safe at Work: Strategies for Preventing Workplace Violence (#CY166)

Increasingly, both employers and employees are searching for ways to make the workplace safe from violence and the threat of violence. Recent regulations enacted by the Workers' Compensation Board relating to workplace violence have brought this issue to the fore. Using a violence-free workplace model, participants will learn skills and tools for assessing the current threat of workplace violence, developing strategies for complying with the WCB regulations, and reducing or removing threats. Participants will work through a process that includes designing and completing a risk assessment survey that can be adapted to their own workplace; developing appropriate plans for responding to, reporting, and documenting incidents; and using data collected from staff to develop relevant staff training. Participants will also look at ways to arrange their workplace design and practices for maximum employee safety. Through lecture, discussion, group work, and role play, participants will gain valuable information for enhancing the level of safety at work.

Length: Two days
Date(s): September 28 & 29
November 15 & 16
Fee: \$200
Instructor(s): Terry Waterhouse

INSTRUCTORS

Mark LaLonde is a former police school liaison officer and is now a Program Planner responsible for Crime Prevention and Community Safety programs at the Justice Institute. He has extensive experience in

school safety issues and has worked with a number of communities to prevent peer youth violence.

Lisa Pedrini is an education consultant with a special interest in violence prevention and children's issues. She has over 15 years of experience in education, as a primary teacher; as an administrative staff member at the B.C. Teachers' Federation, where she coordinated the work on the BCTF Task Force on Violence in Schools; and as a consultant. Her experience includes work on gender equity; professional development,

training, and continuing education; family violence prevention; and enhancing school safety.

Terry Waterhouse, B.Ed., has several years of experience in both teaching and law enforcement. Terry provides training in the area of workplace violence prevention. He has worked with professionals in many settings to develop staff training designed to enhance employee safety. In addition, Terry is an experienced investigator who has developed and delivered training to investigators from a variety of backgrounds.

Enforcement and Investigation

*Unless otherwise indicated, Enforcement and Investigation courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm.
For more information, call the Program Coordinator, Patricia McNeill, at 604/528-5623.
For detailed brochures, call the Program Assistant, Lynda Getz, at 604/528-5619.*

Developing Investigative Skills (#EP152)

This introductory course is designed to assist by-law enforcement officers, motor vehicle inspectors, insurance inspectors, and others who must conduct investigations that may result in alleged violators being brought before the courts. The course focuses on interviews and statements, note taking and file maintenance, and evidence – including what constitutes evidence, different types of evidence, and how evidence should be collected, stored, and documented so that it will be admissible in court. Participants will practise methods of gathering statements, keeping notes, and conducting interviews.

Length: Two days
Date(s): September 21-22
November 2-3
Fee: \$175
Instructor(s): Terry Waterhouse

Courtproofing for Enforcement Personnel (#EP177)

Enforcement personnel from a variety of agencies may be called upon to present evidence in court. This course is designed to help them prepare for their court appearance. It provides an overview of the criminal justice system and the court system, and takes participants through the steps leading to, and through, the court process. On day 2, participants will have the opportunity to participate in a mock trial, in which they will present evidence and be cross-examined on that evidence. The number of participants is limited to 16.

Length: Two days
Date(s): November 20-21
Fee: \$225
Instructor(s): James W. Williams, LL.B.

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. Career and Community 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. It 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. Lawyers with experience in prosecuting and defending cases in the British Columbia court system conduct the courses. They are assisted by other instructors with expertise in specific fields related to the topics presented. For further information, or to discuss a course specifically designed for your agency, contact Patricia McNeill at 604/528-5623.

Executing a Court Order (#EP159)

Court Services Branch now contracts with private companies to perform a variety of court bailiff functions. Employees of such companies are required to demonstrate their familiarity with execution procedures and legal requirements by successfully completing a written examination. The purpose of this course is to ensure that participants are familiar with the documents and procedures involved in the provision of execution services in B.C., and to prepare them for the exam. This course is offered on an "as-needed" basis. For more information, or to add your name to a waiting list for the course, contact Lynda Getz at 604/528-5619.

Instructor(s): Bill Bradshaw

■ Witness Skills

Courtproofing for Practitioners Working with Children or Adults Who Have Been Sexually Abused (#CSA112)

See the Child Sexual Abuse category (page 13) for a course description.

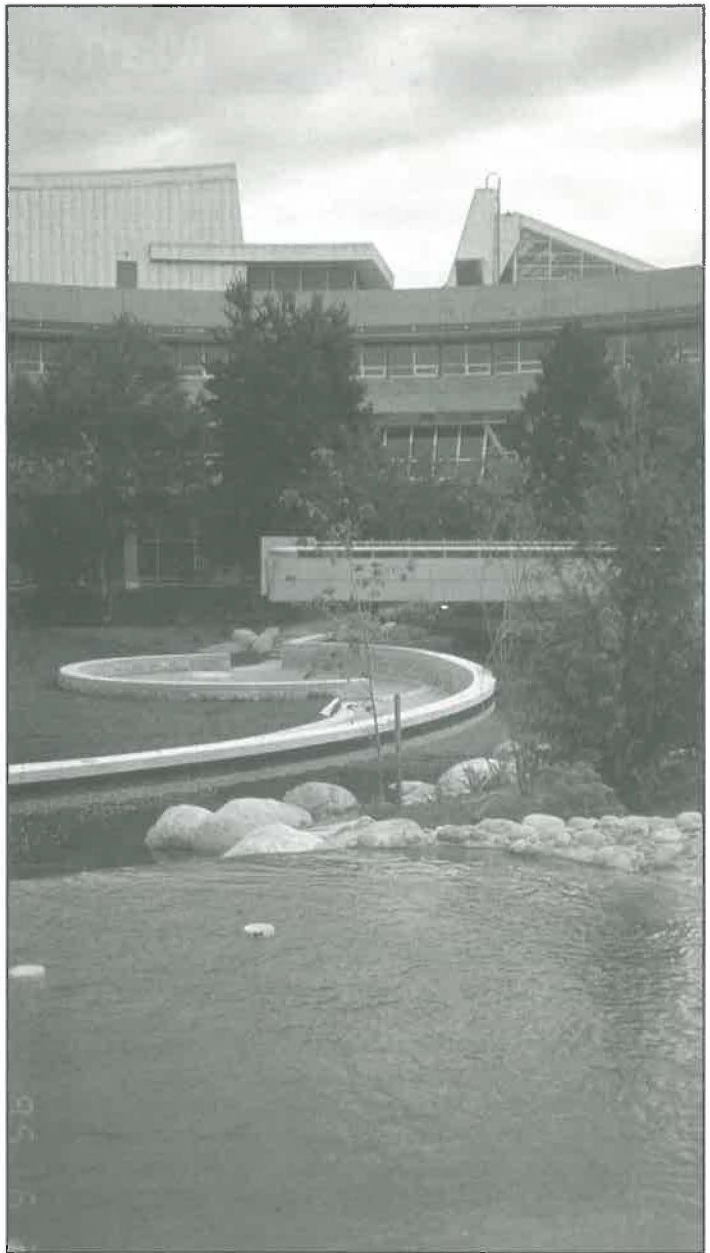
Length: Two days or three days
Date(s): October 18-20
Fee: \$175 (two days); \$250 (three days)

INSTRUCTORS

Bill Bradshaw is a retired sheriff with extensive experience in executing court orders. He instructed the Basic Deputy Sheriff course on execution procedures for approximately 10 years at BCIT and the Justice Institute.

Terry Waterhouse, B.Ed., has several years of experience in both teaching and law enforcement. He has developed and delivered training to investigators from a variety of backgrounds.

James W. Williams, LL.B., has practised law in Vancouver since 1985. Although he is active primarily as a criminal defense lawyer, he has also appeared before such tribunals as the Law Society of B.C. and the B.C. Securities Commission. Before taking his law degree, he was a member of the RCMP for 11 years.



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. Please see the Administrative/Support Staff (page 8) and Training for Trainers (page 48) categories for additional listings.

