



**JUSTICE
INSTITUTE**
of BRITISH COLUMBIA

CONTRACT &
CUSTOMIZED TRAINING



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PRESIDENT'S MESSAGE



Michel Tarko, PhD
President and CEO,
Justice Institute of British Columbia

It is my privilege to introduce the Justice Institute of British Columbia (JIBC) and share how our experienced faculty and staff can support the education needs of your organization and community.

For more than 35 years, JIBC has continued to realize its vision and mission of being a leading public safety post-secondary institution.

We are recognized nationally and internationally for our innovative public and community safety programs that support the health, safety and wellbeing of people at work, at home and in the community.

As public and community safety needs continue to grow increasingly complex, we have remained committed to providing the education, training and applied research to meet the demands of our ever-changing world.

Every day, organizations and communities benefit from the education and training their managers, employees and volunteers receive from JIBC. Our contract training programs contribute to the entire spectrum of public and community safety from prevention to response to recovery.

Delivered online or on-site, people gain the knowledge, skills and competence taught by experienced instructors from the frontlines of their profession.

I invite you to read our guide to contract and customized training programs and explore with us the potential for collaboration to meet your educational goals and professional learning needs.

We look forward to working with you towards creating safe communities where businesses and organizations can thrive.

A handwritten signature in blue ink, appearing to read 'MTarko'.

ABOUT JIBC

Justice Institute of British Columbia (JIBC) is Canada's leading public safety educator that provides innovative education, training and applied research for people whose work supports safe and healthy places to live, work and play.

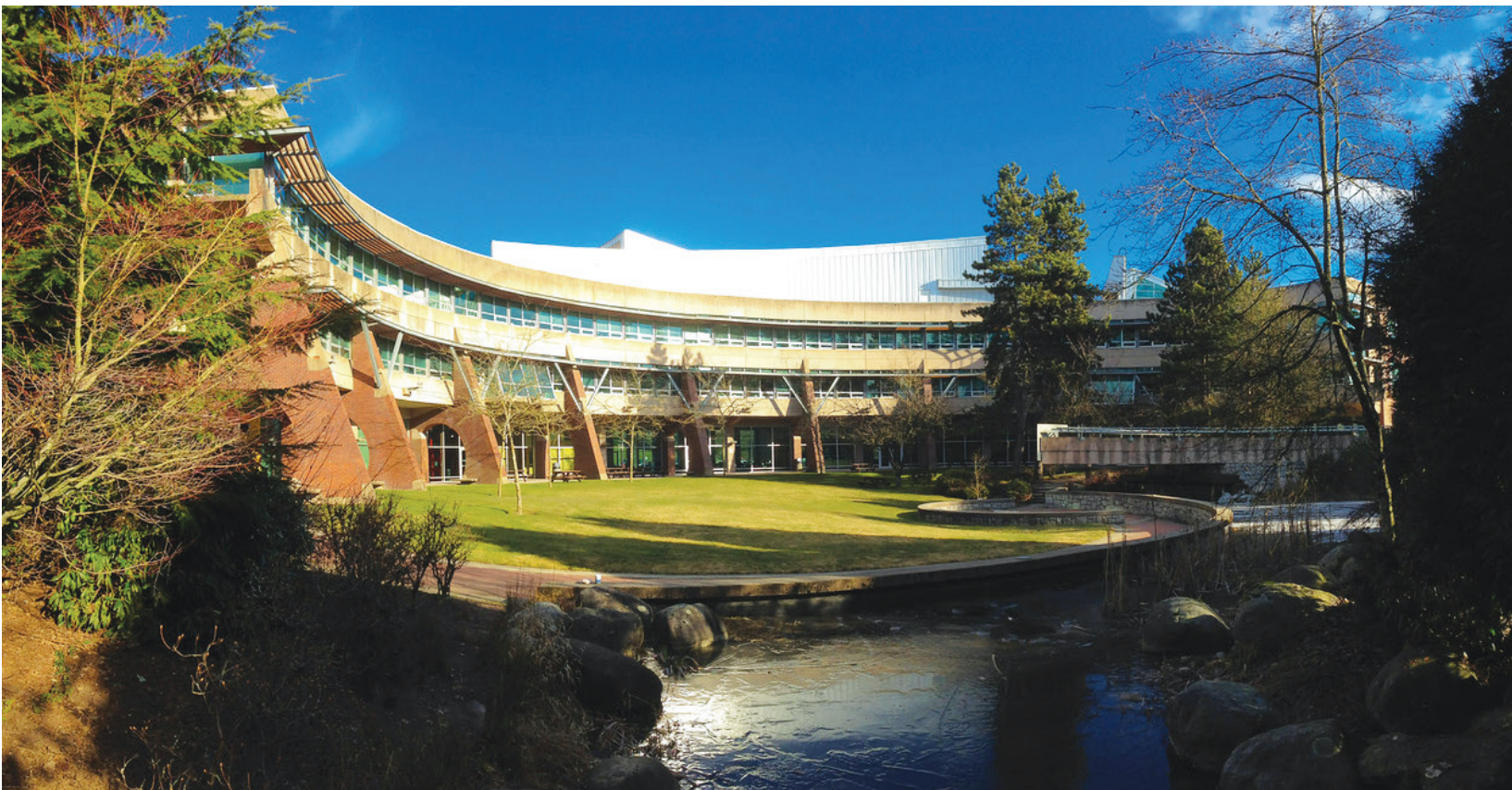
Founded in 1978 by the Government of British Columbia, JIBC has become one of the top public and community safety institutions in the world. Each year, about 28,000 people advance their education, skills and professional training through JIBC courses and programs delivered on-site or online.

