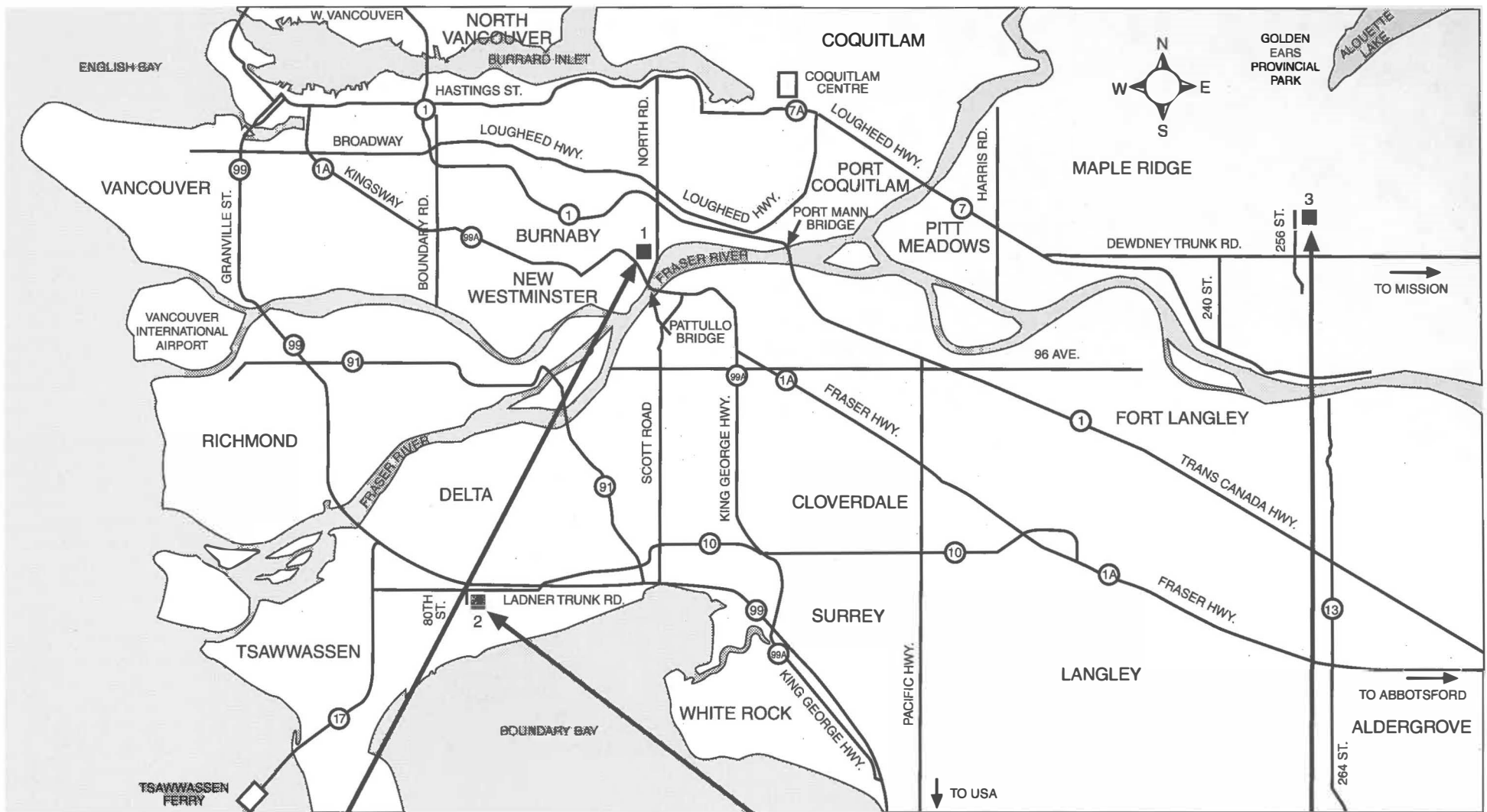


Social Services and  
Community Safety Division &  
Centre for Conflict Resolution

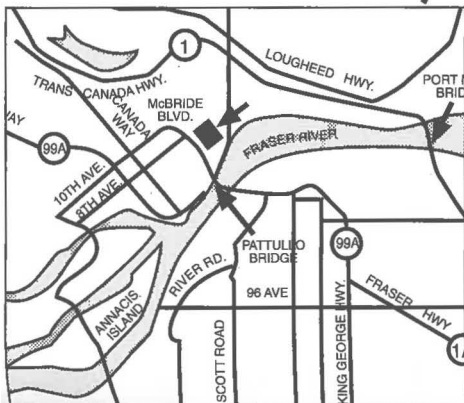
CALENDAR  
SEPTEMBER TO DECEMBER  
1998

*"Training for Safer Communities"*





### 1. JUSTICE INSTITUTE Main Campus



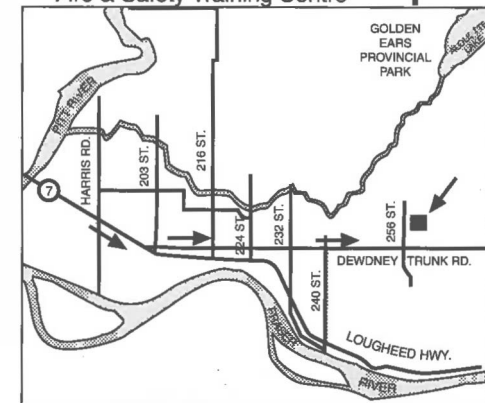
715 McBride Blvd.  
New Westminster  
BC V3L 5T4  
Telephone:  
(604) 525-5422  
Facsimile:  
(604) 528-5653

### 2. JUSTICE INSTITUTE Pacific Traffic Education Centre



Boundary Bay  
Airport  
Telephone:  
(604) 528-5805  
Facsimile:  
(604) 525-5806

### 3. JUSTICE INSTITUTE Fire & Safety Training Centre



13500 -  
256th Street  
Maple Ridge  
BC V4R 1E2  
Telephone:  
(604) 462-1000  
Facsimile:  
(604) 462-9149

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## JI Telephone Numbers

Registration Office .....	(604)528-5590
General Inquiries, Receptionist .....	(604)528-5608
First Nations Advisor .....	(604)528-5621

## We've changed . . .

In July 1998, the Career and Community Studies Division of the Justice Institute was restructured to reflect the tremendous growth that had taken place in the last few years. As a result of this restructuring, the Centre for Conflict Resolution Training and Interdisciplinary Studies became independent divisions within the JI. To better reflect the scope of their activities and the client groups they serve, Interdisciplinary Studies was renamed the **Social Services and Community Safety Division** and the **Centre for Conflict Resolution** removed the word *Training* from its name.

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Library .....	(604)528-5599
Instructional Media Development Centre .....	(604)528-5600
Student Services Advisor .....	(604)528-5663

The name *Career and Community Studies* will no longer be used in materials or publications produced by these divisions. If you have any questions about the restructuring or would like more information on the training provided by the Social Services and Community Safety Division or the Centre for Conflict Resolution, please contact the appropriate Director:

- Social Services and Community Safety Division – Shelley Rivkin: (604)528-5628
- Centre for Conflict Resolution – Marg Huber: (604)528-5613



## Registration

### It's easy to register!



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



In person: 8:00 am – 5:00 pm,  
Monday to Friday



By phone: (604)528-5590; TDD/TTY: (604)528-5655  
(8:30 am – 4:30 pm, Monday to Friday)



By fax: (604)528-5653

### INQUIRIES BY E-MAIL

The Registration Office is not yet set up to accept registration by electronic mail. It can, however, respond to general inquiries and information requests through this medium. The Registration Office general e-mail address is [registration@jibc.bc.ca](mailto:registration@jibc.bc.ca)

### REGISTER EARLY

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

### TAX DEDUCTION

You may deduct tuition fees from your taxable income if the total amount exceeds \$100 for the year. Income tax receipts will be issued in February 1999 for all 1998 courses.

### REFUNDS

Registration fees are refundable provided we receive notification of cancellation one week (7 days) prior to the course date. *Refunds are subject to an administrative charge.*

### TRANSFERS

We must receive notification regarding transfer from one course to another *one week (7 days) prior to the date of the course you are transferring from.* *Transfers are subject to an administrative charge.*

### SUBSTITUTIONS

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

### CONFIRMATION OF REGISTRATION

Confirmation of registration is sent to students by mail. We are unable to confirm registration by fax. If you have questions regarding your confirmation, please contact a registration representative by telephone at (604)528-5590.

### COURSE CANCELLATIONS

A full refund of tuition fees will be issued for courses cancelled by the Justice Institute. In every case, as much advance notice as possible will be provided. The Institute is not responsible for participants' expenses (e.g., airline or hotel reservations) if a course must be cancelled. The Institute reserves the right to cancel courses. We truly regret any inconvenience this may cause.

### NSF CHEQUES

A fee of \$15 applies to all cheques returned "not sufficient funds."

### ADDRESS OR NAME CHANGE

If your name or address has changed since you last registered for a course at the Justice Institute, please indicate this on the registration form so that we can update your student file.

### STUDENTS WITH DISABILITIES



The Justice Institute has received funds from the Ministry of Advanced Education and Training to provide classroom support for students with disabilities attending courses at the Institute. For more information on the services available, please contact the Student Services Advisor at (604)528-5663 or TDD/TTY at (604)528-5655.

### PARKING

Parking at the JI campus is free of charge.

### FOOD ON CAMPUS

Cafeteria hours of operation are from 6:30 am to 4:00 pm Monday through Friday. Vending machines are located in the atrium. Food is not permitted in the classrooms.

### PAY PHONES

Pay phones are located on the ground floor of the building.

### REDUCE, REUSE, RECYCLE

In support of the JI's "Green Policy," you are encouraged to bring your own "travel mug" for beverages, and to use designated containers for recycling aluminum cans, bottles, and paper.



## REGISTRATION FORM

Have you ever taken a course at the Justice Institute of B.C.? ☐ YES ☐ NO      CURRENT DATE: \_\_\_\_\_

If **YES**, Student Identity Number (if known):

If **NO**, please provide us with the day and month of your birth: \_\_\_\_\_

*Have you moved recently? If so, we need your new address. If you have changed your name, we need your previous and current names.*

The following is my: ☐ Work address ☐ Home address

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

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

COURSE NAME	COURSE NO.	START DATE	COURSE FEE
<b>Note:</b> Courses are GST-exempt. Fee payment should be submitted with this form.			<b>TOTAL FEE</b>

**ENCLOSED IS MY COURSE FEE PAYMENT BY:**

☐ Cheque or money order. Cheque issued by: \_\_\_\_\_

Name of Cardholder \_\_\_\_\_

☐ MasterCard                            Exp.

☐ VISA                            Exp.

Authorization Number \_\_\_\_\_

☐ Please check this box if you already receive this calendar from another source, or if you are not interested in future mailings.

**Justice Institute of B.C., 715 McBride Boulevard, New Westminster, B.C. V3L 5T4**  
**For registration only: phone (604)528-5590; fax (604)528-5653**

PLEASE USE ONE REGISTRATION FORM PER STUDENT. PHOTOCOPY THIS FORM FOR USE BY EACH ADDITIONAL STUDENT.

# Social Services and Community Safety

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## JUSTICE INSTITUTE OF B.C. OUR VALUES

### **Student-Centred**

*Our programs, courses and services focus on providing practical job-oriented skills to meet the learning and developmental needs of our students.*

### **Accessible**

*We believe learning and employment opportunities should be equitable and available to all.*

### **Innovative**

*We believe new ideas and new ways of providing learning build on our successes, and ensure flexibility and creativity.*

### **Positive and Supportive**

*We strive to maintain a positive, supportive and safe learning and working environment.*

### **Quality-Driven**

*We are committed to excellence and continuous improvement, reflecting the highest standards in justice and public safety.*

### **Relevant**

*Our programs, courses and services enhance justice and public safety and are relevant to the needs and interests of the people we serve.*

### **Responsive**

*We respond quickly and appropriately to the changing learning needs of the people we serve.*

### **Teamwork**

*We produce our best work by communicating, planning and working together in an atmosphere of mutual respect and trust.*

### **Partnerships**

*We believe in developing partnerships that provide leadership and innovation in justice and public safety education and training.*

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The Social Services and Community Safety Division (formerly Interdisciplinary Studies) offers a wide range of discipline-specific and multidisciplinary courses, workshops, and skills-based certificate programs to people working in social services, health, education, justice, and community safety-related organizations, agencies, and government ministries. The training offered by the Social Services and Community Safety Division covers current issues related to child, youth, and family; community health and safety; and management and career development. Our goal is to provide participants with new or enhanced skills for working with clients, staff, and members of the public.

We currently offer nine skills-based certificate programs. This fall we are introducing our new Substance Abuse/Misuse certificate program (see page 38). Each certificate program has been developed with input and consultation from practitioners and administrators currently working in the human services, community safety, and management fields. Certificate programs are updated regularly to ensure that participants receive the most current information and have the opportunity to observe and apply skills presented by exemplary practitioners. For specific information on one or more of the certificate programs, please contact the appropriate Program Coordinator.

Courses are offered at the New Westminster campus of the Justice Institute and at various locations in the Lower Mainland and throughout the province. We use a combination of instructors selected by the Justice Institute and those identified by local communities and agencies.

Our staff also provide a wide range of consultation, curriculum development, and project management services. For more information on these services, please contact the Director, Shelley Rivkin, at the number listed below.

## Whom to Contact

If you require specific information on a course offered in this calendar or want more information on the Social Services and Community Safety Division, please contact one of our staff at the appropriate number listed below. If you have an idea for a new course or want to discuss some program ideas that could be offered in the future, please call the Director, Shelley Rivkin.

Shelley Rivkin, Director .....srivkin@jibc.bc.ca ..... 528-5628  
Dennette Retel, Administrative Assistant .....dretel@jibc.bc.ca ..... 528-5632

### **Child Abuse, Counselling, and Traumatic Stress**

Cindy Bettcher, Program Coordinator .....cbettcher@jibc.bc.ca ..... 528-5627  
Amber Hall, Program Assistant .....ahall@jibc.bc.ca ..... 528-5620

### **Community Safety and Crime Prevention**

Sheila MacCallum, Program Planner .....smacallum@jibc.bc.ca ..... 528-5625  
Heather Olson, Program Assistant .....holson@jibc.bc.ca ..... 528-5573

### **Workplace Skills, Enforcement, and Trainer Development**

Patricia McNeill, Program Coordinator .....pmcneill@jibc.bc.ca ..... 528-5623  
Lynda Getz, Program Assistant .....lgetz@jibc.bc.ca ..... 528-5619

### **Management Development for Residential Settings and Working with Youth**

Sandra Rice, Program Coordinator .....srice@jibc.bc.ca ..... 528-5633  
Nenita Capili, Program Assistant .....ncapili@jibc.bc.ca ..... 528-5631

### **Couple and Family Issues and Violence Against Women; Non-Traditional Therapies**

Cheryl Bell-Gadsby, Program Coordinator .....cgadsby@jibc.bc.ca ..... 528-5626  
Heather Olson, Program Assistant .....holson@jibc.bc.ca ..... 528-5573

**Social Services and Community Safety Division**  
**Graduation**  
**Thursday, April 22, 1999**

The new Social Services and Community Safety Division (SSCSD) will hold its first graduation celebration for all SSCSD certificate program candidates on April 22, 1999. Candidates who have successfully completed requirements for certificates in the following programs will be invited to participate:

- Child Abuse and Neglect Support Worker
- Child Sexual Abuse Intervention (all options)
- Child Sexual Abuse Support Worker
- Traumatic Stress (all options)
- Basic Supervisory
- Trainer Development
- Management Development for Residential Settings
- Working with Youth in Community Settings
- Couple and Family Certificate and Family Support Worker Certificate (2 options)

Look for more details in late fall, 1998.

## Community Partnerships

Community partnerships are our strength. We collaborate with agencies, organizations, and communities throughout B.C. to offer courses described in this calendar. Social Services and Community Safety Division staff can also custom-design and deliver a broad range of skills-based workshops and certificate programs by working closely with agencies and communities to identify current training needs, develop courses to respond to the identified needs, and deliver the training in a variety of settings.

For the past 10 years, we have responded to the training requests of Aboriginal communities and agencies for culturally relevant, skills-based training. Our program staff are committed to working with First Nations communities to develop and deliver training to meet changing needs. Social Services and Community Safety Division staff work closely with our First Nations Advisor, Renée Nyberg-Smith, to ensure that the training we develop reflects the concerns of First Nations communities and that, wherever possible, Aboriginal instructors are selected. For a list of courses and certificate programs that have been designed to meet the needs of Aboriginal participants, please see page 48.

If you wish to bring a Social Services and Community Safety Division program or course to your community:

- Contact the appropriate Program Coordinator or the First Nations Advisor, Renée Nyberg-Smith, to discuss how we may help you.
- Set up an appointment to discuss your training needs, develop a program proposal, and prepare a training budget.
- Work with the appropriate Program Coordinator to identify content, select instructors, schedule dates, choose locations, and advertise the event.

## First Nations Programs and Services

Renée Nyberg-Smith is the First Nations Advisor at the Justice Institute. She is Shuswap and German and was raised in the interior of B.C. She has worked with Aboriginal communities and agencies in the area of social development since 1988. Her specific training is in addictions, family violence, and child abuse, and she is an experienced counsellor, trainer, and curriculum developer.

Renée's main duties as the First Nations Advisor are to provide a link between the JI and First Nations communities and agencies and to offer support and information to Native students attending the Justice Institute. She also consults with all divisions and academies of the JI on First Nations issues and develops and delivers training programs for Aboriginal communities and agencies on a periodic basis.

Renée is available from 7:30 am to 3:30 pm Monday to Friday. Her office is Room A226 in the Administration block, but she will also be available part-time in A110D in the Registration Office. Please call first to see where she is available.

### First Nations Advisor

Renée Nyberg-Smith  
Office: A226; part-time in A110D  
Phone: (604)528-5621  
Fax: (604)528-5640  
E-mail: rnyberg-smith@jibc.bc.ca

*(Renée is on maternity leave until the end of October. During her absence, Roberta Stewart will be providing these services two days a week. Roberta can be reached at the same phone number and e-mail address shown above.)*

## Students with Disabilities and Special Learning Needs

The Justice Institute has received funding from the Ministry of Advanced Education and Training to provide classroom support to students with disabilities and special learning needs who meet Social Services and Community Safety Division course requirements. For more information on the support services available, please contact the Student Services Advisor at (604)528-5663 or TDD/TTY at (604)528-5655. The New Westminster campus of the Justice Institute is completely accessible. Wherever possible, Social Services and Community Safety Division courses held off site will be offered at wheelchair-accessible locations.



## ■ CHILD, YOUTH, AND FAMILY

### Child Abuse and Neglect

Unless otherwise indicated, Child Abuse and Neglect courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Cindy Bettcher, at (604)528-5627.

Courses marked with an asterisk (\*) may be taken as electives in the Working with Youth in Community Settings Certificate Program.

#### Child Abuse and Neglect Support Worker Certificate Program

This new certificate program was developed in response to the creation of the Ministry for Children and Families, changes resulting from the introduction of the Child, Family and Community Service Act, and increasing concerns about the prevalence of child abuse and neglect. The certificate program recognizes the need for front-line support workers to respond to all types of child abuse and neglect in a multidisciplinary, collaborative way. The program will emphasize practical skill development for support workers working with children who have been abused and neglected, and their families.

A certificate of achievement will be given to registrants who complete the courses in the order identified below, and successfully complete the other program requirements.

- Understanding Child Abuse and Neglect (#EP260): (2 days) **September 17 & 24, and October 1 & 8, from 6:00 to 9:00 pm, or October 23 & 24, from 9:00 to 4:30 pm; fee: \$165**
- The Impact of Child Abuse and Neglect: Child Development and Resiliency (#EP261): (3 days) **November 7, 14, 21; fee: \$190**
- Supporting Children Who Have Been Abused and Neglected (#EP262): (3 days) **December 3-5; fee: \$190**
- Safety and Risk: Support Worker Self-Care (#EP263): (2 days) **January 22-23; fee: \$165**

Instructors: Fran Grunberg, Faye Luxemburg-Hyam, Ronnie Riehm, and Wally Rupert.

For more detailed information on the certificate program and course content, please contact Amber Hall at (604)528-5620 and ask for a brochure.

Social Services and Community Safety Division  
Certificate Programs Graduation  
Thursday, April 22, 1999

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

For a course description, see page 17 in the Counselling category.

Length: Two days  
Date(s): **December 11-12**  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

### Child Sexual Abuse

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

##### NEW AND IMPROVED PROGRAM FORMAT

*In response to requests from the community, we are in the process of redesigning these certificate programs. This is the last offering of these two programs in the current format. Future offerings will include a series of individual courses that lead to the certificate of achievement. Watch for the program brochure describing the new and improved format.*

These certificate programs are designed for practitioners currently providing therapeutic counselling for children and adolescents who have experienced child sexual abuse, and adult survivors of child sexual abuse. The training will examine principles of practice, demonstrate intervention skills, model treatment approaches, and develop interdisciplinary networking. Interested applicants must submit a resumé describing their relevant work experience, past training in the field, and academic background. A certificate of achievement will be given to registrants who successfully complete the program requirements. Upon acceptance, applicants must pay a deposit of \$100 to hold their seat. Each certificate program is offered only once per calendar year.

#### Child and Youth Option (#CSA105A)

Length: 12 days  
Date(s): **October 1-3, 15-17, 29-31; November 12-14**  
Fee: \$735

#### Adult Survivor Option (#CSA105B)

Length: 12 days  
Date(s): **January 28-30; February 11-13, 25-27; March 11-13, 1999**  
Fee: \$735

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

These certificate programs are designed for senior practitioners providing treatment for sexually abused children and adolescents and adult survivors of child sexual abuse. The training will highlight the differences and similarities among different clinical approaches and will demonstrate the value of linking aspects of various models in therapists' work with this population. Specific attention will be paid to socio-cultural, gender, and intergenerational issues, and opportunities for skill practice will be provided. Participants are encouraged to bring cases from their own practice. A certificate of achievement will be given to registrants who successfully complete the program requirements. Upon acceptance, applicants must pay a deposit of \$100 to hold their seat. During 1998, the programs will be offered on the following dates only:

### Advanced Adult Survivor Option (#CSA130A)

Length: 10 days  
Date(s): November 19-21; December 3-5 & 16-19  
Fee: \$750

Instructors include: Cheryl Bell-Gadsby, M.A., R.C.C.; Liz Choquette, R.N., B.Sc.N., R.C.C.; Natalie Clark, M.S.W.; Marie Jose-Dhaese, Ph.D.; Naomi Ehren-Lis, M.S.W.; Margaret Jones-Callahan, M.A.; Maureen McEvoy, M.A.; Brenda Rudko, M.A., ABS; Lisa Shatzky, M.S.W.; Pam Sleeth, M.A.; Heather Whiteford, M.S.W.; Maggie Ziegler, M.A.

**Social Services and Community Safety Division**  
Certificate Programs Graduation  
Thursday, April 22, 1999

## Child Sexual Abuse Support Worker Training Program

This program is for front-line and other staff who work in a support capacity with children and adolescents who have been sexually abused, their family members, and adults who have been sexually abused in childhood. A certificate of achievement will be given to registrants who successfully complete the program requirements.

### Supporting Child, Adolescent, and Adult Survivors

*Co-sponsored with Three Sisters' Haven Society in Dease Lake.*  
For a detailed course brochure, contact Amber Hall at (604)528-5620. To register, contact Northern Lights College at (250)771-5500.

Length: Nine days  
Date(s): September 29, 30 & October 1 & November 23-28  
Registration deadline: September 14  
Location: Northern Lights College, Dease Lake, Highway 37  
Fee: \$1,265

### Supporting Child, Adolescent, and Adult Survivors

*Co-sponsored with Okanagan University College, Vernon Campus.*  
For a detailed course brochure, contact Amber Hall at (604)528-5620. To register, contact Okanagan University College at (250)545-7274, and quote course number 98F5300 004.01.

Length: Nine days  
Date(s): November 2-6 & December 2-5  
Location: Okanagan University College, Vernon Campus,  
2899 – 30th Avenue, Vernon  
Registration deadline: October 16  
Fee: \$1,100

### Supporting Adult Survivors (#CSA134A)

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

Length: Six days  
Date(s): February 18-20 & March 4-6, 1999  
Fee: \$350  
Instructor(s): TBA

**NEW**

## ABUSE-FOCUSED THERAPY WITH CHILDREN AND ADOLESCENTS: A CLINICAL SKILLS DEVELOPMENT COURSE SERIES

These courses are designed for experienced sexual abuse counsellors and therapists who work with children and adolescents in a therapeutic context and who are interested in refining their clinical skills to address some of the more difficult treatment issues: dissociation, sexuality, working with the family, and countertransference.

For individuals attending the full series, an extra half-day of clinical consultation will be provided following each of the regular 1½ day courses. For the consultation, participants will be asked to bring cases from their practice, highlighting some background on the child or adolescent and the dilemma(s) the therapy has presented. Those who participate in the entire course series will receive a record of attendance.

### Abuse-Focused Therapy with Children and Adolescents: Dissociation (#CSA181A)

When children and adolescents are abused, they take in abuse-related messages about themselves and their world. Participants will explore how they can recognize these negative internalizations and then help children and adolescents shift them.

Dissociation as a process of creative coping will then be discussed. Specific attention will be given to identifying and therapeutically addressing dissociation in children and adolescents at different developmental stages.

Length: 1½ days or 2 full days (includes half-day consultation for those attending course series)

Date(s): **November 6-7**

Fee: \$165 for 1½ day course or \$185 for the full 2 days (includes consultation)

### **Abuse-Focused Therapy with Children and Adolescents: Sexuality (#SA181B)**

Addressing sexuality with children and adolescents who have been abused can be one of the most difficult tasks of therapy. Participants will discuss how to help children and adolescents sort through sexualized reactions left over from the abuse (including compulsive behaviours, sexual dissatisfaction, replays of the abuse, and dysfunctional relationships) and reconnect to healthy sexual development.

Length: 1½ days or 2 full days (includes half-day consultation for those attending course series)

Date(s): **December 4-5**

Fee: \$165 for 1½ day course or \$185 for the full 2 days (includes consultation)

### **Abuse-Focused Therapy with Children and Adolescents: Working with the Family and Understanding Countertransference (#SA181C)**

Working with the non-perpetrating parent(s) can be the most critical component of a practitioner's work with a child or adolescent who has been sexually abused. The parent's own traumatization needs to be recognized and addressed to enable the parent to support the child. If a perpetrating parent is to continue to be in contact with the child or adolescent, the parent needs to recognize not just the abuse but also the subtle verbal and non-verbal messages given to the child or adolescent. Participants will consider when it is appropriate to work with the perpetrator and child/adolescent, and explore ways of working with perpetrating and non-perpetrating parents and then with the parents and child/adolescent together. The practitioner's experience and countertransference while working with children or adolescents who have been sexually abused will be considered.

Length: 1½ days or 2 full days (includes half-day consultation for those attending course series)

Date(s): **January 29-30, 1999**

Fee: \$165 for 1½ day course or \$185 for the full 2 days (includes consultation)

Instructor(s): Sandra Wieland, Ph.D., R.Psych.

**NEW**

### **Working with Individuals Who Self-Harm (#EP216)**

Self-harming behaviours in children, adolescents, and adults are more common than most helping practitioners would like to believe. These behaviours often leave the most seasoned practitioner uncertain of how best to respond. This course is for social workers, Stopping the Violence counsellors, transition house workers, child and youth care workers, community health nurses, school personnel, alcohol and drug counsellors, and other mental health practitioners. It will provide a framework for understanding the dynamics, causes, indicators, and function of self-harming behaviours, and their relationship to earlier trauma. Participants will examine the socio-cultural context that affects their reactions to these behaviours, consider how to introduce the issue at intake, and explore a three-step process that they can use with their clients to begin changing the behaviour. Alternatives to self-harming will be introduced, and techniques to deal with these behaviours in a variety of settings, including group or residential settings, will be demonstrated.

Length: Two days

Date(s): **October 22-23**

Fees: \$175

Instructor(s): Susan Armstrong, M.Ed., R.C.C.

**NEW**

### **Integrating Verbal and Art Therapy Approaches in Counselling Sexually Abused Clients**

*Co-sponsored with Northwest Community College.* This course is for counsellors, social workers, psychologists, and other mental health practitioners working therapeutically with adults who have experienced childhood sexual abuse. Participants will review the long-term effects of child sexual abuse on the adult survivor, consider these effects within a framework of post-traumatic stress, and explore the therapeutic process of working with clients who have experienced childhood sexual abuse and who present symptoms of Post-Traumatic Stress Disorder. In particular, effective intervention methods using verbal and art therapy will be demonstrated and discussed. The emphasis will be on learning about the safe and supportive use of non-verbal expression, appropriate timing for the introduction of non-verbal work, and how this work can support the client through the stages of healing from the traumatic effects of childhood sexual abuse. To register, contact Northwest Community College at (250)842-5291.

Length: Two days

Date(s): **October 28-29**

Location: Northwest Community College in Hazelton  
(1525 Omenica Street)

Fee: \$347

Registration deadline: **October 2**

Instructor(s): Margarete Hanna, M.A., ATR



**SPECIAL EVENT****Creating Strategies for Hope: Taking Control of Our Political Action (#EP520)**

*Co-sponsored with B.C. Association of Specialized Victim Assistance and Counselling Programs, SPAN, and the UBC School of Social Work.* For a course description, see page 47 in the Conferences/Special Events category.

