



Interdisciplinary Studies June - August 1994



Interdisciplinary Studies

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

**Private Security Training Programs are offered by the Police Academy. Contact the Registration Office at 222-7111 or 222-7171.

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Staff List

Interdisciplinary Studies

For Interdisciplinary Studies numbers not listed below	222-7224
For other academies	228-9771
Dean	
Pat Ross	222-7220
Kate Walker, Supervisor Administrative Services	222-7221
Program Directors	
Flora MacLeod	222-7225
Shelley Rivkin	222-7233
Centre for Conflict Resolution Training	
Co-ordinator, Marg Huber	222-7248
Maureen Carroll, Program Planner	222-7219
Karen Falk, Program Planner	222-7161
Kerry Gruber, Program Planner	222-7167
Kendra McEown, Program Planner	222-7213
Lorraine Filewood, Program Assistant	222-7156
Sally McMurray, Program Assistant	222-7287
Cheryl Redding, Program Assistant	222-7156
Justice, Family, and Agency Training	
Cindy Bettcher, Co-ordinator	222-7232
Tad Dick, Program Planner	222-7271
Lori Owens, Program Assistant	222-7251
Management, Enforcement, and Training for Trainers	
Patricia McNeill, Co-ordinator	222-7229
Lynda Stecyk, Program Assistant	222-7180
Residential Settings Management Training	
Sandra Rice, Co-ordinator	222-7273
Sandy Johnson, Program Assistant	222-7285
Administrative Assistants	
Dennette Retel	222-7295
Kim Howse	222-7282
Office Support Staff	
Carolyn Eyres	222-7224
Judy Laird	222-7224
Steven Schick	222-7224
First Nations Advisor	
Grace Adams	222-7163



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Justice Institute of B.C.
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Telephone: 604/222-7224
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Cover

With this calendar the JI marks the beginning of its last summer at the Jericho location. We move to our New Westminster campus in January 1995. The cover and inside graphics of this calendar feature familiar sights from the "old JI." Photos by Steve Roberts.

Registration Office

Registration Supervisor	
Debra Dolan	222-7276
Registration Processing Secretaries	
Kate Keenan	222-7171
Heather Olson	222-7171
Lorraine Ordano	222-7111
Cindy Teather	222-7289

Library

Information	222-3600
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How to Use the Calendar

1. Check the Contents list for course categories. Categories indicate the subject or target group of the courses listed within them.
2. Categories are listed alphabetically. Within each category, courses are arranged by suggested sequence or date order. Conflict Resolution elective courses are listed alphabetically by title.

General Information

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

Parking: Parking is available, free of charge, in lots located north of Blake Hall and east of the driveway off 8th Avenue (for MacDonald Hall).

Special requirements: Students with special requirements should inform the Registration Office of their specific needs when they register for a workshop or course. Disabled persons' designated parking stalls are located beside the gymnasium in the parking lot adjacent to Blake Hall, and in front of MacDonald Hall (see map, page 39). Ramps and accessible washrooms are located in both buildings.

Location of classrooms: Unless otherwise stated, classes will take place at the Justice Institute in Blake or MacDonald Hall. Notice boards inside the main doors of Blake Hall and MacDonald Hall list courses and classrooms for that day. It is a good idea to check the notice board on entering 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



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.00.

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

Food on campus: Coffee and juice are provided in most classrooms and small, deli-style stores in Blake Hall and MacDonald Hall, operated by Menu Setters caterers, are open from 7:00 am to 3:30 pm, Monday through Friday.

Courses around BC: Courses offered around BC are listed at the end of each category.

The next Interdisciplinary Studies calendar, covering the period September - December 1994, will be available in August 1994.

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.

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

The Justice Institute is Moving

Many of you may already know that the Justice Institute will be moving to a new campus in New Westminster. The move is scheduled for January 1995.

Our new campus will total approximately 170,000 square feet, about 10% more space than the present site. The facility will include an office block, classroom/simulation block, library, lecture theatre, cafeteria, gym, indoor firearms range, media centre, and more. The design of the buildings integrates an exterior courtyard area with an interior atrium space.

Coloured renderings of the new site are on display in the foyer of the Blake Hall classroom building and the MacDonald Hall main entrance. Please stop in and have a look if you are attending a course or a meeting at the Jericho site.



What is the Justice Institute?

The Justice Institute of BC was established as a post-secondary educational institute in 1978. The Institute is funded through a core budget provided by the Ministry of 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** trains security and probation officers and other Corrections Branch employees who work in institutional and community settings. The Academy develops courses for both recruit and advanced levels.
- **Courts Academy** provides courses for managers and supervisors, deputy sheriffs, and other court services staff. The Academy also undertakes special projects on behalf of Court Services Branch.
- **Fire Academy** trains volunteer and full-time firefighters to assume leadership roles in fire prevention, training, and command. The Academy uses distance education, hands-on training, and train-the-trainer programs, both in the field and on-site.
- **Paramedic Academy** trains emergency medical attendants and advanced-level paramedics employed in the provincial ambulance system. Other persons employed in emergency medical care may also receive training through the Academy.
- **Provincial Emergency Program (PEP) Academy** provides emergency management and emergency social services training for volunteers, municipal authorities, and government emergency personnel. The Academy also assists in training over 3500 volunteers involved in search and rescue operations to locate lost persons.
- **Police Academy** trains the recruits and career officers of BC's 12 municipal police departments. Employees of other enforcement agencies also participate in Academy training, when appropriate.
- **Finance and Administration** attends to the business operations of the Institute. It is responsible for financial operations; purchasing, receiving, and stores; accounting; legal and personnel matters; and the operations of the physical facilities.

- **Educational Services Division** provides library, media, registration, and curriculum development services to the Institute.
- **Interdisciplinary Studies** is described below.

What is Interdisciplinary Studies?

Interdisciplinary Studies 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 sector. The training offered by Interdisciplinary Studies covers current issues related to justice and public safety and provides participants with new or enhanced skills to work with clients, staff, and members of the public.

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

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

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

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.

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

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

Length: Two days
Date(s): **June 7-8**
Fee: \$165
Instructor(s): Paula Temrick

Instructor:

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

Child and Youth Care

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

Working with Troubled Adolescents:

A Certificate Program for Practitioners (#CY135)

This 20-day certificate program has been designed to increase the knowledge and skill level of practitioners currently working with adolescents in community or residential settings. The assessment/intervention framework presented in the program draws on three theoretical perspectives: 1) normative development; 2) a psycho-educational model of re-education of troubled youth; and 3) a stress-coping model of developmental outcome.

Participants who successfully complete the 12-day core program and assignment as well as the required eight days of electives selected from among approved youth-related courses offered at the Justice Institute will be awarded a certificate of achievement. For a brochure describing program structure, content, and eligibility, telephone 604/222-7271.

Length: 12 days
Date(s): **October 7-8, October 21-22,
November 4-5, November 18-19,
December 2-3, and December 16-17**

Fee: \$700 for the core program sessions
Course Co-ordinator: Debbie Verkerk, B.A., is a consultant and trainer with 13 years' 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 co-ordinator, Avalon School.

Instructor(s): The program is delivered by instructors who have expertise in the field of youth and child care.

Electives

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

Group Skills for Working with Adolescents (#CY129)

Peer relationships have a powerful influence in everyone's life. For adolescents, peer relationships are particularly important. Facilitating peer groups with youth is an extremely valuable tool for bringing about change. This participatory course is directed toward youth and child care workers and other practitioners who want to work



with adolescents in a supportive role rather than acting as behavioural gatekeepers. The course will provide a theoretical overview of "positive peer culture," group dynamics and group process, and practical skills to facilitate groups and manage challenging group dynamics.

Length: Two days
Date(s): **June 29-30**
Fee: \$195

Instructor(s): Debbie Verkerk, B.A., and Lenox Neher

Working with Children Who Have Been Traumatized (#CY157)

This workshop is designed for child and youth care workers, school counsellors, mental health workers, and other practitioners working with children (6-12 years old) who have experienced some form of trauma in their lives. Their trauma may have resulted from a number of sources including physical or sexual abuse, severe illness or injuries, death of a family member, or divorce. Participants will have an opportunity to examine the signs and behavioural symptoms of trauma in children, explore the developmental consequences of experiencing trauma, and consider specific approaches to assist children to recover. Through the use of case examples, participants will be able to observe and apply a variety of methods for working with these children.

Length: Three days
Date(s): TBA
Fee: \$225
Instructor(s): TBA

Children, Youth, and Conflict

Anger Management with Children Under the Age of 12 Years (#CY158)

This course is designed for child and youth care workers, social workers, and other practitioners interested in exploring specialized skills and strategies when working with children who are angry. The dynamics of anger at this stage of development will be a focal point as it presents unique challenges for bridging the physical, emotional, and social impact of anger on the child's life and that of the child's family. Participants will learn how children choose a variety of ways to show anger, coming from their own world of "making sense," and how they develop interpretations about that world. This workshop will provide skills for participants to help children take the next step, moving through anger into being effective in understanding their choices, and looking at alternatives in the expression of their anger. There will be ample opportunities to observe, explore, and practise these skills to assist children to direct their anger with more potency.

Length: Two days
Date(s): **July 14-15**

Fee: \$185
Instructor(s): Kelly Kennedy

Youth in Conflict: Skills Development Series

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

The series currently offers the following courses:

Working with Anger and Aggression in Youth (#CR720) two days

Engaging Withdrawn and Resistant Youth (#CR720A) two days (Fall 1994)

Mediating with Youth in Conflict (#CY122) three days (Fall 1994)

Mediating Parent-Teen Conflict: Creating Agreements for Change (#CY148) three days (Fall 1994)

Problem Solving with Youth (#CY139) two days (Winter 1995)

Responding to Put-Downs and Bullying Behaviour: Assertion Skills for Youth (#CY150) two/three days

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

Breaking Up Fights (#CY161)

This course is designed for child and youth care workers, educators, and other practitioners who work with young people in community or residential based settings and are required to intervene when a fight has occurred or is occurring. Content will cover how to safely address the two young people, intervention and postvention strategies to reduce the possibility of the fight happening again, and methods to introduce to the young people alternative methods to resolve conflicts. Participants will also have an opportunity to explore their own organizational policies and procedures regarding staff intervention, and in particular the use of restraint techniques, as well as observe and practise specific staff debriefing techniques.

Length: Two days
Date(s): **June 20-21**
Fee: \$195
Instructor(s): Mario Govorchin and Kelly Kennedy

SUMMER INSTITUTE FOR YOUTH STUDIES

Working with Anger and Aggression in Youth (#CR720)

Working with angry, upset, and verbally abusive youth can be stressful and frustrating, and may lead to burn-out. When responding to these young people, practitioners can find themselves caught in a power struggle, and unintentionally escalating the young person's anger. This course will provide participants with practical skills and strategies to move them out of power struggles so that they can become more effective in understanding, defusing, and confronting children and adolescents who are angry. Specific attention will be directed toward the dynamics of conflict and anger arousal within the context of adolescent development. Skills to manage feelings of anger and defensiveness within conflict situations will be addressed. Participants will have extensive opportunities to observe, apply, and practise specific anger management and problem-solving skills. (An elective in the Working with Troubled Adolescent and Conflict Resolution certificate programs.)