For more information, call the Program Coordinator, Patricia McNeill, at 604/528-5623.

For detailed brochures, call the Program Assistant, Lynda Getz, at 604/528-5619.

Courses marked with an asterisk (*) may be taken as electives in the Management Development for Residential Settings Certificate Program.

Basic Supervisory Program Certificate

Many participants in our Basic Supervisory courses have requested a certificate to show that they have successfully completed these courses. We are now able to fulfil that request. Starting this fall, you will be eligible for a Basic Supervisory Program certificate when you fulfil the following requirements:

1. Full attendance at Basic Supervisory Program Weeks 1 and 2
2. Completion of four additional days of training in management courses offered by Career and Community Studies (usually two courses)
3. Successful completion of a written report that shows you have met the goals of the program. The report will be based on an actual intervention you have completed in your workplace or volunteer organization. The report will be evaluated by Basic Supervisory Program instructors.

For further details, including an outline of the report requirements and the cost of the evaluation, please contact the Program Assistant, Lynda Getz, at 528-5619 after September 1.

Basic Supervisory Program, Week 1 (#MGMT213)

Each job or function has specific areas of knowledge, skill, and operating values that, taken together, give individuals the competence to perform a particular job. This competency-based course 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. Week 1 of the Basic Supervisory Program is for first-level supervisors,

or those who aspire to be supervisors, in both government and private agencies. B.C. Corrections Branch employees who successfully complete the course will be granted certification for the Basic Supervisor Competency, Week 1. Co-sponsored with the Corrections Academy. Enrolment is limited to 16 participants.

Length: Five days
Date(s): October 2-6
November 6-10
Time: 9:00 am – 4:30 pm on day 1;
8:30 am – 4:30 pm on subsequent days
Fee: \$450
Instructor(s): A consultant with Ryane Consulting Inc.

Basic Supervisory Program, Week 2 (#MGMT213A)

This second-level course uses short lectures, discussion groups, case studies, and practice sessions to build on the skills gained in the Basic Supervisory Program, Week 1. The course addresses three key challenges of supervisors: completing performance appraisals, dealing with problem employees, and building an effective team. It includes practical exercises to improve the team's cooperation and commitment, and the supervisor's own time management and meeting skills. Participants are encouraged to share ideas and concerns encountered in their role as supervisor. **Prerequisite(s):** Basic Supervisory Program, Week 1. Enrolment is limited to 16 participants.

Length: Five days
Date(s): December 4-8
Time: 9:00 am – 4:30 pm on day 1;
8:30 am – 4:30 pm on subsequent days
Fee: \$475
Instructor(s): A consultant with Ryane Consulting Inc.

NEW

Communications Planning (#MGMT314)*

Organizations today recognize that effective communication – both within and outside of the organization – is a key element for success. This is especially true in a time of cutbacks and other changes. How an organization communicates with its staff, clients, key stakeholders,

and the public has an impact on how well the organization is perceived and whether its services are known and understood. This new, two-day course is designed to give managers, supervisors, and individuals in an organization dealing with communication functions a better understanding of the internal and external communication needs of their organization. The course will introduce the skills required to develop and implement communication plans to meet those needs in the most economical and innovative manner.

Length: Two days
 Date(s): October 5-6
 Fee: \$175
 Instructor(s): Zena Simces Katz

Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)*

This course is designed to help participants become more aware of their rights and the rights of others under the B.C. Freedom of Information and Protection of Privacy Act. Greater demands are now placed on organizations to ensure that they comply with the spirit and provisions of this legislation. Staff at all levels of the organization need to understand their roles and responsibilities vis-à-vis protection of privacy and disclosure of information. Participants will explore the purpose of the Act; examine provisions of the Act dealing with access to information, exceptions to release information, and protection of personal privacy of third parties; examine the requirement for responding to requests for information; examine case studies that illustrate how the provisions of the Act apply; and identify what is required to implement the Act within their organization.

Length: One day
 Date(s): October 13
 November 30
 Fee: \$110
 Instructor(s): Zena Simces Katz

Together We Stand: Effective Team Building (#MGMT120)*

Teamwork has long been seen as a basic organizational need. Today an increased focus on team formation and team development has created a need for managers to develop further competence in team building. This course explores the concept of team – what differentiates a group from a team, what a team really is, why teams exist in the first place, and how teams are developed – and looks at ways to measure and improve team effectiveness. The role of the leader in work teams is also explored. Participants will practise strategies for building and enhancing teams while developing an understanding of how teams function.

Length: Two days
 Date(s): October 25-26
 November 30 – December 1
 Fee: \$175
 Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

Influencing Decision Making and Change (#MGMT210)*

To influence decisions, individuals must be able to communicate the merit of their ideas persuasively; they must create both an opportunity for, and interest in, the presentation of their ideas – both upward and downward in their organization. The skills and strategies presented and practised in this two-day course will increase participants' understanding of their personal styles of influencing, and why their current influencing strategies and skills work in some situations but are less effective in others. Participants will practise methods to build on what works and transform what does not. (An elective in the Conflict Resolution Certificate Program)

Length: Two days
 Date(s): November 7-8
 Time: 9:00 am – 5:00 pm
 Fee: \$175
 Instructor(s): Michael Fogel, LL.B., J.D., M.Ed.
 (Counselling Psychology)

NEW

People Problems: How to Supervise Challenging Employees (#MGMT315)*

One of the greatest challenges of supervisors and managers today is dealing with employees whose performance is ineffective or whose behaviour gets in the way. Managing these people is demanding, stressful, and time-consuming. If the problem is ignored, the motivation and productivity of all employees often decreases. Having the skills to deal with poor performance makes the job of the supervisor or manager easier and more satisfying. This two-day course will focus on specific guidelines and techniques to help meet the challenge of problem behaviour confidently and effectively.

Length: Two days
 Date(s): November 15-16
 January 18-19, 1996
 Fee: \$175
 Instructor(s): A consultant with Ryane Consulting Inc.

Facilitating for Results: Helping Groups to Succeed (#MGMT306)

Facilitation skills are in demand daily as organizations change internally and change the way they do business. In this course, participants will identify and practise key

skills that will help them become more skilful facilitators in a variety of settings, ranging from work and quality teams to community groups and others trying to get things done through collaborative processes. Participants will learn methods for dealing with difficult individuals and practise techniques to ensure that a desired outcome or result is achieved within a realistic time frame. Through group work, presentations, class discussions, and feedback from others, participants will develop a personal, flexible process for facilitating in a variety of situations.

Length: Two days
Date(s): November 20-21
Fee: \$175
Instructor(s): Sandra Heath, B.A.

Program Evaluation/Project Evaluation (#MGMT304)*

Evaluation of projects and programs is an aid to decision making and management. It is a source of information for resource allocation, program improvement, and accountability. While many program or project evaluations are carried out by external specialists, more and more organizations are conducting their own internal evaluations. Staff and managers must therefore acquire the knowledge and skills to manage and carry out evaluations. This two-day course is designed to give managers, supervisors, and individuals involved in program or project evaluation an understanding of what program evaluation is and how it can be used in an organization, and the knowledge and skills required to carry out successful program evaluations. Case studies, practical exercises, and real-life examples will be used throughout the two days. Each participant will leave the course with a guide for carrying out an evaluation. *Participants are requested to bring a sample program from their work setting to be used in class exercises.*

Length: Two days
Date(s): November 23-24
Fee: \$175
Instructor(s): Zena Simces Katz

Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)*

This course is for 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 1 and 2 will cover communication as a transaction, writing skills, business styles, and conveying organizational messages. Day 3 will focus on report writing and will cover planning, organizing, and special techniques. Participants are requested to submit two one-page samples of their written work when they register. This course is limited to 18 participants.

Length: Three days
Date(s): November 29 – December 1
Fee: \$235
Instructor(s): A consultant with Ryane Consulting Inc.