Length: Two days  
 Date(s): **November 6-7**  
 Location: Plaza 500 Hotel, 500 West 12th Avenue, Vancouver  
 Fee: \$100; \$90 group rate (3 or more from the same organization registering at the same time); \$75 student rate (for full-time students)  
 Facilitators: Sandra Butler, Helen Allen, and Rita Scott

**The Sexual Exploitation of Children and Youth: Issues and Interventions (#EP217)\***

This course will provide counsellors, child and youth care workers, family support workers, social workers, school personnel, police, and other practitioners with an overview of the systemic, societal, and legal issues that support and affect the sexual exploitation of children and youth. Participants will examine key issues that place children and youth at risk of sexual exploitation, including gender, adolescent development, and a continuum of abuse. Participants will also review and practise different intervention options available within a clinical, support, and community development context. Participants will develop a resource kit specific to their work setting.

Length: Two days  
 Date(s): **October 23-24**  
 Fee: \$165  
 Instructor(s): Natalie Clark, M.S.W., and Renata Aebi, M.A. (cand.)

**When Helping Hurts: Safety for Front-Line Workers (#EP509)**

*(Formerly Safe Practice: Best Practice)* For a course description, see page 14 in the Counselling category.

Length: One day  
 Date(s): **November 9**  
 Fee: \$95  
 Instructor(s): Janet Douglas, M.S.W., and Charles Ennis

**Working with Male Survivors of Sexual Abuse (#CSA131)**

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

practice; and highlights treatment approaches for individuals and group treatment.

Length: Two days  
 Date(s): **November 13-14**  
 Fee: \$175  
 Instructor(s): Earl Goldstein, M.S.W.

**NEW****Introduction to Ethics and Professional Boundaries (#EP211)**

For a course description, see page 15 in the Counselling category.

Length: Two days  
 Date(s): **November 18-19**  
 Fee: \$175  
 Instructor(s): Monica Franz, B.A., DVATI, RCAT

**NEW****Making Peace with a Lifetime (#TS101)**

For a course description, see page 42 in the Traumatic Stress category.

Length: One day  
 Date(s): **November 27**  
 Fee: \$85  
 Instructor(s): Jan Spilman, R.N., M.Ed.

**SPECIAL EVENT****Ghosts from the Nursery: Tracing the Roots of Violence (#EP218)**

*Co-sponsored with the Society for Children and Youth.* For a course description, see page 48 in the Conferences/Special Events category.

Length: Two days  
 Date(s): **February 4-5, 1999**  
 Fee: \$140  
 Instructor(s): Robin Karr-Morse

**The Art of Running a Private Practice: Small Business Skills for Therapists (#EP506)**

For a course description, see page 16 in the Counselling category.

Length: Two days  
 Date(s): **October 3 & 24**  
**November 7 & 21;** in Victoria at the School of Art Therapy (1941 Lee Avenue)  
 Fee: \$175 in Vancouver; \$195 in Victoria  
 Instructor(s): Monica Franz, B.A., DVATI, RCAT

**The Art of Using Computers in Private Practice (#EP517)**

For a course description, see page 16 in the Counselling category.

Length: Two evening sessions  
 Date(s): **November 17 & 24**  
 Fee: \$80  
 Instructor(s): Jack Vickery

**The Art of Marketing and Networking in Private Practice (#EP522)**

For a course description, see page 16 in the Counselling category.

Length: Two Saturdays  
 Date(s): **November 28 & December 5**  
 Fee: \$175  
 Instructor(s): Monica Franz, B.A., DVATI, RCAT

**Instructors**

Renata Aebi, M.A. (cand.), is an educator, community developer, and social activist. She is currently consulting to the City of New Westminster on the issue of child and youth sexual exploitation, and is also coordinator of the City of Vancouver Coalition of Child and Youth Service Providers.

Susan Armstrong, M.Ed., R.C.C., is a therapist and trainer specializing in violence against women and children, sexuality issues, and career development. Susan has received specialized training in working with self-harming behaviours and has trained others in a variety of settings.

Cheryl Bell-Gadsby, M.A., R.C.C., has over 15 years of Canadian and U.S. experience as a therapist, clinical supervisor, and educator. She specializes in issues of trauma, family violence, and hypnotherapy with children, adolescents, and adults. She has recently co-authored a book for clinicians on solution-focused treatment of sexual abuse.

Liz Choquette, R.N., B.Sc.N., R.C.C., is a therapist with Greater Vancouver Mental Health Services working as an abuse survivor resource worker.

Natalie Clark, M.S.W., R.S.W., is the coordinator and clinical supervisor of Cameray Counselling Centre. She is also a consultant and educator in private practice, specializing in work with adolescents.

Naomi Ehren-Lis, M.S.W., R.S.W., has extensive experience in sexual abuse counselling, clinical supervision, and group facilitation. She was the Program Manager at VISAC (Vancouver-Richmond Incest and Sexual Abuse Centre) of Family Services of Greater Vancouver.

Monica Franz, B.A., DVATI, RCAT, has been successfully self-employed for a number of years, most recently as a registered art therapist in private practice and principal leaseholder of the West Side Art Therapy Centre. Besides offering services for individual therapists, she offers a number of small-business management courses for educational institutions and groups.

Earl Goldstein, M.S.W., is a clinical social worker in private practice. He has extensive experience working in hospital, community, and private practice settings, and specializes in work with men. Earl skilfully creates a participative and consultative learning atmosphere in his workplace.

Fran Grunberg, M.S.W., R.S.W., is a therapist, educator, and consultant in private practice. She has 24 years of experience working on child, youth, and family issues, including child protection, policy analysis, program development, research, training, prevention, and treatment.

Margarete Hanna, M.A., ATR, is an art therapist in private practice. Her experience includes training and clinical supervision of graduate art therapists and extensive verbal and expressive psychotherapy with children, adolescents, and adults. She was one of the pioneering coordinators of the M.A. in Art Therapy program at the University of Western Sydney, Australia.

Margaret Jones-Callahan, M.A., is a counsellor in private practice with over 21 years of clinical experience with children, adults, and families. She has particular expertise in the treatment of sexual abuse, grief and trauma, human sexuality, creativity, the expressive arts, and Buddhist psychology.

Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S, is an adult and child therapist, clinical supervisor, and educator in private practice. She is a registered art therapist, certified expressive therapist, and registered play therapist with over 23 years of experience as a therapist.

Faye Luxemburg-Hyam has been working as a child and family counsellor, private and agency therapist, and educator in the area of child abuse for 23 years. She has extensive experience in working with survivors of childhood sexual abuse.

Maureen McEvoy, M.A., is a therapist in private practice. Special areas of interest include adult women survivors, work with couples, and dissociation. She recently co-authored a manual for counsellors on the legal process for the Justice Institute.

Ronnie Riehm, M.Ed., is an elementary school counsellor and has been involved in inner-city school programming and community school development. She has developed training curricula and trained in the areas of child abuse and neglect, childhood sexual abuse, violence prevention, and children who witness violence.

Brenda Rudko, M.A., ABS, has extensive experience working with children and families in a variety of settings. She has developed a family-based program for children with sexual behaviour problems for Fraser Valley/North Shore Mental Health Services.

Wally Rupert is a First Nations man who has been involved in social service delivery for the last 25 years. He has managed family support programs with Aboriginal organizations and is currently the Case Manager at the Office of the Child, Youth, and Family Advocate for the Ministry for Children and Families.

Lisa Shatzky, B.A., M.S.W., is a family therapist working at Act II Child and Family Services. She is also in private practice, specializing in child sexual abuse and other trauma work. She teaches at Pacific Coast Family Therapy Training Association.

Pam Sleeth, M.A., is a therapist in private practice and the co-author of *Recollecting Our Lives: Women's Experiences of Childhood Sexual Abuse*. Special areas of interest include adult female survivors and dissociative identities.

Sandra Wieland, Ph.D., R.Psych., is the former director of the Centre for Treatment of Sexual Abuse and Childhood Trauma in Ottawa. She has written two books: *Hearing the Internal Trauma: Working with Children and Adolescents Who Have Been Sexually Abused* (Sage, 1997) and *Specific Techniques and Issues in Abuse-Focused Therapy with Children and Adolescents: Addressing the Internal Trauma* (Sage, 1998). She is currently in private practice in Victoria.

Heather Whiteford, M.S.W., currently works as a family therapist with Family Services of Greater Vancouver. She also teaches at the Pacific Coast Family Therapy Training Association.

Maggie Ziegler, M.A., is the clinical supervisor for Family Services of the North Shore, and is a therapist in private practice. Besides having 16 years of clinical experience with survivors of violence, she has developed programs to train service providers in trauma work.

## Counselling

Unless otherwise indicated, Counselling courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Cindy Bettcher, at (604)528-5627.

Courses marked with an asterisk (\*) may be taken as electives in the Working with Youth in Community Settings Certificate Program.

### **Becoming a More Effective Counsellor (#EP508)**

This course is for front-line workers who are currently working with clients and are interested in building and refining their counselling skills. Participants will explore verbal and non-verbal counsellor-client communications, review a process for reflecting feelings and thoughts, discuss how to use silence effectively, consider how to minimize boundary violations, and identify specific steps to ensure that clients are learning problem-solving skills. Participants will consider 18 characteristics of effective counsellors; seek to model congruency of thoughts, feelings, and actions; and differentiate between support, counselling, and therapy. Demonstrations, video clips, and discussions will be used to present the material and to create an encouraging environment where participants can practise and expand their skills.

Length: Two days  
Date(s): **October 19-20**  
Fee: \$165  
Instructor(s): Elaine Stoll, B.A., R.C.C.

### **Everything You Ever Wanted to Know about the DSM-IV: Level I (#EP204)**

This introductory course is for counsellors, support workers, group home staff, social workers, and other mental health professionals interested in expanding their familiarity with and understanding of psychiatric concepts and processes in order to better serve their clients who are receiving medical/clinical

services within the mental health care system. Participants will examine the *Diagnostic and Statistical Manual of Mental Disorders* (4th edition), review basic psychiatric diagnostic terminology, and explore the Multi-Axial Evaluation according to DSM-IV criteria. Common diagnostic categories such as mood disorders, anxiety disorders, and personality disorders will be discussed, highlighting the role of non-medical mental health professionals in the diagnostic process.

Length: Two days  
Date(s): **October 20-21**  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.

### **Everything You Ever Wanted to Know about the DSM-IV: Level II (#EP204A)**

This advanced course is open to counsellors, support workers, group home staff, social workers, and other mental health professionals who have completed Level I (#EP204) or the equivalent. Participants will have the opportunity to explore in greater depth the major psychiatric disorders and differential diagnoses; consider factors relating to the selection of effective treatment approaches, including medical and non-medical interventions; and examine a process for creating comprehensive treatment plans. The role of non-medical mental health professionals in the diagnostic and treatment process will be highlighted. This course is not intended to qualify individuals to use psychiatric diagnostic procedures beyond their level of professional competence.

Length: Two days  
Date(s): **December 8-9**  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.



**NEW****The Sexual Exploitation of Children and Youth: Issues and Interventions (#EP217)**

For a course description, see page 11 in the Child Abuse and Neglect category.

Length: Two days  
 Date(s): **October 23-24**  
 Fee: \$165  
 Instructor(s): Natalie Clark, M.S.W., and Renata Aebi, M.A. (cand.)

**NEW****Working with Individuals Who Self-Harm (#EP216)**

For a course description, see page 10 in the Child Abuse and Neglect category.

Length: Two days  
 Date(s): **October 22-23**  
 Fees: \$175  
 Instructor(s): Susan Armstrong, M.Ed., R.C.C.

**Crisis Intervention: That Critical First Step (#EP252)**

This course is for front-line workers, support workers, and counsellors who are interested in understanding and responding more effectively to clients in crisis. Participants will explore the various forms of crisis, differentiating between the associated concepts of “emergency” and “trauma”; consider how crisis affects and is experienced differently by different people; and determine how and when intervention is appropriate. Participants will be introduced to specific crisis intervention strategies to facilitate short-term survival and longer-term resolution/integration of the crisis experience.

Length: Two days  
 Date(s): **October 22-23**  
 Fee: \$165  
 Instructor(s): Naomi Ehren-Lis, M.S.W., R.S.W.

**Transforming Depression and Anxiety Through the Art Therapy Process**

*Co-sponsored with Northwest Community College.* This course is for counsellors, social workers, psychologists, and other mental health practitioners working therapeutically with adults. It will offer participants an in-depth perspective of the inner world of traumatized and depressed individuals as seen through the images in the art that they use to express these emotions. Participants will explore depression and its relationship to trauma in the context of current research; examine a range of treatment responses, including the role of medical interventions; and consider parameters for using art making in counselling with people who are experiencing depression and anxiety. Participants will have a first-hand experience with the interactive art-making process and the significance of the “picture” in mobilizing internal resources towards problem solving and recovery. The course will differentiate between using imagery

and symbolism in counselling and the art psychotherapy process, consider the role of the practitioner in guiding the process safely and effectively, and highlight ethical issues that emerge for the practitioner. To register, please contact Northwest Community College at (250)842-5291.

Length: Two days  
 Date(s): **October 26-27**  
 Registration deadline: **October 2**  
 Fee: \$347  
 Location: Northwest Community College in Hazelton (1525 Omenica Street)  
 Instructor(s): Margarete Hanna, M.A., ATR

**Building on Client Strengths (#EP196)**

Clients bring their specific problems and, in some cases, destructive behaviours to their relationship with helping professionals. It is often difficult for the client and the worker to consider the strengths underneath these behaviours. This course is for counsellors, victim service workers, social workers, and other front-line staff who provide support to children, youth, and adults and are interested in building on existing client strengths. Participants will review the essential elements of self-control theory; develop skills in enhancing existing strengths in their clients; and explore the psychological need motivating these behaviours and survival strategies. Emphasis will be placed on avoiding common pitfalls for support workers, and on supporting clients to strengthen internal responsibility for their behavioural choices.

Length: Two days  
 Date(s): **November 2-3**  
 Fee: \$165  
 Instructor(s): Elaine Stoll, B.A., R.C.C.

**When Helping Hurts: Safety for Front-Line Workers (#EP509)**

*(Formerly Safe Practice: Best Practice)* Increasingly, workers in the helping professions are finding themselves involved in client situations that are placing their own personal safety at risk. Violence, drug and alcohol abuse, and reduction in services are all contributing to workers being at risk of threats and physical violence. This course, designed for front-line workers engaged in field work, will provide participants with an overview of the risk factors they face and an opportunity to begin developing personal safety protocols. Participants will identify verbal and non-verbal cues in a client's behaviour that may indicate that their safety is threatened, and examine effective and ineffective responses to these threats, including strategies to de-escalate client behaviours. Case scenarios from front-line support work will be used to explore and develop personal safety strategies and protocols.

Length: One day  
 Date(s): **November 9**  
 Fee: \$95  
 Instructor(s): Janet Douglas, M.S.W., and Charles Ennis

**NEW****Introduction to Ethics and Professional Boundaries (#EP211)**

Counselling is a challenging profession because of the numerous and complex ethical dilemmas that counsellors face daily. A clearly defined ethical framework that is congruent with a counsellor's values prevents boundary violations and practitioner burnout. This course will provide an introduction to the area of professional boundaries and ethical practice, including the limits of confidentiality, dual relationships, conflict of interest, and legal liability. Participants will explore internal and external factors that affect their ability to enact personal values in their role as counsellors, and consider the role of countertransference in developing an effective counselling relationship. A variety of professional codes of ethics will be examined critically to identify their strengths and limitations in guiding counsellors to assume personal/professional accountability, establish and maintain therapeutic boundaries, and skilfully use ethical judgment in their work. A model of ethical decision making related to boundary issues in counselling will be presented, and participants will develop skills to respond to and resolve conflicts between their personal values and professional codes of ethics.

Length: Two days  
 Date(s): **November 18-19**  
 Fee: \$175  
 Instructor(s): Monica Franz, B.A., DVATI, RCAT

**NEW****Building the Relationship between Ethics and Clinical Practice (#EP212)**

This course is for counsellors, therapists, social workers, and other mental health practitioners who are working therapeutically with individuals, couples, and families. Participants will have an opportunity to integrate theoretical knowledge with their direct clinical experience by examining the complexity of ethical, legal, and professional issues that emerge in ongoing clinical practice. The course will focus on confidentiality, duty to report, dual relationships, touch, defining the client in couple and family therapy, third-party billing, and the fit between therapy and the "business" of private practice/consulting. Participants will discuss therapeutic contracts and disclosure statements, and design a contract for service that fits their clinical practice. The unique ethical concerns inherent in rural and urban practice will be highlighted, and participants will be encouraged to present scenarios from their own clinical work.

Length: Two days  
 Date(s): **TBA**  
 Fee: \$175  
 Instructor(s): TBA

**Supporting Females Through the Crisis of Adolescence (#CY190)\***

This workshop is for counsellors, youth workers, and support practitioners who are working with young women. Participants will review current theories of female adolescent development, consider cultural and societal constructs of femininity, and apply these theories to their day-to-day interactions with adolescent girls. The course will explore relational tools to facilitate a young woman's exploration of self, and will highlight creative interventions for addressing the developmental issues and crises. This course may be taken as an elective in the Working with Youth in Community Settings Certificate Program.

Length: Two days  
 Date(s): **November 20-21**  
 Fee: \$175  
 Instructor(s): Natalie Clark, M.S.W., and Lynn Redenbach, R.P.N.

**Adolescent Suicide (#EP507)**

Suicide is the second leading cause of death in the adolescent population. This course is for professionals working with young people between the ages of 13 and 24 years. Participants will explore effective risk assessment, which includes the identification of predisposing, current, and imminent risk factors, and the concept of resiliency. The differences between violent and depressed youth, and the defense mechanisms they use, will be examined, and experiential exercises, including role plays, will be used to illustrate interventions with at-risk youth. Individual interventions and suggestions for family involvement, with recommendations for schools and the community, will be addressed in order to prevent contagion of suicidal behaviour.

Length: One day  
 Date(s): **December 1**  
 Fee: \$95  
 Instructor(s): Gladys Adilman, B.A., and Linda Rosenfeld, B.A., B.S.W.

**NEW****Grief and Bereavement: Level I (#EP155)**

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

Length: Two days  
 Date(s): **October 29-30**  
 Fee: \$195  
 Instructor(s): Linda Rosenfeld, B.S.W., and Elizabeth Fortes, M.A.

## The Art of ... – A New Series of Courses for Private Practitioners

### The Art of Running a Private Practice: Small Business Skills for Therapists (#EP506)

This course will provide participants with the skills and resources necessary to succeed in establishing and maintaining a financially viable, stable, and ethically sound private practice. Participants will complete a series of self-assessments to identify the strengths they bring to private practice and the areas in which they need to cultivate existing or additional skills, including an exploration of personal characteristics; personal/professional goals; resources for working with stress, doubt, and anxieties; and private practice success probability. Key business skills will be examined, including general business management, business planning, communications, financial management, marketing and promotion, and legal and tax aspects. Participants will determine whether a sole proprietorship or a partnership works best for them. The essential components of developing a business plan will be reviewed, highlighting potential financing sources and ongoing financial needs throughout the first year of the life of the practice.

Length: Two days  
Date(s): **October 3 & 24**  
**November 7 & 21**; in Victoria at the School of Art Therapy (1941 Lee Avenue)  
Fee: \$175 in Vancouver; \$195 in Victoria  
Instructor(s): Monica Franz, B.A., DVATI, RCAT

**NEW**

### The Art of Using Computers in Private Practice (#EP517)

This course will provide participants with information they need in order to select and purchase the appropriate computer and software for use in their private practice. Topics will include: how to buy the computer and software you need without breaking the bank or becoming a computer "geek"; how computers can be used to automate office procedures (such as accounting, record-keeping databases, client session notes, and report writing); the use of telecommunications for research, contact with other professionals, and conversing with remote clients; and how to use the Internet, listservs, newsgroups, and Web sites. There will be an opportunity to discuss the dangers and shadows of the Internet and ways to protect yourself and your clients, emphasizing confidentiality, encryption, and electronic information.

Length: Two evening sessions  
Date(s): **November 17 & 24**  
Fee: \$80  
Instructor(s): Jack Vickery

**NEW**

### The Art of Marketing and Networking in Private Practice (#EP522)

Marketing is not merely "a way to get clients" but a reflection of a practitioner's professional and therapeutic integrity. A clearly articulated and well-managed marketing plan contributes to the long-term viability of a private practice. This course is designed for practitioners who are beginning a private practice and those who have already established a private practice and are interested in enhancing their marketing skills. The course will address issues related to the general concepts of marketing a private practice, and will include ethical considerations of marketing, marketing strategies, and the construction and effective implementation of a marketing plan. The principles of personal contact marketing and the use of networking resources will be highlighted. Participants will receive a manual detailing the format for developing a marketing plan for their private practice. The manual will also include a resource guide and bibliography.

Length: Two Saturdays  
Date(s): **November 28 & December 5**  
Fee: \$175  
Instructor(s): Monica Franz, B.A., DVATI, RCAT

## Expressive Therapies

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

This introductory course is for counsellors, social workers, child care workers, and mental health professionals currently working with children 3 to 12 years old. It covers the function of art and play through the developmental stages, explores various approaches to play therapy, and examines practical concerns related to the use of various expressive therapies. Participants will have the opportunity to become familiar with the toys and various art therapy exercises used in working with children in this age group.

Length: Two days  
Date(s): **October 23-24**  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

### Child-Centred Play Therapy (#CY104A)

This course is for practitioners who use play and various expressive therapies in their work with children. It builds on the content presented in #CY104. Course content includes guiding principles of child-centred play therapy, the intake process, setting up a playroom, how to structure the session, when to lead and when to follow, and permissiveness and limits. These issues will be illustrated by a videotape of excerpts from sessions and practised through role plays.

Length: Two days  
Date(s): **November 27-28**  
Fee: \$185  
Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S



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

This course is for practitioners who use art and play therapy in their work with children who have experienced and disclosed neglect and abuse. Course content reviews theoretical principles underlying the use of art and play therapy with traumatized children, illustrates ways of addressing the main clinical issues of neglected and abused children, and examines the recurring images that emerge in children's play and art (through the various stages of therapy). It is recommended that participants take #CY104 and #CY104A before registering for this course.

Length: Two days

Date(s): December 11-12

Fee: \$185

Instructor(s): Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S

### Instructors

Renata Aebi, M.A. (cand.), is an educator, community developer, and social activist. She is currently consulting to the City of New Westminster on the issue of child and youth sexual exploitation, and is also coordinator of the City of Vancouver Coalition of Child and Youth Service Providers.

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

Natalie Clark, M.S.W., is the coordinator of Cameray Counselling Centre's Burnaby office and is a sexual abuse therapist specializing in work with adolescents.

Janet Douglas, M.S.W. (cand.), is a child protection social worker with Car 86, a collaborative social work-police emergency response child protection program. She is the co-author of a book on safety for front-line staff engaged in field work (to be published soon).

Naomi Ehren-Lis, M.S.W., R.S.W., has extensive experience in sexual abuse counselling, clinical supervision, and group facilitation. She was the Program Manager at VISAC (Vancouver-Richmond Incest and Sexual Abuse Centre) of Family Services of Greater Vancouver.

Charles Ennis is a veteran police officer with the Vancouver Police Department and a member of the American Society of Law Enforcement Trainers. He is currently a child abuse and neglect investigator with Car 86, a joint project between his department and the Ministry for Children and Families. He is the co-author of a book on safety for front-line staff engaged in field work (to be published soon).

Elizabeth Fortes, M.A., has been a counsellor with SAFER for the past 14 years. She is on the board of the Canadian Association for Suicide Prevention and chairs the Bereavement Committee.

Monica Franz, B.A., DVATI, RCAT, has been successfully self-employed for a number of years, most recently as a registered art therapist in private practice and principal leaseholder of the West Side Art Therapy Centre. Besides offering services for individual therapists, she offers a number of small-business management courses for educational institutions and groups.

Margarete Hanna, M.A., ATR, is an art therapist in private practice. Her experience includes training and clinical supervision of graduate art therapists and extensive verbal and expressive psychotherapy with children, adolescents, and adults. She was one of the pioneering coordinators of the M.A. in Art Therapy program at the University of Western Sydney, Australia.

Marie Jose-Dhaese, Ph.D., ATR, CET, RPT-S, is an adult and child therapist, a clinical supervisor, and an educator in private practice. She is a registered art therapist, a certified expressive therapist, and a registered play therapist supervisor with over 23 years of experience as a therapist and over 13 years as a supervisor and international workshop leader in the field of expressive therapies, abuse, and loss.

Lynn Redenbach, R.P.N., currently works for the Cameray Counselling Centre and facilitates an eating-disorders group at Tri-Cities Mental Health Services. She also has a private practice specializing in working with adults and adolescents who have histories of eating disorders and/or abuse.

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

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

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

Jack Vickery, is Director of Information Services at North Shore Community Services. He is also a partner in Vickery Matthews & Associates, a consulting firm that specializes in developing computer and training solutions for human and community service organizations. Jack has been involved in the application of computers to the human/community service field for the past 10 years.

## Couple and Family Issues

Unless otherwise indicated, Couple and Family Issues courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Cheryl Bell-Gadsby, at (604)528-5626.

### Couple and Family Certificate Programs (Series #CFT and G550)

Co-sponsored with Douglas College, Continuing Education, 700 Royal Avenue, New Westminster. For a detailed brochure describing these programs, please contact the Program Coordinator, Cheryl Bell-Gadsby, at (604)528-5626, or Susan Irwin at Douglas College, (604)527-5161.

#### Background/Purpose

These certificate programs were developed in response to requests from family practitioners for education and training in couple and family work. The programs were created in consultation with family support workers and family therapists working in agency and private practice settings, representatives of the B.C. Chapter of the American Association of Marriage and Family Therapy, and adult education specialists. They are designed to build on the content of currently available family therapy training programs, and to meet the needs of two distinct populations: *family support workers* and experienced *therapists* interested in couple and family work.

#### Program Description

The programs will provide participants with theoretical overviews of key concepts and models guiding couple and family work; an exploration of social justice issues that emerge in couple and family work; and an integration of issues of gender, race, class, sexual orientation, power, and ability into models of practice. Specific assessment and intervention approaches will be modelled, and opportunities for skill practice and skill development will be provided. The programs will create opportunities for consultation and networking among practitioners in the field of couple and family work.

#### FAMILY SUPPORT WORKER OPTION

(Register through Douglas College Continuing Education, [604]527-5472)

This certificate program is for family support workers, social workers, front-line staff, and others working in support capacities with families, who are interested in developing specialized skills and supportive interventions within a family systems framework. The program consists of five courses totalling 12 days of skill-

based training. The two- and three-day courses must be taken in the sequence in which they are offered.

To enter the program, applicants must be currently working with families in a supportive capacity and have a minimum of one year of experience in this area. To receive a certificate of achievement, candidates must complete each of the five courses outlined below, and successfully complete the evaluation activity for each course.

#### 1. Foundations of Family Support Work (#G550A-19973)

Length: Two days  
Date(s): November 6-7, 1998, at Douglas College  
Fee: \$150

#### 2. Supporting Families within a Systems Framework (#G551A-19981)

Length: Three days  
Date(s): January 21-23, 1999, at the Justice Institute  
Fee: \$195

#### 3. Developing Intervention Skills in Family Support Work (#G552A-19981)

Length: Three days  
Date(s): February 25-27, 1999, at Douglas College  
Fee: \$195

#### 4. Ethical Decision-Making in Family Support Work (#G553A-19982)

Length: Two days  
Date(s): April 16-17, 1999, at the Justice Institute  
Fee: \$150

#### 5. Family Support Work Practice Supervision (#G554A-19982)

Length: Two days  
Date(s): May 28-29, 1999, at Douglas College  
Fee: \$150

Instructors include: Shashi Assanand, R.S.W.; Gerald George; Kathryn Priest-Peries, M.S.W.; Charlotte Sabbah, M.S.W.; Ellen Shapiro, M.A.; Marilee Sigal, M.A., R.C.C.; and Rosalie Walls, M.S.W., R.S.W.

## COUPLE AND FAMILY THERAPY OPTION

*(Register through the Justice Institute, [604]528-5590)*

This certificate program is for experienced counsellors and other practitioners working in a therapeutic setting with individuals, couples, and/or families, who are interested in specific professional training in couple and family therapy. The program is designed to meet the basic educational requirements of the **AAMFT (American Association of Marriage and Family Therapy)**; however, final acceptance of course work is determined by the AAMFT standards committee. The program consists of six courses, which may be taken individually by practising family therapists or as a series leading to a certificate of achievement. Each course is six days, or 39 hours, in length, except Couple and Family Therapy Practice Supervision, which totals 36 hours.

To enter the program, applicants must be currently working therapeutically with individuals, couples, and/or families, and have a master's degree in counselling, social work, or equivalent. Each applicant must submit a completed registration form and a recent resume outlining relevant work experience, past training in the field, and academic background. To receive a certificate of achievement, candidates must complete each of the six courses outlined, and successfully complete the evaluation activity for each course.