Length: Two days
Date(s): **July 25-26**
Fee: \$195
Instructor(s): Paula Temrick

Responding to Put-Downs and Bullying Behaviour: Assertion Skills for Youth (#CY150)

(New Three-Day Format)

In order to accommodate participant requests for additional training, this very popular program will be offered for the first time in a three-day format. The escalation of verbal abuse and physical violence among youth is becoming an increasing concern. Without the skills to respond to conflict or confrontation constructively, young people see submission or aggression as their only alternatives. This course will demonstrate how assertion skills can empower them with nonviolent ways of standing up to peer intimidation, put-downs, and bullying behaviour. When young people learn to speak up and set limits, they experience increased self esteem and open the doors for more respectful communication and constructive problem solving. This course will introduce participants to assertion skills training for youth. Participants will have the opportunity to observe and practise ways to teach young people a set of assertiveness responses.

Length: Three days
Date(s): **July 27-29**
Fee: \$225
Instructor(s): Paula Temrick

Preventing Peer Youth Violence (#CY159)

The apparent increase in peer youth violence has greatly concerned communities throughout BC. The reported behaviour ranges from bullying and theft of clothes or other personal possessions, to random physical assaults and use of weapons. Most of these incidents occur among young people who are not members of gangs or other organized groups. This behaviour is not restricted to adolescents; there are more reports of elementary school aged children also involved in such incidents. This course will explore the origins of violence in the home and in the community, examine some of the indicators of potential violence among young people, and present skills to intervene in and defuse potentially violent situations. The role of the community, and methods to bring community members and young people together to build an action plan to prevent future violence, will also be discussed. This course will be of particular interest to school counsellors, teachers, child and youth workers, police, and probation staff. Co-sponsored with the Crime Prevention Unit, Ministry of Attorney General.

Length: Three days
Date(s): **July 20-22**
Fee: \$100
Instructor(s): Kelly Kennedy and Mark LaLonde

For further information: Contact Mark LaLonde at 222-7113.

Instructors:

Mario Govorchin is an adolescent psychiatric worker and a former instructor with the Crisis Prevention Institute in Minnesota.

Kelly Kennedy is a counsellor, mediator, and trainer in private practice focusing on children, family, and the community.

Mark LaLonde is a former police officer with extensive experience in youth violence and community safety issues.

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 president of the Child and Youth Care Association of BC, and operates a special care home.

Paula Temrick is a human relations consultant, counsellor, and mediator/facilitator in private practice. She provides training and consulting services for educators, business, social service, and mental health professionals, and has extensive experience with the Ministry of Social Services as a child care worker and counsellor in sexual abuse and family violence.

Debbie Verkerk, B.A., is a consultant and trainer with 13 years' 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 co-ordinator, 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.

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

This program is designed for practitioners currently providing treatment for sexually abused children and adult survivors of child sexual abuse. The training will examine principles of practice, demonstrate intervention skills, model treatment approaches, and develop interdisciplinary networking. Interested applicants must submit a résumé describing their relevant work experience, past training in the field, and academic background. A certificate of achievement will be available to registrants who successfully complete the program requirements. Call 604/222-7251 for a detailed brochure.

Children and Youth Option (#CSA105A)

Length: 14 days
Next Offering: **February 3 - May 6, 1995** (Fridays and Saturdays on alternate weeks).
Fee: \$735 (upon acceptance applicants must pay a deposit of \$100)

Adult Survivor Option (#CSA105B)

Length: 12 days
Date(s): **July 4-19** (12 consecutive weekdays).
Fee: \$700 (upon acceptance applicants must pay a deposit of \$100)

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

This certificate program training is directed toward experienced clinicians working with adult survivors of child sexual abuse. The training will highlight the differences and similarities among different clinical approaches and will demonstrate the value of linking aspects of various models in therapists' work with adult survivors. Specific attention will be paid to socio-cultural, gender, and intergenerational issues and their relevance in treatment. Participants will be encouraged to bring cases from their own practice for group examination and feedback. Registration priority will be given to participants who have completed the basic level certificate program. Call 604/222-7251 for a detailed brochure.

Length: Eleven days
Date(s): **October 6-8, October 14-15, November 4-5, November 18-19 and December 2-3**
Fee: \$750

Child Sexual Abuse Support Worker Training Programs

These programs are directed toward 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. The program offers two options: *Supporting Child and Youth Survivors* and *Supporting Adult Survivors*. A certificate of achievement will be available to registrants who successfully complete the program requirements in their chosen option. For a more detailed brochure, call 604/222-7251.

Supporting Child and Youth Survivors (#CSA134)

This six-day program will explore 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 practise in supportive interventions and effective advocacy on behalf of children and youth who have been sexually abused, and non-offending family members, will be provided through experiential exercises and roleplays.

Length: Six days
Date(s): **June 16-18 and June 23-25**
Fee: \$325

Supporting Adult Survivors (#CSA134A)

This six-day program will explore the impact of child sexual abuse on the adult survivor, provide an overview of the coping mechanisms of survivors, examine common crises that may prompt the survivor to seek help, and discuss 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): **December 8-10 and December 15-17**
Fee: \$325

NEW

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

Increasingly, counsellors and therapists working in the field of child sexual abuse intervention find themselves involved with the justice system. Counsellors working with children or families who are involved in criminal proceedings face the challenge of trying to find interventions that offer the necessary support to their clients while at the same time not interfering with the proceedings. They also

face the possibility of being called as a witness. Recent Charter decisions requiring that Crown counsel disclose all of their documentation to defense counsel have resulted in counsellors and therapists being placed in a position of releasing their case notes and files to the court. In civil actions, practitioners working with adult survivors also face the possibility of being called upon to testify in court, having their case files and notes subpoenaed, or being sued by the alleged offender.

This new course is directed toward counsellors and therapists working with child, adolescent, or adult survivors of child sexual abuse, who may find themselves involved in the justice system. On days one and two, 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 with clients within the context of their legal proceedings; and discuss the limits or constraints on confidentiality and the client/practitioner relationship. Issues related to practitioner record-keeping and documentation, including a step-by-step plan for responding to subpoenas, will be included. On day three, participants will have the opportunity to increase their familiarity and comfort with court procedures through observing or participating in a mock trial.

Length: Two days or three days

Date(s): **June 14-16**

Fee: \$250 Three days (#CSA112); \$175 Two days – not including the mock trial on day three (#CSA112A)

Instructor(s): Wendy Harvey, LL.B. and Margaret Jones-Callahan, M.A.

Approaches to Group Work with Adult Survivors of Sexual Abuse (#CSA107)

This course is directed toward therapists, counsellors, social workers, and other mental health 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 have the opportunity to explore a process of planning and implementing a therapeutic group for survivors, including dispelling myths surrounding group work with this population, integrating an emotional component into the group work setting, and identifying common dynamics that emerge in group delivery. Participants will develop creative and expressive exercises to be incorporated into 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 practise. The one-day follow-up session will provide additional opportunities to practise, problem solve, and integrate the material presented. Registrants should have an understanding of the general dynamics and issues of adult survivors of sexual abuse.

Length: Three days

Date(s): **June 17-18 and July 9**

Fee: \$225

Instructor(s): Heather Dawson, B.A., DVATI

Instructors:

Heather Dawson, B.A., DVATI, is an art therapist in private practice, working with adolescent and adult survivors of child sexual abuse in individual and group settings. She is also a faculty member and the primary therapist for the Vancouver Art Therapy Institute.

Margaret Jones-Callahan, M.A., is a counsellor in private practice in Vancouver, BC. She has 20 years of clinical experience with children, adults, and families. She has particular expertise in sexual abuse treatment, grief and trauma, human sexuality, creativity, and the expressive arts and Buddhist psychology. She has served as an expert witness in child sexual abuse cases in both criminal and family court; and has served as a consultant and trainer in the area of sexual abuse treatment for agencies across Canada and the western United States. Her work has always had a dual focus, combining issues of trauma and healthy development into one perspective.

Wendy Harvey, LL.B., has been prosecuting since 1980 and has specialized in child abuse prosecutions since 1981. She has provided training throughout Canada. Since 1988, Ms. Harvey has been a Headquarters lawyer with the Ministry of the Attorney General responsible for the areas of child abuse, sexual assault, and vulnerable witnesses. She is currently Chair of the Provincial Child Witness Program and the BC Institute on Family Violence.

Computer

The following computer courses are designed to give participants practical, hands-on training. They are open to anyone who wishes to develop computer operating skills. Class size will be limited to eight to allow individualized instruction. Each participant will have an individual work station equipped with a COMPAQ 486 with a colour monitor. Course fee includes a manual and a diskette. For further information about these courses, contact Margot D'souza, Corrections Academy, 604/222-7298.

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

Introduction to DOS (#CORR402)*

Participants will be introduced to the basic DOS functions and will learn to create directories, subdirectories, and batch files, and how to format disks and manage files.

Prerequisite(s): Basic keyboarding skills.

Length: Two full days

Date(s): **June 6-7** (Monday and Tuesday)

Time: 9:00 am - 5:00 pm

Fee: \$185

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): **June 8-9** (Wednesday and Thursday)
Time: 9:00 am - 5:00 pm
Fee: \$185

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):** WP 5.1 Level I.

Length: Two full days
Date(s): **May 7 and 14** (Saturdays)
June 13-14 (Monday and Tuesday)
Time: 9:00 am - 4:00 pm
Fee: \$145

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

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

Length: Two full days
Date(s): **June 27-28** (Monday and Tuesday)
Time: 9:00 am - 4:00 pm
Fee: \$145

WordPerfect Tips, Tricks and Traps (#CORR409)

Participants will perfect their "working knowledge" of WordPerfect by taking advantage of the many features this program offers which are often lost in the process of acquiring the basic skills. **Prerequisite(s):** Currently using WordPerfect.

Length: One full day
Date(s): **May 4** (Wednesday)
June 29 (Wednesday)
Time: 9:00 am - 4:00 pm
Fee: \$95

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
Date(s): **May 30** (Monday)
June 16 (Thursday)
Time: 9:00 am - 4:00 pm
Fee: \$95

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. **Recommended:** Introduction to Windows.

Length: Two full days
Date(s): **May 31 - June 1** (Tuesday and Wednesday)
Time: 9:00 am - 5:00 pm
Fee: \$185

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):** WP 5.2 for Windows Level I.

Length: Two full days
Date(s): **May 2-3** (Monday and Tuesday)
Time: 9:00 am - 4:00 pm
Fee: \$145

Upgrade to WordPerfect 6.0 (for Dos) (#CORR410)

This latest version of WordPerfect looks like a Windows program but it isn't. Experienced users can still use their function-key skills but will also learn to use the mouse and the drop-menu feature, learn to identify the icons, and learn such basics as how to create documents, save and retrieve, print, enhance text, search and replace, etc. **Pre-requisite(s):** Knowledge of WordPerfect 5.1.

Length: One full day
Date(s): **May 9** (Monday)
June 15 (Wednesday)
Time: 9:00 am - 4:00 pm
Fee: \$95

Advanced WordPerfect 6.0 (for Dos) (#CORR418)

Participants will learn about the new and advanced features such as tables, graphics, columns, merging and sorting, formatting long documents, etc. **Pre-requisite(s):** Knowledge of WordPerfect 5.1

Length: Two full days
Date(s): **May 10-11** (Tuesday and Wednesday)
Time: 9:00 am - 4:00 pm
Fee: \$145

Conferences/ Special Events

Abuse Within a Malevolent Context: Identifying and Intervening in Severe Intra-Familial Abuse (#CSA144)

Active malevolence is often a feature in extremely abusive families. Frequently, one child becomes targeted and, as a result, experiences severe psychological harm. Yet these malevolent behaviours may be extremely difficult to recognize, investigate, and intervene in because the behaviours are usually well hidden by individual family members.