In addition to providing leading-edge training programs for essential community services, including policing, firefighting, paramedicine, emergency management, corrections, child welfare and driver safety, JIBC is an award-winning pioneer in the use of realistic simulations. Our programs advance and improve the effectiveness and efficiency of community services around the world.

Our instructors are experienced and active professionals in their respective fields, many with decades of experience. Coming from various backgrounds, our expert trainers are public safety specialists who are culturally respectful and focus on collaborative, interdisciplinary training.

JIBC's growing success in providing contract and customized training is based on applying the latest research and technology in our courses, employing a collaborative approach with partner governments, public safety organizations and professional associations.

Educational excellence and student success are the foundation of our training, education and applied research that contribute to creating stronger, safer, more prosperous communities in B.C., across Canada and around the world.



WORLD-CLASS INSTRUCTORS



AARON JUNGLAS: BUILDING CONFIDENCE AND COMPETENCE IN LAW ENFORCEMENT OFFICERS

Experience, patience and flexibility are just some of the valuable qualities that make Aaron a great instructor at JIBC.

Aaron adeptly provides the knowledge and skills needed by his students, whether he's teaching at JIBC's Police Academy, in the Law Enforcement Studies Diploma program at JIBC, or police officers from the Middle East or China. A Sergeant with the New Westminster Police Department with nearly 30 years in policing, Aaron has a wealth of experience and training. His educational qualifications include a Master of Education degree from the University of Victoria and a Bachelor's degree in Public Safety and Leadership from Simon Fraser University.

As an instructor, his focus is on helping his students gain confidence and competence. "I want them to have more confidence in their abilities. The more confidence they have, their competence goes way up. That's what I really like to see when I teach a course. I find that very rewarding."

JIBC IS HOME BASE FOR MANY OF THE MOST-EXPERIENCED AND ENGAGING INSTRUCTORS IN PUBLIC SAFETY IN THE COUNTRY. THE INSTITUTE'S TEAM OF INSTRUCTORS INCLUDE PARAMEDICS, POLICE OFFICERS, FIREFIGHTERS, SHERIFFS, PROBATION OFFICERS, AND COUNSELLORS, ALL WITH DECADES OF EXPERIENCE IN THE FIELD.



TOM LEWIS: GOING THE DISTANCE IN EMERGENCY MANAGEMENT TRAINING

Tom's energy is undeniable. His enthusiasm, intensity, and passion for excellence have made him an internationally respected mentor in the field of Emergency Management. In 2013, he was recognized as JIBC's Instructor of the Year.

