

International Conference on Workplace Violence in the Health Sector

Together, Creating a Safe Work Environment

22 – 24 October 2008 - De Meervaart - Amsterdam - the Netherlands

Program



Invitation

The Scientific and Organization Committee cordially invites you to the First International Conference on Workplace Violence in the Health Sector.

Workplace violence in the health sector is progressively gaining attention and recognition as being a global problem. The problem that is not confined to only one or two single professions, but has become a major concern for many different stakeholders in the health care sector: government, management, professionals, health care workers, insurance companies, service users / clients, educators, trainers, researchers, the police, professional and trade union organizations, and others.

There is great need to raise awareness of this problem and to look for the right evidence based answers and strategies that are able to tackle the problem of violence and hence creating a safe working environment for staff and clients. The ultimate goal is an environment in which health, safety and personal well-being is being ensured for all individuals and groups within the health care sector. Workers and clients have the right to be confronted with a safe work environment in order to guarantee the delivery of effective and quality care and client services, and all concerned stakeholders should work together in creating such an environment. The time seems ripe for an international conference where all stakeholders

can collectively discuss the problem of violence and safety in the health care sector.

The focus of the conference will be on violence against health care workers, and the specific aims are:

- To sensitize stakeholders to the issue of workplace violence
- To understand the manifestations and the human, professional and economic implications of workplace violence
- To promote effective policies and strategies to create safe work environments

The conference is organized by Oud Consultancy and is co-sponsored by the ICN, STTI, IHF, CONNECTING, DkIT, PSI, PZR & ILO.

You are now invited to take part in this first International Conference on Workplace Violence in the Health Sector, which offers you seminars of 3 hour each, workshops of 1,5 hour each, paper presentations and poster presentations.

At the registration desk of the conference you will receive the book of proceedings, in which all the presenters have either published a written fuller version of their presentation or just their abstract, and also all the poster abstracts are included.

We also would like to invite you to the welcome reception on Wednesday 22 October 2008, where you will be welcomed by the Organization



Committee and to join us at a special congress dinner cruise in the harbour of Amsterdam on Thursday 23 October. This all enables you to personal contact networking, understanding and friendship among colleagues in the field. The city of Amsterdam is adding a blend of history and culture with the dynamics of a trendy metropolis, and therefore offering the ideal opportunity for a enjoyable stay before, during or after the conference. And we have requested the city of Amsterdam to offer you special vouchers for one hour boat trips in the Amsterdam canals during the conference days as well.

Looking forward to welcoming you to Amsterdam,

On behalf of the organizational and scientific committee,

Dr. Ian Needham, chair of the organization and scientific committee

Program

Tuesday 21 October 2008

14.00 – 18.00 **Registration**

Wednesday 22 October 2008

08.00 – 09.30 **Setting up Poster Display & Exhibition**

08.00 – 18.30 **Registration & Information Desk**

09.30 – 18.30 **Poster Display & Exhibition**

09.30 – 12.30 **Main Hall**

09.30 – 09.55 **Opening and Welcome**

- *Dr. Ian Needham*, chair of the organization committee
- Representatives of sponsor organizations and (inter)national governmental organizations

09.55 – 10.20 **Keynote (1)**

Dr. Vittorio Di Martino (FR): Violence at work – a general overview

10.20 – 10.45 **Keynote (2)**

Ms. Victoria Carroll (USA): Violence towards nurses

10.45 – 11.15 **Break / Poster Display**

11.15 – 11.40 **Keynote (3)**

Dr. Manuel Dayrit (WHO)(Switzerland): Impact of workplace violence on the recruitment of nurses

11.40 – 12.05 **Keynote (4)**

Prof. Dr. Linda O'Brien-Pallas (STTI) (Canada): Policy implementation and quality of the workplace

12.05 – 12.30 **Keynote (5)**

Mr. Patrick Harvey (HSE)(Ireland): Workplace violence – an Irish national strategic response

12.30 – 13.30 **Lunch / Poster Display**

13.30 – 15.00 **Parallel Sessions (1)**

Main Hall **Economical aspects and policies & strategies**

- *Terry Ferns, Liz West & Rachel Reeve*(UK): Workplace violence and intentions to Quit: Results from a survey of London nurses
- *Mary Redmond & Catherine McManus* (Ireland): Creating a safe environment with “High Observation” in clinical practice– a study from the department of psychiatry Portlaoise, Ireland
- *Mary Jane McNally & Prabhjot Minhas* (Canada): An urban acute care hospital’s response to workplace violence

Room 2

Scientific, Methodological, Operational Aspects & Instruments

- *Christopher Gale, Nicola Swain-Campbell, Andrew Gray & Annette Hannah* (New Zealand): A modification of the perception of patient aggression scale: does this measure one factor, and what does it mean?
- *Jane Frankish* (Canada): Nurses and Workplace Violence: Online information exchange for nurses to report on, reflect on, and act on aggressive behaviour in the workplace
- *Rob Brouwers* (Netherlands): Must the workplace deal with different types of impulsive violence?