The morning plenary of this course is directed toward social work and mental health practitioners, police officers, and Crown counsel involved in the identification, investigation, and prosecution of severe intra-familial abuse. Malevolent intent will be defined and the structure and behaviours of these families will be explored. The impact on the targeted child, in particular the child's use of dissociation as a defence against the abuse, will be examined. Throughout the plenary, participants will have an opportunity to discuss the impact of these behaviours on properly identifying, intervening and protecting these children.

The afternoon workshop is directed toward social workers and mental health practitioners involved in supporting and treating children who have experienced malevolent abuse. The dynamics of these families and the impact of the families on the treatment process will be addressed; as will the importance of selecting and avoiding particular interventions. Issues of power, loyalty, control, coercion, and attachment will be discussed in the content of the selected interventions. For further information or to receive a detailed brochure call 604/222-7251.

Length: One day
Date(s): **September 23**
Fee: \$100 for the full day; \$60 for the plenary event (morning only)
Instructor(s): Denise Gelinas, Ph.D.

Complex Post-Traumatic Stress Reactions and Sexual Abuse: Approaches to Treatment (#CSA146)

Co-sponsored with SPAN (Service Providers Adult/Advocacy Network)

Complex, dissociative, and post-traumatic conditions are increasingly recognized as resulting from severe child abuse and incest. This course is directed toward experienced therapists and counsellors working in a clinical setting with adult survivors of incest and childhood sexual abuse, and will focus on the identification, assessment, and treatment of clients with severe abuse reactions. On day one, participants will define treatment philosophies, consider sequencing strategies, and examine intervention approaches aimed at ego-enhancement and improvement or maintenance of client functioning. On day two, participants will explore a number of treatment options of different lengths and intensities. Challenging issues currently

faced by therapists related to dissociated or repressed memory will be examined and strategies for working with "open" v. "disguised" presentation of sexual abuse histories will be addressed. Participants will also have an opportunity to examine the impact on themselves of working with this client group, in particular the transference and counter-transference issues that emerge, and discuss strategies for their self-care.

This two-day course will be preceded by a half-day SPAN networking meeting. Watch for the upcoming brochure.

Length: Two days or two and one-half days (workshop and the half-day network meeting)
Date(s): **October 20** pm (SPAN network meeting), **October 21-22** (workshop)
Fee: \$210 Full program (SPAN network meeting and two-day course) (#CSA146); \$195 Two-day course (#CSA146A)
Instructor(s): Christine Courtois, Ph.D.

Instructors:

Christine Courtois, Ph.D., is a counselling psychologist in private practice in Washington, D.C. She is the author of *Healing the Incest Wound: Adult Survivors in Therapy*. As well, Dr. Courtois is the Clinical Director at the Center for Abuse Recovery and Empowerment, in Washington, and an Assistant Clinical Professor of Psychology at George Washington University.

Denise Gelinas, Ph.D., is a lecturer in the Department of Psychiatry, Harvard Medical School, and a member of the Affiliated Professional Staff of the Baystate Medical Centre in Springfield, Massachusetts. Dr. Gelinas was a founding member of the Massachusetts Sexual Abuse Intervention Network, a multi-disciplinary evaluation team that co-ordinates criminal justice, medical, psychological, and protective responses to children who have been sexually abused. She is currently working with survivors of very severe early abuse, particularly those with dissociative disorders. She has recently authored two articles on abuse within a malevolent context.

Conflict Resolution

The Justice Institute's Certificate Program in Conflict Resolution is designed to meet the needs of a wide range of professionals for increased skill and knowledge in dealing with conflict. It is the only program of its kind in Canada. To receive a brochure on the certificate program, please telephone 604/222-7287.

To complete the certificate program, participants attend 210 hours of core and elective courses and complete competency assessments in both mediation and negotiation skills. It is recommended that students complete the program over a two year period of time to allow for sufficient integration. Students interested in pursuing the certificate are encouraged to begin their studies with course #CR100.

Those who have had no previous training in this field would benefit from taking Critical Skills for Communicating in Conflict (#CR735) prior to Dealing with Interpersonal Conflict (#CR100). For further details, call 604/222-7287.

Courses in the program are highly experiential and require participation in skill practice exercises and role play. All students are expected to participate actively and are invited to bring a VHS videotape to record their simulations in all core courses. To receive credit for the program, participants must attend each course in its entirety. Please enrol early since many courses fill far in advance.

Course Times and Locations

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

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

Courses Around BC

Courses in the Conflict Resolution Certificate Program are offered in a variety of locations in BC. For a current list on course locations and dates call 604/222-7156.

Instructors

Most courses at the Centre are delivered by:
Michael Altshuler, J.D., M.S., mediator and counsellor in private practice
Elizabeth Azmier-Stewart, mediator and trainer in private practice
Randy Boychuck, M.A., counsellor and trainer in private practice
Marje Burdine, M.Ed., consultant, mediator, and counsellor in private practice specializing in family and organization conflicts
Sally Campbell, J.D., lawyer, mediator, and trainer in private practice
Michael Fogel, LL.B., J.D., M.Ed., mediator and counsellor in private practice
Mario Govorchin, trainer, organizational development consultant, and mediator in private practice
Karen Haddigan, trainer, facilitator, and mediator in private practice
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
Deborah White, M.A., ABS, organization 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, Angie Dyck, Marion Dyck, Gary Fitzpatrick, Maureen Hannah, Gary Harper, Ed Jackson, Kelly Kennedy, Tim Langdon, Brian Luckcock, Laurie McGillivray, Christine Newton, Phyllis Nordquist, Marie O'Neill, Ingrid Pipke, Jill Schroder, Tracy Selinger, George Siudut, Pamela Theriault, Jim Toogood, Leanne Turnbull, Jacquie Waechter, Susan Yerxa.

Core Courses

Dealing with Interpersonal Conflict (#CR100)

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

Length: Three days (21 hours)

Date(s): **June 1-3**, Michael Raynolds
June 13-15, at New Westminster Community Education, 1001 West Columbia Square, New Westminster, Nancy McPhee
June 14-16, Wendy Hilliard
June 27-29, Wendy Hilliard
July 9, 16 & 23 (9:00 am - 5:00 pm), Nym Hughes
July 13-15, Mario Govorchin
July 25-27, Kelly Henderson
August 8-10, Sally Campbell
August 29-31, Michael Raynolds

Time: 9:00 am - 5:00 pm

Fee: \$250

Resolving Conflict in the Workplace (#CR763)

This course is equivalent to Dealing with Interpersonal Conflict, but has additional information and focus on organizational issues. The course will explore the dynamics of conflict both generally and within the work environment. Emphasis will be 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 may be taken in place of #CR100 and as a prerequisite for all other core courses.**

Length: Three days (21 hours)
Date(s): **June 4, 11 & 18** (9:00 am - 5:00 pm),
Nancy McPhee
July 4-6, Nym Hughes
August 17-19, Marje Burdine
Time: 9:00 am - 5:00 pm
Fee: \$250

Dealing with Anger (#CR200)

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

Length: Three days (21 hours)
Date(s): **May 30-June 1**, Ron Monk
June 22-24, Mario Govorchin
July 5-7, Marje Burdine
July 18-20, New Westminster Community Education, 1001 West Columbia Square, New Westminster, Michael Altshuler
August 3-5, Michael Fogel
August 23-25, Stacey Holloway
Time: 9:00 am - 5:00 pm
Fee: \$250

Mediation Skills, Level I (#CR300)

Mediation is a practical method for assisting other people to resolve their conflicts and attain mutually satisfying outcomes. The process is useful in a wide variety of settings, including organizations, neighbourhoods, committees, schools, and families. This course introduces the concepts, skills, and techniques needed to mediate disputes encountered on a day-to-day basis. Emphasis will be on skill development through simulated mediation. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)
Date(s): **June 6-8**, Sally Campbell
July 6-8, Dale Zaiser
August 2-4, Deborah White
August 13, 20 & 27 (9:00 am - 5:00 pm),
Dale Zaiser
Time: 9:00 am - 5:00 pm
Fee: \$250

Mediation Skills, Level II (#CR400)

This course prepares the mediator to deal with complex and emotionally charged conflicts. Skills, techniques, and theory include power-balancing, dealing with resistance and dysfunctional behaviour, mediator interventions and styles, and legal and ethical issues. Skill practice sessions are facilitated by trained coaches. **Prerequisite(s):** at least four other courses in the Certificate Program, including Mediation Skills, Level I (#CR300), or by permission of the Co-ordinator.

Length: Five days (35 hours)
Date(s): **June 15-17 & 20-21**, Stacey Holloway
July 11-15, Deborah White
Time: 9:00 am - 5:00 pm
Fee: \$425

Negotiation Skills, Level I (#CR500)

Negotiation skills are essential in daily interactions with others to assist individuals in getting what they need and want. Principled negotiation results in an agreement that responds to the interests of both parties involved. This course introduces the skills, theory, and techniques for applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to build a collaborative climate and use the skills and concepts of principled negotiation. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd Ed., 1992. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Three days (21 hours)
Date(s): **June 13-15**, Ron Monk
June 28-30, Kelly Henderson
July 20-22, Mario Govorchin
August 10-12, Michael Altshuler
August 15-17, New Westminster Community Education, 1001 West Columbia Square, New Westminster, Nym Hughes
August 31-September 2, Dale Zaiser
Time: 9:00 am - 5:00 pm
Fee: \$250

Negotiation Skills, Level II (#CR600)

This course applies the negotiation process and techniques from the Level I course to more complex situations. Content will include negotiator assertiveness and style,

factors that escalate or de-escalate competitiveness, resolving impasses, and overcoming resistance. Emphasis will be on skill development through simulated negotiations facilitated by trained coaches. Recommended reading: *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd Ed., 1992. **Prerequisite(s):** at least four other courses in the Certificate Program, including Negotiation Skills, Level I (#CR500), or by permission of the Co-ordinator.

Length: Five days (35 hours)
Date(s): **June 8-10 & 13-14**, Michael Altshuler
July 20-22 & 25-26, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$425

Mediation Skills Assessments (#CR499)

Negotiation Skills Assessments (#CR699)

Date(s): **August 2 - September 2**
Fee: \$150 per assessment
Instructor(s): Co-ordinator, Centre for Conflict Resolution Training, Justice Institute of BC, and the Centre's instructors.

Note: The deadline for registering for the August-September assessments is July 15, 1994. We cannot make exceptions for requests after this date.

Electives

Listed alphabetically by title.

Asserting Yourself Under Pressure (#CR702)

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

Length: Two days (14 hours)
Date(s): **June 29-30**, Marje Burdine
July 27-28, Nancy McPhee
August 18-19, Sally Campbell
Time: 9:00 am - 5:00 pm
Fee: \$185



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.00.

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 toward 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 and yet 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 the elements effectively. This course is designed to assist participants to 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):** Two core courses. **Recommended:** Critical Skills for Communicating in Conflict (#CR735) and Shifting from Positions to Interests (#CR748).

Length: Two days (14 hours)
Date(s): **June 6-7**, Arthur Ridgeway
July 18-19, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

Caucusing in Mediation (#CR764)

Caucusing can be one of the most effective interventions a mediator can use in moving parties toward 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 mediations. A structured caucusing process will be presented which is applicable in a variety of dispute contexts, including family and commercial. This process will help mediators to maximize the value of meeting separately with the parties while minimizing the potential for negative outcomes. **Prerequisite(s):** Mediation Skills, Level I (#CR300).

Length: One day (7 hours)
Date(s): **August 22**, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$90

Child-Centred Mediation (#CR762)

This elective is intended to broaden the skills of those involved in family mediation by focusing on the interests of the children. Participants will examine the values and beliefs surrounding separation and divorce, issues challenging blended families, the developmental stages of children, and legal issues regarding children upon marriage breakdown. Focus will be upon development of specific

strategies for more effective mediation where children are involved. **Prerequisite(s):** Mediation Skills, Level I (#CR300).

