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
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 have the right to be confronted with a safe work environment in order to guarantee the delivery of effective and safe services.

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, D&IT, 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

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**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 Dayriit (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 do 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 Metro, Katerine Ostukate, 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
Program

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 in 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, Thea Dassen & Ruud Halffens (Switzerland): Violence against health care staff in general hospitals: An underestimated problem?
- Jacqueline Campbell, Jill Messing, Joan Kub, Sheila Fitzgerald, Jacqueline Agnew, Daniel Sheridan & Richelle Bolyard (USA): Workplace violence against nursing personnel: Prevalence and risk factors
- Jim Agee 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 Hinrichberger & Andrea Zielke-Nakarni (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
- Kyoko 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 Cvetelčar, Monika Ažman, Darinka Klemenc, Veronika Pretnar Kunstek, Flory Banovac, Nataša Majcan, 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 & Darja McLean (Canada): Changing a culture of workplace violence and aggression and disruptive behavior support to create safe environments 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 Ferris & Liz Meerabeau (UK): The reporting behaviours of student nurses who have experienced verbal abuse
- Sana Vincent, Asmita Sohani & Nazleem Virani (Pakistan): Facilitating safe workplace environment for nurses
- Bindthu Nair, Govindasamy Arumugum, 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
Jennifer Markowitz & Susan Chasson (USA): Responding to workplace sexual violence: Utilizing forensic nurses and other victim service professionals
Program

Room 9 Workshop: Scientific, Methodological, Operational Aspects & Instruments
Susanna Matt-Windel, Anette Nauerth & 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 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 (VFCM): 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 Tschau (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, Adaminra Tijerino, 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 Llusoy & 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 Høldgaard, 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 & Riota Crawford (Canada): A new lens, A new light! - Workplace violence can be stopped

15.00 – 15.30 Meeting of Organization Committee and Co-sponsors
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 Vitois (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
Friday 24 October 2008

Room 6  Nature, Epidemiology, Patterns & Trends
- Selviyan Penen 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, Kirihi Tiihonen & Elia Repo-Tiihonen (Finland): Work-related violence in forensic psychiatry compared with the results in Irish health care settings

Room 7  Workshop: Policies & Operational Strategies
- Karen Pehrson (USA): Calming the Tigers: Addressing violence in the healthcare workplace with a theory-based system wide action plan

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,-)
Program

13.55 – 14.20 \textbf{Keynote (7)}  

16.20 – 14.45 \textbf{Keynote (8)}  
Dr. Mireille Kingma (ICN)(Switzerland): From workplace violence to wellness

14.45 – 15.15 \textbf{Break / Poster Display}

15.15 – 15.40 \textbf{Keynote (9)}  
Dr. Susan Steinman (South Africa): From training to institutional programs to politics

15.40 – 16.05 \textbf{Summing up the conference}  
by rapporteur Dr. Phil Leather (UK)

16.05 – 16.20 \textbf{Distribution of the award}  
for the “best abstract” and the participant’s award for the “best poster”

16.20 – 17.00 \textbf{Announcement of the dates and place of the next conference in 2010  
Closing and saying goodbye}

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)20 409 0368  
Fax: +31 (0)20 409 0550  
www.oudconsultancy.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  
Hakfort 621, 1102 LA Amsterdam, the Netherlands  
Tel: +31 (0)20 409 0368  
Fax: +31 (0)20 409 0550  
conference.management@freeler.nl  
www.oudconsultancy.nl

Co-sponsors

Dr. Bernard Beech (UK)  
Dr. Brodie Paterson (UK)  
Dr. Charmaine Hockley (Australia)  
Dr. Dr. Richard Whittington (UK)  
Dr. Duncan Chappell (Canada)  
Dr. Jon Richards (UK)  
Dr. Mireille Kingma (ICN) (Switzerland)  
Dr. Patricia Rowell (USA)  
Dr. Per-Gunnar Svensson (Sweden)  
Dr. Prof. Dr. Linda O’Brien-Pallas (STII)(Canada)  
Dr. Prof. Dr. Jonathan Shepherd (UK)  
Dr. Prof. Ståle Einarsen (Norway)  
Dr. Prof. Dr. Vaughan Bowle (Australia)  
Dr. Prof. Dr. Henk Nijman (Netherlands)  
Dr. Susan Steinman (South Africa)  
Dr. Dr. Phil Leather (Rapporteur)(UK)  
Dr. Susan Steinman (South Africa)  
Mr. Kevin McKenna (Ireland)  
Mr. Mr. Rick Tucker (UK)  
Mr. Vicky Carroll, RN, MSN (USA)

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)  
Prof. Dr. Mireille Kingma (ICN) (Switzerland)  
Prof. Dr. Linda O’Brien-Pallas (STII)(Canada)  
Prof. Dr. Susan Steinman (South Africa)  
Dr. Vittorio Di Martino (FR)  
Ms. Christiane Wiskow (France)  
Dr. Dr. Per-Gunnar Svensson (Sweden)  
Dr. Dr. Bernard Beech (UK)  
Dr. Jon Richards (UK)

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

Closing and saying goodbye

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.ouddirect.nl  
www.oudst booths.nl or  
www.hotels.nl

Hotels at a special conference rate

\textbf{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 Connexxion Schiphol Hotel Shuttle takes you from Amsterdam Schiphol Airport to this hotel between 06.00 a.m. and 21.00 p.m.: www.schipholhotelshuttle.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).

\textbf{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
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 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.parkplaazamsterdam.com
 Ibis Amsterdam Centre***, Stationsplein 49 www.ibishotel.com
 Avenue Hotel Amsterdam***, Nieuwezijds Voorburgwal 33 www.avenuenl.com
 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**, Warmoestraat 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 (33 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.amsterdambest.org, 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.

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

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## Registration and Payment

### Congress fees / Dinner cruise

Please tick the appropriate boxes and fill in with how many persons you will attend the Congress Amsterdam dinner cruise.

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### Conference Amsterdam Dinner Cruise

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I declare that I have read the general information and registration and payment conditions and I agree with the release and waiver of liability policies, the disclaimer, as well as the policies regarding cancellations and registration refunds.

In consideration of my participation in the first international 2008 conference on workplace violence in the health sector, I do hereby release, discharge and hold harmless Oud Consultancy and cosponsors, from any and all liability by reason of any damage, loss, expense, or injury arising from my participation in this event, including that caused solely or in part by the fault (including but not limited to negligence, gross negligence, and recklessness) of the above-named parties. This release and Waiver of Liability shall be binding on my heirs, executors, administrators, successors, and assigns.

### Payment (no cheques)

- I have deposited my payment (free of charges for the recipient) in bank account number 68.13.06.157 of the ING Bank, Amsterdam, The Netherlands, in the Name of Oud Consultancy, Hakfort 621, 1102 LA Amsterdam and have mentioned my Name for VIOLENCE 2008. For international payments use our (IBAN) International Bank Account Number: NL56 INGB 0681 3061 57, and (BIC) Bank Identity Code: INGBNL2A.
- I authorise Oud Consultancy to debit my credit card for [ ] [ ], [ ] [ ], [ ] [ ]

### Payment method

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