### 1. Foundations of Couple and Family Therapy (#CFT100)

Length: Six days  
Date(s): **October 15-17 & 29-31, 1998**, at the Justice Institute  
Fee: \$415

### 2. Couple and Family Assessment (#CFT120)

Length: Six days  
Date(s): **November 19-21 & December 3-5, 1998**, at Douglas College  
Fee: \$415

### 3. Ethical, Legal, and Professional Issues in the Practice of Couple and Family Therapy (#CFT130)

Length: Six days  
Date(s): **February 4-6 & 18-20, 1999**, at the Justice Institute  
Fee: \$415

### 4. Treatment Methods of Couple and Family Therapy, Level I (#CFT140)

Length: Six days  
Date(s): **March 25-27 & April 8-10, 1999**, at Douglas College  
Fee: \$415

### 5. Treatment Methods of Couple and Family Therapy, Level II (#CFT150)

Length: Six days  
Date(s): **May 13-15 & 27-29, 1999**, at the Justice Institute  
Fee: \$415

## 6. Couple and Family Therapy Practice Supervision (#CFT160)

Length: Six full-day sessions  
Date(s): **March 4-6, 1999**, at the Justice Institute  
**June 10-12, 1999**, at Douglas College  
Fee: \$450

Instructors include: Judi Clark, M.Ed., R.C.C.; Cameron Egyeda, M.A.; Glen Grigg, M.A., R.C.C.; Daljeet Parmar, M.S.W.; Ellen Shapiro, M.A.; Marilee Sigal, M.A., R.C.C.; Jung-Hwa Suh, M.A.; Rosalie Walls, M.S.W., R.S.W.; Heather Whiteford, M.S.W.

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## FAMILY SUPPORT WORKER CERTIFICATE OPTION

*Co-sponsored with Northwest Community College.* For a detailed course brochure, contact Heather Olson at (604)528-5573. To register, please contact **Northwest Community College at (250)842-5291**.

### **NEW** Counselling Gay & Lesbian Couples (#EP267)

This two-day workshop will focus on working with gay and lesbian couples. It will provide theory, information, practical skills, and discussion from a gay/lesbian perspective. Specific issues that will be addressed include: blocks to communication; intimacy and sexuality in long-term partnerships; homophobia and its effect on relationships; HIV and its impact on couples; and other life transitions. The focus will be on how to teach couples to move towards differentiation within their relationship, contain their reactivity, build safety, and foster reconnection. The practice and skills of Imago Relationship Therapy (ITR) will be introduced as a way to help understand relationship dynamics as well as provide practical skills for helping couples.

Length: Two days  
Date(s): **November 5-6**  
Fee: \$175  
Instructor(s): Tamara Adilman, M.A., M.Ed.

### Connecting with Children Under 12: Resolving Anger Issues (#CY192)

For a course description, see page 24 in the Working with Youth in Community Settings category.

Length: Two days  
Date(s): **October 6-7**  
Fee: \$125  
Instructor(s): Mary Dowdall, M.S.W., and Susan Leaf, M.A. (cand.)



**NEW****Helping Parents of Children with Invisible Disabilities (#CY193)**

This two-day workshop is for human services practitioners who work with families of children and youth with high-incidence behavioural disabilities that have an acute impact on families and the socialization process. The focus will be on parenting children and adolescents with attention-deficit hyperactivity disorder, learning disabilities, and extreme temperaments. Secondary disorders such as oppositional defiant problems and conduct disorders will also be addressed. Resources for further help with disorders that affect behaviour, such as fetal alcohol syndrome (FAS), depression, and those in the autistic spectrum, will also be identified.

Length: Two days  
 Date(s): **October 13-14**  
 Fee: \$175  
 Instructor(s): Kate Anderson, M.Ed.

**SPECIAL EVENT****Sexuality Across the Lifespan Conference (#CFT300)**

*Co-sponsored with the UBC Department of Counselling Psychology and Douglas College. For a course description, please see page 47 in the Conferences/Special Events category.*

Length: Two days  
 Date(s): **October 23-24**, at UBC Long House  
 Fee: \$140 (students \$100) early registration  
 (by October 1, 1998)  
 \$160 (students \$120) after October 1

**Non-Traditional Therapies****Integrating Energetic Bodywork into a Solution-Focused Counselling Process – Level I (#EP232)**

Issues such as chronic pain, anxiety, depression, and trauma reactions affect clients both physiologically and emotionally, and are rarely resolved using cognitive therapy alone. This course explores therapeutic interventions from energetic and solution-focused, narrative, and metaphorical approaches. Participants will:

- acquire practical clinical tools for heightening mind-body communication
- refine and integrate communication skills with energetic bodywork
- develop hands-on skills to reconnect with internal resources and shift the client's internal frame of reference to a healthier, more proactive stance
- learn the guiding principles and techniques of Level IIA of the Healing Touch Program
- explore a framework that integrates Healing Touch, hypnosis, and other solution-focused counselling skills
- examine legal and ethical issues related to touch therapy.

This course is open to professionals in mental health-related fields with a graduate (master's) degree or a nursing degree, students enrolled in a full-time graduate program in related disciplines, and/or other practitioners with a combination of relevant training and clinical experience. **Note:** A Level I Healing Touch certificate will be earned upon completion of this course. A Level I Healing Touch manual will be provided.

Length: Three days  
 Date(s): **October 28-30**, location TBA  
 Fee: \$295  
 Instructor(s): Ruth Lamb, R.N., M.Sc.N., CHTI, and Cheryl Bell-Gadsby, M.A., R.C.C.

**NEW****Understanding Acupuncture (#EP270)**

This introductory-level course is for health care practitioners, including counsellors, social workers, therapists, and those working in the addictions field. Participants will learn the traditional concepts of energy medicine; gain understanding of the movement of subtle body energies through the meridians and the chakras; and understand traditional oriental approaches to medicine, including five-element analysis, eight-principle analysis, and yin/yang balance. This workshop will emphasize an experiential approach that includes physical (somatic), emotional, and spiritual levels to health and well-being. A significant segment of the workshop will emphasize substance use/misuse issues. **Note:** Acupuncture needling or specific diagnosis and treatment of disorders will not be taught. This course is not aimed at those who want to practise Oriental Medicine, but rather at those who want to understand the system and liaise with qualified practitioners.

Length: Three days  
 Date(s): **October 26-28**  
 Fee: \$225  
 Instructor(s): Roger Kimmerly

**NEW****Self-Care Through Maskmaking and Writing (#EP269)**

This course is designed for couple and family therapists who want to provide themselves with space to reflect on themselves in their work. It will offer an opportunity to renew, refresh, and redirect preferred ways of working and to reconnect with the creative energy it takes to be a clinician. By combining two powerful vehicles for entry into the creative self-of-the-therapist, participants will build a mask of their own face; write about the experience of the self in the process of doing therapy; identify ways of thinking and practice that might be hindering both clinician and client from change; explore alternative perspectives that can enhance personal competence; and build on existing skills. Learning will take place in a collegial atmosphere designed to combat professional isolation and inertia.

Length: One day  
 Date(s): **October 26**  
 Fee: \$95  
 Instructor(s): Cameron Egyeda, M.A.

**Psychodrama for Helping Professionals (#EP268)**

Psychodrama is a time-honoured approach to effecting dramatic change in client awareness and behaviours in a short time period. It is among the oldest brief therapy models that are generally applicable to a wide variety of client populations and developmental ages. Psychodramatic approaches provide an effective, action-oriented means of creating safety and supporting a contained cathartic release that allows the client to access deeply held memories and emotions. This blocked energy is brought to the surface in a way that encourages new insights without the risk of flooding or retraumatization. Participants will learn the main elements and stages of psychodrama; identify the appropriate application and timing of psychodramatic techniques as part of an overall treatment plan; describe at least four basic psychodramatic techniques; and explain the application of each for different client populations, including those with addictions and post-trauma responses. This course is primarily experiential and will include lecture, discussion, and demonstration. It is for experienced counsellors, social workers, and other mental health professionals who provide services to adults and youth with dysfunctional, addictive, and/or traumatic histories.

Length: Three days  
 Date(s): **September 28-30**  
 Fee: \$225  
 Instructor(s): Joe Solanto, Ph.D.

**Instructors**

Tamara Adilman holds an M.A. degree in Women's Studies and an M.Ed. degree in Counselling Psychology. She is a Registered Clinical Counsellor and Certified Imago Therapist. She has a private practice specializing in couples therapy, teaches counselling skills at Vancouver Community College, and provides workshops in relationship therapy.

Kate Anderson, M.Ed., Ph.D. (cand.), is a sessional instructor in the School of Child and Youth Care at the University of Victoria. Kate has extensive experience with a number of advocacy organizations involved with health, disability, and mental health concerns in children, youth, and families. She developed and authored the Supported Child Care Training Project at the University College of the Fraser Valley, and has worked as a mental health consultant with the Vancouver Health Department and West-Main Health Unit.

Cheryl Bell-Gadsby, M.A., R.C.C., has over 15 years of Canadian and U.S. experience as a therapist, clinical supervisor, and educator. She specializes in issues of trauma, family violence, and hypnotherapy with children, adolescents, and adults. She has recently co-authored a book for clinicians on solution-focused treatment of sexual abuse.

Mary Dowdall, M.S.W., has an extensive background in child, adolescent, and family issues. For over seven years she has facilitated many group programs in the area of anger management for children and families in conjunction with North Shore Mental Health. Mary also has a private practice called Cornerstone Professional Counselling Practice.

Cameron Egyeda, M.A., is a clinical member and Approved Supervisor with the American Association for Marriage and Family Therapy. She brings over 30 years of clinical experience as a writer, maskmaker, and storyteller to her work in adult education. Cameron currently works with individuals, couples, and families in private practice.

Roger Kimmerly holds a diploma in traditional Chinese medicine and has a private practice involving acupuncture and counselling in Victoria. He has held staff positions as the director of the Victoria Pain Clinic and at the Canadian College of Acupuncture and Oriental Medicine. Roger has a varied background as a prison psychologist, criminal lawyer, Crown counsel, provincial court judge, and minister of justice in the Yukon. He also has extensive experience with addiction issues.

Ruth Lamb, R.N., M.Sc.N., CHTI, is the Senior Program Coordinator for Langara College Continuing Studies, Health and Human Services Division. Ruth has extensive experience as a director of nursing and clinical nurse specialist. She is president of the B.C. Holistic Nurses Practice Group, and designs and teaches the Canadian Holistic Nurses Association's Advanced Health Promotion Specialization Program. She has a private healing practice, teaches energy-based healing nationally, and has been studying energy-based healing and mind-body approaches to health since 1977.

Susan Leaf, M.A. (cand.), is a consultant and educator for North Shore Mental Health and also works in private practice. Susan has extensive experience in crisis intervention and counselling with children, adolescents, and families, including six years of treatment counselling through Maples Centre for Adolescents.

Joe Solanto, Ph.D., served for six years as director at the Center for Therapeutic Arts in New York, where clients with mental health needs were treated by a multidisciplinary team of clinical psychotherapists, addictions counsellors, and holistic health care practitioners. He currently directs the Human Potential Institute in Vancouver, offering clinical supervision, consultation, and counselling.

## Working with Youth in Community Settings

Unless otherwise indicated, courses in Working with Youth programs will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Sandra Rice, at (604)528-5633. For detailed brochures, call the Program Assistant, Nenita Capili, at (604)528-5631.

### Program Description

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

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

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

There are 20 days of training. The 16 core days are offered in four parts of four days each. The four parts must be taken in sequence with the same group of participants. Four days of youth care-related Justice Institute electives will also be required to complete the certificate requirements.

### Qualifications

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

### Applications

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

### Fees

Upon acceptance, applicants must pay a deposit of \$100, which will be deducted from the full program fee. The fee for the four-part program is \$950. A minimum of half the fee, \$475, must be paid 21 days before the start date of Part 1. The remaining fee of \$475 must be paid 21 days before the start of Part 2. Before a certificate is issued, participants must complete all four parts of the program consecutively, complete assigned course work, and attend four days of JI youth care-related electives.

*Please note that participants are required to complete the program with the same group for each of the four parts.*

### Working with Youth in Community Settings Certificate Program (Parts 1, 2, 3, and 4) (#CY169)

Length: Sixteen days  
Fee: \$950  
Date(s): Parts 1 to 4 will be offered in the January–August term.  
Instructor(s): Martha Joy and Debbie Verkerk

### Working with Youth in Community Settings Courses

These courses are open to all professionals who work with youth in a variety of community settings. The courses can also be used as electives in the Working with Youth in Community Settings Certificate Program.

### Workshop One: Making Connections: An Introduction to Effective Conflict Resolution Skills for Working with Youth (#CY185)

The first two-day workshop in the Making Connections: Working Through Conflict with Youth series is designed as an introduction to effective conflict resolution skills for practitioners who work with youth in a variety of community settings. Participants will increase their awareness of their own beliefs about conflict, and the impact of these beliefs on their actions when working through conflict situations with young people; assess their skills in resolving difficult situations with



youth; identify and practise non-coercive collaborative processes for resolving youth-related conflicts; and develop key skills such as assertive expression, non-defensive listening, and self-management.

Date(s): Offered in January-August term  
Fee: \$175  
Instructor(s): Mario Govorchin  
Coach: Pamela Theriault

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### **Workshop Two: Making Connections: Managing Emotional and Aggressive Situations with Youth (#CY186)**

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The second workshop in the Making Connections: Working Through Conflict with Youth Series is designed for youth care professionals and other individuals who work directly with youth in a variety of community settings. Participants will examine their own responses to highly emotional and aggressive behaviours in youth; strengthen their skill level in managing these behaviours; explore and practise a range of defusing and limit-setting strategies for responding to youth in crisis; and practise strategies to coach youth to manage their own behaviours. (It is recommended that Workshop One be completed before Workshop Two or Three.)

Date(s): Offered in January-August term  
Fee: \$175  
Instructor(s): Mario Govorchin  
Coach: Pamela Theriault

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### **Workshop Three: Making Connections: Third-Party Facilitation When Working with Youth (#CY187)**

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The third workshop in the Making Connections: Working Through Conflict with Youth series is designed for youth care professionals and other individuals who work directly with youth in a variety of community settings. Participants will examine options for facilitating as a third party in situations of conflict with youth; practise strategies for successful arbitration, conciliation, and mediation with youth; develop skills to facilitate communication between disputants; examine their role as third-party facilitator; develop skills to manage the emotional climate and ensure safety for youth during interventions; and practise process and communication skills to guide youth in conflict through a simulated mediation process. (It is recommended that Workshop One be completed before Workshop Two or Three.)

Date(s): November 2-3  
Fee: \$175  
Instructor(s): Mario Govorchin  
Coach: Pamela Theriault

**NEW**

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### **Everyday Events: Creating an Opportunity for Change (#CY195)**

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Practitioners who work with children, youth, and families are in the unique position to help facilitate change, whether it is in a group living situation, a school setting, a street worker

situation, or a one-to-one living arrangement. The youth care worker is in the best position to identify and take advantage of counselling opportunities to facilitate change in everyday situations with children, youth, and families. This course will focus on this particular skill and will provide the opportunity for practitioners to strengthen this approach in their own work with children, youth, and families.

Length: Two days  
Date(s): November 16-17  
Fee: \$165  
Instructor(s): Bruce Hardy, Ph.D.(cand.)

**NEW**

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### **Adventure-Based Counselling for High-Risk Youth (#CY196)**

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Programs such as Outward Bound and Project Adventure have provided models for helping individuals develop self-esteem, increased self-confidence, and enhanced social and community skills by succeeding at exciting and challenging outdoor experiences. These basic models have been expanded to adapt to the needs of special populations such as "high-risk" youth who need to feel genuinely engaged and challenged yet successful. The course will present an overview of adventure-based counselling principles and resources. It will examine ways in which programs for youth can incorporate these into their philosophy and everyday practice as well as provide these outdoor experiences for their clients.

Length: Two days  
Date(s): December 2-3  
Fee: \$165  
Instructor(s): Joe Solanto, Ph.D.

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### **Developing Effective Interventions: Interventions for High-Risk/High-Need Youth (#CY189)**

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This two-day course was designed to respond to the changing complexities of working with high-risk and high-need youth. Child and youth care workers are frequently expected to work with youth who may display behaviours that can be challenging, aggressive, violent, suicidal, and/or chemical-dependent. Participants will have the opportunity to share ideas, deal with specific on-the-job realities, and meet with community-based professionals who manage these issues on a daily basis. The workshop will focus on the *practice* of specific practical therapeutic interventions with suicidal behaviour, mental health issues, manipulation, violent offenders, and sexual intrusiveness and aggression; identify the *real numbers* behind high-risk statistics; and discuss the changes in the field and how to access resources to help work with high-risk and high-need young people.

Length: Two days  
Date(s): October 15-16  
Fee: \$165  
Instructor(s): Bruce Hardy, Ph.D. (cand.)

### **Creating Positive Change Through Peer Groups (#CY182)**

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

Length: Two days  
Date(s): **November 30 – December 1**  
Fee: \$165  
Instructor(s): Debbie Verkerk and Lenox Neher

### **Working With Gay, Lesbian, Bisexual, and Transgender Youth (#CY188)**

Increasingly youth-serving agencies and professionals who work with youth are recognizing the sensitive and complex needs of sexual-minority youth. Gay, lesbian, bisexual, and transgender youth are at an increased risk for harassment/violence/abuse, substance use, suicide, mental health concerns, and isolation. This course is designed to engage participants in a process that raises general awareness, provokes discussion of specific issues related to good youth care practice, and suggests concrete “next steps” for improving support of sexual-minority youth. Participants will explore homophobia versus homohatred; multiple risks and stressors and coping strategies for youth; educational and informational needs; legal and ethical concerns; human rights of youth; health issues; family issues; systemic barriers and challenges; and strategies for improving support to sexual-minority youth.

Length: Two days  
Date(s): **February 8-9, 1999**  
**June 21-22, 1999**  
Fee: \$165  
Instructor(s): Scott Robertson, M.S.W., ICADC

### **Supporting Females Through the Crisis of Adolescence (#CY190)**

For a course description, see page 15 in the Counselling category.

Length: Two days  
Date(s): **November 20-21**  
Fee: \$175  
Instructor(s): Natalie Clark, M.S.W., and Lynn Redenbach, R.P.N.

### **The Sexual Exploitation of Children and Youth: Issues and Interventions (#EP217)**

For a course description, see page 11 in the Child Abuse and Neglect category.

Length: Two days  
Date(s): **October 23-24**  
Fee: \$165  
Instructor(s): Natalie Clark, M.S.W., and Renata Aebi, M.A. (cand.)

### **Connecting with Children Under 12: Resolving Anger Issues (#CY192)**

This two-day workshop will provide counsellors, social workers, child and youth care workers, and other mental health practitioners with the opportunity to understand and develop skills and strategies to work with children under 12 and their families where anger is an issue. The intervention strategies will focus on: effective communication of anger within a developmental context, identifying specific triggers and the anger cycle for younger children, exploring the role of the family in communication and anger expression, and specific skill practice sessions involving real on-the-job situations. The intervention strategies presented are designed to be incorporated in group and individual sessions with both children under 12 and their families. (This is **not** an elective in the Working with Youth in Community Settings Certificate Program.)

Length: Two days  
Date(s): **October 6-7**  
Fee: \$165  
Instructor(s): Mary Dowdall, M.S.W., and Susan Leaf, M.A. (cand.)

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### **Instructors**

Mary Dowdall, M.S.W., specializes in working with children and youth, and has facilitated many group programs in the area of anger management for children and families on the North Shore. Mary also has a private practice called Cornerstone Professional Counselling Practice.

Mario Govorchin is a consultant and trainer with extensive experience working with youth in a variety of settings. Mario is a trainer in the Management Development for Residential Settings Certificate Program and a senior trainer in the Justice Institute's Centre for Conflict Resolution.

Bruce Hardy, Ph.D. (cand.), is currently the Executive Director of West Coast Family Resources. He instructs in the child and youth care programs at the University of Victoria and Douglas College. Bruce is a tribunal member for the B.C. Children's Commission, a board member of the Legal Services Society of B.C., a board member of Experience Canada, and an active chair of the National Council of Welfare.

Martha Joy, B.S.W., has extensive experience working in the field of child and youth care. During the last 20 years, she has held a variety of positions, including front-line worker, residential program director, trainer, and policy analyst for government.

Susan Leaf, M.A. (cand.), is a consultant and educator for North Shore Mental Health and also works in private practice. Susan has extensive experience in crisis intervention and counselling with children, adolescents, and families, including six years of treatment counselling through Maples Centre for Adolescents.

Lenox Neher is a special care contractor with the Ministry of Social Services. She has worked in the child and youth care field for 16 years, is currently co-president of the Child and Youth Care Association of B.C., and operates a special care home.

Scott Robertson, M.S.W., ICADC, is a private practitioner and consultant. He has worked on a variety of system issues, such as child welfare, mental health, health care, substance use, and HIV/AIDS for the last 15 years. Scott is an active volunteer on a local, national, and international level on issues for gay, lesbian, bisexual, and transgender youth.

Joe Solanto, Ph.D., is a therapist, clinical supervisor, and educator in private practice. He has more than 20 years of experience working with high-risk youth. He is the Director and Expedition Leader for the Vancouver Ocean Challenge Society, a program that provides high-risk youth with challenging outdoor/marine experiences in a therapeutic context.

Pamela R. Theriault, M.A., has a private practice and provides therapy and counselling services to youth and families through South Cariboo Family Services. She is also a coach with the Centre for Conflict Resolution Training.

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

## ■ CAREER AND MANAGEMENT DEVELOPMENT

### Administrative

Unless otherwise indicated, Administrative courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Patricia McNeill, at (604)528-5623.

#### NEW

#### **Taking Charge of Change: A Course for Administrative and Support Staff (#SUP147)**

This course is designed to help administrative and support staff understand the impact of workplace changes more clearly and respond to them more constructively. The course provides an overview of typical stages of the change process, and will assist participants to recognize the inevitability of change and the feelings it evokes, differentiate between changes they can control and those they can't, communicate their feelings about the change process, and deal more effectively with the inevitable losses associated with change.

Length: Two days  
Date: **October 5-6**  
Fee: \$185  
Instructor(s): Rob Goodall, M.A.

#### **Preventing and Managing Stress (#TS350)**

For a course description, see page 43 in the Traumatic Stress category.

Length: Two days  
Date(s): **November 16-17**  
Fee: \$185  
Instructor(s): Mark Brunke, M.A.

#### **Instructors**

Mark Brunke, M.A., is an employee assistance counsellor with Brown Crawshaw Inc. He has counselled individuals, couples, and families for over 15 years and has offered stress workshops at a wide variety of work sites.

Rob Goodall, M.A., is a management consultant in private practice. He has had experience as a teacher, education instructor, and education department manager. He has been in private practice since 1993, and works particularly in the health care field.



## Management

Unless otherwise indicated, Management courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. Please see the Administrative (page 25), Trainer Development (page 32), and Traumatic Stress (page 39) sections for additional course listings. For more information, call the Program Coordinator, Patricia McNeill, at (604)528-5623.

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

### Basic Supervisory Certificate Program

Many participants in our Basic Supervisory courses have requested a certificate to show that they have successfully completed these courses. We are now able to fulfil that request. To receive a Basic Supervisory Program certificate, you must fulfil the following requirements:

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

For further details, please contact the Program Assistant, Lynda Getz, at (604)528-5619.

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Thursday, April 22, 1999

#### Basic Supervisory Program, Week 1 (#BSCP200)

Each job or function has specific areas of knowledge, skill, and operating values that, taken together, give individuals the competence to perform a particular job. This competency-based course covers such topics as the role of the supervisor, situational leadership and teamwork, staff development, delegation of work, communication and interpersonal effectiveness, problem solving and decision making, and conflict resolution. Week 1 of the Basic Supervisory Program is for first-level supervisors, or those who aspire to be supervisors, in both government and private agencies. Co-sponsored with the Corrections Academy. Enrolment is limited to 16.

Length: Five days  
Date(s): **September 28 – October 2**  
**November 16-20**  
Time: 9:00 am – 4:30 pm on day 1; 8:30 am – 4:30 pm on subsequent days  
Fee: \$475  
Instructor(s): A consultant with Ryane Consulting Inc.

#### Basic Supervisory Program, Week 2 (#BSCP300)

This second-level course uses short lectures, discussion groups, case studies, and practice sessions to build on the skills gained in the Basic Supervisory Program, Week 1. The course addresses three key challenges of supervisors: completing performance appraisals, dealing with problem employees, and building an effective team. It includes practical exercises to improve the team's 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 a supervisor. **Prerequisite(s):** Basic Supervisory Program, Week 1. Enrolment is limited to 16.

Length: Five days  
Date(s): **See below (#BSCP310 and #BSCP320)**  
Time: 9:00 am – 4:30 pm on day 1; 8:30 am – 4:30 pm on subsequent days  
Fee: \$475  
Instructor(s): A consultant with Ryane Consulting Inc.

#### Basic Supervisory Program, Week 2, Part A (#BSCP310)

This course covers the first two days of the Week 2 program described above. The specific topic to be addressed is performance planning and review. **Prerequisite(s):** Basic Supervisory Program, Week 1 (#BSCP200 or #BSCP210 and #BSCP220).

Length: Two days  
Date(s): **November 23-24**  
Time: 8:30 – 4:30 pm  
Fee: \$190

#### Basic Supervisory Program, Week 2, Part B (#BSCP320)

This course covers the last three days of the Week 2 program described above. Specific topics to be addressed are problem employees; time management and effective meetings; and team building. **Prerequisite(s):** Basic Supervisory Program, Week 1 (#BSCP200 or #BSCP210 and #BSCP220), and Basic Supervisory Program, Week 2, Part A (#BSCP310).

Length: Three days  
Date(s): **December 7-9**  
Time: 8:30 – 4:30 pm  
Fee: \$285

#### Basic Supervisory Certificate Program: The Report Project (#BSCP400)

To receive a Basic Supervisory Program certificate, participants must attend Basic Supervisory Program, Weeks 1 and 2; complete four additional days of training in management courses offered by Social Services and Community Safety Division; and successfully complete a written report that shows that they have met the goals of the program. The report will be

based on an actual intervention completed in the workplace or in a volunteer organization. For further information or to request a certificate program application package, please contact the Program Assistant, Lynda Getz, at (604)528-5619.

Fee: \$150

*The following courses can be used as electives in the Basic Supervisory Certificate Program.*

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

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

Length: Two days  
Date(s): October 8-9  
Fee: \$185

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

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

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Participants in this course will learn the fundamentals of facilitation. Topics include: defining and exploring the role of the facilitator and others involved in the facilitation process; reviewing and evaluating the contribution of non-facilitator group members; exploring methods for understanding and dealing with challenging members of the group; exploring problem-solving methods; and identifying ways to evaluate the success of facilitation and the facilitator's performance. Through group work, presentations, class discussions, and feedback from others, participants will develop a flexible process for facilitating in a variety of situations, ranging from work and quality teams to community groups and others trying to get things done through collaborative processes.

Length: Two days  
Date(s): October 26-27  
Fee: \$185

Instructor(s): Sandra Heath, B.A.

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### **NEW Advanced Facilitation Skills (#MGMT329)**

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This course is for individuals who have at least one year's experience in group facilitation (a minimum of six facilitated sessions). The emphasis will be on adding techniques to the facilitator's tool kit to assist groups to make decisions, increase their creativity, and design criteria to measure the success of their facilitated sessions. Participants will have an opportunity

to review and practise techniques to help groups move to closure, and to build follow-up plans to support facilitated sessions. The course will include a discussion of ethical considerations in facilitation, ways to recognize when the facilitator's values differ from those of the group, and techniques for managing difficult situations. *Participants are encouraged to bring challenges they are facing to the session and to work with others to develop action plans for resolution.*

Length: One day  
Date(s): October 28  
Fee: \$110  
Instructor(s): Sandra Heath, B.A.

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### **Preventing and Managing Stress (#TS350)**

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For a course description, see page 43 in the Traumatic Stress category.

Length: Two days  
Date(s): November 16-17  
Fee: \$185  
Instructor(s): Mark Brunke, M.A.

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### **NEW Taking Charge of Change: A Course for Supervisors and Managers (#MGMT327)**

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This course is designed to help managers deal more effectively with change. The course will provide information and skills to help participants plan for workplace change with more confidence, discuss impending or recent changes with staff more easily, and create a more positive work environment. Participants will identify employee concerns regarding change processes and ways to deal more effectively with them, review a basic model of the change process and reactions to organizational change, develop strategies for responding to typical reactions to change, and use some common planning tools to organize a change.

Length: Two days  
Date(s): November 18-19  
Fee: \$185  
Instructor(s): Rob Goodall, M.A.

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

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This course is for supervisors and managers who know what they want to say but have difficulty putting it in writing. Course content is based on plain language principles. Days 1 and 2 will cover communication as a transaction, writing skills, business styles, and conveying organizational messages. Day 3 will focus on report writing and will cover planning, organizing, and special techniques. Participants are requested to bring to the course 2-3 samples each of memos, letters, and reports they have written. These samples will be used on days 2 and 3. Enrolment is limited to 18.

Length: Three days  
Date(s): November 23-25  
Fee: \$250  
Instructor(s): A consultant with Ryane Consulting Inc.

## Employee Stress Leave: Strategies for Prevention and Intervention (#MGMT330)

As leaves of absence for “stress” continue to increase, the organizational response tends to be one of frustration. Managers often wonder whether they can do anything to intervene in this scenario. The answer is yes. Something can be done within the parameters of employment law to make a positive impact on this trend. The costs of playing the “waiting game of benign neglect” are only likely to compound for all the parties. In this one-day course, participants will gain a better understanding of the relationship between employee stress and stress leave, what organizations can do to change their culture and reverse the trend, and what supervisors can do to reduce the likelihood of employees remaining on stress leave for extended periods. A thorough review of the legal and human resources issues will also be presented for comment and discussion.