Length: Two days (14 hours)
Date(s): **June 9-10**, Sally Campbell/Ellen Shapiro, M.A.,
Family Counsellor
Time: 9:00 am - 5:00 pm
Fee: \$185

Critical Skills for Communicating in Conflict (#CR735)

This course is intended for those who have had little or no previous training in conflict resolution skills and should be taken prior to Conflict Resolution, Level I: Dealing with Interpersonal Conflict (#CR100). It will focus intensively on the micro-skills essential to effective mediating, negotiating, or resolving interpersonal conflict. It is recommended for anyone entering the Certificate Program and would 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 will include: non-judgmental listening; probing; clarifying; refocusing; and assertive, non-defensive communication.

Length: Two days (14 hours)
Date(s): **June 23-24**, Elizabeth Azmier-Stewart
July 11-12, Michael Raynolds
August 15-16, Dale Zaiser
Time: 9:00 am - 5:00 pm
Fee: \$185

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

Critiquing the work or behaviour of others can be one of the most difficult tasks that we perform. As individuals, colleagues, supervisors, and managers, we are often called upon to give criticism. If done well, it can be an opportunity for growth and increased understanding. If done poorly, it can damage relationships, limit opportunities, and increase stress. In this course, participants will explore and practise the essential elements of giving and receiving constructive criticism. **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100).

Length: Two days (14 hours)
Date(s): **July 7-8**, Deborah White
Time: 9:00 am - 5:00 pm
Fee: \$185

NEW

Diversity, Community and Conflict (#CR742)

Issues of disability and cultural diversity have become major concerns in our schools, workplaces, and neighbourhoods. If we are to avoid the polarization and exclusion which often accompanies diversity, it is essential that we move beyond our traditional attitudes of tolerance and benevolence toward a view which values the gifts that each group brings to the community. This course will examine the various responses that our society has had toward diversity and will address how to foster a sense of

community and belonging. Through co-operative learning exercises and roleplays, participants will also learn how conflict resolution skills play an important role in building trust and cohesion. **Prerequisite(s):** Conflict Resolution, Level I (#CR100).

Length: Two days (14 hours)
Date(s): **August 23-24**
Time: 9:00 am - 5:00 pm
Fee: \$185

Instructor(s): Norman Kunc is a family therapist, educational consultant, and internationally known advocate for inclusive education and disability rights.

Emma Van der Klift is a private consultant and trainer in the areas of disability, diversity, and conflict resolution.

Influencing Decision Making and Change (#MGMT210)

For course description, see the Management category.

Length: Two days (14 hours)
Date(s): **(Next offered Fall 1994)**, Michael Fogel
Time: 9:00 am - 5:00 pm
Fee: \$175.

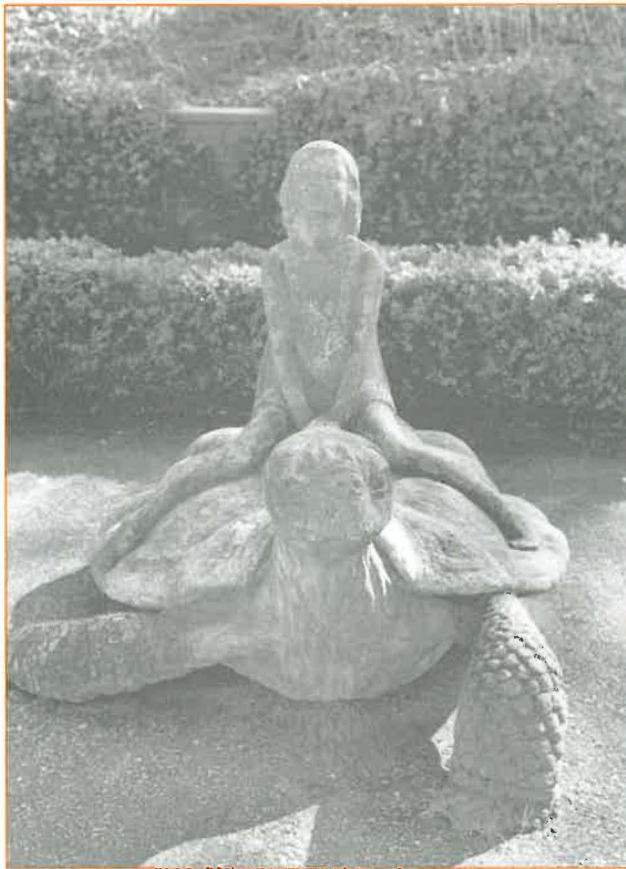
Making it Hard to Say No - Negotiating with Difficult People (#CR767)

The negotiation model presented in the core courses provides a useful framework for negotiating mutually satisfying agreements. Yet problems emerge when applying this model to people who only want to win. The question is how to find common ground and move toward joint problem solving with individuals who are confrontational, inflexible, reluctant, and unreasonable. This workshop focuses on the techniques of effective negotiation in difficult situations. Participants will learn the five-step strategy presented in William Ury's book *Getting Past No - Negotiation with Difficult People*, and will develop skills to overcome the obstacles to successful negotiation. **Prerequisite(s):** Two core courses. **Recommended:** Critical Skills for Communicating in Conflict (#CR735).

Length: Two days (14 hours)
Date(s): **June 16-17**, Arthur Ridgeway
Time: 9:00 am - 5:00 pm
Fee: \$185

Managing Employee Disputes (#CR703)

This course prepares managers and supervisors to deal with the inevitable conflicts that arise in the workplace. Often, employees lack the skills to resolve them on their own and managers find themselves in the uncomfortable position of having to act as referee. This course will present essential conflict resolution skills for managers, including: facilitating, mediating, and clarifying expectations and consequences. **Prerequisite(s):** Dealing With Interpersonal Conflict (#CR100).



Length: Two days (14 hours)
 Date(s): **August 11-12**, Deborah White
 Time: 9:00 am - 5:00 pm
 Fee: \$185

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

This course is specifically designed for enforcement personnel who have not taken other courses in the program, including: emergency health services workers, police, security guards, sheriffs, psychiatric workers, street workers, transit officers, and others involved in high-risk, high-stress situations. Many professionals find themselves to be the target of hostile or aggressive behaviour as a regular part of their jobs. Dealing with these encounters inevitably requires emotional energy and frequently results in increased stress. This course will provide alternatives for constructively managing hostile individuals when course participants are the recipient of their aggressive behaviour. Attention will be given to assessing risk factors and ensuring personal safety. Through lecture, group discussion, case studies, and role play, participants will have an opportunity to: identify factors that escalate the level of hostility, identify personal responses to hostile behaviour, develop self-management skills for responding to threatening behaviour, learn and practise a model for defusing hostility, and increase skills in constructively confronting problem behaviour.

Length: Two days (14 hours)
 Date(s): **August 29-30**, Mario Govorchin
 Time: 9:00 am - 5:00 pm
 Fee: \$185

Positive Power in Mediation (#CR731)

The concept of power in mediation inevitably evokes connotations of power struggles and power imbalances. People in conflict often use their personal power and influence to minimize their losses or to prevent others from gaining what they want. Mediators are faced with the challenge of assisting the parties to identify positive uses of power, to diversify their styles in dealing with power issues, and to understand the implications of their own spheres of influence. This course will also examine ways in which the mediator's own power and influence affect the process.

Length: Two days (14 hours)
 Date(s): **August 8-9**, Joan Balmer, Senior Consultant, Ryane Consulting Ltd.
 Time: 9:00 am - 5:00 pm
 Fee: \$185

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 toward interest-based resolutions requires skill in clarifying and understanding the wants, needs, concerns, and fears which support the opposing positions. This skill-building course is designed to assist participants to reach positive outcomes through a deeper exploration of positions, interests, and intentions. Participants will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes, and generating a wider range of choices.

Prerequisite(s): two core courses. **Recommended:** Critical Skills for Communicating in Conflict (#CR735).

Length: Two days (14 hours)
 Date(s): **June 13-14**, Arthur Ridgeway
July 14-15, Arthur Ridgeway
 Time: 9:00 am - 5:00 pm
 Fee: \$185

Working Together: Bridging the Gender Gap (#MGMT202)

For course description, see the Management category.

Length: Two days (14 hours)
 Date(s): **(Next offered, Fall 1994)**, Michael Fogel and Kelly Henderson
 Time: 9:00 am - 5:00 pm
 Fee: \$175

Youth in Conflict: A Skills Development Series

The series includes the following courses: Working with Anger and Aggression in Youth, Working with Withdrawn and Resistant Youth, Mediating with Youth in Conflict, Parent-Teen Conflict: Creating Agreements for Change, Problem Solving with Youth, and Responding to Put-downs and Bullying Behaviour: Assertion Skills for Youth. For course descriptions, see the Child and Youth Care category.

**Conflict Resolution Graduation Ceremony
(Please note change in date)
September 29, 1994 7:30 pm**

Proficiency Courses

The following courses are strongly recommended to students who want the opportunity to build their skills. They are not part of the required 210 hours of the Certificate Program. It is recommended that the skillcheck courses be taken as a midway checkpoint before continuing on the Level II courses, and the assessment preparation courses be taken prior to assessments. The Use-It-Or-Lose-It Clinics can be taken at any time after the completion of at least two core courses.

Mediation: Transcript Analysis and Skillcheck (#CR800)

Building competency involves the integration of skills and concepts that form the backbone of the mediation process. This course will enable participants to analyze role play work with the assistance of trained, skill coaches. There is no instructional component to the course. Before coming to the skillcheck day, participants will transcribe a ten minute segment of the videotape they made in Mediation Skills, Level I (#CR300), preferably a segment in which they experienced difficulty. This involves approximately four hours of scripting homework. Please bring four copies of this script to class, together with your Mediation I role play tape. Participants will be in groups no larger than four per group. They will receive a written skillcheck indicating strengths, areas needing improvement, and recommendations for additional work if required. This course is strongly recommended prior to taking Mediation Skills, Level II (#CR400). **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100), Mediation Skills, Level I (#CR300).

Date(s): **June 15**, Jim Toogood
August 17, Jim Toogood
Time: 9:00 am - 5:00 pm
Fee: \$75

Negotiation: Transcript Analysis and Skillcheck (#CR802)

Building competency involves the integration of skills and concepts that form the backbone of negotiation. This course will enable participants to analyze role play work with the assistance of trained, skill coaches. There is no instructional component to the course. Before coming to the skillcheck day, participants will transcribe a ten minute segment of the videotape they made in Negotiation Skill, Level I (#CR500), preferably a segment in which they experienced difficulty. This involves approximately four hours of scripting homework. Please bring four copies of this script to class, together with your Negotiation I role play tape. Participants will be in groups no larger than four per group. They will receive a written skillcheck indicating strengths, areas needing improvement, and recommendations for additional work if required. This course is strongly recommended prior to taking Negotiation Skills, Level II (#CR600). **Prerequisite(s):** Dealing with Interpersonal Conflict (#CR100), Negotiation Skills, Level I (#CR500).

Date(s): **July 4**, Jill Schroder
August 24, Jim Toogood
Time: 9:00 am - 5:00 pm
Fee: \$75

Mediation Competency: Assessment Preparation (#CR801)

This course provides participants with a comprehensive analysis of their mediation work through the 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. Before coming to the assessment preparation day, participants will transcribe a ten minute segment of their Mediation Skills, Level II (#CR400) tape. This involves approximately four hours of scripting homework. Please bring four copies of this script to class, together with your Mediation II role play tape. There is no instructional component to this course. It is strongly recommended for those who have taken Mediation Skills, Level II, and wish to proceed to the Mediation Assessment with a clearer focus of where their work needs to be strengthened. Participants will be in groups no larger than four per group. **Prerequisite(s):** Mediation Skills, Level II (#CR400).