Room 5

Nature, Epidemiology, Patterns & Trends

- *Michael Hodgson, Nicholas Warren, David Mohr, Mark Metero, Katerine Osatuke, Susan Dyrenforth, Linda Belton, Mark Nagy & Martin Charns* (USA): Violence prevention programs in the Veterans Health Administration: development and evaluation
- *Donna Gates, Gordon Gillespie, Margaret Miller & Patricia Howard* (USA): Violence by patients and visitors leads to physical and psychological responses for paediatric emergency department workers
- *Elizabete Borges* (Portugal): Who takes care also suffers: the sufferings of nurses in paediatrics

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Room 6 **Legal and Ethical Issues**

- *Jan Gregersen* (Norway): What is workplace bullying supposed to be? A case study based on court judgements
- *Nils Timo, Geoffrey Carter & Angela Anderson* (Australia): Legal and ethical implications of workplace bullying and violence
- *Patricia A. Crane & Rose Constantino* (USA): Ethical, Legal and Sociocultural Issues (ELSI) principles for the employer in workplace violence

Room 7 **Workshop: Staff Training & Education Issues**

Wendy McIntosh (Australia): Workplace bullying is the solution, so what's the problem?

Room 8 **Workshop: Policies & Operational Strategies**

Henrietta Van Hulle (Canada): Protecting our caregivers and clients from workplace violence and aggression

Room 9 **Workshop: Policies & Operational Strategies**

Christian Schopper & Sara Eymar (Switzerland): Crisis Intervention Care team in a University Psychiatric Hospital as a prevention tool of violence in clinical psychiatry

15.00 – 15.30 **Break / Poster Display**

15.30 – 17.00 **Parallel Sessions (2)**

Main Hall **Nature, Epidemiology, Patterns & Trends**

- *Sabine Hahn, Ian Needham, Virpi Hantikainen, Marianne Müller, Gero Kok, Theo Dassen & Ruud Halfens* (Switzerland): Violence against health care staff in general hospitals: An underestimated problem?
- *Jacquelyn Campbell, Jill Messing, Joan Kub, Sheila Fitzgerald, Jacqueline Agnew, Daniel Sheridan & Richelle Bolyard* (USA): Workplace violence against nursing personnel: Prevalence and risk factors
- *Jim Aage Noettestad, Roger Almvik & Camilla Gudde* (Norway): Violent behaviour and threats in Norwegian Reception Centres for asylum seekers – frequency, nature and consequences for staff and co-residents

Room 2 **Staff Training**

- *Paul Linsley* (UK): Realistic evaluation as a means of evaluating aggression management programmes
- *Karen Nielsen-Menicucci* (USA): Keeping Safe: Applications for safety in public health and community-based Settings
- *Wendy McIntosh* (Australia): The relationship between workplace violence and professional boundaries – exploring the impact on client care

Room 5 **Gender and Ethical Aspects**

- *Thomas Harding* (Norway): 'Why don't you just leave?' Horizontal violence and the experience of men who are nurses

- *Patricia Hinchberger & Andrea Zielke-Nadkarni* (USA): Violence against student nurses in the workplace: an international collaboration (part 1)
- *Vanya Hamrin, Joanne Iennaco & Douglas P. Olsen* (USA): Virtue ethics and the relational approach: violence and the response on psychiatric units

Room 6 **Scientific, Methodological, Operational Aspects & Instruments**

- *Kiyoko Abe & Susan Henly* (Japan): Measuring Bullying (Ijime) among Japanese hospital nurses: Dimensionality of the Revised Negative Act Questionnaire (NAQ-R)
- *Sara Riso* (Ireland): Exposure to violence at work in the health sector in Europe: Evidence from the fourth European working conditions survey (2005)

Room 7 **Workshop: Staff Training**

Katie E. Bailey & Michael W. Jennings (UK): The development of crisis negotiation in forensic mental health – Staff training and policies to deal with extreme violence in the workplace