Length: One day  
 Date(s): **December 4**  
 Fee: \$125  
 Instructor(s): Patrick Crawshaw, M.S.W., R.S.W., and Sue Paish, LL.B.

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

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

Length: Two days  
 Date(s): **December 10-11**  
 Fee: \$185  
 Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

## Understanding and Connecting: Communication Skills for the Workplace (#MGMT104)

In today's workplace, the ability to work as a cooperative team member is highly valued. This requires a specific set of skills. This course offers the opportunity to develop and practise the basic interpersonal communication skills that contribute to an

individual's personal and professional effectiveness. Through discussion, small group work, and non-threatening role play, participants will identify typical communication problems, learn a practical communication model, practise appropriate verbal and non-verbal behaviours, compare different communication styles and identify their own, and discuss communicating with people from other backgrounds and the value of mutual respect.

Length: Two days  
 Date(s): **December 10-11**  
 Fee: \$185  
 Instructor(s): Marcy Green

## Instructors

Mark Brunke, M.A., is an employee assistance counsellor with Brown Crawshaw Inc. He has counselled individuals, couples, and families for over 15 years, and has offered stress workshops at a wide variety of work sites.

Patrick Crawshaw, M.S.W., R.S.W., has been involved with the psychological health of employees since 1979. He is a Senior Consultant with BCI Consulting Inc., a Vancouver-based firm specializing in the provision of services that have a direct impact upon the problem of stress leaves and return to work for employers.

Rob Goodall, M.A., is a management consultant who has been in private practice since 1993. He has had experience as a teacher, education instructor, and education department manager. He works particularly in the health care field.

Marcy Green is a Registered Clinical Counsellor and an education and training consultant with over 20 years of experience facilitating adult learning. She specializes in interpersonal communication, stress management, and team-building workshops.

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

Sue Paish, LL.B., is a lawyer with Russell & DuMoulin in Vancouver and a member of the Bars in British Columbia and the Yukon Territory. Her practice focuses on advising employers on human rights and employment-related issues.

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

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



## Residential Care and Supported Employment Programs

Unless otherwise indicated, Residential Care courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Sandra Rice, at (604)528-5633. For a brochure describing program structure, content, and eligibility, contact the Program Assistant, Nenita Capili, at (604)528-5631.

### Management Skills

#### Management Development for Residential Settings Certificate Program

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

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

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

#### CORE COURSES

Please register for each level directly with the Registration Office.

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

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

Length: Two days  
Date(s): September 21-22  
Fee: \$185  
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/supported employment 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): October 8-9  
Fee: \$185  
Instructor(s): Helen Dempster and Leslie Robinson

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

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

Length: Two days  
Date(s): October 28-29  
Fee: \$185  
Instructor(s): Martha Joy

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

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

*(continued on next page)*

Length: Two days  
Date(s): **November 12-13**  
Fee: \$185  
Instructor(s): Carol Cohen, M.A., and Marion Malcolmson,  
M.S.W., R.S.W.

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

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

Length: Two days  
Date(s): **November 30 – December 1**  
Fee: \$185  
Instructor(s): Leslie Robinson

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

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

Length: Two days  
Date(s): **December 15-16**  
Fee: \$185  
Instructor(s): Jacinta Eni

### **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): **September 15-16**  
Fee: \$185  
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): **October 6-7**  
Fee: \$185  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

**Social Services and Community Safety Division**  
**Certificate Programs Graduation**  
**Thursday, April 22, 1999**

### **ELECTIVES**

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

Asserting Yourself Under Pressure (CR104)  
Clear and Simple: A Course on Writing Memos, Letters, and Reports (#MGMT212)  
Critical Skills for Communicating in Conflict (CR102)  
Criticism: How to Give and Receive It (CR206)  
Dealing with Anger (CR200)  
Dealing with Interpersonal Conflict (CR110A)  
Facilitating for Results: Helping Groups to Succeed (#MGMT306)  
Fundamentals of Instructional Planning (#TD300)  
Ideas for Active Learning (#TD100)  
Instructional Skills, Level 1 (#TD200)  
Making It Hard to Say No – Negotiating with Difficult People (CR362)  
Mediation Skills Level I (CR250)  
People Problems: How to Supervise Challenging Employees (#MGMT315)  
Risky Business: Risk Management Skills for Managers (#MGMT111)  
Together We Stand: Effective Team Building (#MGMT120)  
Working with Groups in Instructional Settings (#TD320)

# Management/Supervisory Skills

**NEW**

## **Risky Business: Risk Management Skills for Managers (#MGMT111)\***

This two-day course is for managers who work in residential programs and want to strengthen their competency in risk management. The course will focus on helping managers/supervisors assess potential risk situations to their clients in care; developing preventive strategies and applying these strategies to improve care systems; the physical environment; staff education; and decreasing serious incidents such as allegations of abuse and neglect. The course will provide opportunities for managers to examine the effectiveness of current policies, define factors that contribute to abuse and neglect, review the investigation process when there is an allegation of abuse and neglect, and practise specific skills and strategies for preventing serious incidents.

Length: Two days  
Date(s): **October 26-27**  
Fee: \$175  
Instructor(s): Leslie Robinson

## Courses Around B.C.

The Management Development for Residential Settings Certificate Program can be contracted to be offered in locations outside the Lower Mainland. For information about the program, contact the Program Coordinator, Sandra Rice, at (604)528-5633.

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

## Core Courses

### VICTORIA

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

Length: Two days  
Date(s): **October 14-15**  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$195

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

Length: Two days  
Date(s): **November 17-18**  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$195

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

Length: Two days  
Date(s): **December 7-8**  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$195

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

Length: Two days  
Date(s): To be offered in January 1999  
Location: TBA  
Fee: \$195

## Electives

Please see page 61 for community colleges co-sponsoring Justice Institute Conflict Resolution courses that can be used as electives for this program. For course descriptions, please see the Conflict Resolution category, beginning on page 54. **Electives must be Justice Institute courses.**

### VICTORIA

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

For a course description, see page 28 in the Management category.

Length: Two days  
Date(s): **September 30 – October 1**  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$225  
Instructor(s): Elizabeth Robinson, M.S.W., R.S.W.

## Instructors

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

Helen Dempster is Coordinator of Children's Services for the B.C./Yukon Society of Transition Houses. She has managed a transition house for seven years and is experienced in working and training with women-serving agencies.

Jacinta Eni is currently Executive Director of Community Ventures Society. She has worked in preschool, residential, and vocational settings for people with developmental disabilities, and has extensive experience as a manager in each of those settings.

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



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

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

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

Leslie Robinson is a consultant with seven years of experience working in Community Care Facilities Licensing, managing the program for five of those years. In addition, she has had direct working experience with individuals who have disabilities.

## Trainer Development

Unless otherwise indicated, Trainer Development courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Patricia McNeill, at (604)528-5623. For a booklet containing additional information about the certificate program, call the Program Assistant, Lynda Getz, at (604)528-5619.

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

### Trainer Development Certificate Program

The Trainer Development Certificate Program is a practical program designed for both full-time training professionals and persons who provide training as part of their overall job responsibilities within an organization. It focuses on the core skills and knowledge required to plan and deliver creative, effective training sessions. The program also provides opportunities in the classroom for participants to apply the skills and knowledge that are the foundation of each course. The program was developed with input from trainers in variety of settings. Instructors are training professionals with a background in adult education.

To qualify for the certificate, applicants must complete 12 days of core training (six courses/78 hours), four days of electives (usually two courses/26 hours), and a two-part assignment. Persons who have previously taken Training for Trainers courses through Social Services and Community Safety Division will receive credit for those courses.

**Social Services and Community Safety Division**  
Certificate Programs Graduation  
Thursday, April 22, 1999

### Core Courses

*Once prerequisites have been satisfied, core courses in the Trainer Development series can be taken in any order; however, courses are listed here in the **recommended** order.*

#### Instructional Skills, Level 1 (#TD200)\*

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

This practical course is for people who deliver training as part of their overall job and want to learn new skills or enhance existing ones. Content includes: characteristics of adult learners, ways of creating and maintaining a positive learning environment, instructional styles, characteristics of a motivating instructor, instructional techniques, and instructional challenges. Enrolment is limited to a maximum of 12, to allow time for participants to practise delivering group instruction in a supportive setting. Each participant will have an opportunity to participate in two practice delivery sessions.

Length: Two days

Date(s): **September 28-29**, Margaret Owens, M.Ed.

**October 8-9**, Margaret Owens, M.Ed.; Victoria (see Courses Around B.C., page 35, for location and fees)

**December 3-4**, Reva Kalef, M.Ed.; Vancouver

Maritime Museum, 1905 Ogden Avenue, Vancouver

Fee: \$235

#### Instructional Skills, Level 2 (#TD220)

This course is for trainers who want to increase their knowledge of the instructional process, reflect on their present approach, practise micro-skills, and receive feedback. Content includes: critical thinking; perceptual learning modes; motivation; communicating clearly; use of questions; overviews, cueing, debriefing, integration, and summaries; assessment; feedback; ethical concerns; and instructor self-care. Participants will have an opportunity to practise micro-skills individually, with partners, and in small groups. (Opportunities for practice in delivering

group instruction will be provided in a new skills-practice course to be introduced in Fall 1998.) Enrolment is limited to 16. **Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days  
Date(s): **October 15-16**  
**December 7-8; Vancouver Maritime Museum,**  
1905 Ogden Avenue, Vancouver  
Fee: \$225  
Instructor(s): Reva Kalef, M.Ed.

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### Evaluating Training Programs (#TD360)

Evaluations can be potent sources of information for program improvement, decision making, and accountability. This interactive course is for trainers responsible for planning and/or carrying out evaluations of their training programs. It provides a systematic overview of program evaluation; the concepts covered can be applied to a wide range of situations. Participants will have an opportunity to increase their understanding of the type of evaluation most appropriate for their programs, and to apply the knowledge and skills to their own work. They should have in mind a program evaluation to work on over the course of the two days. Enrolment is limited to 16. **Prerequisite(s):** Fundamentals of Instructional Planning (#TD300) (formerly #MGMT223A). If you have not taken #TD300 (or #MGMT223A), please send a **written** application to the Program Coordinator outlining previous training or experience in instructional planning.

Length: Two days  
Date(s): **October 29-30**  
Fee: \$225  
Instructor(s): Margaret Owens, M.Ed.

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### Conducting a Training Needs Assessment (#TD340)

A cornerstone in the work of instructors, planners, and coordinators is determining what clients or the public want or need to learn. Most people working in planning functions would agree that good planning involves conducting a "needs assessment." But the term *needs assessment* is often used to describe a variety of strategies to help determine the content of courses, programs, workshops, or other educational offerings. This two-day course is designed to clarify the concept of needs assessment and to provide skills to assist in choosing and implementing appropriate strategies for determining the educational or training needs of client groups. Enrolment is limited to 16. **Recommended:** Fundamentals of Instructional Planning (#TD300) (formerly #MGMT223A).

Length: Two days  
Date(s): **November 12-13**  
Fee: \$225  
Instructor(s): Thomas Sork, Ph.D.

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### Fundamentals of Instructional Planning (#TD300)\*

This interactive course is for trainers who are responsible for planning instruction for adult learners. Participants will have an opportunity to increase their understanding of the instructional planning process and apply the knowledge and skills to their own planning situation. Participants should have a project in mind to work on during the course. Enrolment is limited to 16. **Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days  
Date(s): **November 24-25; Vancouver Maritime Museum,**  
1905 Ogden Avenue, Vancouver  
Fee: \$225  
Instructor(s): Reva Kalef, M.Ed.

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### Working with Groups in Instructional Settings (#TD320)\*

This practical advanced course is for trainers who instruct in a group setting. Participants will have an opportunity to increase their understanding of group dynamics and ways to enhance learning in groups. Content includes: climate setting, a group dynamics model, purposes of groups, observation possibilities, and common group issues. Enrolment is limited to 16. **Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days  
Date(s): **TBA, Spring 1999**  
Fee: \$225  
Instructor(s): Reva Kalef, M.Ed.

## Electives

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### One-to-One Training (#TD150)

Research has shown that more than half of all training efforts are conducted on the job and that they occur on a one-to-one basis. However, little attention has been given to this type of instruction. This one-day course will challenge the notion that the necessary knowledge and skills to perform a job will be acquired by simply sitting and observing another person, or by being shown how to do something. It is designed for one-to-one trainers who want to explore different planning and instructional strategies and techniques for conducting effective one-to-one training sessions. **Recommended:** Instructional Skills, Level 1 (#TD200).

(continued on next page)

Length: One day  
Date(s): November 30  
Fee: \$110  
Instructor(s): Colleen Vaughan, M.Ed.

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### Creating Instructional Materials (#TD120)

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This interactive course is designed for people who create instructional materials for adults. It applies principles of plain language and design to the special needs of the adult learner and instructional designer. The course will allow participants to apply the skills and knowledge to their own projects. Topics include creating effective overheads, flipcharts, handouts, workbooks, and other materials used to plan and design instructional events. Although manuals and some other “stand-alone” material will be briefly discussed, the focus of the course is on material used for classroom-type instruction.

Length: Two days  
Date(s): November 26-27  
Fee: \$225  
Instructor(s): Cheryl Cahill, B.B.A., and Tanyce Westgard, B.B.A.

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### Ideas for Active Learning (#TD100)\*

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Participants in this course will leave with a repertoire of ideas for making their training more active. Participants will also explore how to integrate interactive techniques into their instructional plans and delivery. Content includes: qualities of active learning, introductions, expectation-setting, energizers, retention and transfer, and closure. Enrolment is limited to 16. **Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course.

Length: Two days  
Date(s): TBA, Spring 1999  
Fee: \$225  
Instructor(s): Reva Kalef, M.Ed.

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### Training that Works for Everyone (#TD140)

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The people who attend training sessions come from increasingly diverse backgrounds. Today's trainers need to consider the impact of culture and gender factors (e.g., behavioural/values differences, language, stereotyping, invisibility, and so forth) on the learning process. This practical course will give trainers the opportunity to examine these factors, and will provide tools for analyzing and redesigning their own training in order to optimize the learning experience for all participants. Participants should bring samples of training materials they use to work with during the session.

Length: One day  
Date(s): TBA, Spring 1999  
Fee: \$110  
Instructor(s): Rhonda L. Margolis, M.A.

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### Team Teaching and Other Ways to “Share the Spotlight” (#TD130)

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This course is designed for instructors who want to involve others in their training courses. It will demonstrate tools and techniques that trainers can use to explore the power of “sharing the spotlight” with guest speakers, co-workers, or team teachers. The course will provide an opportunity for participants to analyze the technical, theoretical, and personal abilities of other people involved in the training session. Topics include: sharing the role to enhance learning; identifying common teaching styles, developing strategies to successfully team-teach, and practising the co-facilitation process. Enrolment is limited to 16.

Length: Two days  
Date(s): TBA, Spring 1999  
Fee: \$225  
Instructor(s): Cheryl Cahill, B.B.A., and Tanyce Westgard, B.B.A.

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### **NEW** Enhancing Delivery Skills (#TD160)

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This one-day course is for instructors and trainers who want to have a practical, hands-on practice delivery session. They may be new trainers who want to polish their delivery skills, or more experienced trainers who want to try out new materials or techniques in a supportive environment. Participants will learn through practising their own delivery skills in one 15-minute session, and through observing and analyzing the practice sessions of other participants. Videotaping (for participants' own review following the course) is optional. **Advance preparation for practice sessions is required (preparation instructions will be included with registration receipts). No class time will be allotted for preparation.** **Prerequisite(s):** Instructional Skills, Level 1 (#TD200) (formerly Training for Trainers: Tips, Techniques, and Tactics [#MGMT223]). If you have not taken #TD200 (or #MGMT223), please send a **written** application to the Program Coordinator outlining training experience and/or previous training for trainers courses. Please include the name of the instructor, the length of the course, and a brief description of the course. Enrolment is limited to 10.

Length: One day  
Date(s): November 16  
Fee: \$150  
Instructor(s): Margaret Owens, M.Ed.

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### Trainer Development Certificate Program: Assignment (#TD500)

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To receive the Trainer Development Certificate, participants must complete 12 days of core training (six courses/78 hours), four days of electives (usually two courses/26 hours), and a two-part assignment. In the first part of the assignment, participants will analyze instructional delivery in a group setting and examine the ways in which instructional planning and delivery can influence the learning process. The second part focuses on instructional planning: it provides an



opportunity for participants to reflect on the choices they have made or are making in planning an educational program, and the factors that influence these choices. After completing the assignment, candidates for the certificate will prepare a written report of their analysis. For further information or to request a certificate program application package, please contact the Program Assistant, Lynda Getz, at (604)528-5619.

Fee: \$150

## Courses Around B.C.

### VICTORIA

#### Instructional Skills, Level 1 (#TD200V)

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For a course description, see page 32.

Length: Two days  
Date(s): **October 8-9**  
Time: 9:00 a.m. – 4:30 p.m.  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$325  
Instructor(s): Margaret Owens

### Instructors

Cheryl Cahill, B.B.A., has an educational background in commerce and adult education. As a trainer, she specializes in the development of managers, supervisors, directors, and senior executives who are required to train front-line staff. She has over 10 years of experience designing, delivering, and evaluating management workshops and seminars in business and industry.

Reva Kalef, M.Ed., has been involved in the field of adult education as an instructor, program planner, and consultant for over 13 years. She specializes in assisting instructors and instructional designers in their ongoing professional development. Reva has extensive experience working with educational institutions, government agencies, non-profit organizations, and business and industry.

Rhonda Margolis, M.A., has worked as a cross-cultural training facilitator for more than 10 years. She works with a wide range of businesses, including the telecommunications and financial industries, and postsecondary institutions. She has been an invited speaker at numerous conferences and has published several articles related to cross-cultural training.

Margaret Owens, M.Ed., has extensive experience as a consultant and trainer in the design, instruction, and evaluation of adult education programs and materials. She has a special interest in international and distance education.

Thomas J. Sork, Ph.D., is an Associate Professor of Adult Education at the University of British Columbia. He has presented needs assessment and similar workshops on evaluation and planning to a number of practitioner groups across Canada.

Colleen Vaughan, M.Ed., has been an instructor at the Justice Institute of B.C. for more than six years. She has developed and delivered workshops for both the Provincial Emergency Program Academy and the Corrections Academy.

Tanyce Westgard, B.B.A., has been involved with facilitating, designing, developing, and evaluating workshops, seminars, and courses for more than 11 years. She has worked extensively with front-line managers, directors, and senior executives in business and industry, and is currently completing her master's degree in education at UBC.

## ■ COMMUNITY HEALTH AND SAFETY

### Community Safety and Crime Prevention Programs

Community Safety and Crime Prevention courses are available on a contract basis for delivery throughout B.C. To find out how they can be offered in your community, at the location of your choice, call the Program Planner, Sheila MacCallum, at (604)528-5625 (e-mail: smacallum@jibc.bc.ca).

For information on courses addressing workplace harassment issues, see the Management category (page 26) or contact the Program Coordinator, Patricia McNeill, at (604)528-5623.

#### Enhancing School Safety (#CP100)

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

Length: One day  
Instructor(s): Garry Lester

### **Classroom Management Techniques: Dealing with Inappropriate Behaviour (#CP110)**

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No matter how hard they prepare and incorporate creative teaching techniques into their lessons, educators may have difficulty meeting their learning objectives if students are inattentive or disruptive. In this interactive workshop, participants will learn and share skills for appropriate responses for dealing with disruptive or misdirected classroom behaviour, communication strategies for setting limits, and avoiding power struggles, which inhibit effective classroom teaching and learning. This course is suited for anyone working in an elementary or secondary school classroom.

Length: One day  
Instructor(s): Gordon Collings

### **Taking Back the Schoolyard: A Bully Prevention Workshop (#CP210)**

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It's *not* just "boys will be boys" – bullying behaviour is a serious problem for *all* children. This interactive workshop is aimed at elementary educators and service providers. Participants will explore the nature and extent of bullying at school, the characteristics of bullies, victims, and those who are not victimized, practical tips for stopping bullying behaviour, and effective school and classroom prevention strategies.

Length: One day  
Instructor(s): Lisa Pedrini

### **Dealing with Harassment and Peer Victimization: A Solution-Focused Approach (#CP220)**

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This interactive workshop will provide secondary school educators, administrators, and counsellors with current information and intervention and prevention strategies to address such issues as sexual harassment, intimidation, assault, and discrimination based on gender, sexual orientation, race, or culture. Participants will explore and practise solutions for providing a safe environment (including a format for dealing with disclosures), gain an understanding of the psychological impact of victimization, and discuss implementation of solution-focused prevention models that positively influence critical thinking, problem solving, and healthy choices.

Length: One day  
Instructor(s): Cheryl Bell-Gadsby, M.A., R.C.C.

## **Instructors**

Cheryl Bell-Gadsby, M.A., R.C.C., has extensive experience in Canada and the United States as an educator, therapist, and clinical supervisor. She has provided consultation and training within the First Nations community, both on and off reserve, in the areas of family violence, sexual abuse, and youth victimization. She created an interactive education program for North Shore secondary schools to address issues of family violence, sexual abuse, dating violence, and healthy relationships that has reached more than 4,000 grade 10 and 11 students. Cheryl recently co-authored a book for clinicians on solution-focused therapy for the treatment of sexual abuse.

Gordon Collings is a junior secondary school principal in Delta. He has more than 20 years of secondary teaching, counselling, and administrative experience. A former certified Crisis Prevention Institute instructor, Gord is a member of the B.C. Principals and Vice Principals Association School Safety and Violence Prevention Committee, and also delivers workshops on crisis intervention techniques and conflict resolution.

Garry Lester was a member of the RCMP, where he spent several years on the Musical Ride, before joining the Vancouver Police Department 18 years ago. For six years Garry has been a Police School Liaison Officer attached to the Inner City Elementary Program. He is also a member of the Vancouver School Board Critical Incident Team and the Red Cross Abuse Prevention Services Program, and he sits on both the Kidsafe Advisory Board and the Vancouver Police Union Charitable Foundation.

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

## **Community Safety and Crime Prevention Practitioner Program**

A series of workshops and distance education modules focusing on practical knowledge, skills, and strategies for enhancing community safety and preventing crime will be available to community volunteers and professionals in early 1999. For details, please contact Sheila MacCallum at (604)528-5625 (e-mail: smacallum@jibc.bc.ca).

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

### Bylaw Enforcement and Investigative Skills, Level I (#EP209)

*Co-sponsored with the Union of B.C. Municipalities and endorsed by the Bylaw Enforcement Officers and Licence Inspectors Association of B.C., the Building Officials' Association of B.C., and the Municipal Officers' Association of B.C.* This course is designed to provide local government regulatory personnel with skills to successfully investigate, prepare, process, and prosecute cases pursuant to legislation applicable to them. It will be of interest and value to bylaw enforcement officers; licence, building, plumbing, electrical, and gas inspectors; and other local government employees responsible for the administration and enforcement of municipal bylaws. The intensive five-day course features lectures, a court visit, and active participation by those attending the sessions.

Length: Five days  
Date(s): **October 19-23**  
Fee: \$640  
Instructor(s): Instructors from all aspects of the bylaw administration and enforcement field and the justice system will participate in the program.

### Advanced Bylaw Enforcement and Investigative Skills, Level II (#EP210)

*Co-sponsored with the Union of B.C. Municipalities and endorsed by the Bylaw Enforcement Officers and Licence Inspectors Association of B.C., the Building Officials' Association of B.C., and the Municipal Officers' Association of B.C.* This course is designed to provide local government regulatory personnel who have completed the Bylaw Enforcement and Investigative Skills, Level 1 course with an advanced program to better investigate, prepare, and prosecute cases pursuant to applicable legislation. New topics to be covered include drafting bylaws, developing policies and procedures, risk management, and defusing volatile situations. This advanced program will be of particular interest to bylaw enforcement officers; licence, building, plumbing, electrical, and gas inspectors; and other local government employees with responsibility for bylaw code and regulatory enforcement. The intensive five-day course features lectures, case studies, team workgroups, and a mock trial.

Length: Five days  
Date(s): **November 23-27**  
Fee: \$640  
Instructor(s): Instructors from all aspects of the bylaw administration and enforcement field and the justice system will participate in the program.

### Courtproofing for Enforcement Personnel (#EP177)

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

Length: Two days  
Date(s): **TBA, Spring 1999**  
Time: 9:00 a.m. – 4:30 p.m.  
Fee: \$235  
Instructor(s): James W. Williams, LL.B.

### Enforcement and Investigative Skills

In spite of efforts to ensure voluntary compliance, officials at various levels of government frequently find that laws they are charged with upholding must be enforced through the courts. Social Services and Community Safety Division offers a contract course designed to prepare individuals responsible for the administration and enforcement of provincial and municipal laws to successfully investigate, prepare, and prosecute their cases.

The five-day course includes a discussion of relevant legislation and takes participants through the steps involved in prosecuting a case, from gathering and preserving evidence to presenting the evidence in court. It concludes with a court visit and a mock trial in which participants have an opportunity to present evidence based on real or composite cases typical of those they enforce. Lawyers with experience in prosecuting and defending cases in the British Columbia court system conduct the courses. They are assisted by other instructors with expertise in specific fields related to the topics presented. For further information, or to discuss a course specifically designed for your agency, contact Patricia McNeill at (604)528-5623.

Length: Five days  
Date(s): **Available as a contract course only.** Contact the Program Coordinator for details.

### Instructors

Lawyers with experience in prosecuting and defending cases in the British Columbia court system conduct the enforcement and investigation courses. They are assisted by other instructors with expertise in specific fields related to the topics presented. James W. Williams, LL.B., has practised law in Vancouver since 1985. Although he is active primarily as a criminal defense lawyer, he has also appeared before such tribunals as the Law Society of B.C. and the B.C. Securities Commission. Before taking his law degree, he was a member of the RCMP for 11 years.



# Substance Use/Misuse

Unless otherwise indicated, Substance Use/Misuse courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Cheryl Bell-Gadsby, at (604)528-5626.

NEW

## Substance Use/Misuse Certificate Program

### BACKGROUND/PURPOSE

In response to recent changes within the Alcohol and Drug system of care, the creation of the Ministry for Children and Families, and requests from the community to provide comprehensive training in substance use/misuse intervention, the Social Services and Community Safety Division of the Justice Institute has developed a new certificate program in this area of practice.

### PROGRAM DESCRIPTION

The Substance Use/Misuse Certificate Program will provide participants with a theoretical overview of key concepts, intervention models, and principles guiding the prevention, assessment, and treatment of substance use/misuse. This program will emphasize a Harm Reduction approach, including: understanding of substance use within a bio-psycho-social-spiritual framework; current research and knowledge about interventions; and an exploration of social justice issues such as race, class, gender, power, and poverty and violence. Specific assessment and treatment approaches, including Motivational Interviewing, will be modelled, and opportunities for skill practice and skill development will be provided. This program will highlight multidisciplinary approaches to substance use/misuse.

### WHO SHOULD ATTEND

This certificate program will be of interest to persons working in a variety of settings where they come into contact with youth, families, or adults who are misusing substances. The courses will be relevant to practitioners who have a specific mandate to provide substance misuse services, and to practitioners who provide support and counselling services to clients and their families where substance misuse may or may not have been an identified problem. The courses will be of interest to those in social services, youth justice, family support, health, women's services, and human resources.

*For more detailed information on the certificate program, course content, and admission requirements, please contact Cheryl Bell-Gadsby at (604)528-5626 or e-mail [cgadsby@jibc.bc.ca](mailto:cgadsby@jibc.bc.ca), and ask for a brochure.*

## Core Courses

### 1. Understanding Substance Misuse (#AD100)

Length: Three days  
Date(s): September 23-25  
Fee: \$225

### 2. Continuum of Risk, Care, and Harm Reduction (#AD104)

Length: Two days  
Date(s): October 13-14  
Fee: \$175

### 3. Assessment of Addictive Behaviours and Integrated Case Management (#AD105)

Length: Four days  
Date(s): December 14-17  
Fee: \$300

### 4. Interconnected Risk (#AD101)

Length: Two days  
Date(s): February 18-19, 1999  
Fee: \$175

### 5. Working with FAS/NAS and Pregnant Substance Using Women and their Families (#AD107)

Length: Two days  
Date(s): September 21-22  
April 8-9, 1999  
Fee: \$175

### 6. Self-Care (#AD106)

Length: One day  
Date(s): March 18, 1999  
Fee: \$95

### 7. Contemporary Issues (#AD108)

Length: One day  
Date(s): March 19, 1999  
Fee: \$95

In addition to the seven core courses, elective courses will be offered that allow for concentration of study and skill building in an area of the participant's choice. Please refer to the upcoming course brochure for details.

## Other Courses of Interest

**NEW**

### **Psychodrama for Helping Professionals (#EP268)**

For a course description, see page 21 in the Couple and Family Issues category.

Length: Three days  
Date(s): **September 28-30**  
Fee: \$225  
Instructor(s): Joe Solanto, Ph.D.

**NEW**

### **Understanding Acupuncture (#EP270)**

For a course description, see page 20 in the Couple and Family Issues category.