Date(s): **July 18**, Jill Schroder
July 28, Jill Schroder
Time: 9:00 am - 5:00 pm
Fee: \$75

Negotiation Competency: Assessment Preparation (#CR803)

This course provides participants with a comprehensive analysis of their negotiation work through the 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. Before coming to the assessment preparation day, participants will have transcribed a ten minute segment of their Negotiation Skills, Level II (#CR600) tape. This involves approximately four hours of scripting homework. Please bring four copies of this script to class, together with your role play tape. There is no instructional component to this course. It is strongly recommended for those who have taken Negotiation Skills, Level II, and wish to proceed to the Negotiation Assessment with a clearer focus of where their work needs to be strengthened. Participants will be in groups no larger than four per group.
Prerequisite(s): Negotiation Skills, Level II (#CR600).

Date(s): July 29, Jim Toogood
 August 2, Jill Schroder
Time: 9:00 am - 5:00 pm
Fee: \$75

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

This clinic provides more opportunity to practise skills and techniques. Coaches will conduct small group practice sessions with video feedback. Students will determine the focus for their own work, including interpersonal conflict resolution, negotiation, or mediation, as well as any specific skills or interventions such as probing, reframing, or shifting from positions to interests. Scenarios and worksheets will be available or students may bring their own material. Groups may choose to stay together for the entire day or move to a new group at designated times. This session will also provide an opportunity to network with colleagues in the field. Please bring your own VHS videotape if you wish to record your work. **Prerequisite(s):** at least two core courses.

Date(s): August 5
Time: 9:00 am - 5:00 pm
Fee: \$75
Instructor(s): Coaches from the Centre for Conflict Resolution Training

SUMMER INSTITUTE FOR EDUCATORS CONFLICT RESOLUTION

In Co-operation with School District #36 (Surrey)
 Credit will be awarded toward the Justice Institute
 Conflict Resolution Certificate Program, some restrictions apply.

The Institute will be held at Elgin Park Secondary School, 13484 - 24 Avenue, Surrey, BC V4A 2G5. Please contact the Surrey Travel Infocentre at 581-7130 for local accommodation. Instructors Stacey Holloway and Brian Luckock have extensive experience designing, planning, and implementing conflict resolution, anger management, and mediation programs for educators. Mark LaLonde is a Program Planner with the Justice Institute of British Columbia and is the Co-ordinator of the Preventing Peer Youth Violence Program in British Columbia.

Course: An Introduction to Conflict Management for Educators (#CR708)
Length: Two days
Date(s): July 11-12, Brian Luckock
Time: 9:00 am - 4:00 pm
Fee: \$185

NEW

Course: Enhancing School Safety (#CY160)
Length: Three days
Date(s): July 12-14, Mark LaLonde
Time: 9:00 am - 4:00 pm
Fee: \$250

Course: Managing Anger in Educational Settings (#CR769)
Length: Three days
Date(s): July 13-15, Stacey Holloway
Time: 9:00 am - 4:00 pm
Fee: \$250

NEW

Course: Facilitating Group Conflict in Educational Settings (#CR777)
Length: Two Days
Date(s): July 18-19, Brian Luckock
Time: 9:00 am - 4:00 pm
Fee: \$185

Course: Negotiation Skills for Educators (#CR770)
Length: Four days
Date(s): July 18-21, Stacey Holloway
Time: 9:00 am - 4:00 pm
Fee: \$330

NEW

Course: Implementation of a Conflict Management Program (#CR778)
Length: Two days
Date(s): July 21-22, Brian Luckock
Time: 9:00 am - 5:00 pm
Fee: \$185 (Implementation Manual available upon request @ \$25.00.)

Course: Mediating Conflict in Educational Settings (#CR771)
Length: Five days
Date(s): July 25-29, Stacey Holloway, Brian Luckock
Time: 9:00 am - 4:00 pm
Fee: \$425

For a full brochure or to register for this program, contact the Justice Institute of BC at 604/222-7111 or 604/222-7171.

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.

Feminist Approaches to Counselling (#EP131)

This course is directed toward counsellors, social workers, therapists, and other mental health professionals with basic counselling experience, who are interested in exploring a feminist perspective as a foundation for their counselling practice. Feminism is viewed as an active process which emphasizes equality in personal power between men and women and supports clients in creating their lives outside of culturally-prescribed gender roles. Participants will have the opportunity to explore a feminist model of counselling; discuss approaches to integrate a feminist perspective into existing models of counselling, and examine a process of establishing and enhancing egalitarian counselling relationships. Opportunities to consider the impact of power, gender, and cultural sensitivity within the counselling relationship and practise counselling strategies will be provided. The importance of counsellor self-evaluation will be highlighted.

Length: Three days

Date(s): **June 9-11**

Fee: \$225

Instructor(s): Gwen Hartrick, M.A., Ph.D. (Candidate) and Marie Hoskins, M.Ed.

Art and Play Therapy

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

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

Length: Two days

Date(s): **July 13-14**

Fee: \$175

Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

This course is approved for thirteen (13) hours of learning credit toward registration with the Association of Play Therapy. For further information, contact Marie Jose Dhaese at 604/240-2700.

Child-Centred Play Therapy (#CY104A)

This course is directed toward practitioners who use play and various expressive therapies in their work with children. Course content will include principles of non-directive play therapy, the symbolic language of play as it develops through the therapy process, kinds of play and how play changes, and stages of the treatment process. Enrolment in this course will be limited to 18 participants.

Prerequisite(s): Art and Play Therapy (#CY104).

Length: Two days

Date(s): **July 15-16**

Fee: \$175

Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

This course is approved for thirteen (13) hours of learning credit toward registration with the Association of Play Therapy. For further information, contact Marie Jose Dhaese at 604/240-2700.

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

This course is directed toward practitioners who use art and play therapy in their work with children who have experienced and disclosed neglect and abuse. Course content will review theoretical principles underlying the use of art and play therapy with traumatized children, illustrate ways of addressing the main clinical issues of neglected and abused children, and examine the recurring images that emerge in children's play and art (through the various stages of therapy). Applicants interested in attending this course must submit a résumé describing their relevant work experience. Enrolment will be limited to 18 participants. **Prerequisite(s):** Art and Play Therapy (#CY104) and Child Centred Play Therapy (#CY104A), and a basic understanding of child abuse issues.

Length: Two days

Date(s): **June 10-11**

Fee: \$175

Instructor(s): Marie Jose Dhaese, M.Ed., ATR, CET, RPT-S

This course is approved for thirteen (13) hours of learning credit toward registration with the Association of Play Therapy. For further information, contact Marie Jose Dhaese at 604/240-2700.

Family Issues

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

This course is directed toward counsellors, family therapists, social workers, and other practitioners who are working with men who abuse their partners, and toward front line workers (such as police, probation officers, transition house workers, etc.) who have contact with

assaulted women. Participants will have the opportunity to explore the "defensive themes" that men who assault their partners use to defend against awareness of their violence and responsibility for their use of power and control; 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. The training video, *Defensive Themes*, written and produced by Dale Trimble, will be the foundation of this workshop.

Length: Three days
Date(s): **June 22-24**
Fee: \$175
Instructor(s): Dale Trimble, M.A.

Trauma and Post Traumatic Stress

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

Major disasters and daily emergencies expose emergency health, human services, and other high risk and public safety workers to significant stress. Workers' responses to these "critical incidents" can range from confusion to extreme pain, anger, emotional problems, and physical illness. The Critical Incident Stress Debriefing (CISD) process was developed as an effective tool to manage this work-related trauma and to help staff cope with what they have seen or experienced. The purpose of this introductory-level workshop is to train mental health professionals and personnel from emergency health, human services, victim services, and other high-risk and public safety occupations in the effective management of critical incident stress (CIS). On day one, participants will review the nature of stress, cumulative stress, and critical incident stress and their impact on human functioning; specific causes of CIS; factors that affect one's vulnerability to CIS; and defusing techniques. On day two, the formal debriefing process will be outlined and demonstrated through role play. Specific attention will be directed toward various types of work-related critical incidents, problems associated with debriefings, and the issues involved in program development. This two-day program serves as a basic entry requirement for individuals interested in participating in a critical incident stress debriefing team in their workplace.

Length: Two days
Date(s): **May 24-25**
Fee: \$165
Instructor(s): Toby Snelgrove, Ph.D.



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

This advanced-level course is directed toward experienced mental health professionals and peer personnel from emergency health, human services, victim services, and other high-risk public safety occupations. It will build on the content presented in Level I. Through the use of role plays and debriefing simulations, participants will have the opportunity to practise specific aspects of CIS debriefing, problem solve around specific issues that arise in a debriefing process, and explore ways to generalize the CIS debriefing process and skills to other settings and situations.

Prerequisite(s): Trauma in the Workplace: Responding to Critical Incident Stress, Level I (#EP117), or by permission of the Co-ordinator (contact Patricia McNeill at 222-7229).

Length: Two days
Date(s): **June 23-24**
Fee: \$165
Instructor(s): Toby Snelgrove, Ph.D.

Note: Interdisciplinary Studies has produced a Critical Incident Stress Debriefing Distance Education package. For information, see page 36.

Instructors:

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.

Gwen Hartwick, M.A., Ph.D. (Candidate), is a practitioner and educator in private practice, with an interdisciplinary background in counselling and nursing. She is a sessional lecturer at the University of Victoria in counselling and nursing.

Marie Hoskins, M.Ed., is a sessional instructor in the Department of Psychological Foundations at the University of Victoria. She has most recently co-authored A Constructivist Curriculum for Counsellors.

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

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

Enforcement and Investigation

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

NEW

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 will focus 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 have an opportunity to practise methods for gathering statements, keeping notes, and conducting interviews.

Length: Two days

Date(s): May 24-25

Fee: \$175

Instructor(s): Mark LaLonde, a former police officer with extensive investigative experience. He has conducted training in investigative skills for a variety of organizations.

Enforcement and Investigative Skills

In spite of efforts to ensure voluntary compliance, officials at various levels of government frequently find that laws they are charged with upholding must be enforced through the courts. Interdisciplinary Studies offers a contract course designed to prepare individuals responsible for the administration and enforcement of provincial and municipal laws to successfully investigate, prepare, and prosecute their cases. The five-day course includes a discussion of relevant legislation and takes participants through the steps involved in prosecuting a case, from gathering and preserving evidence to presenting the evidence in court. The course concludes with a court visit and a mock trial in which participants have an opportunity to present evidence based on real or composite cases typical of those they enforce. For further information, or to discuss a course specifically designed for your agency, please contact Patricia McNeill at 604/222-7229.

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

Executing a Court Order (#EP159)

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

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

Witness Skills

NEW

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

For course description, see the Child Sexual Abuse category.

Length: Two days or three days

Date(s): June 14-16

Fee(s): \$175 (two days)

\$250 (three days)

Fire Safety

Introduction to the Fire Service (#NC-01)

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

Length: Six, 2 ½ hour sessions

Location: Justice Institute of BC

Date(s): Call the Fire Academy at 604/222-3630 for the dates of the next scheduled course

Fee: \$125 (includes textbook)

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. Course topics include: Fire Behaviour, Safety and Protective Clothing, Extinguishers (with live fire training), SCBA, 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, BC

Date(s): A waiting list is maintained for this course.

Telephone the Fire Academy at 604/222-3630.