Strategic Planning (#MGMT312)*

Strategic planning is one of the most important elements in organizational effectiveness and success today. It is a process by which members of an organization envision its further development and introduce the necessary procedures and operations to achieve that future. Managers in organizations need strategic planning to help them set priorities and deal with change. This two-day course will provide participants with an understanding of strategic planning concepts and how to make them come alive; that is, how strategic planning can be meaningful and essential in managing an entire organization or a single program.

Length: Two days
Date(s): December 7-8
Fee: \$175
Instructor(s): Zena Simces Katz

■ Courses Around B.C.

Victoria

Together We Stand: Effective Team Building (#MGMT120V)*

See page 41 for a course description.

Length: Two days
Date(s): November 1-2
Location: University of Victoria
Fee: \$225
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

INSTRUCTORS

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 to create and implement organizational changes, restructuring, and strategic plans.

Sandra Heath, B.A., is a management training and human resources consultant whose experience includes responsibility for human resources, policy development, and training. She has line management experience in B.C. and Alberta and in the federal public sector.

Zena Simces Katz is a consultant and trainer specializing in management consulting. She has over 20 years of experience working in government and with community groups in a number of provinces.

Elizabeth Robinson, M.S.W., R.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 at UBC.

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

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. For more information, call the Program Coordinator, Sandra Rice, at 604/528-5633. For a brochure describing program structure, content, and eligibility, contact the Program Assistant, Nenita Capili, at 604/528-5631.

■ Management Skills

Management Development for Residential Settings Certificate Program

This certificate program was created in consultation with executive directors and front line managers from the residential and vocational fields. It is 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. Courses should be taken in sequence from Level 1 through 8, unless otherwise approved by the Coordinator.

Interested persons should request an application form from the Program Assistant at 604/528-5631. Participants must currently be supervising others or have proven supervisory experience. Participants in non-supervisory positions should contact the Coordinator at 604/528-5633, as limited seating is available for persons preparing for the supervisory role.

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. It covers 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
Date(s): October 23-24
Fee: \$175
Instructor(s): 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
Date(s): **November 21-22**
Fee: \$175
Instructor(s): 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 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
Date(s): **Offered in January term**
Fee: \$175
Instructor(s): Martha Joy

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

This two-day course is designed to help supervisors 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, that 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 that 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
Date(s): **October 12-13**
Fee: \$175
Instructor(s): Carol Cohen, M.A., and Marion Malcolmson, M.S.W., R.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; set agendas and practise 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
Date(s): **November 15-16**
Fee: \$175
Instructor(s): 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 in 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
Date(s): **December 6-7**
Fee: \$175
Instructor(s): 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
Date(s): **Offered in January term**
Fee: \$175
Instructor(s): Elizabeth Robinson, M.S.W., R.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 the protocol for critical incidents and the debriefing process.

Length: Two days
Date(s): Offered in January term
Fee: \$175
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

**Management Development for
Residential Settings Certificate Program
Graduation Ceremony
September 29, 1995**

Electives

Four days of Justice Institute electives are required in the Management Development for Residential Settings Certificate Program. Electives currently being offered are listed below. See course descriptions in this calendar under the Computer, Conflict Resolution, Management, and Training for Trainers categories. **Electives must be Justice Institute courses.**

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

Asserting Yourself Under Pressure (#CR702)

Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)

Communications Planning (#MGMT314)

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

Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117A)

Critical Skills for Communicating in Conflict (#CR735)

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

Dealing with Anger (#CR200)

Dealing with Interpersonal Conflict (#CR100)

Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)

Influencing Decision Making and Change (#MGMT210)

Intervention Techniques for Supervisors of Child and Youth Care Practitioners (#CY180)

Introduction to DOS (#CORR402)

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

Mediation Skills, Level I (#CR300)

People Problems: How to Supervise Challenging Employees (#MGMT315)

Program Evaluation/Project Evaluation (#MGMT304)

Resolving Conflict in the Workplace (#CR763)

Strategic Planning (#MGMT312)

Together We Stand: Effective Team Building (#MGMT120)

Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)

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

Training for Trainers: Ideas for Active Learning (#MGMT223D)

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

Trauma and Post-Traumatic Stress Reactions (#EP178)

Trauma and Post-Traumatic Stress Reactions, Level II (#EP178A)

■ Front Line/Supervisory Skills

Coaching Job Readiness Skills (#SUP122)

This two-day course is designed for youth care workers, community support workers, school liaison workers, life skills resource persons, and other front line workers who want to coach their clients in job readiness skills. Participants will learn coaching techniques that will help their clients make the transition to the world of work; learn to use supporting resource materials provided for this course; explore ways to build confidence for persons preparing to compete in the job market; explore successful job search techniques; examine liaison and networking protocol with the business community and not-for-profit organizations; examine volunteer service opportunities; learn up-to-date information on current resume trends and reference-checking criteria; and identify selection interviewing protocol. Participants will be provided with a resource kit to further develop their expertise.

Length: Two days
Date(s): December 5-6
Fee: \$165
Instructor(s): Denise Grams

Front Line Training for Residential Settings (#SUP119)

This five-day course 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 Personal Service Plans (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 who complete all five days and an examination covering course content.

Length: Five days
Date(s): November 27-29 (Part 1);
December 11-12 (Part 2)
Fee: \$265

Life Skills Training for Residential Settings (#SUP121)

This two-day course is designed for residential and vocational workers who want to be a life skills resource person for their workplace. It 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. This course is experiential and participants will practise each of these four skills.

Length: Two days
Date(s): October 24-25
Fee: \$165
Instructor(s): Denise Grams

■ Courses Around B.C.

The Management Development for Residential Settings Certificate Program is now offered in several locations outside the Lower Mainland. For information about the program and future locations, contact the Program Coordinator, Sandra Rice, at 604/528-5633.

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

Core Courses

Victoria

Management Development for Residential Settings, Level 5 (#MGMT250V)

Length: Two days
Date(s): September 27-28
Location: University of Victoria
Fee: \$185

Management Development for Residential Settings, Level 6 (#MGMT260V)

Length: Two days
Date(s): October 18-19
Location: University of Victoria
Fee: \$185

Management Development for Residential Settings, Level 7 (#MGMT270V)

Length: Two days
Date(s): November 15-16
Location: University of Victoria
Fee: \$185

Management Development for Residential Settings, Level 8 (#MGMT280V)

Length: Two days
Date(s): December 6-7
Location: University of Victoria
Fee: \$185

Electives

See pages 22 and 35 for community colleges co-sponsoring Justice Institute Conflict Resolution and Critical Incident Stress courses that can be used as electives for this program. Please see the Conflict Resolution category

(beginning on page 21) and the Critical Incident Stress section (page 34) for course descriptions. **Electives must be Justice Institute courses.**

Victoria

Together We Stand: Effective Team Building (#MGMT120V)

See the Management category (page 41) for a course description. Students in the Management Development for Residential Settings Certificate Program will have first preference when registering for this course. Seats will be open to the general public by September 1.

Length: Two days
Date(s): **November 1-2**
Location: University of Victoria
Fee: \$225
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

INSTRUCTORS

Carol Cohen, M.A., is a counsellor/coordinator with the Family Services Employee Assistance Group. She has worked in residential settings for youth and is experienced in both direct service and management.

Mario Govorchin is a consultant and trainer with extensive experience working with clients with disabilities. He has worked in residential settings. Mario is a senior trainer for the JI Centre for Conflict Resolution Training.

Denise Grams is a life skills counsellor, instructor, and trainer. She has 10 years of experience working in the social services field coordinating a child care program, and as a rehabilitation officer and counsellor. She has

been in private practice (Life Unlimited - Life Management Skills Training) since 1990.

Martha Joy is a consultant with extensive experience working with children, youth at risk, and persons with disabilities. She has worked in residential settings with youth and is experienced in both direct service and management.

Kelly Kennedy, M.A., is a mediator and counsellor in private practice. She has experience counselling, mediating, and training in a variety of human services settings.

Marion Malcolmson, M.S.W., R.S.W., works in cross-cultural settings as the Coordinator of Counselling Services at Invergarra Adult Learning Centre. Her counselling and training experiences include employee assistance programs. She has been employed in both direct service and administration and currently maintains a private practice.