Room 8 **Workshop: Policies & Operational Strategies**

Irena Špela Cvetežar, Monika Ažman, Darinka Klemenc, Veronika Pretnar Kunstek, Flory Banovac, Nataša Majčan, Stanka Košir & Tina Gros (Slovenia): STOP For sexual harassment and other forms of violence at workplace in nursing in Slovenia

Room 9 **Workshop: Policies & Operational Strategies**

Anne-Marie Brown, Dawn Bollman, Patrick Griffith, Jeff Martin, Linda Newton & Daria McLean (Canada): Changing a culture: Reflecting on the contributing factors that helped shift the approach to managing workplace violence in an acute care facility in Winnipeg, Canada

17.00-18.30 **Welcome Reception – Buffet and Drinks**



Thursday 23 October 2008

08.30 – 17.30 **Information Desk**

08.30 – 17.30 **Poster Display & Exhibition**

09.00 – 10.30 **Parallel Sessions (3)**

Main Hall **Policies & Operational Strategies**

- *Terence Ferns & Liz Meerabeau* (UK): The reporting behaviours of student nurses who have experienced verbal abuse
- *Sana Vincent, Asmita Sohani & Nazleen Virani* (Pakistan): Facilitating safe workplace environment for nurses
- *Bindthu Nair, Govindasamy Arumugam, B.C. Ong, Raveen Dev, Samsuri Buang, H.C. Tan, H.C. Su & T. Yap* (Singapore): Acute management of disturbed, aggressive and violent behaviour in inpatient psychiatric setting – A systematic review

Room 2 **Seminar: Policies & Operational Strategies (Part 1)**

Mike Travis and colleagues (UK): Combating Violence in the Community Care Environment

Room 5 **Staff Training and policies**

- *Kerry Duncan & Annemarie Alexander* (Australia): Swan Kalamunda Aggression Management Program (SKAMP): how well are staff satisfied with the program?
- *Bob Bowen* (USA): Continually moving away from coercion: the use of positive behaviour support to create safe environments

Room 6 **Nature, Epidemiology, Patterns & Trends**

- *Brett McKinnon & Wendy Cross* (Australia): Occupational violence in mental health nursing: an Australian perspective
- *Camilla Gudde, Tom Palmstierna & Roger Almvik* (Norway): Patient aggression in mental health care settings: Staff and patient perspectives on causes and management
- *Patricia Rampersaud* (Canada): New emergency nurses descriptions of transitioning to an experienced emergency nurse: The impact of workplace factors

Room 7 **Workshop: Staff Training**

Yvonne van Engelen (Netherlands): Control, avoidance or contact? Training and developing a different attitude towards managing aggression and disruptive behaviour in daily practice of (child) mental health care and (special) school service

Room 8 **Workshop: Policies & Operational Strategies**

Jenifer Markowitz & Susan Chasson (USA): Responding to workplace sexual violence: Utilizing forensic nurses and other victim service professionals

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Room 9 **Workshop: Scientific, Methodological, Operational Aspects & Instruments**

Susanna Matt-Windel, Anette Nauwerth & Cornelia Muth (Germany): The Dante-project: prevention of aggression and violence within intercultural dialogues – a phenomenological teaching research process

Room 10 **Workshop: Staff Training**

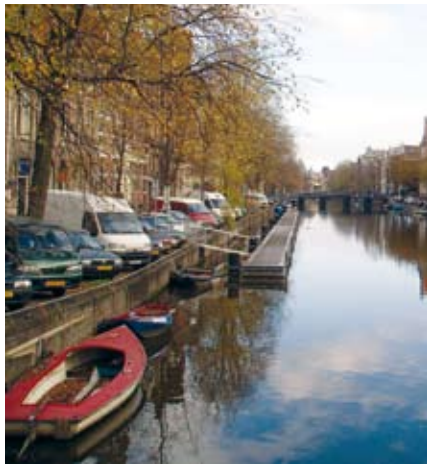
Jeffrey Miller (USA): Defensive Tactics, Escape, & Self-Protection Training - The missing element in your facility's workplace violence plan

10.30 – 11.00 Break / Poster Display

11.00 – 12.30 Parallel Sessions (4)