Tom retired in 2006 as Surrey's Deputy Fire Chief and City Emergency Coordinator, but his retirement didn't last long. Less than 100 hours after leaving Surrey's fire department, he co-facilitated his first course at JIBC. Since then, he has facilitated emergency management courses in B.C., across Canada and around the world. He's taught everyone from oil executives and First Nations leaders, to key stakeholders preparing for the Vancouver 2010 Winter Olympic and Paralympic Games, and the G8/G20 summits in Ontario.

One of Tom's strengths is his ability to back up verbal explanations with visuals and exercises that make it easier for students from different backgrounds and cultures to understand the principles he's teaching.

"Application of knowledge is the most important thing," said Lewis.



SHERRI CALDER: IMPARTING VITAL CONFLICT RESOLUTION SKILLS

When it comes to teaching conflict resolution skills, Sherri Calder doesn't just teach the theory; she's always looking for new ways to make the material applicable in a student's daily life. "I talk about the concepts around conflict resolution, but I like to bring up real-world examples that people can relate to," she said. "I also challenge the students I'm working with to actually apply what they have learned. I invite them to try things and report back."

This applied educational approach has proven to make a difference in the personal and professional lives of the people she has taught. Whether she is teaching a group of employees and managers in the community or students in JIBC's Law Enforcement Studies Diploma program, the feedback is similar across the board.

"Many students have told me they speak differently to their partners, family members, work colleagues and supervisors. It's very applicable and bringing different perspectives and experiences does ground the material even more."

WITH MORE THAN 20 YEARS OF EXPERIENCE, THE DEPTH AND BREADTH OF JIBC'S EXPERTISE IN PROVIDING CUSTOMIZED CONTRACT EDUCATION AND TRAINING CONTINUES TO GROW NATIONALLY AND INTERNATIONALLY.

OUR EXPERIENCE

LEADERSHIP & PROJECT MANAGEMENT

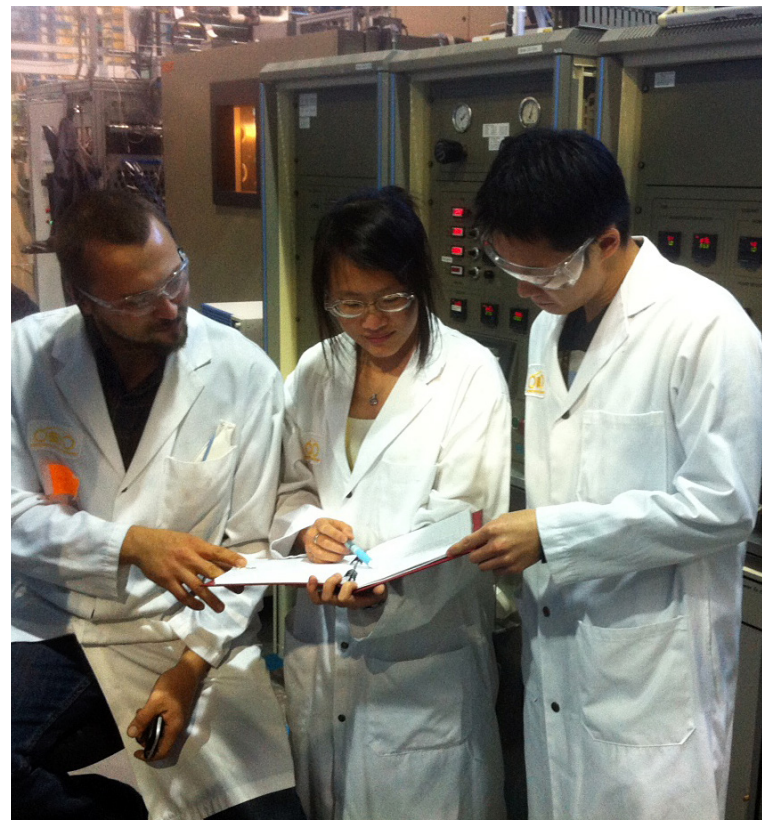
Since 2009, JIBC's Centre for Leadership and Centre for Conflict Resolution have been providing a number of leadership, project management and effective communication courses for staff at Burnaby-based Automotive Fuel Cell Cooperation Corporation (AFCC). AFCC employees have been offered nine different JIBC courses, ranging from leadership and project management courses to programs aimed at improving communication within and between departments and affiliated companies.

