

**Program 6<sup>th</sup> International Conference on Violence in the Health Sector**  
**“Advancing the delivery of positive practice”**  
**Holiday Inn Toronto International Airport**  
**24-26 October 2018 – Toronto – Canada**

*(this program might be altered due to unforeseen or new circumstances)*

**Tuesday 23 October 2018**

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| 15.00 – 19.00 | <b>Registration</b><br>Registration & Information Desk is located at the main floor opposite the Trillium Ballroom |  |  |  |
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**Wednesday 24 October 2018**

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| 08.00 – 09.00 | <b>Setting up Poster Display &amp; Exhibition in the Trillium Ballroom</b>                                                                                                                                                      |  |  |  |
| 08.00 – 09.00 | <b>Registration</b>                                                                                                                                                                                                             |  |  |  |
| 09.00 – 18.00 | <b>Poster Display &amp; Exhibition</b>                                                                                                                                                                                          |  |  |  |
| <b>Room</b>   | <b>Trillium Ballroom</b>                                                                                                                                                                                                        |  |  |  |
| 07.30 – 09.00 | <b>Welcome with buffet style breakfast, coffee &amp; tea</b>                                                                                                                                                                    |  |  |  |
| 09.00 – 09.45 | <b>Opening &amp; Welcome by:</b><br><i>Ian Needham &amp; Kevin McKenna (chairs)</i><br><i>Marie Kelly (ONA)</i><br><i>Local &amp; national representatives</i><br><b>Country flag parade by:</b><br><i>Nico Oud (Organizer)</i> |  |  |  |
| 09.45 – 10.25 | <b>Keynote (1)</b><br><i>Erin Downey (Switzerland):</i><br>ICRC Health Care in Danger: Updates from the field                                                                                                                   |  |  |  |
| 10.25 – 11.05 | <b>Keynote (2)</b><br><i>Vicki McKenna (Canada):</i><br>Canada Ontario project                                                                                                                                                  |  |  |  |
| 11.05 – 11.35 | <b>Break</b>                                                                                                                                                                                                                    |  |  |  |

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| 11.35 – 12.15 | <b>Keynote (3)</b><br><i>Kevin Ann Huckshorn (USA):</i><br>Preventing conflict, trauma and violence:<br>The development of a practice- based<br>model and its outcomes |  |  |  |
| 12.15 – 12.55 | <b>Keynote (4)</b><br><i>Christiane Wiskow (Switzerland)(ILO):</i><br>Advancing positive practice: Tools and<br>resources addressing violence at work                  |  |  |  |
| 12.55 – 14.30 | <b>Trillium Ballroom<br/>Lunch</b>                                                                                                                                     |  |  |  |
| 14.00 – 14.30 | <b>Poster presenters available at their<br/>posters</b>                                                                                                                |  |  |  |