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 Interdisciplinary Studies and the Fire Academy. (Note: Fire service personnel in BC 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 co-operation with the Open College component of the Open Learning Agency, this course is intended for employees and supervisors with job responsibilities in fire safety, and others with an interest in fire prevention and response.

Course materials explore the nature of fire, common fuels, and ignition sources; hazards for each building type; fire prevention, fire drills, and using portable extinguishers; and a fire safety plan. After completing the course, students will be able to conduct basic fire prevention inspections, educate other employees on safe ways to respond to fire, lead fire drills, and prepare a full fire safety plan for any organization. Students are required to submit four written projects and pass a multiple choice exam to complete the course. Successful candidates will receive a certificate. (This course is not designed for professional or volunteer fire service personnel.)

Length: 120 self-study hours

Fee: \$250

Will be offered in classroom format if there is sufficient demand.

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

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

Length: 40 self-study hours (#DE00), or six 2-hour classroom sessions offered at least twice a year (#NC-02)

Fee(s): DE00 \$165

NC-02 \$195

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 covered include whole numbers, fractions and decimals, percentages, averages, algebraic equations, powers and square roots, ratios and proportions, and measurements of length, area, and volume. **Prerequisite(s):** Basic skills in addition, subtraction, multiplication, and division.

Length: 40 self-study hours

Fee(s): \$165

Will be offered in classroom format if there is sufficient demand.



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.00.

Justice and Public Safety Worker Training

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

The courses in this series are recommended as a prerequisite for persons wishing to apply for admission to the Corrections Academy's Employment Readiness Program. The courses have been specifically designed for applicants to this program; however, they may also be of interest to individuals interested in other justice and public safety related fields.

NEW

Introduction to Government Process and the Criminal Justice System (#MGMT309)

This course will introduce participants to the justice system in Canada and British Columbia and will provide an overview of how government works. In the government process segment of the course, participants will identify the levels and functions of government; discuss the significance of Canada's Constitution and the relationship of the Charter of Rights and Freedoms to the Constitution; and learn the steps involved in passing a bill. The criminal justice system segment of the course will focus on the justice system (the distinction between criminal and civil law, differences between summary and indictable offences, the elements of a crime, the components of the justice system); the adult court system (levels of court in BC, routes of appeal); sentencing (principles of sentencing, sentencing options); youth court (principles of the Young Offenders Act, differences between the components of the youth and adult justice systems); and family law (jurisdiction of the courts, legal process available upon marital breakdown).

Length: Three days
Date(s): **June 28-30**
Fee: \$200
Instructor(s): Robert Chong and Linda Alexander

NEW

Interviewing Skills (#MGMT310)

This course will introduce participants to the basic skills of interviewing clients who have come in contact with the criminal justice system and the civil court process. The course will focus on effective communication skills and will provide participants with the opportunities to practise the skills in a supportive environment. Over the course of the two days, participants will increase their awareness of prejudices, perceptions, and assumptions in their communication with other people; identify their own communication style and ways they can modify their style; identify communication barriers and mistakes made during an interview; identify their own personal values and how they

may influence communication; and identify and practise the eight steps of an effective interview.

Length: Two days
Date(s): **July 6-7**
Fee: \$175
Instructor(s): Shauna Lappin

NEW

Writing Investigative Reports (#MGMT311)

This two-day course will introduce participants to techniques for gathering, organizing, and analyzing information, and will provide practical ways to make reports effective and readable. Participants will identify and practise methods for asking questions that will yield useful information during the investigation process; recording and revising running notes; overcoming writer's block; keeping the report on track; and separating direct observations from judgment statements.

Length: Two days
Date(s): **June 1-2**
Fee: \$225
Instructor(s): Katherine Galarneau

Instructors:

Kathleen Galarneau, M.A. (Communications), teaches media and communications studies and is a consultant specializing in written communication. Her workshops show professional and business people how to write for today's readers: how to say more with less.

Robert Chong is a trainer/instructor who has extensive experience in working with youth as a probation officer. He has given training sessions on youth gangs, youths at risk, and the Young Offenders Act. He presently teaches for the Corrections Academy and specializes in the areas of youth probation and mentally disordered offenders.

Linda Alexander is a trainer/instructor with extensive experience in the field of adult probation. She has worked in specialized areas of adult probation supervising probation orders and has conducted group sessions for adult offenders. She presently teaches for the Corrections Academy in the areas of adult probation and specialized supervision.

Shauna Lappin is a trainer/instructor with the Corrections Academy who has extensive experience as a probation officer/family court counsellor. She has worked in both rural and urban communities and trains prospective probation officers in the area of counselling and interviewing skills.

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.

NEW

The Hiring Process (#MGMT301)

The most important decisions made by managers and supervisors relate to who they hire to work in their organization. A wrong hiring decision is extremely costly: both in direct costs (actual money spent in salaries, etc.), and indirect costs (the subtleties that impact on productivity). This two-day course will guide participants through a sequence of steps to be followed in the recruitment and selection of staff: understanding the duties of the job to be filled, writing an advertisement to attract the right applicants, shortlisting, incorporating a variety of assessment methods, developing interview questions, structuring the evaluation of candidates, and interviewing references. In groups, participants will apply each step to a "generic" position and will practise the required skills involved in each step. Human rights issues and employment equity considerations will be discussed. This is an energetic, hands-on learning experience; be prepared for a whole new outlook toward the hiring process at the end of these two days.

Length: Two days
Date(s): **May 26-27**
Fee: \$175
Instructor(s): Diane Fru

NEW

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

This one-day course is designed to help participants become more aware of their rights and the rights of others under the BC 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 will need to understand their roles and responsibilities vis-a-vis protection of privacy and disclosure of information. Participants will explore the purpose of the Act; examine provisions of the Act with regard to 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 which illustrate how the provisions of the Act apply; and identify what is required to implement the Act within their organization. (An elective in the Management Development for Residential Settings Certificate Program.)

Length: One day
Date(s): **June 1**
Fee: \$110
Instructor(s): Zena Simces Katz

NEW

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. With this change, staff and managers within an organization must 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, 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 assessment.

Length: Two days
Date(s): **June 16-17**
Fee: \$175
Instructor(s): Zena Simces Katz

NEW

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

Facilitation skills are in demand on a daily basis as organizations change internally and change the way they do business. In this new course, participants will identify and practise key skills which will assist them to 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): **June 21-22**
Fee: \$175
Instructor(s): Sandy Heath

Basic Supervisory Program, Week 1 (#MGMT213)

Each job or function has specific areas of knowledge, skill, and operating values which, taken together, give individuals the competence to perform a particular job. This competency-based 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. Basic Supervisory Competency, Week 1 is intended for first level supervisors, or those who aspire to be supervisors, in both government

and private agencies. Before coming to the course, participants and their managers will complete an inventory assessment of participants' skills and knowledge. BC Corrections Branch employees who successfully complete the course will be granted certification for the Basic Supervisor Competency Course, Week 1. Co-sponsored with the Corrections Academy. Enrolment is limited to 16 participants.

Length: Five days

Date(s): **July 11-15**

Time: 9:00 am - 4:30 pm on day one; 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 Competency 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 co-operation 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 Competency Program, Week 1. Enrolment is limited to 16 participants.

Length: Five days

Date(s): **July 18-22**

Time: 9:00 am - 4:30 pm on day one; 8:30 am - 4:30 pm on subsequent days

Fee: \$475

Instructor(s): A consultant with Ryane Consulting Inc.

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

Instructors:

Diane Fru is a management consultant whose background and specialty are training and human resources. Diane also has experience as a line manager and has developed and delivered a variety of human resources workshops for the public sector and private organizations.

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 BC and Alberta and in the federal public sector.

Zena Simces Katz is a consultant and trainer specializing in management consulting. She has had over 20 years' experience working in government and with community groups in a number of provinces. She has been responsible for co-ordinating freedom of information and protection of privacy functions within a government ministry setting in BC and Ontario, and has provided training to staff and managers in addressing access and

privacy issues. She has also had extensive experience in conducting and managing major program evaluations and has provided practical training in how to carry out successful evaluations.

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

Courses Around BC

Together We Stand: Effective Team Building (#MGMT120V)

Teamwork has long been seen as a basic organizational need. Currently, however, an increased focus on team formation and team development has created a need for managers to develop further competence in team building. This workshop 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): **May 16-17**

Location: PEP Headquarters, 455 Boleskine Road, Victoria, BC

Fee: \$225

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

Professional Health Programs

Professional Health Programs at the Justice Institute 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. For more information, or to enquire about the possibility of courses in your area, contact Professional Health Programs at 604/222-3621. **Unless otherwise indicated, the courses listed below will be held at the Justice Institute and will be in session from 8:00 am to 5:00 pm.**

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

This two-day workshop is intended for physicians, nurses, and pre-hospital care workers who are involved in the management of cardiac arrest victims. The two days are divided into lecture and practice components. The lectures highlight important information in pharmacology, dysrhythmia interpretation, sudden cardiac death, and post-resuscitation care as related to cardiac arrest management. Practise 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): **June 4-5**

Fee: \$325

Advanced Cardiac Life Support Update (#PHP110)

This one-day course provides an opportunity for persons who have successfully completed ACLS to update to current ACLS standards. Pre-reading is required to supplement the theory and practise 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): **June 4**

Fee: \$225

Advanced Cardiac Life Support Instructor Course (#PHP120)

ACLS providers with exceptional ACLS skills, which includes current knowledge of the new standards and changes, and who have frequent exposure to cardiac arrest situations, are invited to register. All participants will be reassessed for competency in their ACLS skills on the first day and those who do not meet the criteria will be required to withdraw from the course. Preparation for the course includes developing lectures and cardiac arrest scenarios; allow two weeks to adequately prepare.

Length: Two and half days (limited registration)

Date(s): Anticipated fall 1994, after release of new materials from the American Heart Association

Fee: TBA

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. The information in this two-day course is presented through a series of lectures and small group practice stations. Successful completion is based on:

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

Date(s): TBA

Fee: \$325

NEW

Pediatric Advanced Life Support (PedALS) Instructor Course (#PHP206)

A course designed for PedALS providers wishing to instruct throughout BC. During the first evening all participants will complete the PedALS evaluation process. The next day will be a series of lectures and small group sessions that will refine adult learning principles and review simulated group practice stations.

Length: One evening and one full day

Date(s): **April 21**, 1800 - 2200

April 22, 0830 - 1630

Fee: \$225

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): **May 27**

June 10

Fee: \$125

First Line Trauma Management for Nurses

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

First Line Trauma Management for Physicians

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

Basic Trauma Life Support (#PHP202)

A two-day program that covers essential early trauma management. The course is directed to pre-hospital care providers, nurses, and physicians. During the two-day program a series of lectures and practice sessions are held to reinforce the key concepts. Course textbook provided with course tuition.

Length: Two days
Date(s): **May 13-14**
Fee: \$325

NEW

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): **May 26**
Fee: \$125

Courses Around BC

The courses listed above can be held outside the Lower Mainland. For more information, or to enquire about the possibility of courses in your area, contact Professional Health Programs at 604/222-3621.



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.00.

Residential Care

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

Management Skills

Management Development for Residential Settings Certificate Program

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

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

Interested persons should request an application form from Sandy Johnson at 604/222-7285. Participants must currently be supervising others or have proven supervisory experience. Participants who are in non-supervisory positions should contact the Co-ordinator as limited seating is available to persons preparing for the supervisory role.

For a brochure describing program structure, content, and eligibility contact the Registration Office at 604/222-7111 or 604/222-7171.

Core Courses

Please register for each level directly with the Registration Office.