“The team at JIBC is committed to investing the time it takes to really understand an organization's needs,” said Mr. St. Onge. “They have consistently delivered training that is cutting edge and that can be applied back into the work environment immediately. They are the experts on teaching people how to communicate, negotiate, solve conflict and handle stressful situations.”

“JIBC has an excellent team that has worked with us to clearly understand our organization's training needs and then make recommendations on courses. They have been very successful in equipping employees with the skills they need to help meet AFCC's ambitious goals,” said Glenn St. Onge, Head of Human Resources. “JIBC offers practical, hands-on training that is directly relevant and applicable to the workplace. Our employees leave each course with more skills in their toolbox. The courses are interactive and go beyond the traditional lecture style. They engage attendees by having them practice the skills they have learned through role-playing and other activities.”

Over the past couple years, JIBC has been providing a custom course, “Navigating Difficult Situations with the Brain in Mind.” Joy Roberts, Manager of Experimental CCM Fabrication, took the course and said, “It was one of the best courses I have taken. It was an excellent use of time and gives you skills you can start using immediately.”

Organizations looking to improve and strengthen the leadership and communication skills of their staff can trust JIBC to deliver.



FIRE & SAFETY

In 2014, JIBC's Fire & Safety Division (FSD) participated in the largest training event held to date in the Yukon.

“It should have long term, positive consequences as the Yukon Fire Service moves forward confidently towards compliance and accreditation with National Fire Protection Association (NFPA) and occupational health and safety standards.”

More than six dozen firefighters from 17 departments in the Yukon Fire Service participated in the week-long training seminar and meeting held in the Whitehorse area in the last week of January.

JIBC taught two of the six courses conducted during the training conference: Fire Service I and the Incident Safety Officer course.

“This whole event really was a coup for the Fire Marshall and his staff,” according to a report in the newsletter of the Association of Yukon Fire Chiefs.

JIBC was chosen to provide some of the training courses because of its experienced instructors and international accreditation. JIBC is accredited to 42 levels of NFPA standards through the International Fire Service Accreditation Congress and the Pro Board Fire Service Professional Qualification system.

Over the years, FSD has increased the number of communities where it provides fire and rescue education and training. In addition to training personnel in B.C., it also regularly offers courses in Quebec, and in countries like Saudi Arabia and the United Arab Emirates. The Yukon is one of the latest regions where FSD has provided education and training.

“It’s a new area in Canada that we hadn’t had significant involvement in the past, but now it appears we have a strong presence,” said Keith Boswell, an FSD coordinator at JIBC. “They liked what we were able to deliver and we are looking to grow our presence over time. We’ll repeat some of the courses we have offered and our anticipation is that we’ll expand based on their needs in other areas.”



CORRECTIONS & COURT SERVICES

Over the past few years, faculty from the Corrections & Court Services Division (CCSD) at JIBC have developed and delivered an increasing number of training programs for Corrections staff in Nunavut. CCSD instructors were first called upon to train newly hired frontline staff and supervisors for a new healing facility on Rankin Inlet.

Following the successful completion of that delivery, JIBC was asked to continue developing and delivering Corrections leadership and frontline officer training for correctional supervisors and managers of facilities in Iqaluit.

JIBC has since been asked to provide training to all staff at other facilities in the territory. Training modules delivered to staff in the Corrections Division in Nunavut include Correctional Staff Orientation, Institutional Safety and Security and Physical Intervention.

“The training offered to correctional staff and managers has been well received and we look forward to our continued partnership with the Department of Justice and Corrections Division,” said Al Wong, Program Manager at JIBC’s Corrections & Court Services Division.





EMERGENCY MANAGEMENT

JIBC's Emergency Management Division (EMD) works with a diverse range of clients to help them further develop and strengthen their capacity and resilience in responding to major emergencies and disasters.