Main Hall **Staff Training**

- Richard Benson, John Allen, Gail Miller, Paul Rogers & Brodie Paterson (UK): Motor skills learning in breakaway training using the evidence base of sports science
- Johannes Nau, Theo Dassen, Ruud Halfens & Ian Needham (Germany): Nursing students' experiences in managing patient aggression
- Lori Candela & Cheryl Bowles (USA): Developing learning modules to address interpersonal conflict among nurses



Room 2 **Seminar: Policies & Operational Strategies (Part 2)**

Mike Travis and colleagues (UK): Combating Violence in the Community Care Environment

Room 5 **Economical aspects and policies & strategies**

- Mary Alice Melwak, Graham Fawcett & Mary Collins (USA): Breaking the silence: lateral violence in the workplace, a path to cultural transformation
- Robert Baughan (UK): It's not a part of the job: risk assessment approach to tackling violence & aggression at work
- Miguel Lardinois, Patricia Duquesne, Nicolas Gillain, Sophie Vanbelle, David Leduc & Françoise Bardiau (Belgium): Prevention and management of violence in Belgian psychiatric institutions: do current practices respect international guidelines?

Room 6 **Nature, Epidemiology, Patterns & Trends**

- Geetha Feringa & all WVP team members (Botswana): Nurses Association of Botswana (NAB): The extent and impact of workplace violence in the health sector in Botswana
- Babak Motamedi (Iran): Violence in the workplace, the experience of nurses in Isfahan, Iran
- Julia Jones, Patrick Callaghan, Sarah Eales & Neil Ashman (UK): Violence and aggression in haemodialysis units in general hospitals

Room 7 **Workshop: Policies & Operational Strategies**

Bill Fox (UK): The Role of the expert consultant in violence reduction

Room 8 **Workshop: Staff Training**

Ann Kelly (USA): Horizontal violence - Strategies for educating nurses

Room 9 **Workshop: Policies & Operational Strategies**

Leo Roelvink (Netherlands): A solution focused approach in a health care provider for mentally disabled people

12.30 – 13.30 Lunch / Poster Display

13.30 – 15.00 Parallel Sessions (5)

Main Hall **Policies & Operational Strategies**

- Kim Sunley (UK): You're Not Alone – The Royal College of Nursing's campaign to protect lone workers
- Marilyn Lanza, Robert A. Zeiss & Jill Rierdam (USA): The Violence Prevention Community Meeting (VPCM): new treatment, new hope
- Irene Koutsoukis & Patricia Patterson (Canada): Restoring the spirit of nursing through healing the learning environment: A Workshop on nursing student abuse bringing together dialogue and transformation

Room 2 **Seminar: Staff Training (Part 1)**

Phyllis Kritek, Lydia Zager & Loretta Manning (USA): A workplace violence training program that works

Room 5 **Policies & Operational Strategies**

- Werner Tschan (Switzerland): Threat assessment of workplace violence
- Dave Keen, Joel Odin & Leah Thomas-Olson (Canada): Development of a comprehensive working alone program for community care
- Catherine Trask, Adamira Tjjerino, Kathryn Wellington & Chris Back (Canada): Using a participatory approach to develop usable and effective violence prevention interventions for the healthcare industry

Room 6 **Nature, Epidemiology, Patterns & Trends**

- Doris Khalil (South Africa): Violence amongst nurses in eight Cape Town public hospitals - South Africa

- Firdevs Erdemir, Ebru Akgün Çitak, Hatice Ulusoy & Emine Geçkil (Turkey): Sexual harassment of nurses by patients in a hospital in Turkey
- Harald Stefan, Günter Dorfmeister & Wolfgang Egger (Austria): Patient and visitor aggression toward health care staff in nursing home and general hospital settings: An Austrian study about healthcare staff perceptions and attitudes regarding aggressive behaviour

Room 7 **Workshop: Scientific, Methodological, Operational Aspects & Instruments**

Tina Hjulmann Meldgaard, Dorthe Perlt & Bjarne Møller (Denmark): Violence as a form of expression: Danish experiences with the prevention of violence in the social and health sectors

Room 8 **Workshop: Nature, Epidemiology, Patterns & Trends**

Sue McLaughlin & Nigel Wellman (UK): What is Verbal Aggression?