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

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

Length: Two days
Date(s): **May 2-3**
Fee: \$155
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): **June 8-9**
Fee: \$155
Instructor(s): Sandra Rice

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): **May 9-10**
Fee: \$155
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 within the context of residential facilities. Participants will gain an understanding of the functions and elements of a job description, practise writing job descriptions, identify effective recruitment procedures for full time and relief staff, practise methods for conducting an effective job interview that also complies with ethical standards, and identify the elements of a successful orientation.

Length: Two days
Date(s): **May 11-12**
Fee: \$155
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): **June 6-7**
Fee: \$155
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): **June 27-28**
Fee: \$155
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

Management Development for Residential
Settings Certificate Program Graduation Ceremony
September 30, 1994 6:00 p.m.

Electives

Four days of Justice Institute electives are required in the Management Development for Residential Settings program. See course descriptions in this calendar under the Computer, Conflict Resolution, Management, and Training for Trainers categories. **Electives must be Justice Institute courses.** Please note electives offered around BC on page 31.

Asserting Yourself Under Pressure (#CR702)

Building Consensus (#CR733)

Critical Skills for Communicating in Conflict (#CR735)

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

Dealing with Anger (#CR200)

Dealing with Interpersonal Conflict (#CR100)

Diversity, Community and Conflict (#CR742)

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

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

Introduction to DOS (#CORR402)

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

Managing Employee Disputes (#CR703)

Mediation Skills, Level I (#CR300)

Negotiation Skills, Level I (#CR500)

Program Evaluation/Project Evaluation (#MGMT304)

Resolving Conflict in the Workplace (#CR763)

Shifting from Positions to Interests (#CR748)

Together We Stand: Effective Team Building (#MGMT120V)

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

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

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

Front Line/Supervisory Skills

NEW

Coaching Job Readiness Skills (#SUP122)

This two-day workshop is designed for youth care workers, community support workers, school liaison workers, life skills resource persons, and other front line workers who wish to coach their clients in job readiness skills. Participants will learn coaching techniques that will assist their clients to make the transition to the world of work; learn to use supporting resource materials provided for this program; explore ways to build confidence for persons preparing for competing in the job market; explore methods for 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 résumé 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): **June 20-21**

Fee: \$165

Instructor(s): Denise Grams

NEW

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

This one-day course is designed to help participants become more aware of their rights and the rights of others under the BC 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 will need to understand their roles and responsibilities vis-a-vis protection of privacy and disclosure of information. Participants will explore the purpose of the Act; examine provisions of the Act with regard to 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 which illustrate how the provisions of the Act apply; and identify what is required to implement the Act within their organization. Specific examples of how the Act applies to residential facility requirements will be used. (An elective in the Management Development for Residential Settings Certificate Program.)

Length: One day

Date(s): **June 1**

Fee: \$110

Instructor(s): Zena Simces Katz

Front Line Training for Residential Settings (#SUP119)

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

Length: Five days

Date(s): **May 12-14 and 26-27**

Fee: \$265

Instructor(s): Mario Govorchin, Kelly Kennedy, Suzu Speier, and Elaine Stoll

NEW

Working Together: Managing Health Care Issues and Planning (#SUP123)

This two-day course has been designed in response to requests from community service providers for assistance in providing supports to people with developmental disabilities who also have health care needs. The response to these needs has required a refocusing of training for all levels of direct care and supervisory staff to include education in health care issues and health care planning. The purpose of this course is to increase the competence and confidence of direct care and supervisory staff who do not have a nursing background. Participants from the areas of residential, day program, and leisure and recreation will benefit. Participants will define proper techniques for providing personal care; identify common medical concerns; explore and define the use of health protocols and documentation; clarify the role of the caregiver within the team of health specialists and other professionals; and assist with the planning and implementation of health care plans.

Length: Two days

Date(s): **May 30-31**

Fee: \$165

Instructor(s): Nancy Buckman and Pat Meyer

Instructors:

Nancy Buckman has been psychiatric team leader at St. Joseph's Hospital, McMaster University, primary therapist at the University of Wisconsin Counselling Center, and director of resident care for the Lower Mainland

Society for Residences for the Disabled in British Columbia. She is the Executive Director of Bernard C. Vinge and Associates (HCS) Ltd. and has been working in BC to develop individualized community-based health supports for persons with mental and physical handicaps.

Mario Govorchin is a consultant and trainer who has 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.

Denise Grams is a life skills counsellor, instructor and trainer. She has ten years' experience working in the social services field, co-ordinating a child care program and as a rehabilitation officer and counsellor. Since 1990, she has established her private practice (Life Unlimited – Life Management Skills Training.)

Zena Simces Katz is a consultant and trainer specializing in management consulting. She has had over 20 years' experience working in government and with community groups in a number of provinces. She has been responsible for co-ordinating freedom of information and protection of privacy functions within a government ministry setting in BC and Ontario, and has provided training to staff and managers in addressing access and privacy issues. Kelly Kennedy is a mediator and counsellor in private practice. She has experience counselling, mediating, and training in a variety of human service settings.

Pat Meyer is a consultant and trainer with extensive residential management experience. She has published several books and articles and has produced films for professional and public education. Her current work includes the transition of people with complex health needs from institutions to community living.

Sandra Rice is the Co-ordinator of the Management Development for Residential Settings Certificate Program



training. 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 had 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, UBC.

Suzu Speier is a consultant with Ryane Consulting Inc.

She has designed and delivered workshops on a variety of management, communications, and conflict topics.

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

Courses Around BC

The Management Development for Residential Settings Certificate Program is now offered in several locations outside the Lower Mainland. For information on the program and future locations contact Sandra Rice, Program Co-ordinator, at 604/222-7273.

Participants outside the Lower Mainland may take the levels of Management Development for Residential Settings Training out of sequence without prior approval of the Co-ordinator.

Elective Information

Please contact your local community college for Conflict Resolution electives being offered. In addition, the elective listed below will be offered for out-of-town students:

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

Length: Two days
Date(s): **May 16-17**
Location: PEP Headquarters, 455 Boleskine Road,
Victoria, BC
Fee: \$225

*See Management category for course description.

Kootenays

Management Development for Residential Settings, Level 2 (#MGMT218T)

Length: Two days
Date(s): **May 24-25**
Location: Lord Nelson Hotel, 616 Vernon Street,
Nelson, BC
Fee: \$225

Management Development for Residential Settings, Level 3 (#MGMT230T)

Length: Two days
Date(s): **May 26-27**
Location: Lord Nelson Hotel, 616 Vernon Street,
Nelson, BC
Fee: \$225

Prince George

Registration will be managed by Direct Care Training Services in Prince George. Contact Kathie Scouten at 564-2477.

Management Development for Residential Settings, Level 2 (#MGMT218G)

Length: Two days
Date(s): **May 10-11**
Location: Civic Centre, 855 Dominion Street,
Prince George, BC
Fee(s): \$250 Non-member; \$225 Direct Care member

Management Development for Residential Settings, Level 3 (#MGMT230G)

Length: Two days
Date(s): **June 29-30**
Location: Civic Centre, 855 Dominion Street,
Prince George, BC
Fee(s): \$250 Non-member; \$225 Direct Care member

Victoria

Management Development for Residential Settings, Level 2 (#MGMT218V)

Length: Two days
Date(s): **May 2-3**
Location: Executive House Hotel, 777 Douglas Street,
Victoria, BC
Fee: \$175

Management Development for Residential Settings, Level 3 (#MGMT230V)

Length: Two days
Date(s): **June 14-15**
Location: PEP Headquarters, 455 Boleskine Road,
Victoria, BC
Fee: \$175

Management Development for Residential Settings, Level 4 (#MGMT240V)

Length: Two days
Date(s): **June 16-17**
Location: PEP Headquarters, 455 Boleskine Road,
Victoria, BC
Fee: \$175

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.

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

This 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. Participants will apply knowledge and skills learned over the course of the two days to their own projects. Content will focus on creating overheads, flipcharts, handouts, workbooks, and materials used to plan and design instruction. Although the course will include a discussion of manuals and some other "stand-alone" materials, it will concentrate on materials used for classroom-type instruction. **Prerequisite(s):** Training for Trainers: Fundamentals of Instructional Planning (#MGMT223A), or by permission of the Co-ordinator. The number of participants is limited to 16.

Length: Two days
Date(s): **May 30-31**
Fee: \$200
Instructor(s): Dianne Bodnar

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

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

Length: Two days
Date(s): **June 2-3**
Fee: \$225
Instructor(s): Reva Kalef

NEW

Training for Trainers: Working with First Nations Learners (#MGMT308)

Presenting courses, workshops, or seminars in First Nations communities offers unique challenges and opportunities. This course will provide non-Native presenters with an opportunity to better understand some of the factors which have contributed to the uniqueness of First Nations communities and the way in which First Nations people learn. Participants will examine some of the historical issues which have affected First Nations people's attitudes and perspectives on education, and will look at the role of elders and the function of ceremonies in teaching. Traditional non-Native methods of presenting will also be examined with a view to whether or not they are applicable to First Nations learners. The course will emphasize a "student-centred" approach to teaching First Nations learners.

Length: Two days
Date(s): TBA
Fee: \$225
Instructor(s): Kerry McKenzie and Roberta Stewart

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 BC, 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 workshop leader, instructional designer, curriculum developer, and consultant for over ten years. She has extensive experience working with educational institutions, government agencies, non-profit organizations, and business and industry.

Kerry McKenzie is a retired RCMP officer who now works as a family counsellor, primarily for First Nations clients. He has presented workshops and seminars on family violence, counsellor training, and effective presentations, for police and social services agencies, and for First Nations communities across Canada.

Roberta Stewart is a member of the Nisga-A Nation who has worked as a consultant in the areas of family violence, social planning, and community development. She conducts community assessments and designs training according to needs. Much of her work has been with First Nations in BC and across the country.



In consideration of the environment, please bring your own cup or mug, or treat yourself to a JI mug for \$4.00.