“Thanks to JIBC's training, our staff was very well equipped with the knowledge and skills required to successfully apply the ICS framework.”

Our experienced instructors provide customized on-site and online training for management and operational personnel and also develop and facilitate exercises to test their capacities and further develop their overall emergency management capacity.

EMD has had the opportunity to support clients that span the full spectrum of government agencies and departments, local communities, First Nations, public and private sector companies, international organizations and other educational institutions.

Our list of recent clients includes Enbridge Gas Distribution in Central and Eastern Canada. We have been working extensively with Enbridge to prepare staff in providing an effective response to major incidents. We supported the company around the development and delivery of a major cross-border exercise, which tested personnel and the emergency response plans for the organization.

Also, EMD instructors trained personnel from the natural gas distribution division of Enbridge Inc. in Toronto, North York, Richmond Hill, Ottawa and Fredericton. Employees were trained to implement and operate an Emergency Operations Centre using the Incident Command System.

“Our people are very proficient at using the system and demonstrated the true benefit of JIBC's method of teaching” said Boris Fucic, Advisor, Business Continuity Program, Enbridge Gas.



DRIVER EDUCATION & ROAD SAFETY

JIBC is a prominent provider of fleet safety training programs for public and private sector employers. These programs are designed to meet an employer's need to provide employees with the knowledge and skills to enhance driver performance and reduce the incidents of motor vehicle crashes – a leading cause of workplace injury and death.

The Institute works with a number of clients, including BC Hydro, FortisBC and Environment Canada, to provide training solutions that address their specific needs, including: legislation and compliance; company policy and best practices; and vehicle and job-specific education. JIBC also works with first responders to develop advanced driver training that focuses on the unique challenges that emergency personnel face while on the road.

Training can be provided at a client's site, JIBC's New Westminster Campus, the JIBC Traffic Safety Centre in Pitt Meadows, or at the JIBC Off-Road Training Site in Maple Ridge.

INVESTIGATIONS & ENFORCEMENT TRAINING

As the legal and regulatory environment grows increasingly complex, public agencies and private organizations turn to JIBC to provide their investigators with the necessary skills that meet today's stringent legal standards.

Through the courses available in JIBC's Investigation and Enforcement Skills Certificate Program, students obtain all the knowledge and skills they need to effectively conduct regulatory inspections, monitor for compliance, carry out investigations, or engage in limited law enforcement activity.

JIBC's Justice & Public Safety Division works closely with partner agencies to customize its courses to meet all the needs of clients. This includes focusing the course curriculum to what's most needed by its staff and tailoring the content within an organization's culture.

Over the years, JIBC has partnered with more than 30 public and private-sector organizations to provide customized enforcement and regulatory training either on-site or at any of JIBC's campuses.



“Upon completion of this program, CVSE enforcement officers are equipped with the necessary skills and training to effectively and safely perform their job of making safer roads for all British Columbians.”

The list of clients that have benefited from courses in JIBC's Investigation and Enforcement Skills Certificate include the BC Ministry of the Environment, the BC Liquor Control and Licensing Branch, the BC Securities Commission, Canada Border Services Agency, the Canadian Coast Guard, the Competition Bureau, Fisheries and Oceans Canada, Environment

Canada, ICBC and the Commercial Vehicle Safety Enforcement (CVSE) Branch of the BC Ministry of Transportation.

HEALTH SCIENCES EDUCATION & TRAINING

JIBC is a respected leader in paramedic training and continuing education with programs that span the entire spectrum of paramedicine.

“We have decades of experience providing paramedic training and education and continue to adapt our offerings and apply the latest research and best practices to best serve our students and clients.”

JIBC's Health Sciences Division is the largest provider of first responder and paramedic training in B.C. with an expanding presence across Canada and around the world. We provide Emergency Medical Responder (EMR) training for a growing number of public, private and non-profit organizations, including the BC Ambulance Service, numerous First Nations communities in

B.C., public safety organizations in Nunavut and development agencies overseas such as the Aga Khan Development Network.

The Health Sciences Division also offers Primary Care Paramedic contract training. The list of PCP contract program clients includes the Canadian Armed Forces and for the Singapore Armed Forces.