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| <b>Parallel Session (1) Room</b> | <b>Algonquin Ballroom AB</b><br><i>Chair: Ian Needham</i>                                                                                                      | <b>Algonquin Ballroom CD</b><br><i>Chair: Peter Clancy</i>                                                                                                                                                                                  | <b>Cabinet Room</b><br><i>Chair: Henrietta Van Hulle</i>                                                                                                                    | <b>Roof Garden Room</b><br><i>Chair: Odile Frank</i>                                                                                                                                                                                         |
| <b>Theme</b>                     | <b>Root causes of aggression</b>                                                                                                                               | <b>Root causes of aggression</b>                                                                                                                                                                                                            | <b>Engaging with stakeholders</b>                                                                                                                                           | <b>Practice initiatives</b>                                                                                                                                                                                                                  |
| <b>14.30 – 15.00</b>             | <i>Kelly Vance, Scott Hutton, Lynn Van Male &amp; Bridget Truman (USA):</i><br>Differences in the Experience of Violence Between High-Risk Healthcare Settings | <i>Waqar Mughal &amp; Dave Keen (Canada):</i><br>Incident and Claims Profile for BC healthcare industry                                                                                                                                     | <i>Leon Genesove, Sudha Kutty &amp; Henrietta Van Hulle (Canada):</i><br>A Collaborative Partnership: Preventing Workplace Violence in Health Care in Ontario               | <i>Christoph Steinebach &amp; Volker Schulte (Switzerland):</i><br>Caring Communities as positive interventions to enhance inclusion, empowerment, and civic engagement                                                                      |
| <b>15.00 – 15.30</b>             | <i>Roselle Samson-Mojares (USA):</i><br>Where do you think you are? A grounded theory study on incivility in nursing                                           | <i>Rosemary Taylor &amp; Karla Armenti (USA):</i><br>Understanding systems-level factors contributing to physical, emotional, and cognitive overload in the nursing workforce                                                               | <i>Catherine Zahn, Danielle Larmand &amp; Nancy Pridham (Canada):</i><br>Commitment + Collaboration = Success for Workplace Violence Prevention in a Mental Health Hospital | <i>Jade Sheen, Wendy Sutherland-Smith, Amanda Dudley, Vicki Kavadas &amp; Jane McGillivray (Australia):</i><br>Risk Aware: Enhancing students' clinical competence in risky environments through a blended simulation-based learning program |
| <b>15.30 – 16.00</b>             | <i>Maryline Abt &amp; Ian Needham (France):</i><br>Patient aggression as a response to psychiatric power and social control                                    | <i>Linda Patrick, Alice Gaudine &amp; Lorraine Busby (Canada):</i><br>Workplace Violence Directed Upwards at Nurse Managers and Leaders                                                                                                     | <i>Marjorie Montreuil (Canada):</i><br>Experiences of crisis management in a child mental health setting: Engaging stakeholders in finding solutions                        | <i>Malcolm Boyle &amp; Jaime Wallis (Australia):</i><br>What do student paramedics know about workplace violence?                                                                                                                            |
| <b>16.00 – 16.30</b>             | <b>Break</b>                                                                                                                                                   | <b>Break</b>                                                                                                                                                                                                                                | <b>Break</b>                                                                                                                                                                | <b>Break</b>                                                                                                                                                                                                                                 |
| <b>Parallel Session (1) Room</b> | <b>MacDonald</b>                                                                                                                                               | <b>MacKenzie</b>                                                                                                                                                                                                                            | <b>Meighen</b>                                                                                                                                                              |                                                                                                                                                                                                                                              |
| <b>Theme</b>                     | <b>Special Workshop</b>                                                                                                                                        | <b>Workshop</b>                                                                                                                                                                                                                             | <b>Workshop</b>                                                                                                                                                             |                                                                                                                                                                                                                                              |
| <b>14.30 – 16.00</b>             | <i>Cristiane Wiskow (Switzerland)(ILO):</i><br>HealthWISE - visit our hands-on workshop                                                                        | <i>Marte Katrine Weng, Jan Alfred Borgenvik, Solveig Malum, Thomas Melby, Haakon Cederkvist &amp; Ole Greger Lillevik (Norway):</i><br>Safety and security – a training programme for employees working in youth residential care in Norway | <i>Lynn Cole &amp; Carrie Zelko-Norman (Canada):</i><br>Workplace Innovation; Island Health Integrating Violence Prevention Policies into Practice                          |                                                                                                                                                                                                                                              |
| <b>16.00 – 16.30</b>             | <b>Break</b>                                                                                                                                                   | <b>Break</b>                                                                                                                                                                                                                                | <b>Break</b>                                                                                                                                                                | <b>Break</b>                                                                                                                                                                                                                                 |