Length: Three days  
Date(s): **October 26-28**  
Fee: \$225  
Instructor(s): Roger Kimmerly

## Traumatic Stress

Unless otherwise indicated, Traumatic Stress courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information on Trauma and Post-Traumatic Stress courses, call the Program Coordinator, Cindy Bettcher, at (604)528-5627. For more information on Critical Incident Stress Management courses, call the Program Coordinator, Patricia McNeill, at (604)528-5623.

### **Traumatic Stress Certificate Programs: Clinical Interventions and Community Responses**

In response to requests from the community to provide comprehensive training in trauma intervention, Social Services and Community Safety Division has developed certificate training in the areas of Critical Incident Stress Management (responses to acute traumatic events such as natural disasters, motor vehicle accidents, or violent crime) and clinically based trauma interventions (counselling and therapy responses to acute or chronic post-traumatic stress reactions).

The programs consist of core courses that focus on key theories of trauma and traumatic stress, central concepts in trauma intervention and debriefing, and practical skill application.

In response to suggestions and concerns about the time and financial commitment required to complete the Traumatic Stress Certificate Programs, we have made the following changes:

- reduced the prerequisite course from 3 to 2 days;
- eliminated the requirement for elective courses; and
- adjusted the format of the Trauma Counselling Practice Supervision course in the Clinical Intervention: Trauma Counselling Stream

*All certificate program candidates are required to take the two-day prerequisite course (#EP251), after which they can select from the following program options:*

- **Clinical Intervention – Trauma Counselling Stream**, consisting of 18 days (126 hours) of core courses (including the 2-day prerequisite course and 4 days or 28 hours of counselling consultation). See pages 40 to 41 for course descriptions. Core courses include:
  - Assessment and Treatment Planning (#TS210) (4 days; fee \$295): **November 26-29**
  - The Therapeutic Relationship (#TS221) (3 days; fee \$225): **February 11-13, 1999**
  - Trauma Intervention (#TS222) (5 days; fee \$325): **March 25-27 & April 16-17, 1999**
  - Trauma Counselling Consultation Group (#TS223) (4 days; fee \$450): **June 4-5 & 18-19, 1999**

Instructors: Elizabeth Fortes, M.A.; Joe Solanto, Ph.D.; Maggie Ziegler, M.A.

For a detailed brochure describing this certificate option, please contact the Program Assistant, Amber Hall, at (604)528-5620.

- **Community Responses – Critical Incident Stress Management for Peers**, consisting of 9 days (63 hours) of core courses. See pages 42 to 43 for course descriptions. Core courses include:
  - Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251) (2 days): **September 25-26**
  - Trauma Debriefing and Defusing (#TS310) (2 days): **October 6-7 (JIBC, New Westminster), October 29-30 (Vernon), or November 25-26 (Victoria)**
  - Peer Defusing, Level I (#TS320) (1 day): **November 2**
  - Peer Defusing, Level II (#TS330) (2 days): **November 3-4**
  - Preventing and Managing Stress (#TS350) (2 days): **November 16-17**

- **Community Responses – Critical Incident Stress Management for Mental Health Practitioners**, consisting of 12 days (84 hours) of core courses. See pages 43 to 45 for course descriptions. Core courses include:

- Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251) (2 days): **September 25-26**
- Trauma Debriefing and Defusing (#TS310) (2 days): **October 6-7** (JIBC, New Westminster), **October 29-30** (Vernon), or **November 25-26** (Victoria)
- The Group Debriefing: Basic Knowledge and Skills Development (#TS410) (2 days): **September 16-17** (Prince George), **October 19-20** (JIBC, New Westminster), or **November 9-10** (JIBC, New Westminster)
- The Group Debriefing: Practice (#TS420) (2 days): **November 12-13**
- Community-Based Trauma Interventions (#TS340) (2 days): **December 7-8**
- Clinical Assessing and Reporting Trauma in the Workplace (#TS430) (1 day): TBA
- Traumatic Loss (#TS440) (1 day): TBA

Instructors: Mark Brunke, M.A.; Jessica Easton, M.A.; Laurie Pearce, M.A.; Joe Solanto, Ph.D.; Toby Snelgrove, Ph.D.

For detailed brochures describing the CIS certificate options, please contact the Program Assistant, Lynda Getz, at (604)528-5619.

*For a description of courses in the Community Responses streams (Critical Incident Stress Management for Peers and Critical Incident Stress Management for Mental Health Practitioners), see pages 42 to 45.*

**Social Services and Community Safety Division**  
Certificate Programs Graduation  
**Thursday, April 22, 1999**

## Clinical Intervention – Trauma Counselling Stream

The **Clinical Intervention – Trauma Counselling Stream** is offered once per calendar year. The program starts in the fall (prerequisite course scheduled in late September) and continues through the winter and spring. Participants can complete the entire program in 10 months (from September to June).

### WHO SHOULD ATTEND

Courses in the Clinical Intervention – Trauma Counselling Certificate Program are designed at a graduate level for counsellors, therapists, clinical social workers, psychologists, and other mental health practitioners who are working therapeutically with survivors of trauma.

**To register for the Clinical Intervention – Trauma Counselling certificate:** Interested applicants must submit a resumé describing their clinical/counselling work experience and academic background to Cindy Bettcher, Program Coordinator.

**Individual course registration for non-certificate participants:** Counsellors and therapists who are interested in taking courses in this program can register by selecting the course(s) they are interested in and submitting a resumé describing their counselling work experience, academic background, and additional training to Cindy Bettcher, Program Coordinator. For registration in individual courses, participants must complete the prerequisite course (#EP251). Please note that #TS240 is not open to non-certificate participants.

## Certificate Program Schedule

### Assessment and Treatment Planning (#TS210)

This course will provide an overview of assessment and treatment within a socio-political and cultural context. A multi-dimensional approach to assessment and a variety of assessment interviews and instruments will be reviewed. Participants will explore the significance of risk assessment protocols, diagnose Post-Traumatic Stress Disorder (PTSD) using the DSM-IV criteria, understand psychopharmacology and PTSD treatment, and address the therapeutic challenges related to traumatic memory. Participants will also consider the importance of having a theoretical model to guide their treatment work with survivors of trauma, develop a framework for treatment, and apply this framework to specific trauma populations and client presentations. Participants will also apply various assessment tools and treatment planning concepts to case situations.

Length: Four days  
Date(s): **November 26-29**  
Fee: \$295  
Instructor(s): Elizabeth Fortes, M.A.; Joe Solanto, Ph.D.; Maggie Ziegler, M.A.

### The Therapeutic Relationship (#TS221)

This course will assist participants to identify their role in trauma treatment within a continuum of trauma professionals and to develop a model for ethical trauma counselling. The relational injury inherent to trauma will be explored, the implications of this injury on the therapeutic relationship will be discussed, and practical skills to address these issues and create safety in the client-therapist relationship will be presented. Through structured exercises, participants will consider the impact of their values, beliefs, and assumptions in the therapeutic setting, identify and respond to transference and countertransference in their work with trauma survivors, and differentiate these from the causes and symptoms of vicarious traumatization. Opportunities to explore vicarious trauma prevention and intervention on individual, organizational, and societal levels will be provided, and the current challenges faced by trauma therapists will be highlighted. **Prerequisite(s):** #EP251.

Length: Three days  
Date(s): **February 11-13, 1999**  
Fee: \$225  
Instructor(s): Elizabeth Fortes, M.A.; Maggie Ziegler, M.A.



## Trauma Intervention (#TS222)

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Participants will develop and practise intervention skills relating to a diversity of trauma experiences and traumatized populations. Participants will learn and apply clinical skills to a range of in-session dynamics and situations, including: skills to manage the emotional intensity and pacing of sessions; identifying and responding to in-session dissociations and survivors' internal conflicts; and clinically managing the conflicts and ambivalence of the therapist. Demonstrations and opportunities for skill practice will be used to explore symptom management (including reducing physiological overreactivity, thought-stopping techniques, creating internal safety, reducing affective overload around traumatic images, and rehearsing new behaviours).  
**Prerequisite(s):** #EP251.

**Length:** Five days  
**Date(s):** March 25-27 & April 16-17, 1999  
**Fee:** \$325  
**Instructor(s):** Elizabeth Fortes, M.A.; Joe Solanto, Ph.D.; Maggie Ziegler, M.A.

## Trauma Counselling Consultation Group (#TS223)

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This course will provide a forum for participants to evaluate their current clinical work with traumatized clients, consider what has and hasn't worked, and integrate the assessment and intervention concepts/skills presented throughout the program. Participants will present audio and videotaped segments of their work with trauma clients (from their practice) for exploration and feedback in a small group setting. Participation in this consultation group is required for candidates to receive the certificate of achievement.

**Length:** Four days  
**Date(s):** June 4-5 & 18-19, 1999  
**Fee:** \$450  
**Instructor(s):** Elizabeth Fortes, M.A., and Joe Solanto, Ph.D.

## Trauma and Post-Traumatic Stress Courses

### Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251)

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*(Formerly Trauma and Post-Traumatic Stress Reactions, Level I)*

This course is for front-line workers, support workers, victim service workers, peer personnel from high-risk professions (emergency health and human services, police and corrections, various industries), and other service providers working with trauma survivors in an individual, group, or community context. Participants will acquire a basic understanding of trauma, post-traumatic stress, and critical incident stress, and a working knowledge of the impact of trauma on individuals, the community, and trauma responders, including responses at the moment of traumatization, short-term and long-term consequences of traumatization, and post-traumatic stress disorder.

Participants will examine the spectrum of trauma responders in the community and consider their relationship to one other.

This course is the prerequisite for admission to the Traumatic Stress Certificate Programs. Participants who have previously completed Trauma and Post-Traumatic Stress Reactions, Level I (#EP178) or Level II (#EP178A), will receive credit for this prerequisite.

**Length:** Two days  
**Date(s):** September 25-26  
**Fee:** \$175  
**Instructor(s):** Joe Solanto, Ph.D.

### Trauma and Post-Traumatic Stress Reactions, Level II (#EP251A)

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This course is for front-line workers, support workers, victim service workers, and other service providers working in a support capacity with survivors of trauma in an individual, group, or community context. It will build on the theoretical foundation presented in #EP251. Participants will review individual responses to trauma from a multi-dimensional perspective and examine the implications for effective treatment planning. Emphasis will be placed on linking a client's troublesome thoughts, feelings, and behaviours to his/her traumatic experience. An overview of specific supportive interventions within the context of a larger treatment system will be presented, as well as the ethical issues and other challenges inherent in working with trauma survivors.

**Length:** Two days  
**Date(s):** November 17-18  
**Fee:** \$175  
**Instructor(s):** Joe Solanto, Ph.D.

### NEW

### Working with Individuals Who Self-Harm (#EP216)

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For a course description, see page 10 in the Counselling category.

**Length:** Two days  
**Date(s):** October 22-23  
**Fees:** \$175  
**Instructor(s):** Susan Armstrong

### The Art of Running a Private Practice: Small Business Skills for Therapists (#EP506)

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For a course description, see page 16 in the Counselling category.

**Length:** Two days  
**Date(s):** October 3 & 24  
November 7 & 21; in Victoria at the School of Art Therapy (1941 Lee Avenue)  
**Fee:** \$175 in Vancouver; \$195 in Victoria  
**Instructor(s):** Monica Franz, B.A., DVATI, RCAT

**NEW****The Art of Using Computers in Private Practice (#EP517)**

For a course description, see page 16 in the Counselling category.

Length: Two evening sessions  
 Date(s): **November 17 & 24**  
 Fee: \$80  
 Instructor(s): Jack Vickery

**NEW****The Art of Marketing and Networking in Private Practice (#EP522)**

For a course description, see page 16 in the Counselling category.

Length: Two Saturdays  
 Date(s): **November 28 & December 5**  
 Fee: \$175  
 Instructor(s): Monica Franz, B.A., DVATI, RCAT

**NEW****Building the Relationship Between Ethics and Clinical Practice (#EP212)**

For a course description, see page 15 in the Counselling category.

Length: Two days  
 Date(s): **TBA**  
 Fee: \$175  
 Instructor(s): TBA

**Transforming Depression and Anxiety Through the Art Therapy Process**

*Co-sponsored with Northwest Community College.* For a course description, see page 14 in the Counselling category.

Length: Two days  
 Date(s): **October 26-27**  
 Fee: \$347  
 Location: Northwest Community College in Hazelton  
 (1525 Omenica Street)  
 Instructor(s): Margarete Hanna, M.A., ATR

**NEW****Making Peace with a Lifetime (#TS101)**

Few adults reach their 60s, 70s, or 80s without encountering traumatic experiences. Recent research suggests that it is not unusual for these trauma survivors to experience a delayed onset or exacerbation of post-traumatic stress reactions as they age. Unfortunately, unresolved earlier trauma is rarely considered when these survivors present with sleep disturbances, anxiety, depression, substance abuse, somatic complaints, or interpersonal conflicts. This course, designed for mental health and gerontological professionals, will explore the emotional experience of older trauma survivors and consider possible causes of late-onset post-traumatic stress. Participants will examine assessment issues, including obstacles to adequate assessment, and

share perspectives on effective treatment. Topics such as ageism and countertransference will be highlighted.

Length: One day  
 Date(s): **November 27**  
 Fee: \$85  
 Instructor(s): Jan Spilman, R.N., M.Ed.

**Critical Incident Stress Management**

**Course registration by non-certificate candidates:** All courses in the Community Responses – Critical Incident Stress Management streams of the Traumatic Stress Certificate Programs are open for general registration. Participants do not have to be registered in a certificate program to attend.

**To complete the Community Responses – Critical Incident Stress Management for Peers and Mental Health Practitioners certificates:** Besides completing the prerequisite course and the required courses in the applicable stream, candidates must successfully complete a defusing or debriefing exercise (can be a simulation) and a case analysis, and obtain recommendations from three colleagues. After you have completed the required courses, contact Lynda Getz at (604)528-5619 for a certificate completion package.

For a brochure containing information on the Critical Incident Stress Management streams of the Traumatic Stress Certificate Programs, please call Lynda Getz at (604)528-5619.

**Community Responses – Critical Incident Stress Management for Peers (#TS300)**

This program is designed for co-workers who may be called upon to provide peer defusings (emotional first aid) after an incident in their workplace. It will be of interest to peer personnel from high-risk professions (emergency health and human services; police and corrections; industries such as construction, mining, manufacturing, and logging) and other personnel who will be acting in the role of peer defuser.

**CORE COURSES**

*Courses numbered TS310, TS320, and TS330 must be taken in the order listed. Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251), which is a required course for all certificate program candidates, may be taken at any time.*

**Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251)**

*(Formerly Trauma and Post-Traumatic Stress Reactions, Level I)*

For a course description, see page 41.

Length: Two days  
 Date(s): **September 25-26**  
 Fee: \$175  
 Instructor(s): Joe Solanto, Ph.D.

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## Trauma Debriefing and Defusing (#TS310)

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

The focus of this course is on the core concepts and basic skills used in trauma defusing and debriefing. Although the concepts are generic, the primary applications are for people traumatized in the workplace. Topics covered include: the relationship between stress, cumulative stress, traumatic stress, and critical incident stress; causes and consequences of traumatic and critical incident stress; underlying psychological issues associated with a traumatic event; individual differences associated with traumatic stress; the theory of crisis intervention and its relationship to acute trauma intervention; the rationale for a structure of trauma interventions including in- and post-service defusing (individual and group), demobilization, and psychological debriefings (individual and group); practice principles for trauma interventions; a review of the efficacy studies on defusings; ethical and moral issues relating to trauma interventions; and triaging personnel following a traumatic incident.

Length: Two days  
Date(s): **October 6-7**  
**October 29-30**; Vernon (see Courses Around B.C. on page 45 for location and fees)  
**November 25-26**; Victoria (see Courses Around B.C. on page 45 for location and fees)  
Time: 8:30 am – 4:00 pm  
Fee: \$185  
Instructor(s): Toby Snelgrove, Ph.D.

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## Peer Defusing, Level I (#TS320)

*(Formerly part of the three-day Peer Defusing, Level 1 course)*

This course focuses on the skills required for front-line trauma defusing. Topics covered include: a review of the causes and symptoms resulting from a traumatic event; the purpose and process of individual peer defusing and the role of the peer defuser; methods for dealing with problems such as alcohol and drug abuse; ways to close an individual defusing when the person being defused is in various states of distress; and an introduction to practice boundaries and ethical issues relating to peer defusing, including limits to confidentiality. Participants will have an opportunity to practise the peer defusing process. **Prerequisite(s):** Trauma Debriefing and Defusing (#TS310), or send a written application to the Program Coordinator outlining previous training in critical incident stress, including the name of the instructor and the length of the training.

Length: One day  
Date(s): **November 2**  
Time: 8:30 am – 4:00 pm  
Fee: \$100  
Instructor(s): Toby Snelgrove, Ph.D.

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## Peer Defusing, Level II (#TS330)

*(Formerly part of the three-day Peer Defusing, Level 1 course)*

The purpose of this course is to provide peers with an opportunity to further develop their helping-relationship skills. Topics include: a review of steps in the peer-support relationship; crisis intervention and how it relates to peer defusing; the four active-listening skills (including practice sessions); the affirm-and-reframe trauma intervention; and an in-depth discussion of methods for dealing with boundary and ethical issues in peer support. **Prerequisite(s):** Peer Defusing, Level I (#TS320).

Length: Two days  
Date(s): **November 3-4**  
Time: 8:30 am – 4:00 pm  
Fee: \$175  
Instructor(s): Toby Snelgrove, Ph.D.

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## Preventing and Managing Stress (#TS350)

This course will begin with a brief but simple theory of stress that will bring the concept into focus. Participants will then be able to apply direct, relevant, and easy techniques to the prevention and management of stress – techniques that not only work but make sense too! The sources and symptoms of stress will be described with sensitivity to the enormous variability in people's stress loads. Other topics will include ways to increase hardiness and avoid unnecessary stressors, and ways to respond to others who appear overstressed.

Length: Two days  
Date(s): **November 16-17**  
Time: 9:00 am – 4:30 pm  
Fee: \$185  
Instructor(s): Mark Brunke, M.A.

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## Community Responses – Critical Incident Stress Management for Mental Health Practitioners (#TS400)

This program is designed for mental health professionals (counsellors, clinical social workers, and psychiatric nurses), victim service workers, and peer personnel from high-risk professions (emergency health and human service, police and corrections, and various industries) who may be called upon to conduct group debriefings in a variety of situations.

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## CORE COURSES

*Courses numbered TS310, TS410, and TS420 should be taken in the order listed; the remaining core courses can be taken in any order. Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251), which is a required course for all certificate program candidates, may be taken at any time.*



## Introduction to Trauma and Post-Traumatic Stress Reactions (#EP251)

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*(Formerly Trauma and Post-Traumatic Stress Reactions, Level I)*

For a course description, see page 41.

Length: Two days  
Date(s): **September 25-26**  
Fee: \$175  
Instructor(s): Joe Solanto, Ph.D.

## Trauma Debriefing and Defusing (#TS310)

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

For a course description, see page 43.

Length: Two days  
Date(s): **October 6-7**  
**October 29-30**; Vernon (see Courses Around B.C. on page 45 for location and fees)  
**November 25-26**; Victoria (see Courses Around B.C. on page 45 for location and fees)  
Time: 8:30 am – 4:00 pm  
Fee: \$185  
Instructor(s): Toby Snelgrove, Ph.D.

## The Group Debriefing: Basic Knowledge and Skills Development (#TS410)

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

Through instruction and role play, this course will provide participants with an opportunity to understand and practise core knowledge, skills, and attitudes related to post-trauma group processes, often referred to as debriefings. Although it will review various models, including the Mitchell CISTD and Raphael's psychological debriefing, the main focus will be on the psychological-educational debriefing in a work setting. Special attention will be paid to the contracting and storytelling stage and the affirm-and-reframe intervention. The course will be of particular interest to mental health professionals (MHPs), but it will also be helpful for non-MHPs who participate in post-trauma services.

Length: Two days  
Date(s): **September 16-17**; Prince George (see Courses Around B.C. on page 45 for location and fees)  
**October 19-20**  
**November 9-10**  
Time: 8:30 am – 4:00 pm  
Fee: \$185  
Instructor(s): Toby Snelgrove, Ph.D.

## The Group Debriefing: Practice (#TS420)

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*(Formerly Critical Incident Stress: Responding to Trauma in the Workplace, Level III [#EP117B])*

This course provides an opportunity for participants to develop their group debriefing skills through practice role plays. Each person attending the course will have the opportunity to debrief and be debriefed twice. Debriefing groups will be videotaped and supervised by a trained debriefer. **Prerequisite(s)**: The Group Debriefing: Basic Knowledge and Skills Development (#TS410) (formerly Critical Incident Stress: Responding to Trauma in the Workplace, Level II [#EP117A]).

Length: Two days  
Date(s): **November 12-13**  
Time: 8:30 am – 4:30 pm  
Fee: \$250  
Instructor(s): Toby Snelgrove, Ph.D.

## Community-Based Trauma Interventions (#TS340)

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Trauma interventions following a major tragedy such as a building collapse or an earthquake require a coordinated intervention that goes well beyond the provision of group debriefings. The purpose of this course is to provide participants with an understanding of the phases of and responses to a disaster and how to apply various intervention models. Topics covered include: characteristics of a disaster; impacts of disaster on individuals and the community; community and individual needs at various stages of a disaster; the role of community, provincial, and federal agencies before, during, and after a disaster; needs of responders and survivors; traumatic stress and the symptomatology associated with various reactions and syndromes associated with a disaster; role conflicts; models for community intervention; and needs of disaster responders and stress management strategies that can address those needs.

Length: Two days  
Date(s): **December 7-8**  
Time: 9:00 am – 4:30 pm  
Fee: \$185  
Instructor(s): Laurie Pearce, M.A.

## Clinical Assessing and Reporting Trauma in the Workplace (#TS430)

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Increasingly, workers are requesting leave due to psychological traumas in the workplace. Counsellors are often requested to conduct assessments and/or write reports to be used in determining whether such cases are truly trauma-related. This course will focus on the ways in which evaluators of the impact of critical incident stress can effectively assess a client and report findings and recommendations in oral and written form. Emphasis will be placed on objectivity and accuracy in the assessment process, as well as on the production of written reports that meet the requirements of agencies such as ICBC and WCB. **Prerequisite(s)**: Trauma Debriefing and Defusing (#TS310), or send a written application to the Program Coordinator outlining previous training in critical incident stress, including the name of the instructor and the length of the training.

Length: One day  
Date(s): **Spring 1999**  
Time: 9:00 am – 4:30 pm  
Fee: \$110  
Instructor(s): Joe Solanto, Ph.D.

### **Traumatic Loss (#TS440)**

When a traumatic event is also a traumatic loss, the symptoms and the recovery process are much more profound. This course will review the symptomatology associated with profound loss, the grieving process, and individual and group interventions. Participants will review their experiences with loss and the possible impact such experiences may have on their role as trauma intervenors.

Length: One day  
Date(s): **Spring 1999**  
Time: 9:00 am – 4:30 pm  
Fee: \$110  
Instructor(s): Jessica Easton, M.A.

## **Courses Around B.C.**

### **PRINCE GEORGE**

#### **The Group Debriefing: Basic Knowledge and Skills Development (#TS410PG)**

*(Formerly Critical Incident Stress: Responding to Trauma in the Workplace, Level II [#EP117A])* For a course description, see page 44.

Length: Two days  
Date(s): **September 16-17**  
Time: 8:30 am – 4:30 pm  
Location: Room 6-217, Conference Centre, University of Northern B.C.  
Fee: \$265

### **VERNON**

#### **Trauma Debriefing and Defusing**

*(Formerly Critical Incident Stress: Responding to Trauma in the Workplace, Level I [#EP117])* For a course description, see page 43. To register: telephone (250)545-7274 (VISA and MasterCard accepted); mail to 100-2899 30th Avenue, Vernon, B.C. V1T 8G1; or fax (250)542-1086.

Length: Two days  
Date(s): **October 29-30**  
Time: 9:00 am – 4:00 pm  
Location: Kalamalka Campus, Okanagan University College, Vernon  
Fee: \$330

### **VICTORIA**

#### **Trauma Debriefing and Defusing (#TS310V)**

*(Formerly Critical Incident Stress: Responding to Trauma in the Workplace, Level I [#EP117])* For a course description, see page 43.

Length: Two days  
Date(s): **November 25-26**  
Time: 8:30 am – 4:00 pm  
Location: Clarion Hotel Grand Pacific, 450 Quebec Street  
Fee: \$300

### **Instructors**

Mark Brunke, M.A., is an employee assistance counsellor with Brown Crawshaw Inc. He has counselled individuals, couples, and families for over 15 years, and has offered stress workshops at a wide variety of work sites. He has also been active in providing CIS Debriefings for individuals and groups, and has helped set up peer support teams for emergency workers.

Jessica Easton, M.A., is a principal and clinical director of EASTON•SNELGROVE Inc., a private counselling centre specializing in trauma and loss. For the past 18 years she has worked as a psychotherapist with individuals, couples, families, schools, and community organizations with a focus on traumatic loss. She also conducts workshops, trauma debriefings, and lectures for schools, hospitals, government agencies, and private organizations.

Elizabeth Fortes, M.A., is a therapist and trainer working with SAFER of Greater Vancouver Mental Health Services. She has been a clinician in the field of suicide prevention and traumatic bereavement recovery since 1982. Elizabeth has had a long-term interest in exploring how the experiences of immigration and cultural change affect the predicament of those touched by trauma.

Laurie Pearce, M.S.W., M.A., is a trainer and presenter who specializes in disaster management and traumatic stress. She is a visiting faculty member of the Canadian Emergency Preparedness College and a research associate with the Disaster Preparedness Resources Centre at UBC. Laurie is currently a District Supervisor with the Ministry for Children and Families and the Ministry of Human Resources.

Toby Snelgrove, Ph.D., is a trainer, consultant, and therapist with EASTON•SNELGROVE Inc., a private clinic specializing in traumatic stress, grief, and loss issues. Toby has trained, debriefed, and developed programs for a wide variety of organizations, including community-based CIS teams; hospitals; fire, ambulance, police, and correctional services; First Nations communities; industry; and others.

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

Maggie Ziegler, M.A., is the clinical supervisor for Family Services of the North Shore and a therapist in private practice. She has more than 15 years of direct clinical experience with survivors of violence, and has developed programs to train service providers in different aspects of trauma work, and has provided training throughout British Columbia.

# Violence Against Women in Relationships

Unless otherwise indicated, Violence Against Women in Relationships courses will be held at the Justice Institute and will be in session from 9:00 am to 4:30 pm. For more information, call the Program Coordinator, Cheryl Bell-Gadsby, at (604)528-5626.

## Violence Against Women in Relationships, Level 1 (#EP193)

This two-day course is designed to give participants a basic overview of how and why violence against women operates in our society. It will provide an introduction to intervention theory and techniques and is designed to be highly participatory. Many of the exercises draw on the experiences of participants. The curriculum is written from a feminist and popular-education perspective. Topics include: continuums of abuse, lethality assessments, effects of abuse on women and children, men who abuse, crisis intervention and safety planning, and legal and service delivery needs of women.

Length: Two days  
Date(s): November 12-13  
Fee: \$85  
Instructor(s): Helen Dempster, B.G.S.

## Supporting Women in Difficult Relationships (#EP175)

This introductory course is for front-line workers and counsellors who work with women involved in difficult or abusive relationships. Participants will have the opportunity to develop a framework for understanding difficult relationships; explore issues related to women's socialization, self-esteem, and victimization; and examine the stages of "recovery." Factors that impede a worker's ability to intervene effectively with this client population, and key factors in establishing emotionally safe and supportive helping relationships, will be highlighted.

Length: Two days  
Date(s): October 8-9  
Fee: \$175  
Instructor(s): Ronni Richards, M.A.

## Children Who Witness Abuse (#CY111)

This course, created by the B.C./Yukon Society of Transition Houses, reflects the most recent information and knowledge in the field based on the society's 54 Children Who Witness Abuse programs. The course also includes up-to-date research from Ontario, Texas, Minnesota, and California. Children reared in violent homes are increasingly recognized as a group at risk for a variety of behavioural problems. At the same time, there is considerable variability in this group of children. This course gives an overview of the behavioural consequences and coping styles of children exposed to violence in their homes as well as the most effective strategies for responding to their needs. In addition, it addresses strategies to empower abused women as mothers and explores current challenges in doing this work. This course is for social workers, family court counsellors, child and youth workers, legal advocates, and practitioners involved in assessing or working with children, youth, or families where violence has been an issue.

Length: Two days  
Date(s): November 5-6  
Fee: \$175  
Instructor(s): Helen Dempster, B.G.S.

**NEW**

## Understanding and Supporting Survivors of Recent Sexual Assault (#EP271)

This two-day multidisciplinary course is designed to give participants a basic understanding of the nature and dynamics of recent sexual assault and approaches to providing support from the crisis stage through the resolution stage. Through lecturette, small group discussion, and case scenarios, participants will have an opportunity to examine the survivor's experiences as they strive to come to terms with the assault, consider the impact on family members, explore the particular needs of survivors from diverse communities and with differing abilities, discuss strategies to support and advocate for survivors, and identify ways to meet their legal and services needs. Co-sponsored with the B.C. Association of Specialized Victim Services and Counselling Programs.