Pat Meyer is a consultant who has offered workshops in Canada, the U.S., and New Zealand. She conducts workshops and consultations on developing services for people with disabilities, including the transition of people with complex health needs from institution to community living.

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

Elizabeth Robinson, M.S.W., R.S.W., is a social worker in private practice. She has extensive experience as a manager and trainer in child welfare and medical settings. She is also a sessional lecturer at the School of Social Work at UBC.

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



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. For more information, call the Program Coordinator, Patricia McNeill, at 604/528-5623. For detailed brochures, call the Program Assistant, Lynda Getz, at 604/528-5619.

Courses marked with an asterisk (*) may be taken as electives in the Management Development for Residential Settings Certificate Program.

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

This practical course is for people who deliver training as part of their overall job and want to learn new skills or enhance existing ones. Content includes: 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 give each participant a chance to practise group and one-to-one training in a supportive setting.

Length: Two days
Date(s): **September 28-29**, Reva Kalef
October 26-27, Reva Kalef
November 16-17, Reva Kalef; at University Golf Club, 5185 University Boulevard, Vancouver; 8:30 am - 4:00 pm
December 6-7, Margaret Owens
Fee: \$225

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

This interactive two-day course is for trainers who are responsible for planning instruction for adult learners. 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. They should have a project in mind to work on over the course of the two days. **Prerequisite(s)**: Training for Trainers: Tips, Techniques, and Tactics (#MGMT223), or permission of the Coordinator. The number of registrants will be limited to 16 to allow opportunities for each participant to receive coaching.

Length: Two days
Date(s): **October 30-31**
Fee: \$225
Instructor(s): Reva Kalef

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

This practical, advanced course is for 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 course 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(s)**: Training for Trainers: Tips, Techniques, and Tactics (#MGMT223), or permission of the Coordinator. The number of registrants will be limited to 16.

Length: Two days
Date(s): **November 30 - December 1**, at University Golf Club, 5185 University Boulevard, Vancouver; 8:30 am - 4:00 pm
Fee: \$225
Instructor(s): Reva Kalef

Training for Trainers: Ideas for Active Learning (#MGMT223D)*

Participants in this course will leave with a repertoire of ideas for introductions, warm-ups, goal setting, energizers, retention, transfer of learning, and closure. The course is for trainers who want to explore ways to increase interaction and add variety to the courses they instruct. It highlights the importance of using interactive strategies and the instructor qualities and skills that complement the use of such strategies. **Prerequisite(s)**: Training for Trainers: Tips, Techniques, and Tactics (#MGMT223), or permission of the Coordinator. The number of registrants will be limited to 16.

Length: Two days
Date(s): **December 11-12**, at University Golf Club, 5185 University Boulevard, Vancouver; 8:30 am - 4:00 pm
Fee: \$225
Instructor(s): Reva Kalef

Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)*

This interactive two-day course is designed for people who create instructional materials for adults. It applies principles of plain language and design to the special needs of the adult learner and instructional designer. The course will allow participants to apply the knowledge and skills that they learn to their own projects. Content focuses on creating overheads, flipcharts, handouts, workbooks, and materials used to plan and design instruction. Although the course discusses manuals and other "stand-alone" materials, it concentrates on materials used for classroom instruction. **Recommended:** Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A). The number of participants is limited to 16.

Length: Two days
Date(s): January 11-12, 1996
Fee: \$200
Instructor(s): Dianne Bodnar

INSTRUCTORS

Dianne Bodnar, M.A., is a program developer, trainer, and editor who specializes in instructional design and plain language services. Formerly the Education Director of the Plain Language Institute of B.C., she is also experienced in working with educational institutions, government agencies, community groups, and businesses to create training programs and materials.

Reva Kalef, M.Ed., has been involved in the field of adult education as a course leader, instructional designer, curriculum developer, and consultant for over 10 years. She has extensive experience working with educational institutions, government agencies, non-profit organizations, and business and industry.

Margaret Owens, M.Ed., has extensive experience as a consultant and trainer in the design, instruction, and evaluation of adult education programs and materials. She has a special interest in international and distance education, and recently completed a research project on distance education initiatives in Southeast Asia.

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. Classes will be in session from 9:00 am to 4:00 pm. Class size will be limited to 12 to allow individualized instruction. Each participant will have an individual workstation equipped with a 486 computer with a colour monitor. Course fee includes a manual and a diskette. For further information about these courses, contact Margot D'souza, Corrections Academy, 604/528-5546.

Courses marked with an asterisk (*) may be taken as electives in the Management Development for Residential Settings Certificate Program.

Introduction to DOS (#CORR402)*

Participants will be introduced to the basic DOS functions and will learn how to create directories, sub-directories, and batch files, and how to format disks and manage files. **Prerequisite(s):** Basic keyboarding skills.

Length: Two full days
Date(s): October 10-11 (Tuesday and Wednesday)
Fee: \$235

WordPerfect 5.1 (for DOS) Level I (#CORR400)

This course covers the basic functions of WordPerfect 5.1. On completion of the course, 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. **Prerequisite(s):** Basic keyboarding skills.

Length: Two full days
Date(s): September 27-28 (Wednesday and Thursday)
November 8-9 (Wednesday and Thursday)
Fee: \$235

WordPerfect 5.1 (for DOS) Level II (#CORR407)

WordPerfect advanced functions 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. **Prerequisite(s):** WordPerfect 5.1 (for DOS) Level I.

Length: Two full days
Date(s): **October 18-19** (Wednesday and Thursday)
November 29-30 (Wednesday and Thursday)
Fee: \$235

WordPerfect 5.1 (for DOS) Level III (#CORR408)

Participants will explore the advanced functions of WordPerfect 5.1; will be able to use various merge features, macros, styles, and graphics; and will learn handy tips and tricks. **Prerequisite(s):** WordPerfect 5.1 (for DOS) Levels I and II.

Length: Two full days
Date(s): **December 7-8** (Thursday and Friday)
Fee: \$235

Introduction to Windows (#CORR405)

This course introduces the graphics environment for file, disk, and program management. Participants will use the mouse to select icons to perform tasks instead of typing DOS commands. **Prerequisite(s):** Basic keyboarding skills.

Length: One full day
Dates(s): **September 18** (Monday)
October 12 (Thursday)
October 30 (Monday)
November 20 (Monday)
Fee: \$140

WordPerfect 5.2 Level I for Windows (#CORR401)

This course is for new users and covers the basic functions of WordPerfect 5.2 for Windows. 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. **Prerequisite(s):** Introduction to Windows.

Length: Two full days
Date(s): **October 4-5** (Wednesday and Thursday)
Fee: \$235

WordPerfect 5.2 Level II for Windows (#CORR417)

The more advanced functions will be covered in this course. Participants will learn the merge process, graphics, tables, and columns. There will also be an

introduction to macros. **Prerequisite(s):** WordPerfect 5.2 Level I for Windows.

Length: Two full days
Date(s): **October 25-26** (Wednesday and Thursday)
November 27-28 (Monday and Tuesday)
Fee: \$235

Word for Windows Level I (#CORR419)

This course covers the basic functions of Word for Windows. On completion of the course, participants will be able to create and edit documents, save and open, print and format text, use tab settings and the spell checker, as well as create page numbers. **Prerequisite(s):** Introduction to Windows.

Length: Two full days
Date(s): **September 19-20** (Tuesday and Wednesday)
October 31 – November 1 (Tuesday and Wednesday)
November 21-22 (Tuesday and Wednesday)
Fee: \$235

Word for Windows Level II (#CORR422)

The more advanced functions of Word will be covered in this course. Participants will learn to create headers and footers, merge documents, set up tables and columns, and create graphics. **Prerequisite(s):** Word for Windows Level I.