| Parallel Session (2) Room | Algonquin Ballroom AB<br><i>Chair: Lynn Van Male</i>                                                                                                                                                                                                                                                                                                                                                                                                                         | Algonquin Ballroom CD<br><i>Chair: Johannes Nau</i>                                                                                                                                                                                                                         | Cabinet Room<br><i>Chair: Gernot Walter</i>                                                                                                                                        | Roof Garden Room<br><i>Chair: Nico Oud</i>                                                                                                                                                    |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Theme                     | Practice initiatives                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Root causes of aggression                                                                                                                                                                                                                                                   | Engaging with stakeholders                                                                                                                                                         | Root causes of aggression                                                                                                                                                                     |
| 16.30 – 17.00             | <p><i>Laura Ferreira-Legere, Giulia Zucal, Gordon Gillespie, Henrietta Van Hulle, Althea Stewart-Pyne, Lucia Costantini &amp; Valerie Grdisa (Canada):</i></p> <p>A best practice guideline on the prevention and management of workplace violence, harassment, and bullying in health-care: Implementing GRADE and CERQual methodologies</p>                                                                                                                                | <p><i>Jordan Tovera Salvador, Elham Alateeq, Maha Almadani, Mu'taman Jarrar, Adel Alabdaly, Lilibeth Reyes, Faisal Alhadfeeri, Mohammed Alzaid &amp; Kowther Alelaiw (Philippines):</i></p> <p>Nurses Expertise and Recommendations for Anti-Workplace Violence Program</p> | <p><i>Clint Hodges, Emily Ambos &amp; Kristine Leggett (Canada):</i></p> <p>The Impact of Security Services on a Positive Patient Experience and Staff Safety</p>                  | <p><i>Muthuvenkatachalam Srinivasan &amp; Sandhya Gupta (India):</i></p> <p>Mistreatment of older adults and associated psychological distress in rural north India</p>                       |
| 17.00 – 17.30             | <p><i>Lynn Van Male, Kelly Vance, Scott Hutton &amp; Bridget Truman (USA):</i></p> <p>Comprehensive Workplace Violence Prevention Program: Model and Process Success in a National Health Care System</p>                                                                                                                                                                                                                                                                    | <p><i>Suzanne Hrynyk, Gregory Ekland &amp; Michele Chase (Canada):</i></p> <p>Relationships between violence in healthcare and work environment factors</p>                                                                                                                 | <p><i>Norma Wood (Canada):</i></p> <p>The Long Road: Building a Violence Prevention Program in a large Provincial Health System</p>                                                | <p><i>Esther Githaiga Wanjiru, Moses Ndegwa Mutiga &amp; Ann Kimani (Kenya):</i></p> <p>Addressing Violence Faced By Women In The Health Sector During Delivery, Nakuru County, Kenya</p>     |
| 17.30 – 18.00             | <p><i>Tella Lantta, Virve Pekuringen, Jaakko Varpula, Minna Anttila &amp; Maritta Välimäki (Finland):</i></p> <p>Creating a positive treatment environment by reducing restrictions in care: an analysis of psychiatric ward rules</p>                                                                                                                                                                                                                                       | <p><i>Nutmeg Hallett &amp; Martin Hopkins (UK):</i></p> <p>Nursing student experiences of violence and aggression on clinical placements: an international survey</p>                                                                                                       | <p><i>Suzanne Janzen, Laurie Fitzpatrick, Judy Arnetz &amp; Melanie Wright (USA):</i></p> <p>Understanding Patient-to-Staff Violence and the Path Forward to Reduce Staff Harm</p> | <p><i>Esther Githaiga Wanjiru, Moses Ndegwa Mutiga &amp; Ann Kimani (Kenya):</i></p> <p>Strategic interventions to minimize violence in the health sector, Nakuru level 5 hospital, Kenya</p> |
| Parallel Session (2) Room | MacDonald                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | MacKenzie                                                                                                                                                                                                                                                                   | Meighen                                                                                                                                                                            |                                                                                                                                                                                               |
| Theme                     | Special Workshop                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Workshop                                                                                                                                                                                                                                                                    | Workshop                                                                                                                                                                           |                                                                                                                                                                                               |
| 16.30 – 18.00             | <p>ONA Workshop</p> <p>The ONA workshop will be facilitated by Athena Brown, Manager Provincial Service Team and with her will be the Subject Matter Experts Erna Bujna, Labour Relations Officer and Nancy Johnson, Labour Relations Officer and the following ONA Members: Kelly Johnston, H&amp;S rep; Trudy Frank-MacEwen, Bargaining Unit President; Carol Gunsch, Bargaining Unit President; DJ Sanderson, Bargaining Unit President; Karen MacDonald, H&amp;S rep</p> | <p><i>Wade McKone, Jonathan Foster &amp; Brandie Stevenson (Canada):</i></p> <p>Transforming a Culture - A Collaborative Approach to Violence Prevention</p>                                                                                                                | <p><i>Lois Moylan, Ian Needham &amp; Kevin McKenna (Switzerland):</i></p> <p>Violence in acute psychiatry care through the camera lens: How much has changed since the 1960s?</p>  |                                                                                                                                                                                               |
| 19.30 – 21.00             | Welcome Reception                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                             |                                                                                                                                                                                    |                                                                                                                                                                                               |