Room 9 **Workshop: Policies & Operational Strategies**

Kathy Finch & Riola Crawford (Canada): A new lens, A new light! - Workplace violence can be stopped

Room 10 **Meeting of Organization Committee and Co-sponsors**

15.00 – 15.30 Break / Poster Display

15.30 – 17.00 Parallel Sessions (6)

Main Hall **Staff Training**

- Johannes Nau, Ruud Halfens, Theo Dassen & Ian Needham (Germany) : Student nurses' self-confidence and performance of managing patient aggression after attending training courses
- Carmen Anazor (Mauritius), Michael Vitols (Norway) & Sebenzile Thwala (Swaziland): Workplace violence project with Mauritian participation
- Angela Henderson (Canada): Nurses and workplace violence: Towards effective intervention

Room 2 **Seminar: Staff Training (Part 2)**

Phyllis Kritek, Lydia Zager & Loretta Manning (USA): A workplace violence training program that works

Room 5 **Nature, Epidemiology, Patterns & Trends**

- Andrew Lovell & Joanne Skellern (UK): A study investigating the discrepancy between actual and reported incidents of violence and aggression perpetrated by service users against nursing staff in one NHS learning disability service
- Naji Abu Ali (Palestine): Violence in Emergency Departments in Palestine: Prevalence and Prevention
- Donna Gates & Gordon Gillespie (USA): Violence against emergency department workers

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Room 6 Nature, Epidemiology, Patterns & Trends

- *Sevilay Penol Çelik & Yusuf Çelik* (Turkey): Positive working environment: violence against nurses in Turkey
- *John Murray* (USA): Workplace abuse in nursing: A problem that can't be ignored
- *Osmo Vuorio, Kevin McKenna, Kirsi Tiihonen & Eila Repo-Tiihonen* (Finland): Work-related violence in forensic psychiatry compared with the results in Irish health care settings

Room Workshop: Staff Training

Geoff Dickens, Carol Rooney, David Doyle, Ged Rogers & Andrew McGuinness (UK): Training people to breakaway from dangerous and violent situations: does it work, and who needs what training?

Room 8 Workshop: Nature, Epidemiology, Patterns & Trends

Sue McLaughlin & Nigel Wellman (UK): Verbal aggression-What is the impact on student nurses?

Room 9 Workshop: Policies & Operational Strategies

Karen Pehrson (USA): Calming the Tigers: Addressing violence in the healthcare workplace with a theory-based system wide action plan

17.00 – 17.30 Snacks and Drinks

19.00 – 22.30 Special Conference Amsterdam Dinner Cruise (€75,-)

Friday 24 October 2008

08.30 – 17.30 Information Desk

08.30 – 15.15 Poster Display & Exhibition

09.00 – 10.30 Parallel Sessions (7)

Main Hall Social & Psychological Perspectives

- *Brodie Paterson, David Leadbetter, Gail Miller & Vaughan Bowie* (UK): Re-framing the problem of workplace violence directed towards nurses in mental health services in the UK: A work in progress?
- *Donna Manca, Baukje Miedema, Anita Lamberta-Lanning, Francine Lemire, Vivian Ramsden & Sue Tatemichi* (Canada): Harassing patients: A family physician's personal reflections and suggestions
- *Kevin McKenna* (Ireland): "Balancing Safety and Service" Employing best practice methodologies in developing a cohesive organisational response to work related aggression and violence

Room 2 Seminar: Staff Training (Part 1)

Ernie van den Bogaard, Irma de Hoop, Monica Scholten, Jurgen Honer & Kasper van den Berg (Netherlands): Exchanging workplaces, learning from each other's practice

Room 5 Staff Training

- *Linda O'Dell Teaster & Stephen Teaster* (USA): Prevention and early intervention of violence at work
- *Dianne Ditmer* (USA): Violence in the house of healing: recognition and response to violence in healthcare
- *Gwen Bonner & Sue McLaughlin* (UK): Implementing post incident review and support to staff and patients in acute mental health care

Room 6 Nature, Epidemiology, Patterns & Trends

- *Michael R. Privitera, Robert Weisman, Kevin Coffey, Xin Tu, Cynthia Coates, Adrienne Groman, LouAnne Jaeger, Catherine Cerulli, J. Steven Lamberti, Suzanne Daddis, Carole Farley-Toombs & Honora Tabone* (USA): Mental health staff perceptions of safety in the work environment
- *Judith MacIntosh, Alix McGregor & Brenda Paton* (Canada): Nursing Student Abuse: What do we know?
- *Nashat Zuraikat* (Jordan): Physical violence against health care providers at Jordanian Hospital

Room 7 Workshop: Scientific, Methodological, Operational Aspects & Instruments

Geetha Feringa & all WVP team members (Botswana): Nurses Association of Botswana (NAB): Workplace Violence Project (WVP) in the health sector