Length: Two days  
Date(s): January 1999  
Fee: \$90  
Instructor(s): TBA



## LINK

LINK is a two-day workshop exploring the links between alcohol and drug misuse and violence against women and children. It was developed to enable workers in the fields of alcohol and drug abuse and family violence to explore common issues and concerns related to identifying, screening, supporting, and referring clients. Another goal of the workshop is to strengthen working relationships among workers in these fields. LINK workshops are offered around the province and are facilitated by local instructors from these two fields. The registration fee is \$90 and includes course materials. If you are interested in organising a LINK workshop in your community, contact Cheryl Bell-Gadsby at (604)528-5626.

## ■ CONFERENCES / SPECIAL EVENTS

For more information, about the following conferences/special events, please call the Program Coordinator, Cindy Bettcher, at (604)528-5627 or Cheryl Bell-Gadsby at (604)528-5626.

### SPECIAL EVENT

#### Creating Strategies for Hope: Taking Control of Our Political Action (#EP520)

*Co-sponsored with the B.C. Association of Specialized Victim Assistance and Counselling Programs, SPAN, and the UBC School of Social Work*

The current climate is one of uncertainty, impending change, and financial and service cutbacks. Agencies and programs that provide services to women and their children are particularly vulnerable. This time of change is creating an atmosphere of fear, anxiety, and frustration, and a sense of powerlessness and hopelessness among service providers and activists. This two-day community forum is for front-line workers, administrators, volunteers, and community activists who are working in the women's community. The forum will provide participants with an opportunity to examine global, national, and provincial trends to organize their efforts in an attempt to prevent further erosion of the current system of services to women. Participants will also acknowledge and celebrate their accomplishments in activism and create hope for the future.

*SPAN will be providing nominal travel subsidies for participants residing outside the Lower Mainland. Subsidy requests will be considered on a first come, first served basis.*

Length: Two days  
Date(s): November 6-7  
Location: Plaza 500 Hotel, 500 West 12th Avenue, Vancouver  
Fee: \$100; \$90 group rate (3 or more from the same organization registering at the same time); \$75 student rate (for full-time students)

## Instructors

Helen Dempster, B.G.S., is the Coordinator of Children's Services for the B.C./Yukon Society of Transition Houses. As such she coordinates over 50 Children Who Witness Abuse programs throughout the province and provides support to child care workers who work in transition houses. Helen has worked in the field of violence against women since the early 1980s. She has extensive experience as an advocate for women and children, in coordination of services, and in promotion of education and prevention.

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

### FACILITATORS

**Sandra Butler** is a grassroots activist and feminist trainer in Oakland, California. She is the author of *Conspiracy of Silence: The Trauma of Incest and Cancer in Two Voices*. Sandra draws on feminist theory and contemporary women's literature to encourage analysis, complexity, and inclusiveness in thinking about and understanding the realities of women's personal and professional experience.

**Helen Szewello Allen**, M.S.W., Ph.D. (cand.), is the Coordinator of Field Education and Assistant Professor at the UBC School of Social Work. She has over 10 years of experience in refugee activist work at practice and policy levels. She has been involved in the establishment of several non-profit organizations in Montreal, serving youth, multi-cultural families, refugees, and community mental health.

**Rita Scott** is currently Crown Counsel in Terrace. Her commitment to activism in women's issues is evident in her diverse professional background, which includes work as a probation officer, community advocate, social worker, and financial assistance worker for the Ministry of Social Services. She has done community development in the area of violence against women, victims' rights, and restorative justice.

### SPECIAL EVENT

#### Sexuality Across the Lifespan Conference (#CFT300)

The purpose of this two-day conference is to examine sexuality through the developmental stages of childhood, adolescence, adulthood, and later life, and the impact on couple and family relationships. An interdisciplinary model is emphasized, and the conference is intended to address local issues and to facilitate the acquisition of skills and resources within our community.

Length: Two days  
Date(s): October 23-24, at UBC Long House  
Fee: \$140 (students \$100) early registration before October 1; \$160 (students \$120) after October 1

(continued on next page)

Presenters include: Tamara Adilman, M.A., M.Ed.; Sally Breen, R.N.; Natalie Clark, M.S.W.; Judith Daniluk, Ph.D.; Marci Ekland, R.N.; Stacy Elliott, M.D., Mary Harber, M.S.W.; Jennifer Horgos, M.Ed. (cand.); Judolon Jeffries; Eugene Kaellis, Ph.D.; Mireille Leclaire, M.S.W.; Vera Manuel; Chuck MacKnee, Ph.D.; Maureen McEvoy, M.A.; Barbara Rines, R.N.; Brenda Rudko, M.A.; Bianca Rucker, M.A.; Tom Schroeder, M.Div.; Anne Siegenberg, M.S.W.; John Taylor, M.Ed., Ph.D.; Rhamona Vos Browning.

For more information, please call (604)528-5626.

#### SPECIAL EVENT

### Ghosts from the Nursery: Tracing the Roots of Violence (#EP218)

*Co-sponsored with the Society for Children and Youth*

Startling reports about youth crimes and violence appear in newspapers daily. Recent research indicates that 1 in 20 children born today will spend some time in jail during their adult life. During the last 30 years, violent crime committed by youth has increased by over 300%. This two-day special event will present new evidence that violent behaviour is fundamentally linked to abuse and neglect in the first two years of life. Participants will consider the effect that neglect, abuse, trauma, injury, and toxicity have in the first 33 months of a child's life, when the foundation for trust, empathy, and conscience are laid down. The latest in neurobiology and brain development research will be presented, and some key occurrences in a child's life that may perpetuate the cycle of violence will be explored. Prevention and early intervention strategies will be highlighted. *Watch for a detailed program brochure available in Fall 1998.*

Length: Two days  
Date(s): **February 4-5, 1999**  
Fee: \$140  
Instructor(s): **Robin Karr-Morse** is a licensed family therapist in Portland, Oregon, and is the co-author of *Ghosts from the Nursery: Tracing the Roots of Violence*. She was previously the director of parent training for the Oregon child welfare system and served as the first executive director of the Oregon Children's Trust Fund, the state's major effort to prevent child abuse statewide. Ms. Karr-Morse has served as a consultant to Dr. T. Berry Brazelton's Touchpoints Program and as a lecturer on the Brazelton Seminar Faculty. She is a parent, an adoptive parent, a step-parent, formerly a foster parent, and a new grandmother.

#### SPECIAL EVENT

### Trauma and Community Summer Institute

Scheduled for Summer 1999, this special event will feature a local, national, and international focus on children and trauma. Further details on content, format, and location will be provided in our Winter/Spring 1999 calendar.

#### Victim Services Conference

This five-day conference is for victim service workers and others providing support and assistance to people who have been victims of personal or property crimes. For further information on program content, keynote speakers, and conference fees, watch for the pre-conference flyer.

Date(s): **October 17-21, 1999**

## ■ FIRST NATIONS TRAINING

Social Services and Community Safety Division has worked closely with a number of Aboriginal and First Nations communities and organizations to design and deliver training that meets that specific needs of the participants. Wherever possible, efforts are made to recruit First Nations and Aboriginal instructors.

The following are some of the courses that have been designed and delivered to meet the training needs of these communities. For further information on these courses or other courses that may be of interest to your organization or community, please contact our First Nations Advisor at (604)528-5640.

- Bylaw Enforcement and Investigative Skills
- Child Sexual Abuse Support Worker Certificate Program: Supporting Child, Adolescent, and Adult Survivors (9 days)
- Child Sexual Abuse Support Worker Certificate Program: Supporting Children and Adolescents
- Introduction to Trauma and Post-Traumatic Stress Reactions
- Connecting with Children Under Twelve: Resolving Anger Issues
- Responding to Crisis Situations
- Grief and Loss
- Responding to Family Violence
- Working with Youth with Community Settings

# Centre for Conflict Resolution

## A Message from the Director

This has been a year of significant change and growth for the mediation field in BC. At the Centre for Conflict Resolution, we have been involved in the development and planning of change initiatives on a provincial level and have reflected those changes within our programming. Those initiatives included the Small Claims Mediation Practicum Pilot Project, the Supreme Court Mediation Roster process, and Restorative Justice projects. We continue to strive for excellence by remaining innovative, open, and investigative in all undertakings, while listening and thoughtfully responding to community needs when we program. As individuals, organizations, or communities engaged in a process of change, we welcome your suggestions at any time as to how we might do this better.

Over the past 11 years of the Certificate Program in Conflict Resolution, you have told us that you value highly the reputation the JI has for conflict resolution/negotiation/mediation training and the excellent calibre of our instructional team. We continue in our commitment to offer you quality instructional services designed to meet and exceed requirements for national or provincial practitioner certification in mediation. At the same time, for the many students in the program who do not seek a career in mediation, we are committed to providing training that enables you to develop a solid base of skills and analytical tools to strengthen your ability to deal with workplace, personal conflict, and negotiation situations.

Through the past year we have added 12 new courses in mediation to our program, including advanced courses for program graduates and practising mediators as well as courses addressing areas of specialization within the field. On a regular basis we include leading professionals from across North America in our programming. (This fall, look for our new course **Designing Conflict Management Systems**, by Christina Sickles Merchant [page 57].) Whenever possible, we partner with other mediation organizations to advance the interests of the mediation community. We have contracted extensively with major organizations, Crown corporations, First Nations, and government ministries to design training specific to client-identified learning outcomes and to assist in their change implementations. We have increasingly partnered with other post-secondary institutions and colleges throughout BC to ensure that conflict resolution courses are available regionally. We continue to receive requests for transfer credit into the JI program from colleges and institutions across North America.

We anticipate another exciting year in the dispute resolution field – and at the Centre for Conflict Resolution. Do join us in a challenging, stimulating, and growth-enhancing learning experience that you will never forget!



Marg Huber

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### OUR MISSION

*We are dedicated to the provision of quality instructional services in interest-based dispute resolution to assist individuals, organizations and communities to resolve differences and build harmonious relationships.*

### WHY TAKE YOUR TRAINING AT THE CENTRE FOR CONFLICT RESOLUTION?

*Our students and graduates say that the key components of our success are:*

- High-calibre instructors
  - A supportive environment
  - Skills and concepts which are practical in work and personal life
  - High program standards
  - Opportunities to practise skills with feedback
  - Availability of programs in various communities
  - Outstanding reputation in the dispute resolution field
-



## Whom to Contact

(Note: All telephone numbers are area code 604)

Justice Institute of B.C. General Inquiries .....	525-5422
Registration Office .....	528-5590
Library .....	528-5599

### Course Calendar and Satellite Location Course Listings

Meenpal Basi, Receptionist.....	528-5608
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## JUSTICE INSTITUTE OF B.C. OUR VALUES

### Student-Centred

Our programs, courses and services focus on providing practical job-oriented skills to meet the learning and developmental needs of our students.

### Accessible

We believe learning and employment opportunities should be equitable and available to all.

### Innovative

We believe new ideas and new ways of providing learning build on our successes, and ensure flexibility and creativity.

### Positive and Supportive

We strive to maintain a positive, supportive and safe learning and working environment.

### Quality-Driven

We are committed to excellence and continuous improvement, reflecting the highest standards in justice and public safety.

### Relevant

Our programs, courses and services enhance justice and public safety and are relevant to the needs and interests of the people we serve.

### Responsive

We respond quickly and appropriately to the changing learning needs of the people we serve.

### Teamwork

We produce our best work by communicating, planning and working together in an atmosphere of mutual respect and trust.

### Partnerships

We believe in developing partnerships that provide leadership and innovation in justice and public safety education and training.

### General Information – Conflict Resolution Certificate Program

Marg Huber, Director .....	mhuber@jibc.bc.ca .....	528-5613
Jacqueline Friend, Administrative Assistant (on maternity leave)		
Laurie McAvoy, Acting Administrative Assistant .....	lmcavoy@jibc.bc.ca .....	528-5612
Cindy Teather, Program Assistant .....	cteather@jibc.bc.ca .....	528-5610
Carolyn Eyres, Program Assistant .....	ceyres@jibc.bc.ca .....	528-5611
Lorraine Savidan, Program Assistant .....	lsavidan@jibc.bc.ca .....	528-5683

### Satellite Locations

Maureen Carroll, Program Planner.....	mcarroll@jibc.bc.ca.....	528-5617
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### Contract Courses

Kendra McEown, Program Planner.....	kmceown@jibc.bc.ca.....	528-5616
Karen Falk, Program Planner .....	kfalk@jibc.bc.ca .....	528-5615

### Equivalencies

Nym Hughes, Program Coordinator .....	nhughes@jibc.bc.ca .....	528-5622
Leslie Murray, Program Coordinator .....	lmurray@jibc.bc.ca .....	528-5614

### Assessments

Lorraine Savidan, Program Assistant .....	lsavidan@jibc.bc.ca.....	528-5683
Nym Hughes, Program Coordinator .....	nhughes@jibc.bc.ca .....	528-5622

### Program Guidance

Kerry Gruber, Program Planner.....	kgruber@jibc.bc.ca .....	528-5618
Kendra McEown, Program Planner.....	kmceown@jibc.bc.ca.....	528-5616
Maureen Carroll, Program Planner.....	mcarroll@jibc.bc.ca.....	528-5617
Karen Falk, Program Planner .....	kfalk@jibc.bc.ca .....	528-5615
Nym Hughes, Program Coordinator .....	nhughes@jibc.bc.ca .....	528-5622
Leslie Murray, Program Coordinator .....	lmurray@jibc.bc.ca .....	528-5614

### Career Orientation

Nym Hughes, Program Coordinator .....	nhughes@jibc.bc.ca .....	528-5622
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### First Nations Negotiation Skills Certificate Program

Marg Huber, Director .....	mhuber@jibc.bc.ca .....	528-5613
Renée Nyberg-Smith, First Nations Advisor .....	rnyberg-smith@jibc.bc.ca .....	528-5621
Karen Falk, Program Planner (Contracts) .....	kfalk@jibc.bc.ca .....	528-5615

# Conflict Resolution Training at the Justice Institute

## Training Offered

The Centre for Conflict Resolution provides interest-based dispute resolution training through open registration courses, both on campus and at satellite locations across B.C. (see page 61). We also offer training on a contract basis and can design or tailor training to meet specific needs (see next column).

Established in 1986, the Centre is well known in North America for providing comprehensive and high-quality training. Courses can be taken individually (provided prerequisites are met) or applied towards a Certificate in Conflict Resolution. A First Nations Negotiation Skills Certificate is offered on a contract basis to First Nations Tribal Councils or Bands (see page 62). In order to receive a certificate, all required course work must be completed and a skills assessment passed.

## Training Format

The training is experiential and skills building, using group work and role play with feedback as primary instructional methods. Instructors provide a supportive environment and a theoretical framework on which to base the conflict resolution skills; coaches are used to give individualized feedback. The courses are generally limited to 20 participants for a small student-to-instructor/coach ratio.

## Instructional Team

Our instructors and coaches are dispute resolution specialists who bring experience and skills from business, education, law, counselling, and human relations backgrounds. Many are also mediation practitioners.

## Participants

Participants represent a diverse mix of personal and professional backgrounds from the public and private sectors as well as community-based organizations. Most students are from B.C.; others come from across Canada, the U.S., and overseas.

## Satellite Locations

Courses in the JI Conflict Resolution Certificate Program are offered at various locations **throughout B.C. and the Yukon**. Our instructors and coaches travel to these locations to deliver the training, and the local college/university or community organization acts as host.

For information regarding courses being offered at our downtown Vancouver location, please refer to the course

descriptions for our Lower Mainland sites (starting on page 54). For information regarding courses being offered at our out-of-town sites, please refer to the Satellite Locations and Course Listings section found after the course descriptions (page 61).

For further information on satellite locations, please contact **Maureen Carroll** by e-mail: [mcarroll@jibc.bc.ca](mailto:mcarroll@jibc.bc.ca); telephone/voice mail: (604)528-5617; or fax: (604)528-5640.

## Contract Training

Contract training:

- is available to groups wanting to have courses brought to their site, both locally and out-of-town.
- can be designed to meet the specific needs of the group. Issues that participants face in their day-to-day work can be incorporated into the training and used during role-play practice.
- can be delivered in one to five day modules.
- costs vary according to content, length, the amount of design work required, and the location of the course.
- will be credited towards the Certificate in Conflict Resolution. The type of credit given will depend on the content of the course.

For more information on contract courses, including course descriptions, formats, and costs, contact **Kendra McEown** by telephone/voice mail: (604)528-5616, fax: (604)528-5640, e-mail: [kmceown@jibc.bc.ca](mailto:kmceown@jibc.bc.ca); or **Karen Falk** by telephone/voice mail: (604)528-5615, fax: (604)528-5640, e-mail: [kfalk@jibc.bc.ca](mailto:kfalk@jibc.bc.ca).

## Working in the Dispute Resolution Field

We offer career orientation sessions to help individuals plan their course work and to provide information about the dispute resolution field. For date/location information, call Reception at (604)528-5608.

Several professional practitioner organizations have recently set standards for mediators. The Centre is committed to providing the classroom training components that will meet these standards. For more information on a career in mediation, the applicable standards, and the certification process, contact the following organizations:

- The Mediation Development Association of B.C. – (604)524-4552
- B.C. Arbitration and Mediation Institute – (604)736-6614
- Family Mediation Canada – (519)836-7750
- Society of Professionals in Dispute Resolution, B.C. Chapter – e-mail: [spidr@spidr.org](mailto:spidr@spidr.org)

## Certificate in Conflict Resolution

The Certificate in Conflict Resolution will provide participants with the competencies in collaborative conflict resolution that are increasingly needed at work and that enhance communication and problem-solving abilities as co-workers, partners, parents, family members, neighbours, and citizens. It is a 210-hour (30-day) program that is intended to be taken over a period of one to three years to allow for the integration of skills. The program is made up of five required courses totalling 119 hours (17 days) and 91 hours (13 days) of electives.

Program graduates have:

- a broad base of collaborative conflict resolution skills, attitudes, and knowledge
- an appreciation of the values underlying collaboration: cooperation, empathy, respect for differences, curiosity, and clarity
- strategies for analyzing conflict situations and choosing an appropriate response
- skills in non-defensive listening and clear and direct speaking
- practice in resolving interpersonal conflict, negotiating mutually satisfactory outcomes in both informal and formal settings, and mediating two-person disputes
- in-depth training in an area of specialization such as mediation or resolving conflicts in groups and organizations
- concrete and consistent feedback on progress

To receive the Certificate in Conflict Resolution, students complete 210 hours of classroom training and a competency-based assessment in conflict resolution/negotiation. Full attendance at courses is required. If an emergency situation causes you to be absent from part of a course, the following policies will apply:

- If you miss half a day or less, you will be expected to find out what you missed through discussions with the instructor and other participants. You will receive full credit for the course.
- If you miss a full day, you will receive credit for the course but will have to make up the missing hours by taking an additional seven hours in elective course work.
- If you miss more than one day, you will not receive credit for the course and will be required to retake it.

To discuss absences from courses, contact Leslie Murray at (604)528-5614 or Nym Hughes at (604)528-5622. (See Course Progression on page 53 for the order in which to take the courses.)

### Admission to the Program

You have to apply to become a candidate in the Conflict Resolution Certificate Program. However, you can take courses without being a Certificate candidate. You can apply and come into the Certificate Program before you take any courses, or you can apply after you have taken several or many courses. All of your previous courses taken through the Centre will be credited towards the Certificate Program. You must be enrolled in the Certificate Program to take the assessment and receive a Certificate.

For an application package, please contact the Centre at (604)528-5608. To request candidacy, please submit your completed application form with a \$75 program application fee to **Cindy Teather**, Program Assistant, Centre for Conflict Resolution Training.

### Required Courses (page 54)

- Dealing with Interpersonal Conflict (CR110A) or Resolving Conflict in the Workplace (CR110B)
- Negotiation Skills Level I (CR260)
- Dealing with Anger (CR200)
- Mediation Skills Level I (CR250)
- Negotiation Skills Level II (CR360)

Required courses provide a theoretical framework and emphasize skill development. Course learning objectives are achieved through instructor presentations and demonstrations, large and small group exercises, discussions, and structured practice sessions. The last day of each course consists of small group videotaped role-play sessions facilitated by trained coaches. Students are encouraged to bring a VHS videotape to record their simulations.

### Electives (page 56)

Electives allow for skill building in areas of your choice and an opportunity to focus on specialized areas such as mediation, workplace and organizations, and multiparty dispute resolution.



## Course Progression

You may wish to start with the skills building elective, CR102 (Critical Skills for Communicating in Conflict) before you take your first required course.

You would start your required course work with one of the foundation courses, either CR110A, Dealing with Interpersonal Conflict, or CR110B, Resolving Conflict in the Workplace. These are equivalent courses, so take only one. You will receive credit for one or the other, not both. CR110A or CR110B is a prerequisite for the other required courses.

After you have taken CR110A or CR110B, take CR260 (Negotiation Skills Level I). You would then take elective courses and the required courses CR250 (Mediation Skills Level I) and CR200 (Dealing with Anger).

After you have finished four out of your five required courses, take or finish taking your elective courses. You can take any elective courses that appeal to you. It might be electives that deepen or expand your skills, or electives that specialize in a particular content area. If you want feedback on your skill development, take CR910, Reality Check. Your elective courses are up to you.

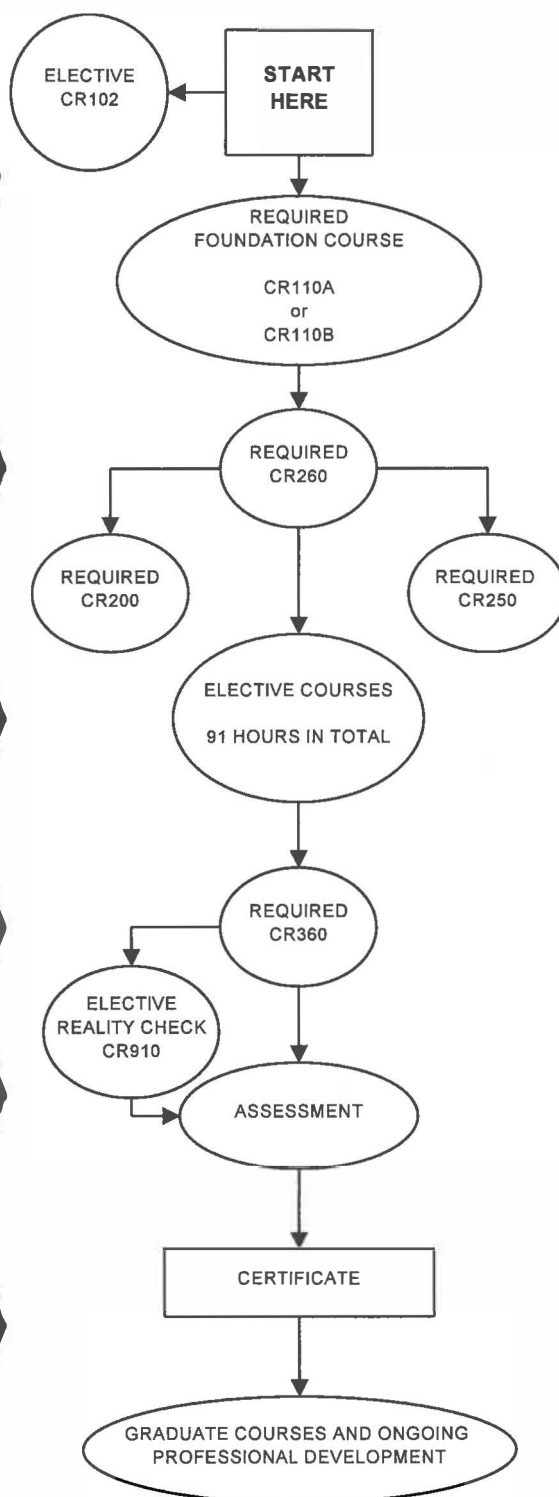
When you have finished most or all of your elective hours, take your remaining required course, CR360, Negotiation Skills Level II.

We suggest taking CR910, Reality Check, shortly before your assessment date.

You are now ready to register for your Conflict Resolution/Negotiation Assessment.

If you are successful on your first assessment attempt, you have finished the program and will receive your Certificate in Conflict Resolution. If you are not successful in your assessment, we strongly recommend that you try again. About two out of three candidates are successful on their first assessment; of those who try again, another two out of three are successful the second time.

If you would like further information about course progression, please contact one of the Program Planners.



## Course Exemptions

You may request that training in conflict resolution taken outside the Justice Institute be considered for equivalency credit, provided it is similar in format and content. Please make this request in writing at the time of your program application, and provide detailed documentation of previous training. *Please allow up to three weeks for processing of your exemption request.* Contact Nym Hughes at (604)528-5622 or Leslie Murray at (604)528-5614.

## Information for Participants

### TIME AND LOCATION OF CLASSES

Unless otherwise indicated under individual course listings, courses will be held at the Justice Institute from 9:00 am to 5:00 pm. Check the video monitor by the main reception desk for your classroom number.

### LIBRARY

All students attending courses at the JI are welcome to use the library. The library is open from 8:00 am to 5:00 pm, Monday to Friday, and library staff are available to provide reference services. A screening room is available for viewing audio-visual items, and an audio-visual catalogue can be purchased for \$7. Photocopy charges are 20 cents per page. While any student may use the library, borrowing privileges are limited to students enrolled in the Conflict Resolution Certificate Program. Others may borrow through interlibrary loan. Contact the librarian at your ministry, office, community college, university, or public library.

### PRACTICE GROUPS/STUDENT MESSAGE/BULLETIN BOARD

A general student message/bulletin board is located on the ground floor leading to the cafeteria. For information about the conflict resolution field and to sign up for practice groups, see the Conflict Resolution bulletin board on the second floor of the classroom block. The Justice Institute remains open Wednesday evenings until 9:00, and the cafeteria and common areas are available for students who wish to organize practice groups to meet on campus.

### INSTRUCTOR SUBSTITUTIONS AND LOCATION CHANGES

The Centre may find it necessary to substitute a different instructor for the courses listed.

It may also be necessary to change the location of any course due to space restrictions on campus. Participants will be notified of changes in course location at least one week before the course starting date.

## VIDEOTAPES

Students are encouraged to bring a VHS videotape to record their practice sessions in required courses. Blank video cassettes can be purchased at the JI Library for \$5.

## REFUNDS

Registration fees are refundable provided notification of cancellation or transfer is received by the Registration Office at least seven calendar days before the course/assessment date. Refunds are subject to an administrative charge of \$25. *This policy also applies to assessments.*

## Course Descriptions

### Required Courses

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

#### Dealing with Interpersonal Conflict (CR110A)\*

This course gives participants an overview of and introduction to collaborative conflict resolution. Participants assess their own conflict style and broaden their range of ways to resolve conflicts effectively. They examine the dynamics and sources of conflicts, attitudes and beliefs, conflict theory, defensiveness, and the role of assumptions and emotions. Participants will practice specific skills and approaches useful in resolving interpersonal conflicts. This is a highly participatory course with an emphasis on increasing self-awareness and skill development through structured exercises and simulations. Students are encouraged to bring a VHS videotape to record their role play on the final day of the course. **This course is equivalent to CR110B and is a prerequisite for all other core courses. Take either CR110A or CR110B as you will receive credit for one or the other, not both.**

Length: Three days (21 hours)

Date(s): **September 23-25**, Wendy Hilliard

**October 15-17**, Mario Govorchin

**October 28-30**, Joan Balmer

**November 2-4**, Joan Balmer; at BCIT Downtown Education Centre, 555 Seymour Street (at

Dunsmuir), Vancouver

**November 19-21**, Gary Harper

**December 8-10**, Wendy Hilliard

Fee: \$350

#### Resolving Conflict in the Workplace (CR110B)

This course is equivalent to Dealing with Interpersonal Conflict, but focuses on workplace conflict situations. The course explores the dynamics of conflict, both generally and in the work environment. Participants assess their own conflict style and broaden their range of ways to resolve conflicts effectively.

Emphasis is on effective communication and on skills, concepts, and approaches for collaborative conflict resolution. This course will be of particular value to managers and supervisors who wish to expand their leadership skills. This is a highly participatory course with an emphasis on increasing self-awareness and skill development through structured exercises and simulations. Students are encouraged to bring a VHS videotape to record their role play on the final day of the course. **This course is equivalent to CR110A and is a prerequisite for all other core courses. Take either CR110A or CR110B as you will receive credit for one or the other, not both.**

Length: Three days (21 hours)

Date(s): **September 21-23**, Stacey Holloway  
**September 30 – October 2**, Ed Jackson; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**October 6-8**, Nancy McPhee  
**October 20-22**, Nancy McPhee  
**November 3-5**, Kelly Henderson  
**November 14, 21, 28**, Jim Toogood  
**November 17-19**, Jill Schroder  
**December 2-4**, Joan Balmer  
**December 7-9**, Gary Harper

Fee: \$350

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### Negotiation Skills Level I (CR260)

Negotiation skills are essential in daily interactions with others to help individuals get what they need and want. Traditional approaches to negotiation promote competitive tactics, often resulting in unsatisfactory outcomes for one or both negotiators. Collaborative or interest-based negotiation aims for agreements that respond to the interests of both parties. This course introduces the skills, theory, and process for applying interest-based negotiation in a variety of work and day-to-day situations. Participants will learn to prepare for negotiations, assess their alternatives, build a climate of collaboration, get beyond stubborn positioning, and develop agreements that work for both sides. Emphasis is on skill development through simulated negotiations assisted by trained coaches. Students are encouraged to bring a VHS videotape to record their role play on the final day of the course. **Required reading:** *Getting to Yes* by Roger Fisher and William Ury, Penguin Books, 2nd ed., 1992. **Prerequisite(s):** CR110A or CR110B.