Length: Two full days
Date(s): **October 2-3** (Monday and Tuesday)
November 6-7 (Monday and Tuesday)
December 4-5 (Monday and Tuesday)
Fee: \$235

NEW

Word for Windows Level III (#CORR423)

Participants will polish off their Word skills by working with frames, creating forms, customizing short-cut keys, and learning some desktop publishing tips. **Prerequisite(s):** Word for Windows Level II.

Length: One full day
Date(s): **October 23** (Monday)
Fee: \$140

Introduction to Excel (#CORR421)

Participants will enjoy this user-friendly spreadsheet program. The basic functions, such as create and edit worksheets, enter data and formulas, save, open, and print worksheets, will be covered. **Prerequisite(s):** Introduction to Windows.

Length: Two full days
Date(s): **September 25-26** (Monday and Tuesday)
November 15-16 (Wednesday and Thursday)
Fee: \$235

NEW

Excel Level II (#CORR424)

This level of Excel explores the use of various functions, how to deal with multiple worksheets, database functions, and macros. **Prerequisite(s):** Excel Level I.

Length: One full day
Date(s): **October 16** (Monday)
Fee: \$140

NEW

PowerPoint for Windows (#CORR425)

This user-friendly presentation program allows participants to plan, create, and form slides for a presentation. **Prerequisite(s):** Introduction to Windows.

Length: One full day
Date(s): **September 21** (Thursday)
October 24 (Tuesday)
November 23 (Thursday)
December 6 (Wednesday)
Fee: \$140

Fire Safety

Introduction to the Fire Service (#NC-01)

This course allows students to explore the possibility of a career in the fire service. Over a weekend, 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, Fire Department Perspective, Critical Incident Stress, and Fire Service Organization. Enrolment is limited to 60 participants.

Length: 2½ days
Location: Justice Institute of B.C.
Date(s): Call the Fire Academy at 604/528-5657 for the dates of the next scheduled course.
Fee: \$150
Instructor(s): Instructors are leaders in their specific area of the fire service.

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

This course is the second phase of #NC-01. Topics include: Fire Behaviour, Safety and Protective Clothing, Extinguishers (with live fire training), Self-Contained Breathing Apparatus, and Hose and Nozzle familiarization. Class size is limited to 12. **Prerequisite(s):** Completion of Introduction to the Fire Service (#NC-01).

Location: Safety Training Centre, Maple Ridge, B.C.
Date(s): A waiting list is maintained for this course. Call the Fire Academy at 604/528-5657.
Fee: \$250
Instructor(s): 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 the Career and Community Studies Division and the Fire Academy.

(Note: Fire service personnel in B.C. should contact the Fire Academy directly to obtain these and other self-study courses.)

Fire Safety at Work (#DE-02)

Designed in the distance education format and developed in cooperation with the Open College component of the Open Learning Agency, this course is 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 pro-

fessional or volunteer fire service personnel. The course will be offered in classroom format if there is sufficient demand.)

Length: 120 self-study hours
Fee: \$250

Basic Fire Science (#DE00 or #NC-02)

This course is 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 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 (#DE00), or six 2-hour classroom sessions offered at least twice a year (#NC-02)

Fee(s): \$165 (#DE00); \$195 (#NC-02)

Technical Math (#DE05)

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 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(s): Basic skills in addition, subtraction, multiplication, and division. (The course will be offered in classroom format if there is sufficient demand.)

Length: 40 self-study hours
Fee: \$165



Professional Health Programs

The Paramedic Academy's Professional Health Programs offers courses for physicians, nurses, and pre-hospital care providers. The following courses are held at the Justice Institute or may be held in other communities on request. Instructors are physicians, nurses, and paramedics who currently practise in the emergency or critical care field throughout British Columbia. For more information, or to inquire about the possibility of courses in your area, contact Professional Health Programs at 604/528-5727, or fax 604/528-5715. 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 course is intended for physicians, nurses, and pre-hospital care workers who are involved in the management of cardiac arrest. The two days are primarily small group practice sessions. Day 1 introduces the basic skill components to manage a cardiac arrest, and Day 2 is devoted to practice in cardiac arrest scenarios. 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
Date(s): October 21-22
November 25-26
Fee: \$350

Advanced Cardiac Life Support Update (#PHP110)

This one-day course provides an opportunity for persons who have previously completed ACLS to update to current ACLS guidelines. Pre-reading is required to supplement the 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(s): September 12 & 14 (6:00 - 10:00 pm)
October 21
November 25
Fee: \$225

Pediatric 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. This course is for physicians, nurses, paramedics, and respiratory therapists caring for critically ill pediatric patients. Course content covers management of the acute pediatric patient with difficulties related to cardiopulmonary arrest, respiratory failure, and shock. 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.

Date(s): October 27-28
Fee: \$325

Cardiac Arrest Management (#PHP115)

A one-day course, primarily for nurses, to develop confidence in cardiac arrest situations. The course 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(s): **September 21**
October 12
Fee: \$125
Instructor(s): S. Barabé, S. Stackhouse

Dysrhythmia Interpretation: Introductory/ACLS Prep (#PHP101)

An introductory program for health professionals who are not routinely responsible for interpreting cardiac rhythms. This one-day course develops participants' confidence in interpreting cardiac dysrhythmias and prepares them for dysrhythmia interpretation in an ACLS course. The day is a combination of lectures and small group work.

Length: One day
Date(s): **September 20**
October 11
Fee: \$125
Instructor(s): S. Barabé, S. Stackhouse

Basic Life Support (BLS or CPR) Instructor Update

A one-day program to update CPR/BLS instructors to the current Heart and Stroke Foundation guidelines. The program will review the latest scientific changes to BLS and provide opportunities for group discussion related to classroom management strategies. Prerequisite is registration as a current BLS instructor within Canada through the Heart and Stroke Foundation of Canada or through recognized training agencies, such as the Royal Life Support Society, Canadian Red Cross, St. John Ambulance, and Canadian Ski Patrol. Reference materials will be from the Heart and Stroke Foundation of Canada.

Length: One day
Date(s): **October 4**
Fee: TBA

Basic Life Support (BLS or CPR) Instructor

A two-day program for individuals with proficient BLS skills and knowledge related to cardiovascular disease and emergency cardiac care. The course is a series of lectures and practice sessions to develop your ability to present interactive and informative BLS classes. Heart and Stroke Foundation of Canada reference materials will be resources for the course. Upon satisfactory course completion, participants will be registered as Heart and Stroke Foundation BLS instructors.

Length: Two days
Date(s): **October 30-31**
Fee: TBA

Basic Trauma Life Support (BTLS) (#PHP202)

BTLS is a two-day program that focuses on the early recognition of critical trauma situations. This course is available in two different formats, basic and advanced. The basic program is appropriate for pre-hospital providers within the first aid and first responder area of practice. The advanced program is for physicians, nurses, and paramedics (EMA II and III), and incorporates practical sessions related to invasive procedures. Both courses incorporate short lectures and practice sessions that identify key concepts of early trauma recognition and management. A textbook is available for each course and is provided with tuition. (These courses do not license you to perform the skills taught in the course; that is the responsibility of your employer.)

Length: Two days
Date(s): **November 3-4**
Fee: TBA

The courses listed above can be held outside the Lower Mainland. For more information, or to inquire about the possibility of courses in your area, contact Professional Health Programs at 604/528-5727.

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.

Demystifying the 12-Lead ECG in the Acute MI

A one-day program for individuals with basic dysrhythmia interpretation skills, such as physicians, nurses, advanced paramedics, and cardiology technicians. In this workshop, you will rapidly develop the 12-lead ECG interpretation skills required for early diagnosis and treatment of acute myocardial infarction (AMI). A combination of theory and interactive practice will develop your ability to recognize the acute electrocardiographic changes in anterior, lateral, inferior, and posterior infarctions. You will both recognize and understand the significance of left bundle branch block in AMI. Working with case studies and ECG tracings, you will differentiate AMI from other causes of chest pain with abnormal ECG findings. In addition, your new skills will help you choose the optimal monitoring leads for detection of ischemic changes during thrombolytic therapy, and help you recognize reperfusion and reocclusion.