Course Listings by Title

Abuse Within a Malevolent Context: Identifying and Intervening in Severe Intra-Familial Abuse (#CSA144)	11
Advanced Cardiac Life Support (ACLS) Providers Course (#PHP100)	26
Advanced Cardiac Life Support Instructor Course (#PHP120)	26
Advanced Cardiac Life Support Update (#PHP110)	26
Advanced WordPerfect 6.0 (For Dos) (#CORR418)	10
Anger Management with Children Under the Age of 12 Years (#CY158)	6
Approaches to Group Work with Adult Survivors of Sexual Abuse (#CSA107)	9
Art and Play Therapy with Neglected and Abused Children (#CY104B)	19
Art and Play Therapy: Treatment Approaches for Working with Children (#CY104)	19
Asserting Yourself Under Pressure (#CR702)	14
Basic Fire Science (#DE00) or (#NC-02)	22
Basic Supervisory Program, Week 1 (#MGMT213)	24
Basic Supervisory Program, Week 2 (#MGMT213A)	25
Basic Trauma Life Support (#PHP202)	27
Breaking Up Fights (#CY161)	6
Building Consensus (#CR733)	14
Cardiac Arrest Management (#PHP115)	26
Caucusing in Mediation (#CR764)	14
Child-Centred Mediation (#CR762)	14
Child-Centred Play Therapy (#CY104A)	19
Child Sexual Abuse Intervention: A Training Program for Practitioners (Series #CSA105)	8
Child Sexual Abuse Intervention: Adult Survivor Option (#CSA105B)	8
Child Sexual Abuse Intervention: Adult Survivor Option - Advanced Level (#CSA130A)	8
Child Sexual Abuse Intervention: Children and Youth Option (#CSA105A)	8
Child Sexual Abuse Support Worker Training Programs	8
Coaching Job Readiness Skills (#SUP122)	29
Complex Post-Traumatic Stress Reactions and Sexual Abuse: Approaches to Treatment (#CSA146)	11
Conflict Resolution Summer Institute for Educators	18
Court-Proofing for Practitioners Working with Children or Adults Who Have Been Sexually Abused (#CSA112)	8, 21
Critical Skills for Communicating in Conflict (#CR735)	15
Criticism: How to Give and Receive It (#CR706)	15
Dealing with Anger (#CR200)	13
Dealing with Interpersonal Conflict (#CR100)	12
Developing Investigative Skills (#EP152)	21
Diversity, Community and Conflict (#CR742)	15
Dysrhythmia Interpretation: Introductory/ACLS Prep (#PHP101)	27

Enforcement and Investigative Skills	21
Executing a Court Order (#EP159)	21
Exploring the Freedom of Information and Protection of Privacy Act (#MGMT307)	24, 29
Facilitating for Results: Helping Groups to Succeed (#MGMT306)	24
Feminist Approaches to Counselling (#EP131)	19
Fire Safety at Work (#DE-02)	22
First Line Trauma Management for Nurses	27
First Line Trauma Management for Physicians	27
Front Line Training for Residential Settings (#SUP119)	29
Group Skills for Working with Adolescents (#CY129)	5
Influencing Decision Making and Change (#MGMT210)	15
Interviewing Skills (#MGMT310)	23
Introduction to DOS (#CORR402)*	9
Introduction to Government Process and the Criminal Justice System (#MGMT309)	23
Introduction to the Fire Service (#NC-01)	22
Introduction to the Fire Service: Field Exercises (#NC-04)	22
Introduction to Windows (#CORR405)	10
Making it Hard to Say No - Negotiating with Difficult People (#CR767)	15
Management Development for Residential Settings	
Level 1 (#MGMT214)	27
Level 2 (#MGMT218)	28, 31
Level 3 (#MGMT230)	31
Level 4 (#MGMT240)	32
Level 5 (#MGMT250)	28
Level 6 (#MGMT260)	28
Level 7 (#MGMT270)	28
Level 8 (#MGMT280)	28
Management Development for Residential Settings Certificate Program	27
Managing Employee Disputes (#CR703)	15
Managing the Hostile Individual (for high risk professionals) (#CR753)	16
Mediation Competency: Assessment Preparation (#CR801)	17
Mediation Skills Assessments (#CR499)	14
Mediation Skills, Level I (#CR300)	13
Mediation Skills, Level II (#CR400)	13
Mediation: Transcript Analysis and Skillcheck (#CR800)	17
Negotiation Competency: Assessment Preparation (#CR803)	17
Negotiation Skills Assessments (#CR699)	14
Negotiation Skills, Level I (#CR500)	13
Negotiation Skills, Level II (#CR600)	13
Negotiation: Transcript Analysis and Skillcheck (#CR802)	17

Pediatric Advanced Life Support (#PHP204)	26	Trauma in the Workplace: Responding to Critical Incident Stress, Level I (#EP117)	20
Pediatric Advanced Life Support (PedALS) Instructor Course (#PHP206)	26	Trauma in the Workplace: Responding to Critical Incident Stress, Level II (#EP117A)	20
Positive Power in Mediation (#CR731)	16	Understanding and Responding to the Defensive Themes of Assaultive Men (#EP140)	19
Preventing Peer Youth Violence (#CY159)	7	Upgrade to WordPerfect 6.0 (for Dos) (#CORR410)	10
Proficiency Courses	17	Use-It-Or-Lose-It Clinic (#CR750)	18
Program Evaluation/Project Evaluation (#MGMT304)	24	WordPerfect 5.1 (for DOS) Level I (#CORR400)	10
Resolving Conflict in the Workplace (#CR763)	13	WordPerfect 5.1 (for DOS) Level II (#CORR407)	10
Responding to Put-Downs and Bullying Behaviour: Assertion Skills for Youth (#CY150)	7	WordPerfect 5.1 (for DOS) Level III (#CORR408)	10
Shifting from Positions to Interests (#CR748)	16	WordPerfect 5.2 Level I for Windows (#CORR401)	10
Supporting Adult Survivors (#CSA134A)	8	WordPerfect 5.2 Level II for Windows (#CORR417)	10
Supporting Child and Youth Survivors (#CSA134)	8	WordPerfect Tips, Tricks and Traps (#CORR409)	10
Survival Skills for Support Staff: Reducing Workplace Clashes (#SUP115)	5	Working Together: Bridging the Gender Gap (#MGMT202)	16
Technical Math (#DE05)	22	Working Together: Managing Health Care Issues and Planning (#SUP123)	30
The Hiring Process (#MGMT301)	24	Working with Anger and Aggression in Youth (#CR720)	7
Together We Stand: Effective Team Building (#MGMT120V)	25	Working with Children Who Have Been Traumatized (#CY157)	6
Training for Trainers: Creating Instructional Materials in Plain Language (#MGMT223E)	32	Working with Troubled Adolescents: A Certificate Program for Practitioners (#CY135)	5
Training for Trainers: Tips, Techniques, and Tactics (#MGMT223)	32	Writing Investigative Reports (#MGMT311)	23
Training for Trainers: Working with First Nations Learners (#MGMT308)	32	Youth in Conflict: Skills Development Series	6

Contract Services

Interdisciplinary Studies can provide many of the courses listed in this calendar on a contract basis. As well, Interdisciplinary Studies responds to requests for specially designed staff training, ranging from short courses to fully co-ordinated conferences.

Specialized training

Interdisciplinary Studies staff will work with your agency or organization to adapt an existing program or design a special, skill development workshop to fit your specific needs. Our services include needs assessment, curriculum design, program development, instruction, and course co-ordination.

Conference management

Interdisciplinary Studies staff have expertise in managing major national and international conferences. Services include agenda design, program planning, and co-ordinating 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 co-ordinate conference follow-up, including proceedings and evaluations.

For more information, call 604/222-7224.

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, 3/4 U-matic, S-VHS, or VHS master tapes.

All dub orders include:

- time base correction,
- tape stock,
- vinyl library case, and
- laser jet printed labels.

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

For further information or to receive a price list, contact Bob Walker at 604/222-3686.

Private Security Training Program

Train for the private security industry

The Private Security Training Program of 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 will be of interest to organizations using both contract and in-house security services.

Basic security programs, including weekend programs, will start in April.

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

FOR MORE INFORMATION, CONTACT THE REGISTRATION OFFICE AT 604/222-7111.

Looking for Information... try the Library

The JI Library has books, videos, and journals to support all Interdisciplinary 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 in MacDonald Hall while you're on course at the Justice Institute.

For information on who can borrow, see page 3 or call 604/222-3600.

Critical Incident Stress Debriefing

Distance Education Module

Educational Services and Interdisciplinary Studies have produced a distance education package 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:

- **A 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 stress 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 \$60 (within BC); \$95 (out-of-province).

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

ORDER FORM

Critical Incident Stress Debriefing Distance Education Module

Date: _____

Name: _____

Company/Agency: _____

Mailing Address: _____

Price in BC: **\$60.00** (includes GST, shipping, and handling)

Price out-of-province: **\$95.00** (includes GST, shipping and handling)

This price includes 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.
4180 West 4th Avenue
Vancouver, B.C.
V6R 4J5
Attn: Dennette Retel

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

WARNING:

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

Employment Readiness Program

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

This intensive 82 day 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/Family Court Counsellor.

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 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.

FOR AN INFORMATION PACKAGE,

PLEASE CALL: 604/222-7291

Are you interested in becoming a corrections worker?

The Corrections Academy, Justice Institute of BC, 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 drivers licence

Program Cost:

\$350

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

FOR AN INFORMATION PACKAGE,

PLEASE CALL: 604/222-7188

Pacific Traffic Education Centre (PTEC)

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

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 604/222-7139.

How to Register for a Course

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

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

Courses are GST-exempt.

Many courses fill quickly, so register early to avoid disappointment. Registrations are accepted on a first-come, first-served basis. Registration cannot be completed until we receive full course payment.

If the Justice Institute is not handling registration, call the number listed in the program description for further information.

• **Register by Phone:** To register by phone using VISA or MasterCard, call (604) 222-7111 or 222-7171 between 8:30 am and 4:30 pm, weekdays. Please have the credit card number ready when you call.

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

• **Register by FAX:** To register by FAX using VISA or MasterCard, complete the registration form, including all credit card information, and FAX it to the Registration Office, Justice Institute of BC, at 604/222-7292.

• **Tax Deduction:** You may deduct tuition fees from your income tax if the total amount exceeds \$100 and is paid to one educational institution. Deductions may be claimed for one or more courses taken during the tax year. **Save your registration receipts - we cannot provide duplicates.**

• **Refund Policy:** Registration fees are refundable provided we receive notification of cancellation **seven working days** in advance of the course date. **Refunds are subject to an administrative charge of \$15.** The white copy of the registration receipt must be returned to the Registration Office in order to receive a refund.

• **NSF Cheques:** A fee of \$15 applies to all cheques returned "NSF."

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

• **Substitution Policy:** Course participant substitutions are welcome; however, the participant must meet any course prerequisite requirements and a \$15.00 administrative fee is applicable.

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

• **Registration information and individual course brochures:** 604/222-7111 or 222-7171.

Mail to: Registration Office, Justice Institute of BC,
4180 West 4th Avenue, Vancouver, BC V6R 4J5
Fax: 604/222-7292

Please supply the following information to help the Registration Office help you: Any special needs? Wheelchair needs? Other needs? _____

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

PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE
PROGRAM NAME	PROGRAM NUMBER	DATE(S)	FEE

LAST NAME	FIRST NAME
POSITION	ORGANIZATION

The following is my: ☐ WORK ADDRESS
☐ HOME ADDRESS

METHOD OF PAYMENT: ☐ Visa ☐ Mastercard
☐ cheque (payable to Justice Institute) ☐ cash (in person only)

STREET _____

NAME OF CARDHOLDER: _____

CITY _____ POSTAL CODE _____

VISA CARD Expiry date: _____

PHONE (DAY) _____

- -

MASTERCARD Expiry date: _____

- -

West 8th Avenue

BLAKE HALL

Main Floor

Reception
Registration
Lecture Theatre
Classrooms 1 -19
Corrections Academy
Courts Academy
Provincial Emergency
Program Academy
Snack Shop

2nd Floor

Police Academy
Educational Services
Interdisciplinary Studies
Finance and Administration

RECREATION CENTRE

Washroom
Gymnasium
Swimming Pool
First Aid

Annex

MacDonald Hall

Classrooms

Wheelchair
Ramp

Portable
Rooms
15-19

Gymnasium

Portable Room 14

Blake Hall

MACDONALD HALL - MAIN BUILDING

Classrooms

Main Floor 102 - 105

2nd Floor 201, 202 and 207 - 214

Library - 2nd Floor

Paramedic Academy

MACDONALD HALL - ANNEX

Fire Academy

Media Centre

Parking

Faculty and Staff

Parking

JIBC

Bus Stop

Bus Stop

West 4th Avenue

Main Entrance

Bus Stop

Indicates
Restricted
Parking



To cut costs, and for environmental reasons, we have switched to a bulk mailing system for the Interdisciplinary Studies calendar. We are constantly reorganizing our mailing lists. If you have any concerns about our advertising process, please contact Kate Walker at 222-7221.



Interdisciplinary Studies
Justice Institute of B.C.
4180 West 4th Avenue
Vancouver, B.C.
V6R 4J5
Address change requested