JIBC's Centre for Professional Health Education also has a long history of working with national and international partners to assess, design, develop and deliver innovative and effective educational solutions. It has a wide range of experience in areas such as EMS systems needs analysis, educational needs assessment, curriculum development, instructor training, program evaluation and accreditation and specialized program delivery.

“Local, national and international organizations and agencies want to work with JIBC because we are considered leaders in the field,” said Kathy Harms, Director of JIBC's Health Sciences Division.



ABORIGINAL EDUCATION & TRAINING

Establishing and deepening collaborative partnerships with Aboriginal peoples and communities in B.C. and across Canada has been a focus at JIBC. These partnerships have led to a number of education and training programs responding to the unique needs of a specific community or demographic.

For example, in March 2014, JIBC delivered a customized five-day Team Negotiation course to a group of lead negotiators representing five First Nations in the Nuuchahnulth region of Port Alberni, B.C. The Nuuchahnulth fishing rights court case provided a framework to explore the principles and practices of team-based negotiation. Participants drew on personal experiences to refine and develop their own negotiation skills. Participants learned how to analyze conflict situations and develop a strategy to prepare for interest-based negotiation by differentiating between issues, interest and positions. They incorporated a collaborative interest-based negotiation process and identified the interests of both parties as a basis for negotiating and developing outcomes while applying a suite of communication skills to support an interest-based negotiation.

“There is a definite need here. In a small community such as ours, the biggest challenge is recruitment and availability of training. We could never have gotten any of this off the ground without the support for this program.”

Kerry Palmer was the instructor for the course and noted, “Supporting learners is both a rewarding and humbling position I find myself in as an instructor at JIBC. Having achieved a number of certificates from JIBC, I know how important the quality of instruction is in order to reach a goal. My personal goal as an instructor is to provide an experience which both educates and motivates learners.”

Also, JIBC offers Aboriginal Leadership programs that are designed to provide leaders and managers with the skill sets, knowledge and attitudes required to work successfully and effectively as leaders in various Aboriginal contexts.

A customized Associate Certificate in Aboriginal Leadership was provided in Dease Lake to provide a stepping stone for Aboriginal women to gain the skills to tap new career opportunities in their community. To deliver the program, JIBC worked with a number of partners including the Tahltan Central Council, Tahltan Health & Social Services, the Tahltan Band, Tahltan Nation Development Corporation, the Iskut First Nations, and the First Nations Technology Council.

“The need for skilled employees to fill senior administrative and management positions has never been higher, said Annita McPhee, President of the Tahltan Central Council. “The Tahltan Central Council is pleased to have developed a relationship with JIBC to deliver a program that will support Tahltan women.”



AREAS OF STUDY

JIBC OFFERS CUSTOMIZED CURRICULUM FOR ORGANIZATIONS IN MANY AREAS OF JUSTICE AND PUBLIC SAFETY AS REQUIRED BY OUR CLIENTS. SOME OF OUR AREAS OF EXPERTISE INCLUDE:

CONFLICT RESOLUTION

- Collaborative communication
- Negotiation
- Handling conflict
- Mediation
- Dealing with hostility
- Assertion skills
- Workplace bullying

CORRECTIONS

- Current correctional approaches
- Frontline supervisory and leadership for correctional staff
- Risk assessments of criminal offenders
- Offender intervention programs
- Dealing with special offender groups
- Supervising and managing sex offenders

COUNSELLING & COMMUNITY SAFETY

- Critical incident stress management
- Bylaw compliance
- Enforcement and investigative skills
- Expressive play therapy & complex trauma
- Substance use
- Aboriginal trauma

DRIVER EDUCATION & ROAD SAFETY

- Advanced driver education
- Fleet safety training

EMERGENCY MANAGEMENT

- Incident command system
- Emergency operation centre establishment and operations
- Emergency and disaster response plan development
- Emergency management exercises design and development
- Emergency social services
- Business continuity management

FIRE & SAFETY

- Fire service leadership, management and administration
- Practical hands-on specialized fire simulation training
- Fire prevention, investigation and public education
- Emergency scene management
- Marine fire, safety and rescue
- Industrial firefighting and command