Length: One day
Date(s): November 10
Fee: TBA
Instructor(s): Jocelyn Cooper, RN



Geriatric Mental Health Emergencies: An Update for Frontline Health Care Workers

This one-day workshop is for paramedics, police officers, emergency department nurses and physicians, community mental health workers, and public health nurses. The workshop will teach you:

- the myths surrounding aging
- the physiology of aging
- new and alternative ways of handling geriatric mental health patients (GMHEs)
- the latest views on treating these patients
- local resources to work with you to better manage these important members of our community
- clinical tips for recognizing elder abuse and suicide risk in the elderly

Length: One day
Date(s): TBA
Locations: TBA
Fee: There is no fee if you are a serving paramedic or police officer, or if you currently work in an emergency department, mental health agency, or public health centre. (The fee is paid by the Continuing Care Division, Ministry of Health and Ministry Responsible for Seniors.)

To register and receive your pre-reading material, please contact the Paramedic Academy at 604/528-5726. To inquire regarding your eligibility to attend this workshop, please contact the project manager at 604/528-5718.

■ Courses Around B.C.

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

Port McNeill	September 16-17
Kamloops	September 23-24
Fort St. James	October 21-22

Advanced Cardiac Life Support Update (#PHP110)

Saanich	September 30
Nanaimo	TBA (late September or early October)

Course Listings by Title

Adult Survivor Option (#CSA105B)	12	Critical Incident Stress: Responding to Trauma in the Workplace, Level I (#EP117)	34, 35
Advanced Adult Survivor Option (#CSA130A)	12	Critical Incident Stress: Responding to Trauma in the Workplace, Level II (#EP117A)	34, 35
Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)	53, 55	Critical Skills for Communicating in Conflict (#CR735)	24
Advanced Cardiac Life Support Update (#PHP110)	53, 55	Criticism: How to Give and Receive It (#CR706)	24
Advanced Child and Youth Option (#CSA130B)	12	Dealing with Anger (#CR200)	22
Advanced Training for Trainers: Working with Groups (#MGMT223B)	48	Dealing with Interpersonal Conflict (#CR100)	21
Advanced Training in Working with Men Who Assault Their Partners (#EP140A)	31	Dealing with Sexual Transference and Counter-Transference in Counselling Situations with Survivors of Child Sexual Abuse (#CSA157)	15
Art and Play Therapy with Neglected and Abused Children (#CY104B)	32	Demystifying the 12-Lead ECG in the Acute MI	54
Art and Play Therapy: Treatment Approaches for Working with Children (#CY104)	32	Developing Investigative Skills (#EP152)	38
Art Therapy with Female Survivors of Child Sexual Abuse (#CSA121)	14, 32	Dysrhythmia Interpretation: Introductory/ACLS Prep (#PHP101)	54
Art Therapy with Female Survivors of Sadistic Abuse (#CSA121A)	14, 32	Empowering Gay, Lesbian and Bisexual Clients (#EP194)	29
Asserting Yourself Under Pressure (#CR702)	23	Enforcement and Investigative Skills	38
Assessment Preparation: Mediation (#CR801) and Negotiation (#CR803)	27	Enhancing Elementary School Safety (#CY165)	37
Balancing Work and Family: Walking the Tightrope (#SUP126)	8	Enhancing Family Involvement (#CY181)	11, 19
Basic Fire Science (#DE00 or #NC-02)	52	Enhancing School Safety (#CY160)	37
Basic Life Support (BLS or CPR) Instructor	54	Everything You Ever Wanted to Know about the DSM-IV ... (#EP204)	29
Basic Life Support (BLS or CPR) Instructor Update	54	Excel Level II (#CORR424)	51
Basic Supervisory Program, Week 1 (#MGMT213)	40	Executing a Court Order (#EP159)	39
Basic Supervisory Program, Week 2 (#MGMT213A)	40	Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)	41
Basic Trauma Life Support (BTLS) (#PHP202)	54	Facilitating for Results: Helping Groups to Succeed (#MGMT306)	41
Building Bridges: Providing Intervention within a Multicultural Community (#EP202)	17	Family-Based Treatment of Child Sexual Abuse (#CSA160)	17
Building Consensus (#CR733)	25	Feminism and the Politics of Hope (#EP206)	16
Building on Client Strengths (#EP196)	30	Fire Safety at Work (#DE-02)	51
Building on Family Strengths to Address Chronic Crisis (#EP205)	31	First Line Trauma Management for Physicians	54
Cardiac Arrest Management (#PHP115)	53	Front Line/Firing Line I: Handling the Angry Client (#SUP109)	8
Caucusing in Mediation (#CR764)	25	Front Line/Firing Line II: Handling Unique Challenges (#SUP109A)	8
Child-Centred Play Therapy (#CY104A)	32	Front Line Training for Residential Settings (#SUP119)	46
Children and Youth Option (#CSA105A)	12	Geriatric Mental Health Emergencies: An Update for Frontline Health Care Workers	55
Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)	42	Grief and Bereavement (#EP155)	30
Coaching Job Readiness Skills (#SUP122)	45	Grief and Loss Issues in Working with Children in Care (#CY167)	31
Communications Planning (#MGMT314)	40	Group Dynamics (#CR804)	25
Conciliation: Mediating in Separate Meetings (#CR820)	26	Group Work with Adult Survivors of Sexual Abuse, Level I (#CSA107A)	13
Courtproofing for Enforcement Personnel (#EP177)	38	Group Work with Adult Survivors of Sexual Abuse, Level II (#CSA107)	14
Courtproofing for Practitioners Working with Children or Adults Who Have Been Sexually Abused (#CSA112)	13, 39	Influencing Decision Making and Change (#MGMT210)	41
Creating Positive Change Through Peer Groups (#CY182)	11		
Critical Incident Stress Debriefing: Trauma in the Lives of Children (#EP117C)	34		

Intervention Techniques for Supervisors of Child and Youth Care Practitioners (#CY180)	11, 19
Introduction to DOS (#CORR402)	49
Introduction to Excel (#CORR421)	50
Introduction to the Fire Service (#NC-01)	51
Introduction to the Fire Service: Field Exercises (#NC-04)	51
Introduction to Windows (#CORR405)	50
Involving the Offender in Child Sexual Abuse Treatment (#CSA158)	15
Life Skills Training for Residential Settings (#SUP121)	46
Making It Hard to Say No – Negotiating with Difficult People (#CR767)	24
Making Order Out of Chaos: Planning Skills for Administrative and Clerical Staff (#SUP110)	9
Management Development for Residential Settings, Level 1 (#MGMT214)	43
Management Development for Residential Settings, Level 2 (#MGMT218)	43
Management Development for Residential Settings, Level 3 (#MGMT230)	44
Management Development for Residential Settings, Level 4 (#MGMT240)	44
Management Development for Residential Settings, Level 5 (#MGMT250)	44, 46
Management Development for Residential Settings, Level 6 (#MGMT260)	44, 46
Management Development for Residential Settings, Level 7 (#MGMT270)	44, 46
Management Development for Residential Settings, Level 8 (#MGMT280)	45, 46
Mediating Custody and Access Issues (#CR809)	26
Mediating Workplace Conflicts and Harassment Complaints (#CR822)	26
Mediation Skills Assessments (#CR499)	27
Mediation Skills, Level I (#CR300)	23
Mediation Skills, Level II (#CR400)	23
Multicultural Issues in Family Counselling (#EP203)	31
Negotiation Skills Assessments (#CR699)	27
Negotiation Skills, Level I (#CR500)	23
Negotiation Skills, Level II (#CR600)	23
Pediatric Advanced Life Support (#PHP204)	53
People Problems: How to Supervise Challenging Employees (#MGMT315)	41
PowerPoint for Windows (#CORR425)	51
Program Evaluation/Project Evaluation (#MGMT304)	42
Resolving Conflict in the Workplace (#CR763)	21
Safe at Work: Strategies for Preventing Workplace Violence (#CY166)	37
Shifting from Positions to Interests (#CR748)	24
Solution-Focused Family Counselling with the Substance Abuser (#EP149)	32
Spirituality Issues in Trauma Recovery (#EP162)	14, 33