Length: Three days (21 hours)

Date(s): **September 28-30**, Kelly Henderson  
**October 19-21**, Dale Zaiser; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**October 22-24**, Kelly Henderson  
**November 4-6**, Deborah White  
**November 30 – December 2**, Wendy Hilliard

Fee: \$350

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### 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 builds on the material in CR110A/CR110B, and presents theory, skills, and approaches for managing our own angry feelings and behaviours and responding to anger in others. Topics such as anger triggers, self-management, defusing skills, the origins of personal expressions of anger, and disengaging from angry encounters will be explored. Emphasis is on self-awareness and skill development through small-group exercises and videotaped practice sessions on the final day. **Prerequisite(s):** CR110A or CR110B. **Recommended:** CR260 be taken prior to this course.

Length: Three days (21 hours)

Date(s): **September 29 – October 1**, Elizabeth Azmier-Stewart  
**October 19-21**, Elizabeth Azmier-Stewart  
**November 2-4**, Ron Monk  
**November 18-20**, Nancy McPhee  
**December 2-4**, Karen Haddigan; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**December 9-11**, Stacey Holloway

Fee: \$350

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### Mediation Skills Level I (CR250)\*

Mediation is a practical method for helping other people resolve their conflicts and attain mutually satisfactory outcomes. This course introduces the concepts, skills, and techniques needed to mediate disputes, such as determining whether mediation is appropriate, the role of the mediator, guiding the process, managing emotions, and using communication skills as a mediator. Participants will have opportunities to mediate simulated disputes involving co-workers, customers, committee members, neighbours, parents/teens, and co-parents. Emphasis is on skill development through simulated mediations assisted by trained coaches. Students are encouraged to bring a VHS videotape to record their role play on the final day of the course. **Prerequisite(s):** CR110A or CR110B. **Recommended:** CR260 be taken prior to this course.

Length: Three days (21 hours)

Date(s): **October 5-7**, Ron Monk  
**October 27-29**, Elizabeth Azmier-Stewart  
**November 16-18**, Ron Monk; at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver  
**November 23-25**, Dale Zaiser

Fee: \$350

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### Negotiation Skills Level II (CR360)

This course applies the negotiation process and skills from the Level I course to more complex negotiations. Content includes negotiator assertiveness and style, identifying and responding to competitive tactics, assessing power dynamics, and resolving impasses. Emphasis is on skill development through simulated negotiations, with assistance and feedback from trained



coaches. **Required reading:** *Getting Past No* by William Ury. **Participants are required to bring their Negotiation manual to this course.** **Prerequisite(s):** CR110A or CR110B, CR200, CR250, CR260.

Length: Five days (35 hours)

Date(s): **October 22-23, 26-28**, Mario Govorchin

**November 23-27**, Stacey Holloway

**December 3-4, 7-9**, Dale Zaiser

Fee: \$575

## Elective Courses

### Critical Skills for Communicating in Conflict (CR102)\*

This course focuses intensively on communication skills essential for effective mediating, negotiating, or resolving of interpersonal conflict. It is recommended for anyone entering the Certificate Program, and would also be helpful as an isolated learning experience. Each skill will be demonstrated and then practised in short exercises involving conflict situations. Specific skills include: non-judgmental listening, clarifying, questioning, reframing, and assertive, non-defensive communication.

**Prerequisite(s):** none.

Length: Two days (14 hours)

Date(s): **September 17-18**, Jim Toogood

**September 28-29**, Wendy Hilliard; at BCIT

**Downtown Education Centre**, 555 Seymour Street (at Dunsmuir), Vancouver

**October 13-14**, Jill Schroder

**November 9-10**, Ed Jackson

**November 25-26**, Gary Harper

**December 10-11**, Deborah White

Fee: \$250

### Asserting Yourself Under Pressure (CR104)\*

Assertively expressing your needs, thoughts, feelings, and beliefs is essential to improving self-esteem, enhancing relationships, and negotiating interest-based agreements. It is also a key element in ensuring mutual understanding and respect, especially when strong feelings are involved. This course is for people who want more skills and practice in expressing their own needs. It is particularly useful to those who sometimes over-react or sell themselves out in conflict encounters, such as when dealing with powerful, aggressive individuals, or in high-risk, high-stakes situations. **Recommended:** CR110A or CR110B be taken prior to this course.

Length: Two days (14 hours)

Date(s): **October 1-2**, Deborah White

**November 5-6**, Mario Govorchin; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver

**November 30 – December 1**, Mario Govorchin

Fee: \$250

### Criticism: How to Give and Receive It (CR206)\*

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):** CR110A or CR110B.

Length: Two days (14 hours)

Date(s): **September 21-22**

Fee: \$250

Instructor(s): Deborah White

### Making It Hard to Say No – Negotiating with Difficult People (CR362)\*

The negotiation model presented in the required courses provides a useful framework for negotiating mutually satisfactory agreements, yet problems emerge when we apply this model to people who only want to win. The question is how to find common ground and move toward joint problem solving with individuals who are confrontational, inflexible, reluctant, and unreasonable. This course focuses on the techniques of effective negotiation in difficult situations. Participants will learn the five-step strategy presented in William Ury's book *Getting Past No*. **Prerequisite(s):** CR110A or CR110B and one of CR200, CR250, or CR260. **Recommended:** CR102 be taken prior to this course.

Length: Two days (14 hours)

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

Fee: \$250

Instructor(s): Arthur Ridgeway

### "Reality Check" (CR910)

Want a clear sense of your current negotiation/conflict resolution skills? This course provides an opportunity for participants to work interactively with an instructor in role-play situations. With a maximum class size of five, each participant will have individualized and immediate feedback from the instructor, who will play the role of the other party. Participants will receive concrete feedback on strong areas and areas needing additional work. This course is particularly recommended to people preparing for assessment, as the role plays simulate the degree of difficulty in the assessment experience and feedback is given with specific reference to our criteria for successful completion of the assessment. It would also be useful to people re-entering the Certificate Program after not taking courses for a while, or for those who want to identify strengths and challenge areas in order to plan their elective courses. Space is limited, so if you want a "reality check," register early. **Prerequisite(s):** CR260.

Length: One day (7 hours)

Date(s): **September 18**

**October 13**

**November 6**

November 13  
November 27

Fee: \$125  
Instructor(s): Assessors in the Conflict Resolution Certificate Program

### **Reconciling Differences: Personality and Behaviour (CR834)**

Daily we find ourselves clicking easily with some people while struggling hard to get on the same wavelength with others. In conflict situations, we are continually challenged and confronted with differences in perspective, style, need, and emotion. If not handled effectively, individual preferences can lead to animosity, communication breakdown, and lasting damage to our relationships. Understanding the interpersonal dynamics underlying behaviours is an essential skill in the conflict resolution process. Through working with personality preferences as measured by the Myers-Briggs Type Indicator and differences in interpersonal needs as measured by FIRO-B, participants will gain an understanding of how these factors contribute to conflict and can be used to facilitate its resolution. **Prerequisite(s):** CR110A or CR110B and one of CR200, CR250, or CR260.

Length: Two days (14 hours)  
Date(s): **November 30 – December 1; at BCIT Downtown Education Centre, 555 Seymour Street (at Dunsmuir), Vancouver**  
Fee: \$275 (course fee includes test instruments)  
Instructor(s): Arthur Ridgeway

### **Shifting from Positions to Interests (CR302)**

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 that support the opposing positions. This course is designed to help participants reach positive outcomes through a deeper exploration of positions, interests, and intentions. Participants will enhance skills aimed at eliciting underlying interests, illuminating blocks, facilitating processes, establishing positive outcomes, and generating a wider range of choices. **Prerequisite(s):** CR110A or CR110B and one of CR200, CR250, or CR260. **Recommended:** CR102 be taken prior to this course.

Length: Two days (14 hours)  
Date(s): **October 13-14  
December 2-3**  
Fee: \$250  
Instructor(s): Arthur Ridgeway

### **Teaching Conflict Resolution Survival Skills with Stories and Drama (CR779)**

Designed to help teachers address goals of personal planning, this course focuses on the use of story, drama, and writing to promote practical, esteem-building skills such as self-control, self-management, active listening, assertiveness, and problem solving. Beginning with stories of schoolchildren in typical problem situations, participants will explore the techniques of role play, script writing, and storytelling to help students understand sources of conflict and to master interpersonal skills that contribute to mental well-being and success. Emphasis will then be placed on easily taught “how-to” strategies that will maximize success. Fee includes the audio cassette *The Boy in the Mirror* (stories of students in conflict) and a 53-page resource manual designed for classroom use. **Prerequisite(s):** CR110A or CR110B.

Length: Two days (14 hours)  
Date(s): (This course is offered on a contract basis to schools and school districts. Please contact us for details.)  
Instructor(s): **Jack Emberly, M.Ed.**, is an elementary school teacher (resource room, learning assistant, classroom) with 26 years of experience, who has received several grants for his work with at-risk students and their families inside the school system. Currently a grade 5 classroom teacher and a professional storyteller, Jack employs writing, drama, and story to promote self-esteem, self-confidence, and empathy. He is the author of a story cassette entitled *The Boy in the Mirror* and a lesson-approach *Teacher Resource Manual*.

## **Workplace and Organizational Electives**

**NEW**

### **Designing Conflict Management Systems (CR848)**

Downsizing, restructuring, and other mandates for change transform the workplace. The inevitable by-product is the acceleration of conflict, for which ADR practitioners are often asked to intervene and recommend resolution methods. The process of assessing and “scoping” the work, designing the intervention, and supporting the follow-through offers the dispute resolution professional the chance to have a broad and lasting impact. Participants will explore through an interactive mix of theory and practice: processes for “scoping the project,” determining what role (if any) the ADR consultant will play; contracting with the client regarding goals, participation, and learning; coaching clients in resolution choices to find the “fit” of interventions (dispute-specific, process-specific, and systems-specific); minimizing resistance and maximizing incentives to enhance organizational redesign efforts; exploration of cutting-edge issues and applications to “back-home” issues, including the creation of “self-mediating systems”; and handling ethical and practice dilemmas. **Prerequisite(s):** CR400.

(continued on next page)

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### Handling Conflict on the Telephone (CR101)

Dealing with angry people and trying to resolve conflict over the telephone can be particularly challenging. This one-day course will focus on learning and practising effective paraverbal and verbal skills for defusing anger and resolving conflict, with an emphasis on the use of the voice. The course will be of interest to people who want to develop more skills for responding effectively to anger and conflict over the phone, and will be of particular interest to those with limited experience in the program. **Prerequisite(s)**: none.

**Length:** One day (7 hours)  
**Date(s):** **October 5**  
**November 2**

**Fee:** \$125

**Instructor(s):** Dale Trimble

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### Managing the Hostile Individual (CR108)

This course is for high-risk professionals who have not taken other courses in the program. Many professionals find themselves 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 provides alternatives for constructively managing hostile individuals. Attention is given to risk factors and ensuring personal safety. Participants will have an opportunity to identify factors that escalate the level of hostility, identify personal responses to hostile behaviour, learn and practise a model for defusing hostility, and increase skills in constructively confronting problem behaviour. **Prerequisite(s)**: none.

**Length:** Two days (14 hours)  
**Date(s):** **November 9-10**

**Fee:** \$250

**Instructor(s):** Mario Govorchin

Watch for these additional workplace and organizational electives in our January to August 1999 calendar:

- The Organizational Uses of Conflict
- Negotiating in a Labour Context
- The Challenges of Facilitating
- Mediating Discrimination and Harassment Disputes

## Mediation Electives

The Centre for Conflict Resolution Training continues to offer advanced skills-based mediation courses and to develop new courses. If you wish to practise mediation professionally, we suggest that you look to your intended field of practice for the appropriate level of knowledge, training, and experience required for certification. See also page 51, under "Working in the Dispute Resolution Field."

**Length:** Two days

**Date(s):** **October 19-20**

**Fee:** \$300

**Instructor(s):** **Christina Sickles Merchant**, from Arlington, Virginia, is a highly experienced dispute resolution professional with over 27 years in the field as a mediator, facilitator, trainer, program manager, and dispute systems designer, primarily in the labour-management dispute arena. She co-authored *Designing Conflict Management Systems*, Jossey-Bass, 1996, winner of the Best Book of 1997 Award from the International Association of Conflict Management.

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### NEW

### Building Positive Relationships in a Diverse Workplace (CR847)

Organizations and their clients are becoming increasingly diverse. This interactive workshop presents an innovative, holistic approach to building and maintaining relationships and workgroups in today's complex workplaces. Through strategies, awareness, and skills building, participants will explore: the use of non-blaming, healing approaches to dealing with difficult individuals and controversial topics; how to respond effectively to prejudicial remarks; and communicating effectively in an intercultural context. This workshop is appropriate for individuals at all levels who are interested in developing productive and respectful work environments. It can be taken as a stand-alone course or used to broaden and deepen other learning. **Prerequisite(s)**: none.

**Length:** Three days (21 hours)  
**Date(s):** **November 18-20**, at the **Italian Cultural Centre, Room 7**, 3075 Slocan Street, Vancouver

**Fee:** \$350

**Instructor(s):** Charles Boehm-Hill, Ed Eduljee, and Jeannette Marson

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### Group Dynamics (CR504)

New dynamics emerge when we apply conflict resolution skills and processes to a group setting. We need to be aware of how groups function differently from two-party systems if we are to be effective group members or leaders. This course looks at group dynamics such as: group role functions and leadership, how team building occurs, participation levels, power struggles, hidden agendas, how to manage disruptive behaviour, value differences, and how to balance group and individual needs. Participants will learn how to adapt the two-party conflict resolution model, make collaborative decisions, and resolve conflicts in groups. They should have a working knowledge of the conflict resolution model and a basic understanding of communication skills. **Prerequisite(s)**: CR110A or CR110B and one of CR250 or CR260.

**Length:** Two days (14 hours)

**Date(s):** **October 22-23**, at **BCIT Downtown Education Centre**, 555 Seymour Street (at Dunsmuir),

Vancouver

**Fee:** \$250

**Instructor(s):** Karen Haddigan



**NEW****Civil Procedure (CR846)**

This course is for those who want to practise mediation in the context of the civil justice system. It is required for mediators who do not have a law degree and want to be considered for the upcoming Supreme Court roster of mediators. It may also be of interest to those with a law degree who want to refresh their knowledge of civil procedure. The course examines the aspects of civil procedure that mediators need to be familiar with: what the litigation track looks like, including the practicalities of time and cost as a typical case proceeds through the system, as well as the role of lawyers in litigation and mediation. The course will also address how Court Rules use expense to encourage settlement; the difference between the formal legal parties and the real decision-makers in a lawsuit; and the rules of evidence that commonly arise in mediation.

**Prerequisite(s):** Mediation Level I (CR250) or equivalent.

Length: Two days (14 hours)  
 Date(s): **October 8-9**  
**November 19-20; at BCIT Downtown**  
**Education Centre, 555 Seymour Street**  
 (at Dunsmuir), Vancouver  
 Fee: \$250  
 Instructor(s): Terry Harris

**Mediation Skills Level II (CR400)**

This course applies the mediation process and skills from the Level I course to more challenging situations in order to prepare the participant to deal with more complex and emotionally charged conflicts as a mediator. Skills, theory, and techniques include probing, power balancing, client resistance and anger, developing a personal mediating style, and legal and ethical issues. Emphasis is on skill development through simulated mediations, with assistance and feedback from trained coaches. Videotape will be used on the final day. **Participants are required to bring their Mediation manual to this course.**

**Prerequisite(s):** CR110A or CR110B, CR250, CR260.

Length: Five days (35 hours)  
 Date(s): **October 8-9, 13-15, Deborah White**  
**November 12-13, 16-18, Karen Haddigan**  
 Fee: \$575

**Mediation Skills Level III (CR829)**

Participants in this two-day learning community will build on the skills and insights gained in Mediation Skills Level II, other foundational work, and "real-world" application. As co-learners you will "expand the envelope" to deal with more difficult mediation situations by applying previously learned and new mediation skills and interventions in innovative and strategic ways. Some areas of exploration and practice will be: balancing content and process, expertise and understanding; the production and use of a shared base of information; mediator presence and its effect; tracking (process, content, and emotions) and shifting focus; "peeling the onion" (getting to the real interest); power and power balancing; mediator assertiveness and

directiveness; and mediator participation in problem solving and framing outcomes. **Prerequisite(s):** CR360, CR400.

Length: Two days (14 hours)  
 Date(s): **September 14-15**  
 Fee: \$250  
 Instructor(s): Michael Fogel

**NEW****Designing Conflict Management Systems (CR848)**

For a course description, see page 57.

Length: Two days  
 Date(s): **October 19-20**  
 Fee: \$300  
 Instructor(s): **Christina Sickles Merchant**, from Arlington, Virginia, is a highly experienced dispute resolution professional with over 27 years in the field as a mediator, facilitator, trainer, program manager, and dispute systems designer, primarily within the labour-management dispute arena. She co-authored *Designing Conflict Management Systems*, Jossey-Bass, 1996, winner of the Best Book of 1997 Award from the International Association of Conflict Management.

**Victim/Offender Mediation (CR827)**

This course addresses the use of mediation in the context of the criminal justice system: resolving issues for victims and offenders. Participants will develop an understanding of the Restorative Justice principles and values that for over 20 years have guided the use of this process in seeking to effectively address crime in the community. Using actual case studies, we will learn and practise the process and skills used in making initial client contacts and in conducting the mediation, addressing minor offences and some levels of assault. **Note:** The focus of the course will be on practitioner practice rather than on setting up a victim/offender program. **Recommended reading:** *Changing Lenses* by Howard Zehr. **Prerequisite(s):** CR250.

Length: Four days (28 hours)  
 Date(s): **November 3-6**  
 Fee: \$470  
 Instructor(s): **Eric Gilman** is a Senior Mediator and the Training and Education Coordinator for Fraser Region Community Justice Initiatives Association, one of Canada's most respected victim/offender mediation agencies.

Watch for the following mediation electives in our January to August 1999 calendar:

- Managing the Emotional Climate
- Conciliation and Caucusing
- Mediating Discrimination and Harassment Complaints
- Strategic Mediation

## Family Mediation Electives

These specialized electives add specificity, content, and advanced skills in the field of family mediation to the generic core of mediation skills gained by students who have taken either courses in the Justice Institute Conflict Resolution Certificate Program or equivalent training. The criteria that form the basis of the specialized family mediation courses are the Practice Guidelines and Family Relations Mediator Certification Process passed in October 1996 by Family Mediation Canada (FMC), the national family mediation organization. Mediators are advised to consult with FMC regarding applicable training requirements for certification.

### **Comprehensive Family and Divorce Mediation (CR456)**

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This overview course is for mediators who expect to practise in the family area. It reviews the mediation practice standards of Family Mediation Canada, and addresses psychological, legal, and financial issues relating to separation, divorce, and family reorganization. Three hours of training will focus on ethics. Participants will examine and practise appropriate family mediation techniques and interventions in the following areas: the intake process, parenting, financial objectives for adults and children of the marriage, distinguishing between interim and long-range issues, balancing power, caucusing, and formalizing the agreement. The instructor will touch on relevant areas such as the impact of separation and divorce, screening tools, spousal and child support, and matrimonial property. **Prerequisite(s):** CR250 or equivalent mediation skills training.

Length: Five days (35 hours)  
Date(s): **November 23-27**  
Fee: \$575  
Instructor(s): Daniel Hamoline

### **Best Interests of the Child (Part I): Family Dynamics (CR453)**

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Children are inevitably affected by the crisis of divorce and the decisions made when their family is restructured. This course will expand the knowledge and abilities of family mediators by focusing on the interests of children during mediation. Participants will learn about family dynamics involved in separation and divorce, developmental concerns of children who experience family breakup, assessing appropriate parenting plans, custody and access arrangements, and

strategies to ensure the optimal adjustment of children. This course will emphasize skills for effective mediation in family situations, including ways to involve children in the process where appropriate. **Prerequisite(s):** CR250 or equivalent mediation skills training.

Length: Two days (14 hours)  
Date(s): **November 30 – December 1**  
Fee: \$250  
Instructor(s): Kelly Kennedy and Ellen Shapiro

## Other JI Courses of Interest to Family Mediators

### **Introduction to Family Justice Services in B.C. (#CORR606DE)**

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What information will help separating couples develop a parenting plan? This introductory correspondence course is for mediators and those working in the helping professions. Participants will learn how the courts define legal terms such as *custody*, *access*, *guardianship*, and *support*, and how the family justice system works. The content will not cover issues of property division. This course is regularly offered as a three-day sessional course but will not be available as such until the Spring 1999 term.

The course will count as a financial credit towards the Family Justice Counsellor Training Program offered by the Corrections and Community Justice Division and as elective credit towards the Certificate in Conflict Resolution.

Length: Three-month guideline (course should be completed within three months)  
Date(s): Open-ended registration (you may register at any time)  
Fee: \$350  
Instructor(s): Michael Rittinger, Family Trainer, Corrections and Community Justice Division

Additional courses of interest to family mediators are listed in the Couple and Family Certificate Programs. See Supporting Women in Difficult Relationships (#EP175) and Violence Against Women in Relationships, Level 1 (#EP193), both on page 46. These courses do not count for credit in the Conflict Resolution Certificate Program.

## Satellite Locations and Course Listings

Following are the courses being offered at our out-of-town satellite locations from September through December as of the date of this printing. Many of our satellite locations will be scheduling additional courses for the fall/winter session. For updates on satellite course offerings and information on locations not listed here, please contact Carolyn Eyres (telephone: [604]528-5611; fax: [604]528-5640; e-mail: [ceyres@jibc.bc.ca](mailto:ceyres@jibc.bc.ca)).

**Note:** Many of our co-sponsors use course numbers different from those found in our course listings, so it is important to cross-reference by course title. Please refer to the course descriptions (starting on page 54) for further information and prerequisites. Please contact the co-sponsor listed for tuition fee information, as fees vary as a result of travel and administrative costs associated with each location. You are encouraged to register early, as minimum registration deadlines apply and class size is limited to 20 participants.

### VANCOUVER ISLAND

**VICTORIA:** CAMOSUN COLLEGE, School of Business, Interurban Campus, 4461 Interurban Road  
Information: (250)370-4565; Registration: (250)592-1556 or (250)370-3841.

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|-----------|--|
| Sep 24-26 | <b>CR110A/Dealing with Interpersonal Conflict</b><br>Instructor: Duncan Stewart  |
| Oct 1-3   | <b>CR110B/Resolving Conflict in the Workplace</b><br>Instructor: Patricia Lane   |
| Oct 29-31 | <b>CR260/Negotiation Skills Level I</b><br>Instructor: Nancy McPhee              |
| Nov 19-21 | <b>CR250/Mediation Skills Level I</b><br>Instructor: Elizabeth Azmier-Stewart    |
| Nov 27-28 | <b>CR846/Civil Procedure</b><br>Instructor: Terry Harris                         |
| Dec 4-5   | <b>CR302/Shifting from Positions to Interests</b><br>Instructor: Arthur Ridgeway |
| Dec 10-12 | <b>CR200/Dealing with Anger</b><br>Instructor: Ron Monk                          |

**NANAIMO:** MALASPINA UNIVERSITY COLLEGE, Community Education Division, 900 – 5th Street  
Information: (250)755-8775; Registration: (250)755-8755

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|-----------|---|
| Oct 22-24 | <b>CR110A/Dealing with Interpersonal Conflict</b><br>Instructor: Ron Monk |
| Nov 5-7   | <b>CR200/Dealing with Anger</b><br>Instructor: Elizabeth Azmier-Stewart   |
| Dec 3-5   | <b>CR250/Mediation Skills Level I</b><br>Instructor: Donna Soules         |

**CAMPBELL RIVER:** NORTH ISLAND COLLEGE, Community Education Programs, 1681 South Dogwood Street  
Information and Registration: (250)923-9790

- |           |   |
|-----------|---|
| Oct 29-31 | <b>CR110B/Resolving Conflict in the Workplace</b><br>Instructor: Donna Soules |
| Nov 26-28 | <b>CR260/Negotiation Skills Level I</b><br>Instructor: Nancy McPhee           |

### OKANAGAN/KOOTENAYS

**PENTICTON:** OKANAGAN UNIVERSITY COLLEGE, Continuing Education, Penticton Campus, 583 Duncan Avenue West  
Information: Joyce Hoglund, Continuing Education Penticton, (250)492-4305; Registration: (250)490-3959

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|---|---|
| Oct 23-24                                 | <b>CR102/Critical Skills for Communicating in Conflict</b><br>Instructor: Gary Harper |
| <i>Coming in 1999 Winter/Spring term:</i> |   |
| Feb 25-27                                 | <b>CR110B/Resolving Conflict in the Workplace</b><br>Instructor: Kelly Henderson      |
| May 6-8                                   | <b>CR102/Dealing with Anger</b><br>Instructor: TBA                                    |

**VERNON:** OKANAGAN UNIVERSITY COLLEGE, Continuing Education, Vernon Campus, 2899 30th Avenue  
Information: Vi Brett, Continuing Education Vernon, (250)545-7274; Registration: (250)545-7274

- |   |  |
|---|--|
| Nov 19-21                                 | <b>CR110A/Dealing with Interpersonal Conflict</b><br>Instructor: Kelly Henderson |
| <i>Coming in 1999 Winter/Spring term:</i> |  |
| Mar 25-27                                 | <b>CR260/Negotiation Skills Level I</b><br>Instructor: TBA                       |

### CARIBOO/NORTH COAST/NORTHERN B.C.

Watch for courses in Williams Lake, Prince Rupert, and Prince George in 1999!

### YUKON

**WHITEHORSE:** YUKON COLLEGE, Professional Studies  
Information: Stu Mackay, (867)668-8751;  
Registration: (867)668-8710

*Watch for courses in the Winter/Spring 1999 term, including:*

- |           |   |
|-----------|---|
| Feb 22-26 | <b>CR400/Mediation Skills Level II</b><br>Instructor: TBA |
|-----------|---|

## Assessments

Do you want a “reality check” on whether you are ready for your assessment? For a description of CR910, “Reality Check,” see page 56.

### Conflict Resolution/Negotiation Skills Assessment (CR950)

The Conflict Resolution Certificate Program requires a skills assessment in conflict resolution/negotiation. Our assessment procedure consists of:

- submission of a written preparation for the negotiation assessment to be role-played
- a one-hour role-play simulation with the student acting as the skilled negotiator. The assessor observes the role play and evaluates it based on identified criteria.
- an oral questioning period where the assessor asks the student about key concepts of the program as they relate to the role play (students will receive questions in advance)
- a written self-evaluation of the role play, to be submitted up to two weeks later, once the student has had an opportunity to review the tape of the role play

All four components of the assessment process must be satisfactorily completed for the student to pass the assessment. Students will be notified in writing of the assessment outcome. Further details of the assessment process will be provided to the student upon registration for the assessment. It is strongly recommended that you take the “Reality Check” (CR910) before doing your assessment. Instructors and coaches are also available on a private contract basis to help you prepare for the assessment. To schedule an assessment or for information on the out-of-town assessment option, call **Lorraine Savidan** at (604)528-5683.

Date(s): **October 21-30** (registration deadline: **October 2**)  
**December 2-10** (registration deadline: **November 13**)

Fee: \$190

Assessor(s): Centre for Conflict Resolution Training Instructors

*We cannot make exceptions for requests after registration deadline dates.*

## First Nations Negotiation Skills Certificate Program

Over the past four years we have delivered the First Nations Negotiation Skills Certificate Program on a contract basis to communities that wish to train up to 20 members in negotiation and conflict resolution skills. The program is intended to build effective negotiation skills for treaty negotiations, contract negotiations, or negotiating on a daily basis in the workplace or the community. It is recommended that training be held one week per month, with the entire program completed in six months. Scheduling can be adjusted to meet the needs of the community.

The certificate program includes courses in conflict resolution, anger, negotiation skills, and other related topics. Courses of particular relevance to First Nations have been added to the program. All courses are “hands-on,” experiential, and practical in nature, while also providing a theoretical framework. Skill development is emphasized through structured exercises and role plays that will be based on First Nations situations.

The courses in the Certificate Program total 25 days, or 175 hours, of classroom training. Individual skill assessments are scheduled in the final week of the program. The Certificate can be tailored to the specific requests and needs of your group by changing or adding elective courses. For example, courses in Restorative Justice can be added as electives in the program. Marg Huber, Director of the Centre for Conflict Resolution, is available to meet with you and other members of your community to more fully explain the program and make any adjustments that would work best for your group. Marg can be contacted at (604)528-5613.

First Nations coaches and trainers form part of the training team. All members of the training team have successfully completed Negotiation Skills Training and have extensive

experience in working with First Nations communities and organizations. We attempt to have at least one First Nations member of the training team present for all courses in the program to ensure cultural relevance and address cultural issues.

A certificate is available to all students who complete all courses and who successfully complete an assessment in Negotiation Skills.