Room 8 Workshop: Gender Aspects

Kate Woodman, Jan Reimer & Elisabeth Ballerman (Canada): Domestic violence in the workplace: What we all can do

Room 9 Workshop: Policies & Operational Strategies

Ann Kelly (USA): The process and recommendations of the American Psychiatric Nurses Association's taskforce on Workplace Violence (WPV)

10.30 – 11.00 Break / Poster Display

11.00 – 12.30 Parallel Sessions (8)

Main Hall Gender Aspects

- *Judith MacIntosh, Judith Wuest & Marilyn Merritt-Gray* (Canada): Canadian women's experiences of workplace abuse in the health care sector
- *Gunnel Svedberg* (Sweden): Violence in a gendered psychiatric culture: Nurses' narratives about the 1940s in Sweden
- *Andrea Zielke-Nadkarni & Patricia Hinchberger* (Germany): Violence against student nurses in the workplace: an international collaboration (part 2)

Room 2 Seminar: Staff Training (Part 2)

Ernie van den Bogaard, Irma de Hoop, Monica Scholten, Jurgen Honer & Kasper van den Berg (Netherlands): Exchanging workplaces, learning from each other's practice

Room 5 Staff Training

- *Helen Bennett, Mike Lewis & Helen Jane Tottle* (UK): Therapeutic management of aggression and violence
- *Karen Pehrson* (USA): Education as a change strategy: Preparing and keeping healthcare providers safe

Room 6 Nature, Epidemiology, Patterns & Trends

- *Aytolan Yildirim & Dilek Yildirim* (Turkey): Mobbing behaviours encountered by academic staff in university and their responses to them
- *Louise Taylor* (UK): UK nurses' perceptions of violence: A case study within an accident and emergency department

Room 7 Workshop: Policies & Operational Strategies

Evelyn Bain & Rosemary O'Brien (USA): Workplace violence prevention in health care – awareness and education programs of the Massachusetts Nurses Association (USA)

Room 8 Workshop: Policies & Operational Strategies

Sharon Paley (UK): Principles and guidance for the use of restrictive mechanical devices for people exhibiting severe self injurious behaviour: Learning Disabilities and Autism

Room 9 Workshop: Staff Training

Paramita Chaudhuri (India): Sexual harassment in the health sector: Empowering women health workers & creating gender just workplaces

12.30 – 13.30 Lunch / Poster Display

13.30 – 16.20 Main Hall

13.30 – 13.55 Keynote (6)

Professor P.A.J. Waddington (UK): The management and non-management of workplace violence in the health care environment



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13.55 – 14.20 Keynote (7)

Ms. *Christiane Wiskow* (ILO)(Switzerland):
Guidelines on workplace violence in the
health sector anno 2008

14.20 – 14.45 Keynote (8)

Dr. *Mireille Kingma* (ICN)(Switzerland): From
workplace violence to wellness

14.45 – 15.15 Break / Poster Display

15.15 – 15.40 Keynote (9)

Dr. *Susan Steinman* (South Africa): From
training to institutional programs to politics

15.40 – 16.05 Summing up the conference

by rapporteur Dr. *Phil Leather* (UK)

16.05 – 16.20 Distribution of the award

for the “best abstract” and the participant’s
award for the “best poster”

**Announcement of the dates and place of
the next conference in 2010**

Closing and saying goodbye

16.20 – 17.00 Farewell Snacks & Drinks

General Information

Language

The official language of the conference is
English.

Venue

Conference Centre “Meervaart”
Meer en Vaart 300
1068 LE Amsterdam
Tel: +31 (0)20 - 410 77 00
Fax: +31 (0)20 - 410 77 89
info@meervaart.nl
www.meervaart.nl

The **Meervaart** is located within a 5 minute drive
from the ring road and a 15 minute drive from
the centre of Amsterdam. A 500-space car park is
located next to the Meervaart. NS railway station
Cornelis Lelylaan is nearby as well as the tram
(Tram Nr 1 and 17) and bus stops (Bus Nr 19,
63, 68 and 192), which make the location easily
accessible. For more detailed information about
how to get to the Meervaart easily, please look
at their website: www.meervaart.nl

International Continuing Nursing Education Credits (ICNECs)

Approval for awarding International Continuing
Nursing Education Credits (ICNECs) is currently
being sought from the International Council of
Nurses (ICN).