Strategic Planning (#MGMT312)	42
Suicide Assessment and Intervention (#EP126)	29
Supporting Adult Survivors (#CSA134A)	13
Supporting Child and Youth Survivors (#CSA134)	13
Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115)	8
Technical Math (#DE05)	52
The False Memory Controversy: Distinguishing Fancy from Fact (#EP198)	16
The Impact of Child Sexual Abuse on Intimate Relationships (#CSA169)	14
Together We Stand: Effective Team Building (#MGMT120)	41, 42, 47
Towards World Change: Setting the Stage for Community Safety	18
Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)	49
Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A)	48
Training for Trainers: Ideas for Active Learning (#MGMT223D)	48
Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)	48
Trauma and Post-Traumatic Stress Reactions (#EP178)	33
Trauma and Post-Traumatic Stress Reactions, Level II (#EP178A)	33
Understanding and Responding to the Defensive Themes of Assaultive Men, Level I (#EP140)	31
Understanding Conflict in Organizations (#CR819)	25
Violence Against Women in Relationships – Core Training (#EP193)	18
Voices from Each Generation: Working with First Nations Survivors of Trauma (#EP201)	17
Welcoming Diversity: A Prejudice Reduction Workshop (#CR821)	25
Word for Windows Level I (#CORR419)	50
Word for Windows Level II (#CORR422)	50
Word for Windows Level III (#CORR423)	50
WordPerfect 5.1 (for DOS) Level I (#CORR400)	49
WordPerfect 5.1 (for DOS) Level II (#CORR407)	49
WordPerfect 5.1 (for DOS) Level III (#CORR408)	50
WordPerfect 5.2 Level I for Windows (#CORR401)	50
WordPerfect 5.2 Level II for Windows (#CORR417)	50
Working with Adolescents in Community Settings (#CY170)	10
Working with Families in Crisis (#CY121)	30
Working with Individuals Who Have Dissociative Identities (#CSA159)	14, 33
Working with Survivors of Recent Sexual Assault	18
Working with the Male Survivor of Sexual Abuse (#CSA131)	15
Working with Youth in a Community Setting (#CY170)	10

Video: Choosing the Guardians

This video describes two primary policing service models – First Nations Tribal Police and Royal Canadian Mounted Police Aboriginal Service – currently available to First Nations communities in British Columbia. The video also discusses issues which First Nations communities must consider in determining which of these models is most appropriate to their community. Some of these issues include: community support, accountability, funding, recruiting and training, and establishment of First Nations Police Boards.

Although the video examines the situation in B.C., the information will be applicable to First Nations communities throughout Canada. As well, this video will be of interest to individuals working in the criminal justice system, police agencies, and educational institutions.

For further information, please contact:

Program Developer
Police Academy
Justice Institute of B.C.
715 McBride Boulevard
New Westminster, B.C. V3L 5T4

Telephone: 604/528-5776

Produced by:

Police Academy, Justice Institute of B.C.
with
Solicitor General Canada/Solliciteur general Canada
B.C. Ministry of Attorney General
July 1993

Cost: \$25.95

Contract Services

Career and Community Studies (CCS) can provide many of the course listed in this calendar on a contract basis. As well, CCS responds to requests for specially designed staff training, ranging from short courses to fully coordinated conferences.

Specialized training

CCS staff will work with your agency or organization to adapt an existing program or design a special skill development course to fit your specific needs. Our services include needs assessment, curriculum design, program development, instruction, and course coordination.

Conference management

CCS staff have expertise in managing major national and international conferences. Services include agenda design, program planning, and coordinating on-site logistics. Depending on your agency's needs and budget we can make all facility arrangements, prepare conference advertising and other printed material, arrange for translation services, and coordinate conference follow-up, including proceedings and evaluations.

For more information, call Pat Ross at 604/528-5635.

Video Tape Duplication

The Justice Institute offers complete in-house video duplication services. Our Media Centre can produce VHS copies of any quantity from Betacam SP, Betacam, ¾ U-matic, S-VHS, or VHS master tapes.

All dub orders include:

- time base correction
- vinyl library case
- tape stock
- laser-printed labels

Special orders for coloured, full-sleeve vinyl library cases may be ordered at an additional charge.

For further information about Media Centre services or to receive a price list, contact Bob Walker at 604/528-5601.

Pacific Traffic Education Centre (PTEC)

The Pacific Traffic Education Centre (PTEC) is a joint venture of the Justice Institute of B.C. and the Insurance Corporation of B.C. 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.

PTEC offers the following courses:

Driving with Finesse
Total Control Driving
Traffic Accident Investigation Levels I – IV
Industrial Accident Investigation

For information on any of the courses offered by PTEC, please call 604/528-5805 or fax 528-5806.

Looking for information? Try the Library

The JI Library has books, videos, and journals to support Career and Community Studies courses. Bibliographies that list some of these materials are available on the following topics:

Conflict Resolution	Wife Abuse
Child Sexual Abuse	Negotiation
Mediation	Critical Incident Stress
Study Skills	Sexual Harassment
Employment Equity	Elder Abuse

Include a visit to the Library while you're on course at the Justice Institute.

For information on who can borrow, see page 6 or call 604/528-5599.

Critical Incident Stress Debriefing

Video and Support Materials



Winner of 5 Video Awards



Police Video Awards of Canada

Award of Excellence – GOLD

Award of Excellence – Craftsmanship: JUDGE'S CHOICE

The Association for Media and Technology in Education in Canada

Award of Excellence

Law Enforcement Video Association International

Award of Distinction

International Television Association

Golden Maple and Judge's Choice Award for best video produced in Canada

Educational Services and Career and Community Studies have produced a video and support materials designed to assist people in a variety of occupations and organizations to identify the stages and procedures of critical incident stress support. In addition to those working in emergency response and high-risk occupations, the package will be of interest to people working in:

- helping professions (social workers, mental health professionals, public health and long-term care staff, victim service workers)
- volunteer organizations (Red Cross, ski patrols, searchers, etc.)
- transportation companies
- parking enforcement divisions
- banks

... and many others.

The package consists of:

- **An award-winning video** that follows a fictional critical incident and illustrates the stages of critical incident stress support that precede and follow it. (Please note: This video contains language which may be offensive to some viewers.)
- **A workshop facilitator's guide** that will assist the facilitator to conduct a half-day workshop which explains the concepts and rules of critical incident support. The guide includes group exercises based on the written material and the video.
- **A self-directed study guide** that explains the concepts and rules of critical incident stress support in detail. It includes a short self-test at each stage.

The cost of the complete package is \$75 (within B.C.); \$100 (out-of-province).

To order, please complete the form below and mail it, together with a cheque or purchase order for the correct amount, to the address on the order form.

ORDER FORM

Critical Incident Stress Debriefing Video and Support Materials

Date _____

Name _____

Company/Agency _____

Mailing Address _____

Price in B.C.: **\$75**

Price out-of-province: **\$100**

Prices include GST, shipping, and handling. You get a video, a facilitator's guide, and a self-directed study guide enclosed in a binder.

Please send orders to:

Justice Institute of B.C.

715 McBride Boulevard

New Westminster, B.C. V3L 5T4

Attn: Dennette Retel

A cheque or purchase order for the correct amount must be enclosed with your order. **Make cheque payable to the Justice Institute of B.C.**

WARNING

This video contains language that may be offensive to some viewers.

Courts Academy

Deputy Sheriff Employment Readiness Program

The **Deputy Sheriff Employment Readiness Program** is a six-week pre-employment training course offered by the Courts Academy. Graduates of this certificate program will be fully trained and ready to apply for Deputy Sheriff positions in court locations throughout the province.

Qualified men and women, including members of minority groups and First Nations people, are encouraged to apply.