### Goals of the Program

- To deliver fundamental and foundational principles and skills of interest-based negotiation
- To deliver training with standards equivalent to, and learning objectives, outcomes, assessment procedures, and goals consistent with, existing JI training in interest-based negotiation, while being responsive to cultural differences
- To build on strengths already existing in the individual and/or community
- To increase ability to influence the negotiation process
- To as much as possible deliver training in First Nations contexts

### Whom to Contact

For further information, please feel free to contact:

Marg Huber, Director, Centre for Conflict Resolution  
Telephone: (604)528-5613; E-mail: mhuber@jibc.bc.ca

Renée Nyberg-Smith, First Nations Advisor  
Telephone: (604)528-5621; E-mail: rnyberg-smith@jibc.bc.ca

Karen Falk, Program Planner, Centre for Conflict Resolution  
Telephone: (604)528-5615; E-mail: kfalk@jibc.bc.ca



## Instructors

**Elizabeth Azmier-Stewart**, CRC, B.A. (Psych.). Trainer in conflict resolution, negotiation, and mediation skills. Mediator in areas of workplace, organizational, landlord-tenant, cooperatives, community, family, school, and child protection mediation. Background in small business, working with disturbed youth and their families, and employment counselling.

**Joan Balmer**, M.A. Trainer specializing in anger management and power issues in the dispute resolution process. Consultant with Ryane Consulting Inc.

**Charles Boehm-Hill**, M.Ed., M.A. Trainer specializing in cultural diversity issues. Charles is the leader of the NCBI Victoria Interim Chapter.

**Sally Campbell**, CRC, B.A., Cert. in Ed., J.D. Trainer in conflict resolution, negotiation, and mediation specializing in facilitating multi-party disputes. Work includes First Nations negotiation training as well as training for Continuing Legal Education of B.C., regional land-use tables, and RCMP. Background: Law.

**Valerie Dudoward**. Tsimshian Nation, trainer in Aboriginal community for over 20 years, specializing in intercultural training at the Justice Institute; program manager with the Native Courtworker and Counselling Association of B.C.; recently served as women's equity representative for the B.C. Labour Force Development Board; TV host and recipient of an international video award in Washington state.

**Ed Eduljee**. Trainer specializing in intercultural relations and communications in the community and workplace. Facilitator for community consultations and workshops; leadership and board development in community agencies. Background: Past Director for Multiculturalism and Manager for Human Rights Education, Government of B.C.; president and director of various community organizations.

**Michael Fogel**, C.Med., M.Ed. (Counselling Psych.), LL.B., J.D. Trainer in conflict resolution, specializing in mediation, negotiation, and group facilitation skills for organizations. Mediator specializing in commercial, business, multi-party, and organizational conflicts, public policy, and family disputes. Background includes law, counselling psychology, and organizational consulting.

**Mario Govorchin**, CRC, B.A. (Psych.). Trainer in conflict resolution, mediation, and negotiation, specializing in anger management and working with troubled youth. Mario is a certified instructor with the Crisis Prevention Institute. Background includes psychology, organizational consulting, and working with a wide variety of government, business, and community organizations.

**Karen Haddigan**, CRC, B.Sc. (Social Science), C.Med. Trainer in conflict resolution, mediation, and negotiation, specializing in group dynamics. Mediator specializing in group and organizational settings, workplace conflicts, land-use planning processes, and construction disputes. Background in psychology and community development.

**Daniel Hamoline**, M.S.W., LL.B. Family and divorce mediator, therapist, arbitrator, and family lawyer. He specializes in teaching and training in mediation, and is a founding member of Fifth Avenue Counselling, Mediation and Arbitration in Saskatoon.

**Gary Harper**, CRC, LL.B. Trainer in conflict resolution, specializing in management training and development, business communications, and managing change. Background includes law, the insurance industry, and management. Gary has also taught writing and public speaking.

**Terry Harris**, CRC, C.Med., B.A. (Psych.), LL.B. Trainer in legal education; lawyer and mediator in private practice concentrating on civil and family disputes. Terry is also a Child Protection Mediator and a member of the Tribunal of the B.C. Children's Commission. His background is in counselling, social administration, and social services to children and youth.

**Kelly Henderson**, R.N., B.Sc.N., M.Ed. (Counselling Psych.). Trainer in conflict resolution, negotiation, and mediation. Background in the health care industry, critical incident stress debriefing, and private consulting providing facilitation and training services in team building and mediation.

**Wendy Hilliard**, CRC, Teaching Certificate, LL.B. Trainer in conflict resolution, negotiation, and mediation. Background in business law instruction, peer counselling, and secondary school teaching, as well as providing educational services to Continuing Legal Education and other governmental and educational groups.

**Marg Huber**, CRC, B.A., C.Med. Director of the JI Centre for Conflict Resolution. Mediator since 1986, specializing in organizational, non-profit, family, community, and intercultural settings.

**Stacey Holloway**, B.Sc.N. Trainer in conflict resolution, mediation, and negotiation specializing in human relations and organizational behaviour. Mediator specializing in organizational, community, family, and multi-party facilitation. Background in organizational consulting, peer mediation in the school system, teaching of psychiatric nursing, and work in the health care industry.

**Nym Hughes**, CRC, Instructor Diploma. Trainer in conflict resolution, mediation, and negotiation. Mediator specializing in workplace, group, and organizational settings. Background in adult education, social services, women's groups, community groups, and designing and leading diversity awareness workshops.

**Ed Jackson**, CRC, CGA. Trainer in conflict resolution, specializing in the financial impacts of separation and divorce. Mediator in workplace disputes and separation/divorce agreements. Background in accounting.

**Kelly Kennedy**, M.A. (cand.). Mediator, counsellor, and trainer in private practice with experience in a variety of human services settings. President of the Reality Therapy Institute of B.C. and member of the Delta Council for Youth Committee.

**Patricia Lane**, LL.B. Trainer in conflict resolution. Mediator specializing in all aspects of divorce and family mediation as well as commercial mediation. Background in alternative dispute resolution includes labour negotiations, land claims management issues, land-use issues, and organizational development work.

**Jeannette Matson**, M.S.W. Trainer specializing in cultural diversity issues in the dispute resolution process. Jeannette is the director of NCBI B.C. Chapter.

**Sandra McEwan**, CRC, LL.B. Trainer in conflict resolution and intercultural conflict; mediator specializing in child protection, community, and organizational issues.

**Nancy McPhee**, CRC. Trainer in conflict resolution and negotiation specializing in communication skills. Mediator in workplace conflict providing group facilitation. Background in education, community development, program administration, board and committee work, and training.

**Ron Monk**, CRC, D.Tech. Trainer in conflict resolution, mediation, and negotiation. Mediator specializing in family, child protection, workplace, government agencies, and multi-party/group facilitation. Background in broadcasting, business, and non-profit management as well as facilitation of planning and economic development strategies.

**Arthur Ridgeway**, M.Ed. (Counselling Psych.), Ph.D. (Ed. Psych.). Trainer in leadership, decision-making, conflict resolution, negotiation, consensus-building, and team-building processes, specializing in organizational workplace settings. Consultant and facilitator focusing on leadership development, team effectiveness, change management, and conflict resolution. Background: Registered Psychologist.

**Jill Schroder**, CRC, B.A., M.Sc. Trainer in conflict resolution and communication skills. Mediator specializing in workplace and relationship disputes. Background in systems analysis, computer simulation, and multimedia presentation.

**Ellen Shapiro**, M.A. (Couns. Psych.), CRC. Mediator in private practice specializing in family counselling, family transition, and child development. Experience in mediating, counselling, and training, both in private practice and in the non-profit sector.

**Donna Soules**, CRC, B.A. Trainer in conflict resolution. Mediator in organizational, family, parent-teen, custody, and school conflicts. Background in school and high-risk adolescent counselling.

**Duncan Stewart**, CRC, M.Ed., Ph.D. (Psych.), Dipl. Bus. Admin., RCC. Trainer and consultant in conflict resolution, mediation, and negotiation. Specializing in remedial interventions for dysfunctional workgroups, particularly those involving resolution of harassment and discrimination complaints. Background in organizational development, employee assistance programs, and group facilitation consultation services for human resources management and labour groups.

**Michael Talbot**, M.A., M.Tech. Organizational consultant in private practice, with a particular interest in organizational evolution.

**Jim Toogood**, CRC. Trainer in conflict resolution, negotiation, and mediation with First Nations groups. Mediator, facilitator, and consultant in organizational workplace settings, commercial, personal injury, and labour disputes. Background in business and labour.

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

**Lee Turnbull**, LL.B., M.Ed., C.Med. Mediator, facilitator, and trainer in the family, commercial, government, and organizational areas.

**Deborah White**, B.S.W., M.A. Trainer in conflict resolution negotiation, mediation, change management, team building, and communication skills specializing in organizational training. Mediator, facilitator, and consultant focusing on organizations, community, and multi-party disputes. Background in human relations and group facilitation.

**Dale Zaiser**, B.A., M.A. Trainer in conflict resolution, negotiation, and interpersonal skills. Facilitator working with organizational conflict and the management of change. Background includes psychiatric nursing, peer mediation in the school system, and organizational development work.

## Coaches

Mike Adam, Nancy Baker, Juan Barker, Keith Barker, Janice Bateman, Sherry Bowlby, Pat Bragg, Susan Cawsey, Judith Ceroli, Beryl Clayton, Rosemary Couch, Brenda Dion-Walchuk, Linda Dobson-Sayer, Sandy Dunlop, Marion Dyck, Jory Faibish, Brian Frank, Maureen Garrity, Kelly Grittner, Maureen Hannah, Anne Harker, Terry Harris, Caroline Hayes, Nancy Hinds, Jennifer Johnson, Mark Johnson, Kel Kelly, Tim Langdon, Mary Ann Lewis, Rob Lewis, Sherry Lockwood, Claudia Lowry, Laura Matsuda, John McCandless, Marguerite McCallion, Sandra McEwan, Mary McGregor, Julia Menard, Susan Mulkey, Carol Myers, Terry Neiman, Dorothy Newman, Christine Newton, Phyllis Nordquist, Sena Paradis, Ingrid Pipke, Keith Purvin-Good, Jane Roberts, Lina Rose, Sandra Rossi, Madeline Sauve, Lane Sherman, Rick Singer, Steve Smythe, Donna Soules, Pamela Theriault, Leanne Turnbull, Lillian Van Pelt, Heather Wheating, Cliff White, Gordon White, Kim White, Sharon Wilson, Liz Wouters, John Wright, Doug Yearwood, Susan Yerxa.

## Conflict Resolution Chronological Course Listing

Please refer to course descriptions for prerequisites and recommended advance work.  
Courses marked with an asterisk (\*) have prerequisites that must be met prior to registration.

To register in Lower Mainland courses held at the JI New Westminster campus and the BCIT Downtown Vancouver campus, contact the JI registration office (see page 4).

To register in Vancouver Island and Okanagan courses, please call the co-sponsoring college's registration office (we have provided the telephone numbers in this listing).

DATE	COURSE	INSTRUCTOR
Sep 14-15*	Mediation Skills Level III (CR829)	Michael Fogel
Sep 17-18	Critical Skills for Communicating in Conflict (CR102)	Jim Toogood
Sep 18*	"Reality Check" (CR910)	Assessor TBA
Sep 21-22*	Criticism: How to Give and Receive It (CR206)	Deborah White
Sep 21-23	Resolving Conflict in the Workplace (CR110B)	Stacey Holloway
Sep 23-25	Dealing with Interpersonal Conflict (CR110A)	Wendy Hilliard
Sep 24-26	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 Dealing with Interpersonal Conflict (CR110A)	Duncan Stewart
Sep 28-29	BCIT – Critical Skills for Communicating in Conflict (CR102)	Wendy Hilliard
Sep 28-30*	Negotiation Skills Level I (CR260)	Kelly Henderson
Sep 29 – Oct 1*	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart
Sep 30 – Oct 2	BCIT – Resolving Conflict in the Workplace (CR110B)	Ed Jackson
Oct 1-2	Asserting Yourself Under Pressure (CR104)	Deborah White
Oct 1-3	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 Resolving Conflict in the Workplace (CR110B)	Patricia Lane
Oct 5	Handling Conflict on the Telephone (CR101)	Dale Trimble
Oct 5-7*	Mediation Skills Level I (CR250)	Ron Monk
Oct 6-8	Resolving Conflict in the Workplace (CR110B)	Nancy McPhee
Oct 8-9*	Civil Procedures (CR846)	Terry Harris
Oct 8-9/13-15*	Mediation Skills Level II (CR400)	Deborah White
Oct 13*	"Reality Check" (CR910)	Assessor TBA
Oct 13-14	Critical Skills for Communicating in Conflict (CR102)	Jill Schroder
Oct 13-14*	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
Oct 15-16*	Making It Hard to Say No (CR362)	Arthur Ridgeway
Oct 15-17	Dealing with Interpersonal Conflict (CR110A)	Mario Govorchin
Oct 19-20	Designing Conflict Management Systems (CR848)	Christina Merchant
Oct 19-21*	Dealing with Anger (CR200)	Elizabeth Azmier-Stewart
Oct 19-21*	BCIT – Negotiation Skills Level I (CR260)	Dale Zaiser
Oct 20-22	Resolving Conflict in the Workplace (CR110B)	Nancy McPhee
Oct 22-23*	BCIT – Group Dynamics (CR504)	Karen Haddigan
Oct 22-24*	Negotiation Skills Level I (CR260)	Kelly Henderson
Oct 22-24	MALASPINA UNIVERSITY COLLEGE, NANAIMO. To register: (250)755-8755 Dealing with Interpersonal Conflict (CR110A)	Ron Monk

DATE	COURSE	INSTRUCTOR
Oct 22-23/26-28*	Negotiation Skills Level II (CR360)	Mario Govorchin
Oct 23-24	OKANAGAN UNIVERSITY COLLEGE, PENTICTON. To register: (250)490-3959 Critical Skills For Communicating in Conflict (CR102)	Gary Harper
Oct 27-29*	Mediation Skills Level I (CR250)	Elizabeth Azmier-Stewart
Oct 28-30	Dealing with Interpersonal Conflict (CR110A)	Joan Balmer
Oct 29-31	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 Negotiation Skills Level I (CR260)	Nancy McPhee
Oct 29-31	NORTH ISLAND COLLEGE, CAMPBELL RIVER. To register: (250)923-9790 Resolving Conflict in the Workplace (CR110B)	Donna Soules
Nov 2	Handling Conflict on the Telephone (CR101)	Dale Trimble
Nov 2-4*	Dealing with Anger (CR200)	Ron Monk
Nov 2-4	BCIT – Dealing with Interpersonal Conflict (CR110A)	Joan Balmer
Nov 3-5	Resolving Conflict in the Workplace (CR110B)	Kelly Henderson
Nov 3-6*	Victim Offender Mediation (CR827)	Eric Gilman
Nov 4-6*	Negotiation Skills Level I (CR260)	Deborah White
Nov 5-6	BCIT – Asserting Yourself Under Pressure (CR104)	Mario Govorchin
Nov 5-7	MAIASPINA UNIVERSITY COLLEGE, NANAIMO. To register: (250)755-8755 Dealing with Anger (CR200)	Elizabeth Azmier-Stewart
Nov 6*	“Reality Check” (CR910)	Assessor TBA
Nov 9-10	Critical Skills for Communicating in Conflict (CR102)	Ed Jackson
Nov 9-10	Managing the Hostile Individual (CR108)	Mario Govorchin
Nov 12-13/16-18*	Mediation Skills Level 11 (CR400)	Karen Haddigan
Nov 13*	“Reality Check” (CR910)	Assessor TBA
Nov 14, 21 & 28	Resolving Conflict in the Workplace (CR110B)	Jim Toogood
Nov 16-18*	BCIT – Mediation Skills Level 1 (CR250)	Ron Monk
Nov 17-19	Resolving Conflict in the Workplace (CR110B)	Jill Schroder
Nov 18-20*	Dealing with Anger (CR200)	Nancy McPhee
Nov 18-20	Building Positive Relationships in a Diverse Workplace (CR847)	Jeannette Matson Charles Boehm-Hill Ed Eduljee
Nov 19-20*	BCIT – Civil Procedure (CR846)	Terry Harris
Nov 19-21	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 Mediation Skills Level I (CR250)	Elizabeth Azmier-Stewart
Nov 19-21	Dealing with Interpersonal Conflict (CR110A)	Gary Harper
Nov 19-21	OKANAGAN UNIVERSITY COLLEGE, VERNON. To register: (250)545-7274 Dealing with Interpersonal Conflict (CR110A)	Kelly Henderson
Nov 23-25*	Mediation Skills Level I (CR250)	Dale Zaiser
Nov 23-27*	Negotiation Skills Level II (CR360)	Stacey Holloway
Nov 23-27*	Comprehensive Family and Divorce Mediation (CR456)	Daniel Hamoline
Nov 25-26	Critical Skills for Communicating in Conflict (CR102)	Gary Harper
Nov 26-28	NORTH ISLAND COLLEGE, CAMPBELL RIVER. To register: (250)923-9790 Negotiation Skills Level I (CR260)	Nancy McPhee
Nov 27*	“Reality Check” (CR910)	Assessor TBA
Nov 27-28	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 Civil Procedure (CR846)	Terry Harris
Nov 30 – Dec 1*	BCIT – Reconciling Differences (CR834)	Arthur Ridgeway



DATE	COURSE	INSTRUCTOR
Nov 30 – Dec 1*	Best Interests of the Child (Part 1): Family Dynamics (CR453)	Ellen Shapiro Kelly Kennedy
Nov 30 – Dec 1	Asserting Yourself Under Pressure (CR104)	Mario Govorchin
Nov 30 – Dec 2*	Negotiation Skills Level I (CR260)	Wendy Hilliard
Dec 2-3*	Shifting from Positions to Interests (CR302)	Arthur Ridgeway
Dec 2-4	Resolving Conflict in the Workplace (CR110B)	Joan Balmer
Dec 2-4*	BCIT – Dealing with Anger (CR200)	Karen Haddigan
Dec 3-5	MAIASPINA UNIVERSITY COLLEGE, NANAIMO. To register: (250)755-8755 Mediation Skills Level I (CR250)	Donna Soules
Dec 3-4/7-9*	Negotiation Skills Level II (CR360)	Dale Zaiser
Dec 4-5	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 Shifting from Positions to Interests (CR302)	Arthur Ridgeway
Dec 7-9	Resolving Conflict in the Workplace (CR110B)	Gary Harper
Dec 8-10	Dealing with Interpersonal Conflict (CR110A)	Wendy Hilliard
Dec 9-11*	Dealing with Anger (CR200)	Stacey Holloway
Dec 10-11	Critical Skills for Communicating in Conflict (CR102)	Deborah White
Dec 10-12	CAMOSUN COLLEGE, INTERURBAN CAMPUS. To register: (250)592-1556 or (250)370-3841 Dealing with Anger (CR200)	Ron Monk

## Conflict Resolution Alphabetical Course Listing

For a description of each course, please see the page(s) indicated.

Asserting Yourself Under Pressure (CR104) .....	56	Making It Hard to Say No (CR362) .....	56
Best Interests of the Child (Part I): Family Dynamics (CR453) .....	60	Managing the Hostile Individual (CR108) .....	58
Building Positive Relationships in a Diverse Workplace (CR847) .....	58	Mediation Skills Level I (CR250) .....	55
Civil Procedure (CR846) .....	59	Mediation Skills Level II (CR400) .....	59
Comprehensive Family and Divorce Mediation (CR456) .....	60	Mediation Skills Level III (CR829) .....	59
Conflict Resolution/Negotiation Skills Assessment (CR950) ...	62	Negotiation Skills Level I (CR260) .....	55
Critical Skills for Communicating in Conflict (CR102) .....	56	Negotiation Skills Level II (CR360) .....	55
Criticism: How to Give and Receive It (CR206) .....	56	“Reality” Check (CR910) .....	56
Dealing with Anger (CR200) .....	55	Reconciling Differences: Personality and Behaviour (CR834) .....	57
Dealing with Interpersonal Conflict (CR110A) .....	54	Resolving Conflict in the Workplace (CR110B) .....	54
Designing Conflict Management Systems (CR848) .....	57	Shifting from Positions to Interests (CR302) .....	57
Group Dynamics (CR504) .....	58	Teaching Conflict Resolution Survival Skills with Stories and Drama (CR779) .....	57
Handling Conflict on the Telephone (CR101) .....	58	Victim/Offender Mediation (CR827) .....	59

# Other Justice Institute Courses

## Fire Safety

### Introduction to the Fire Service (#FS002)

This course allows students to explore the possibility of a career in the fire service. Over a weekend, fire service professionals will present topics relevant to the fire service. Topics may include: Career Planning, Physical Testing for the Fire Service, Safety and Equipment, Fire Prevention Inspection, Dangerous Goods, Fire Department Perspective, Critical Incident Stress, and Fire Service Organization. Enrolment is limited to 60 participants.

**Length:** 2 days plus 1 evening (Friday evening, all day Saturday and Sunday)  
**Location:** Justice Institute of B.C.  
**Date(s):** Call the Registration office at (604)528-5589 for the dates of the next scheduled course.  
**Fee:** \$185  
**Instructor(s):** Instructors are leaders in their specific area of the fire service.

### Introduction to the Fire Service: Field Exercises (#FS003)

This course is the second phase of FS002. Topics include: Fire Behaviour, Safety and Protective Clothing, Extinguishers (with live fire training), Self-Contained Breathing Apparatus, and Hose and Nozzle familiarization. Class size is limited to 12.  
**Prerequisite(s):** Completion of Introduction to the Fire Service (#FS002).

**Location:** Safety Training Centre, Maple Ridge, B.C.  
**Date(s):** A waiting list is maintained for this course. Call the Registration office at (604)528-5589.  
**Fee:** \$265  
**Instructor(s):** Fire and Safety Division instructors

## Distance Education Courses

People registered in distance education courses will have access to a knowledgeable tutor by telephone and correspondence throughout the course. Courses are co-sponsored by the Social Services and Community Safety Division and Fire and Safety Division. (**Note:** Fire service personnel in B.C. should contact the Fire and Safety Division directly to obtain these and other self-study courses.)

### Fire Safety at Work (#DE-02)

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

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

**Length:** 120 self-study hours  
**Fee:** \$300

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

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

**Length:** 40 self-study hours (#DE00), or six 2-hour classroom sessions offered at least twice a year (#NC-02)  
**Fee(s):** \$195 (#DE00); \$225 (#NC-02)

### Technical Math (#DE05)

This course presents the basic math skills needed for fire flow calculations, such as volume and surface area, and provides frequent opportunities to apply the information to practical situations. Units include whole numbers, fractions and decimals, percentages, averages, algebraic equations, powers and square roots, ratios and proportions, and measurements of length, area, and volume. **Prerequisite(s):** Basic skills in addition, subtraction, multiplication, and division. (The course will be offered in classroom format if there is sufficient demand.)

**Length:** 40 self-study hours  
**Fee:** \$195

## Contract Law Enforcement Programs

### Investigation and Enforcement Skills Certificate Program

Beginning in the fall of 1998, Contract Law Enforcement Programs will be publicly offering a skills-based certificate program specifically designed for professionals employed in the fields of compliance monitoring, enforcement, or investigation. Core courses will include Investigative Interviewing, Developing Basic Investigative Skills, and Legal Issues in Investigations. Elective courses currently under development include Advanced Investigative Interviewing, Incident Scene Documentation, Expert Witness, Internal Investigations, and Open-Source Intelligence.

### Private Security Program

#### OUR ROLE IN PRIVATE SECURITY TRAINING IN BRITISH COLUMBIA

Security guards and armoured car guards who work for security businesses in B.C. must complete mandatory training prior to licensing. The Justice Institute of B.C. acts as the training administration agency for the Security Programs Division of the Ministry of Attorney General, and is responsible for the approval and regulation of all security training schools. The Private Security Program also offers security training **directly** to the public through regularly scheduled open registration course offerings as well as contract training for a variety of public and private corporate clients.

#### COURSES REQUIRED FOR LICENSING

Before obtaining a security patrol (security guard) licence, one must complete the five-day Basic Standards Training 1 course (BST1), which is offered at the JI as PSP101, and the three-day Basic Standards Training 2 course (BST2), which is offered at the JI as PSP102.

Before obtaining the necessary permit to carry a firearm as an armoured car guard, one must complete the pre-employment two-week Basic Armoured Car Guard course (PSP300) at the JI.

### CERTIFICATE IN ADVANCED SECURITY PATROL SKILLS

The Justice Institute offers a program of study leading to a Certificate in Advanced Security Patrol Skills. To complete the certificate program, a student must take approximately four weeks of **Private Security Program** courses or course equivalents, including five required core courses and at least 24 hours of additional elective courses.

#### Core Courses

PSP101	Basic Standards Training 1 or PSP701 Basic Standards Training 1 (Internet version)
PSP102	Basic Standards Training 2
PSP108	Workplace Safety Skills for Security Patrol
PSP109	Emergency Response Skills for Security Patrol
PSP111	Basic First Aid for Security Patrol

#### Sample of Elective Courses

PSP103	Bicycle Patrol for Security Patrol
PSP106	Basic Standards Training 2 Instructors Course
PSP107	Mobile Alarm Response for Security Patrol
PSP110	Instructional Techniques for Security Training

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

## Professional Health Programs



The Professional Health Programs division of the Paramedic Academy offers continuing medical education for physicians, nurses, and pre-hospital care providers. Training is available at the Justice Institute and, on a contract basis, to organizations and businesses that would like to run a course in their community.

Faculty are fully qualified instructors: physicians, nurses, respiratory therapists, and paramedics who currently practise in the emergency or critical care field throughout British Columbia. Most courses have a pre-reading requirement and consist of a combination of theory and small-group practice sessions. The courses below marked with an **asterisk (\*)** have an instructor/student ratio of 1:6 to ensure individualized attention.

Professional Health Programs will be offering the following courses between September and December 1998:

Advanced Cardiac Life Support (ACLS) Instructor  
Advanced Cardiac Life Support (ACLS) Provider\*  
Advanced Cardiac Life Support (ACLS) Update\*  
Basic Trauma Life Support (BTLS) Advanced\*  
Basic Trauma Life Support (BTLS) Instructor  
Cardiac Arrest Management (CAM): ACLS Prep\*  
CPR Instructor\*  
CPR Instructor Update\*  
Dysrhythmia Interpretation: Introductory ACLS  
First Line Trauma Management

Geriatric Mental Health Emergencies  
Pediatric Advanced Life Support (PedALS)\*  
Pediatric Advanced Life Support (PedALS) Instructor

**Note:** The following courses are recognized for continuing medical education credits:

- ACLS and PedALS by the British Columbia College of Family Physicians
- ACLS and PedALS by the Canadian Society of Respiratory Therapists
- BTLS by the National Emergency Nurses' Affiliation.

In addition to the ongoing courses listed above, Professional Health Programs has the expertise to design customized courses to fit the specific requirements of clients, both locally and internationally.

**For dates and detailed information on any of our courses, please contact Professional Health Programs at:**

Telephone: (604)528-5727  
Fax: (604)528-5715  
E-mail: [php@jibc.bc.ca](mailto:php@jibc.bc.ca)  
Web site: [www.paracademy.com](http://www.paracademy.com)



# SOCIAL SERVICES AND COMMUNITY SAFETY RESOURCES

## Charting New Waters Violence Against Women with Disabilities

### Video and Facilitator's Guide

This 35-minute video with accompanying facilitator's guide has been designed to raise awareness of the barriers and issues faced by women with disabilities when they try to end the violence in their lives. The video combines interviews with disability advocates and criminal justice personnel with three dramatic vignettes portraying women with disabilities who have experienced or are currently experiencing violence in their lives.

Price in B.C.: \$65

Price out-of-province: \$80

## Critical Incident Stress Debriefing

### Video and Facilitator's Guide

This award-winning video shows a fictitious critical incident and illustrates the stages of critical incident stress support that precede and follow it. The revised facilitator's guide provides information and instructional strategies to deliver an introductory workshop.

Price in B.C.: \$75

Price out-of-province: \$100

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

## Telling the Untold Stories

### Video and Facilitator's Guide

This 40-minute video demonstrates the potential impact of traumatic workplace events on staff, including how external resources may assist an organization, and illustrates the stages of a group debriefing. A non-emergency services work site is used to show the applicability of these debriefings in a general workplace setting.

Price in B.C.: \$75

Price out-of-province: \$80

## Balancing Conflicting Interests: A Counsellor's Guide to the Legal Process

### Manual

This manual explores the clinical and ethical dilemmas counsellors face in their increasing involvement with the legal system, and suggests ideas for resolving them. Topics include: current legal-clinical trends that require counsellors to "think legal"; issues a "thinking legal" counsellor must consider, such as informed consent, confidentiality, questions of privilege, obligations to report, clinical assessments, and guidelines for record-keeping; concerns counsellors have about going to court; and much more.

Price in B.C.: \$40

Price out-of-province: \$55

To learn more about any of these packages, please contact the Social Services and Community Safety Division at (604)528-5632.

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

## ORDER FORM

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No. of copies

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☐ Telling the Untold Stories \_\_\_\_\_

☐ Balancing Conflicting Interests \_\_\_\_\_

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Please send orders to:

Social Services and Community Safety Division  
Justice Institute of B.C.  
715 McBride Boulevard  
New Westminster, B.C. V3L 5T4

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

For more information about any of these packages, please contact the Social Services and Community Safety Division at (604)528-5632.

# JL JUSTICE INSTITUTE OF B.C.

Out of consideration for the environment and to reduce costs, we continually update our mailing lists. If you receive duplicate copies of the calendar, please send us the bottom half of this page (original or photocopy) from each extra calendar. Mark the labels you want deleted, or indicate any corrections to your name or address you want made. Send labels to:

**Mailing List**

**Justice Institute of B.C.  
715 McBride Boulevard,  
New Westminster, B.C. V3L 5T4  
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Justice Institute of B.C.  
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