Exhibition

There will be an opportunity for a variety of
companies, institutions and organisations to
present themselves at a separate exhibition
and sponsor the conference. Please feel free
to contact the conference organiser for further
information.



Conference Organiser

Oud Consultancy & Conference Management
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the Netherlands
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www.oudconsultancy.nl

Co-sponsors



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Dr. *Charmaine Hockley* (Australia)
Prof. Dr. *Duncan Chappell* (Canada)
Dr. *Jon Richards* (UK)
Dr. *Patricia Rowell* (USA)
Prof. Dr. *Jonathan Shepherd* (UK)
Prof. Dr. *Ståle Einarsen* (Norway)
Prof. Dr. *Vaughan Bowie* (Australia)
Prof. Dr. *Henk Nijman* (Netherlands)
Dr. *Richard Whittington* (UK)
Dr. *Phil Leather* (Rapporteur)(UK)
Dr. *Helge Hoel* (UK)
Mr. *Kevin McKenna* (Ireland)
Mr. *Rick Tucker* (UK)

Hotels and Social Program

Amsterdam offers a blend of history and culture
with the dynamics of a trendy metropolis. The
city offers a great range of hotels of different
categories. The conference fees does not include
travel and accommodation. If you wish to book
accommodation or attend a social program,
please contact:
www.amsterdamtourist.nl,
www.visitamsterdam.nl or
www.hotels.nl

Hotels at a special conference rate

A) Near the conference centre “De Meervaart”

A limited number of rooms is available at the
Hotel Tulip Inn Amsterdam City West***
- www.tulipinnamsterdamwest.nl - which is the
only hotel nearby the congress centre, and offers
rooms (single € 126,- & double € 146,- all
inclusive tax and breakfast) by sending an e-mail
to j.velthuis@tulipinnamsterdamwest.nl and
mentioning booking ID Oud211008. The daily
frequent Connexion Schiphol Hotel Shuttle
takes you from Amsterdam Schiphol Airport to
this hotel between 06.00 a.m. and 21.00 p.m.:
www.schipholhotelschuttle.nl. The congress
centre is only at 8 minutes walking distance or
by bus 63 it will take only about 5 minutes, stop
at Ruimzicht (opposite the congress centre).

B) Near the Amsterdam Central Station - city centre

A limited number of rooms is available at Golden
Tulip Amsterdam-Centre**** - and offers rooms
(single € 215,- & double € 236,- all inclusive
tax and breakfast) by sending an e-mail to
reservationsams@goldentuliphotelinntel.com and
mentioning booking ID Oud221008

Conference Organisation Committee

Dr. *Ian Needham* (chair) (Switzerland)
Dr. *Mireille Kingma* (ICN) (Switzerland)
Prof. Dr. *Linda O'Brien-Pallas* (STII) (Canada)
Mr. *Kevin McKenna* (Ireland)
Mr. *Rick Tucker* (UK)
Mr. *Nico Oud* (Oud Consultancy) (Netherlands)

Scientific Committee

Dr. *Ian Needham*, chair of the organization and
scientific committee(Switzerland)
Ms. *Vicky Carroll, RN, MSN* (USA)
Prof. Dr. *Cary L. Cooper* (UK)
Dr. *Mireille Kingma* (ICN)(Switzerland)
Prof. Dr. *Linda O'Brien-Pallas* (STII)(Canada)
Dr. *Susan Steinman* (South Africa)
Dr. *Vittorio Di Martino* (FR)
Ms. *Christiane Wiskow* (France)
Dr. *Per-Gunnar Svensson* (Sweden)
Dr. *Brodie Paterson* (UK)
Dr. *Bernard Beech* (UK)

General Information

A limited number of rooms is available at Tulip Inn Amsterdam Centre***, and offers rooms (single € 167,- & double € 182,- all inclusive tax and breakfast) by sending an e-mail to centre@westcordhotels.nl and mentioning booking ID RCC GF 490

Other Hotels

The following hotels are also near the Amsterdam Central Station (direct connection by train with Schiphol Airport) and you can easily travel to the congress centre by tram 1 to Osdorp De Aker, stop at Meer en Vaart (4 minutes walking to the congress centre), or by tram 17 to Osdorp Dijkgraafplein, stop at Ruimzicht (opposite the congress centre). Total travel time by tram will be approximately 30 - 35 minutes.