HEALTH SCIENCES

- Custom continuing health education for paramedics and allied health professionals
- Heart and Stroke Foundation resuscitation courses (CPR, ACLS, PALS)
- International Trauma Life Support (ITLS)
- Paramedicine
 - Emergency Medical Responder
 - Primary Care Paramedic
 - Advanced Care Paramedic

LAW ENFORCEMENT

- Intelligence analysis
- Cybercrime
- Forensics
- Emergency tactical response
- Drug investigations
- Collision investigations
- Major crime management
- Major event planning and risk assessment
- Anti-corruption and professional standards
- Canadian justice system

LEADERSHIP

- Training for senior managers and emerging leaders
- Leading yourself and others
- Critical thinking for better decision making
- Building leadership resiliency
- Facilitation and consultation skills
- Trainer/Instructor skills development
- Project management
- Team building
- Emotional intelligence
- Change management
- Aboriginal leadership

For detailed information about how we can customize our programs and courses to fit your public safety training needs, visit www.jibc.ca or contact us at info@jibc.ca.

APPLIED RESEARCH

Since 2008, JIBC's Centre for Applied Research has partnered with public and private agencies, organizations and businesses to answer real-world questions that impact first responders, emergency managers and other public safety professionals.

Recent work by the Centre includes the Critical Infrastructure Assessment Project. Employing the expertise in JIBC's Emergency Management Division, JIBC is working with Emergency Management BC and the Canadian Safety and Security Program to develop a process and tool to help local authorities address the impact of potential hazards on their critical assets as part of their emergency management planning process.

JIBC is also developing a web-based disaster resilience planning framework and tool to support emergency management planning within Canadian Aboriginal communities. Partnering with Wilfred Laurier University, the new project builds on the success of the Rural Disaster Resilience Planning Framework developed with other organizations including the Centre for Security Science, the Public Health Agency of Canada, Royal Roads University and Natural Resources Canada.

Additional projects include a study funded by WorkSafeBC that explored the prevalence of personal vehicle use by employees for work-related purposes and the legal issues that arise from such use; and a project with the Paramedic Association of Canada to redevelop the National Occupational Competency Profile (NOCP) for paramedics in Canada.

Increasingly, organizations across Canada turn to JIBC to deliver leading-edge applied research that leads to new insights, innovation and best practices for public safety professionals dedicated to keeping communities safe.



ACCREDITATIONS

Our programs are internationally recognized and accredited. We maintain accreditations with the following organizations:

British Columbia Education Quality Assurance (BC EQA) is a designation that identifies B.C. post-secondary institutions that have met or exceeded quality assurance standards set by the provincial government.

www.bceqa.ca

The **British Columbia Ministry of Advanced Education Degree Quality Assessment Board** has approved all degrees offered by the Justice Institute of British Columbia.

www.aved.gov.bc.ca

Imagine Education au/in Canada is a joint program by the Canadian Department of Foreign Affairs and International Trade and the Canadian provinces and territories through the Council of Ministers of Education Canada that recognizes the high value of Canadian educational experience.

www.educationau-incanada.ca

The **Canadian Medical Association** (CMA) has accredited the Primary Care Paramedic and Advanced Care Paramedic programs delivered by JIBC's School of Health, Community and Social Justice.

www.cma.ca

The **Emergency Medical Assistant Licensing Board** (EMALB) is empowered under legislation to examine, register and license all EMAs practicing in B.C.

www.health.gov.bc.ca/ema

The **International Fire Service Accreditation Congress** (IFSAC) is a peer driven, self-governing system that accredits public fire service certification programs and higher education fire-related degree programs. JIBC is the only degree-granting institution in Canada belonging to IFSAC's Degree Assembly. IFSAC has accredited JIBC to 42 levels of National Fire Protection Association (NFPA) standards.

www.ifsac.org

The **Pro Board Fire Service Professional Qualifications System** is an internationally recognized means of acknowledging professional achievement in the fire service and related fields. Pro Board accredits eligible organizations and it has accredited JIBC to 42 levels of NFPA standards.

www.theproboard.org



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