*For a Deputy Sheriff Employment Readiness information package,
call the Courts Academy at 604/528-5567.*

Private Security Program

Train for the private security industry

The Private Security Program offered by the Police Academy at the Justice Institute of British Columbia is designed to provide instruction to the private security industry for application in most general security settings. It has been developed to meet the needs of both prospective security personnel and those presently working in the industry. This program would be of interest to organizations using both contract and in-house security services.

This program is structured to encompass and exceed the standards of the Canadian General Standards Board Uniformed Security Guards Program. Program content and course material consist of modules falling under three main areas of concentration: (1) Security Theory and Operations, (2) Personal Safety, and (3) First Aid and CPR. Examples of these instruction modules include, but are not limited to, Legal Authority, Labour Relations, Report Writing, Notetaking and Evidence, Fire Safety, and Practical Personal Safety exercises.

Specialized training programs are available for organizations with specific security training needs.

Basic security programs, including weekend programs, are ongoing.

*For more information, contact the Police Academy at 604/528-5753.
To register, call the Registration Office at 604/528-5590.*

Employment Readiness Program

Are you interested in pursuing a challenging career in the community corrections field?

This intensive 12-week program may be of interest to you.

Graduates of the program will be granted certificates of achievement which will be a recognized standard for entry into community program worker roles with a variety of employers, e.g., Probation Officer.

Minimum qualifications for program entry

University graduation preferably in a related discipline (e.g., social work, criminology, sociology, psychology);

OR

Completion of two years at a recognized college or university in a related field plus five years of varied experience as a corrections worker or work in a related field;

PLUS

Canadian citizen or permanent resident.

Members of designated groups (women, visible minorities, and Aboriginal people) are encouraged to apply.

Program Cost

\$1200

*For an information package, please call
604/528-5551.*

Are you interested in becoming a corrections worker?

The Corrections Academy, Justice Institute of B.C., is offering a five-week Employment Readiness Program for Corrections Workers. This unique program is directed toward individuals interested in pursuing a career in the corrections, security, or public safety fields. The program will be offered to 24 carefully screened, qualified, and motivated applicants.

**Minimum qualifications
for application to program**

Grade 12 graduation or G.E.D.

19 years or older

Canadian citizen or permanent resident

Valid driver's licence

Program Cost

\$500

Members of designated groups (women, visible minorities, and Aboriginal people) are encouraged to apply.

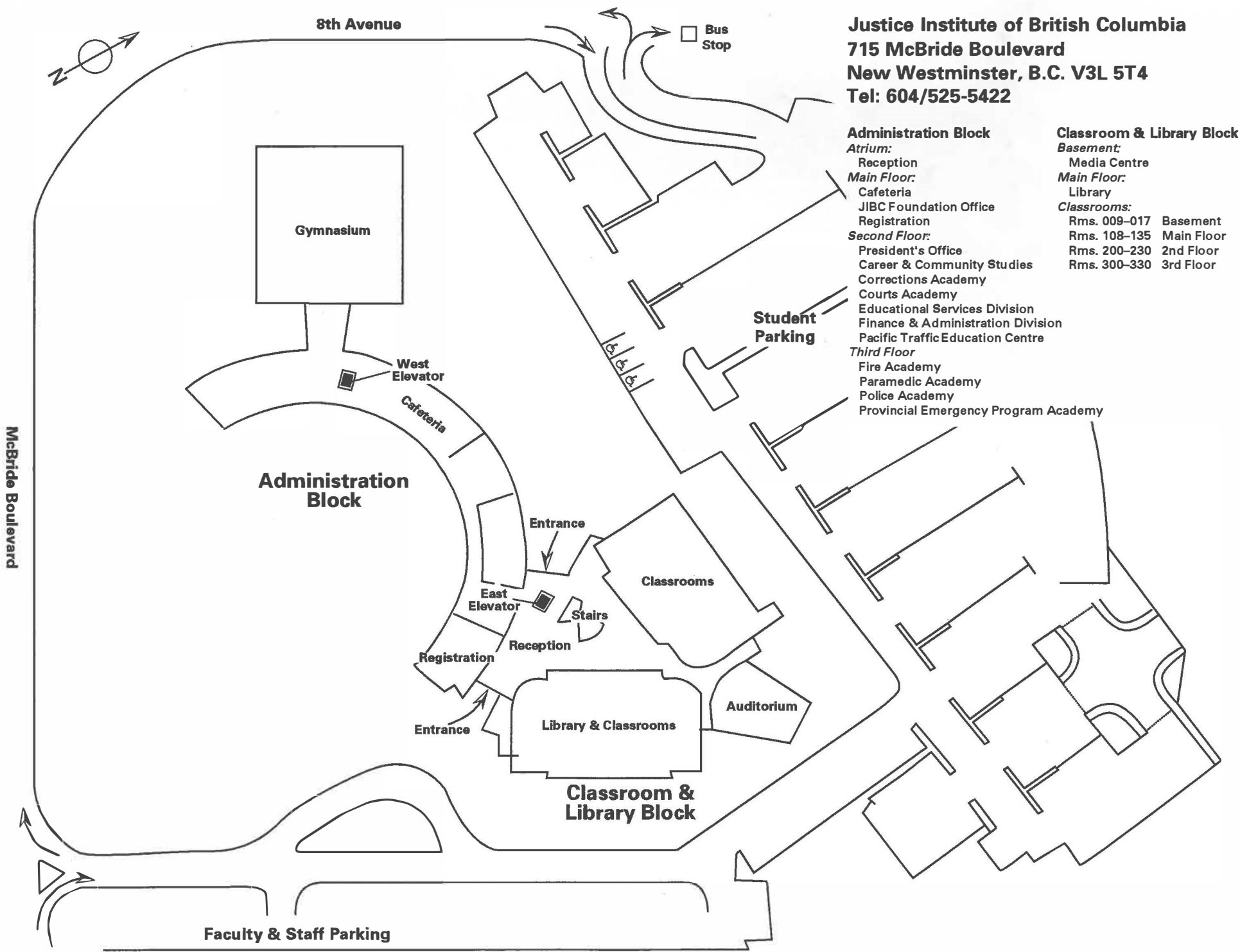
*For an information package, please call
604/528-5552.*

The Justice Institute of B.C. Foundation

The JI Foundation has been created to help support the work of the Justice Institute through:

- scholarships and bursaries
- endowments
- support for applied research projects
- additional JI library resources
- specialized equipment to enhance education and training

As a registered charity, the Foundation will provide a tax receipt for all gifts. A variety of forms of recognition for gifts from individuals and organizations are available. Call 525-5422 or visit the Foundation office in the registration area at the new JI campus.



8th Avenue

Justice Institute of British Columbia
715 McBride Boulevard
New Westminster, B.C. V3L 5T4
Tel: 604/525-5422

Administration Block

- Atrium:*
 - Reception
- Main Floor:*
 - Cafeteria
 - JIBC Foundation Office
 - Registration
- Second Floor:*
 - President's Office
 - Career & Community Studies
 - Corrections Academy
 - Courts Academy
 - Educational Services Division
 - Finance & Administration Division
 - Pacific Traffic Education Centre
- Third Floor*
 - Fire Academy
 - Paramedic Academy
 - Police Academy
 - Provincial Emergency Program Academy

Classroom & Library Block

- Basement:*
 - Media Centre
- Main Floor:*
 - Library
- Classrooms:*
 - Rms. 009-017 Basement
 - Rms. 108-135 Main Floor
 - Rms. 200-230 2nd Floor
 - Rms. 300-330 3rd Floor

Student Parking

Administration Block

Entrance

West Elevator

Cafeteria

East Elevator

Reception

Stairs

Registration

Entrance

Library & Classrooms

Auditorium

Classroom & Library Block

Classrooms

Faculty & Staff Parking

McBride Boulevard

Out of consideration for the environment and to reduce costs, we are continually trying to update our mailing lists. If you are receiving more than one calendar or have any other concerns about our advertising process, please contact Pat Ross at 604/528-5635.



Career and Community Studies
Justice Institute of B.C.
715 McBride Boulevard
New Westminster, B.C. V3L 5T4
Address change requested.