Sofitel Amsterdam****,

Nieuwezijds Voorburgwal 67
www.sofitel.com

Crowne Plaza Hotel Amsterdam City Centre****,

Nieuwezijds Voorburgwal 5
www.crowneplaza.com

Park Plaza Victoria****,

Damrak 1-5
www.parkplazaamsterdam.com

Ibis Amsterdam Centre***,

Stationsplein 49
www.ibishotel.com

Avenue Hotel Amsterdam***,

Nieuwezijds Voorburgwal 33
www.embhotels.nl/avenue

NH City Centre Amsterdam***,

Spuistraat 288-292
www.nh-hotels.com

Nova Hotel***,

Nieuwezijds Voorburgwal 276
www.novahotel.nl

Hotel De Korenaer**,

Damrak 50
www.hoteldekorenaer.com

Hotel Old Quarter**,

Warmoesstraat 22
www.oldquarter.com

Hotel Sint Nicolaas**,

Spuistraat 1a
www.hotelnicolaas.nl

Tulip Inn Dam Square***,

Gravenstraat 12-16
www.tulipinndamsquare.nl

Special Conference Dinner Cruise

A special conference dinner cruise with musical entertainment and including dinner buffet and



drinks has been arranged for the Thursday evening from 19.00 till 22.30 hours at an all inclusive price of € 75,- per person. Regarding cancellations and requests for refunds we regret that no refund of dinner fees can be made, however, you are allowed to nominate another person to take your ticket for the special conference dinner cruise.



The Dutch historic ship "Prins van Oranje" offers an ideal location for congresses and parties purposes. The ship, which dates from the beginning of last century, is 173.9 feet (53 meters) long and distinguishes itself in many ways from other locations.

The beautiful interior of the "Prins van Oranje" equals that of a luxuriously decorated restaurant from the twenties and has a lot of Art Deco features, the most popular style of decoration at that time. Comfortable armchairs and a homelike decoration create the atmosphere of a private club. The ship has adequate facilities to make sure that this special conference dinner will be a huge success. Excellent service and catering will guarantee a pleasant stay aboard.

Conference Registration and Payment

The conference fee for the three day conference includes admission to all presentations, conference materials, certificate of attendance, conferences program, conference proceedings, welcome reception, lunches, teas and coffees. The conference fee does not include travel and accommodation. If you wish to book accommodation or attend a social program, please contact www.amsterdamtourist.nl, www.visitamsterdam.nl or www.hotels.nl. For the conference dinner you will have to book and pay separately.

If you are booking a group of 10 or more participants to attend the conference, each participant

receives a 10% discount. To be eligible for this discount, all applications must be sent together in one batch, and the total of all fees must be paid together in one amount.

Please register by mailing (or fax to + 31 20 409 0550) your completed registration form and indication of your payment to: Oud Consultancy & Conference Management, Hakfort 621, 1102 LA Amsterdam, the Netherlands. Registration forms received after 17 October 2008 will not be processed any more, however, you may register in person on the first day of the conference at the registration desk.

Please note that confirmation of registration takes place only after receipt of the congress fees. All applicants will receive an acknowledgement of receipt by e-mail or mail of their registration form. However, confirmation of the official registration will thus only take place after having received the full payment of the congress fees.

There will be € 100,- handling charge There will be € 100,- handling charge for cancellations and requests for refunds. Such requests should be applied for in writing by 1st of August 2008. We regret that after this date no refund of fees can be made, however, you are allowed to nominate another person to take your registration. All accepted refunds will be made after the conference.

Disclaimer / Release and waiver of liability

In the very unlikely case of the occurrence of extraordinary events (e.g. natural disasters, state of emergency, outbreak of war) beyond the control of the conference organizers, Oud Consultancy and cosponsors have the right to immediately alter or cancel the conference or any arrangements, timetables, plans or other items relating directly or indirectly to the first international 2008 conference on workplace violence in the health sector. In such a case the participants shall not be entitled to any compensation for damages that result from such alteration or cancellation. Furthermore, with the exception of any wilful damage or gross negligence committed by Oud Consultancy and cosponsors, the conference organizers shall at any time not be liable for any direct or indirect damage suffered by the participants, including consequential and immaterial damage caused by failure to comply with any provision of this document.

Conference fees

Conference fees / Dinner cruise

	Bank transfer	Creditcard
Country Category		
A	€ 615,-	€ 645,-
B	€ 515,-	€ 540,-
C	€ 415,-	€ 435,-
D	€ 315,-	€ 330,-
Conference Amsterdam Dinner Cruise	€ 75,-	€ 79,-