## Thursday 25 October 2018

|                           |                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                   |                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                          |
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| 07.30 – 09.00             | Trillium Ballroom<br>Welcome with buffet style breakfast, coffee & tea                                                                                                                                                                                                              |                                                                                                                                                                                                   |                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                          |
| 08.00 – 18.00             | Registration                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                   |                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                          |
| 09.00 – 13.00             | Hospital Visit to the Humber River Hospital (limited group)                                                                                                                                                                                                                         |                                                                                                                                                                                                   |                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                          |
| 09.00 – 17.30             | Trillium Ballroom<br>Poster Display & Exhibition                                                                                                                                                                                                                                    |                                                                                                                                                                                                   |                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                          |
| Parallel Session (3) Room | Algonquin Ballroom AB<br><i>Chair: Nashat Zuraikat</i>                                                                                                                                                                                                                              | Algonquin Ballroom CD<br><i>Chair: Steve Geoffrion</i>                                                                                                                                            | Cabinet Room<br><i>Chair: Althea Stewart-Pyne</i>                                                                                                                                                                            | Roof Garden Room<br><i>Chair: Lynda Hoff</i>                                                                                                                                                                                                             |
| Theme                     | Other themes                                                                                                                                                                                                                                                                        | Root causes of aggression                                                                                                                                                                         | Policy initiatives                                                                                                                                                                                                           | Designing safety and risk reduction initiatives                                                                                                                                                                                                          |
| 09.00 – 09.30             | <i>WYONA M Freysteinson &amp; Susan Mellott (USA):</i><br>Body Image Perceptions of Veterans who have Suffered Military Sexual Trauma                                                                                                                                               | <i>Jacqueline Pich (Australia):</i><br>The experiences of New South Wales (Australia) nurses and midwives with violence on the job.                                                               | <i>Gerard Brogan, Bonnie Castillo, Michelle Grisat &amp; Jane Thomason (USA):</i><br>The Nurses' Campaign for Workplace Violence Prevention in California and the United States                                              | <i>Gordon Gillespie, Natalie Breuer, Renee Lewis &amp; Corinne Peek-Asa (USA):</i><br>Recommendations to Redesign the Emergency Department Physical Environment for Workplace Violence Risk Reduction                                                    |
| 09.30 – 10.00             | <i>Naesinee Chaiear, Jidapa Thammanutham, Sorasak Pinsuwan, Krisada Khunkitt, Thanapol Wittayapipath, Nattakan Towsakul, Phanumas Krisorn &amp; Amonrut Ruttanasiri (Thailand):</i><br>Nursing practitioners' opinions on international guideline for preventing workplace violence | <i>Gitte Munksgaard, Joy Duxbury, Lise Hounsgaard &amp; Frederik Gildberg (Denmark):</i><br>Violence and threats against mental health staff – Staff perception of workplace violence and threats | <i>Era Mae Ferron, Agnieszka Kosny &amp; Sabrina Tonima (Canada):</i><br>The Flagging Policy and the Challenges Hospitals Face                                                                                               | <i>Joy Longo, Michael DeDonno &amp; Christopher Demzier (USA):</i><br>Use of Vignettes to Explore the Relationship Between Bullying and Affect                                                                                                           |
| 10.00 – 10.30             | <i>Agata Kozłowska (Poland):</i><br>How to deal with anger? The effectiveness of anger regulation strategies                                                                                                                                                                        | <i>Sumaira Punjwani (Pakistan):</i><br>Safety first, but whose safety? Public health verses occupational health in situation of conflict                                                          | <i>Peter Smith &amp; Basak Yanar (Canada):</i><br>Reporting and consequences of workplace violence in six Ontario hospitals                                                                                                  | <i>Carla Loftus, Lesley Wiesenfeld, Mavis Afriye-Boateng, Andrea Lawson, Ellena Vyshnevski, Ben Amick &amp; Kate van den Broek (Canada):</i><br>"U.P. with Safety": A Universal Precautions approach to reducing Aggressive Behaviour Risk in Acute Care |
| 10.30 – 11.00             | Break                                                                                                                                                                                                                                                                               | Break                                                                                                                                                                                             | Break                                                                                                                                                                                                                        | Break                                                                                                                                                                                                                                                    |
| Parallel Session (3) Room | MacDonald                                                                                                                                                                                                                                                                           | MacKenzie                                                                                                                                                                                         | Meighen                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                          |
| Theme                     | Special Workshop                                                                                                                                                                                                                                                                    | Workshop                                                                                                                                                                                          | Workshop                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                          |
| 09.00 – 10.30             | Special dance workshop by Patricia P. Capello                                                                                                                                                                                                                                       | <i>Rosemary Taylor &amp; Steven Taylor (USA):</i><br>Addressing Disruptive and Unprofessional Behaviors as Quality Improvement Concerns                                                           | <i>Linda Silas, Erna Bujna, Darlene Jackson, Dewey Funk &amp; Janet Hazelton (Canada):</i><br>Interventions for Change: Driving best practices for workplace violence prevention through constructive stakeholder engagement |                                                                                                                                                                                                                                                          |

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| 10.30 – 11.00             | Break                                                                                                                                                                                                                                        | Break                                                                                                                                                                                                                   | Break                                                                                                                                                                             | Break                                                                                                                                      |
| Parallel Session (4) Room | Algonquin Ballroom AB<br><i>Chair: Erica Burton</i>                                                                                                                                                                                          | Algonquin Ballroom CD<br><i>Chair: Christiane Wiskow</i>                                                                                                                                                                | Cabinet Room<br><i>Chair: Brodie Paterson</i>                                                                                                                                     | Roof Garden Room<br><i>Chair: Ian Needham</i>                                                                                              |
| Theme                     | Root causes of aggression                                                                                                                                                                                                                    | Creating minimizing cultures                                                                                                                                                                                            | Providing education and training / policy initiatives                                                                                                                             | Other themes                                                                                                                               |
| 11.00 – 11.30             | <i>Judith Arnetz, Sukhesh Sudan, Laurie Fitzpatrick, Shelia Cotten, Christine Jodoin, Chu-Hsiang Chang &amp; Bengt Arnetz (USA):</i><br>Organizational Determinants of Bullying and Work Disengagement Due to Bullying Among Hospital Nurses | <i>Jennifer Kilcoyne &amp; Danny Angus (UK):</i><br>Implementing a No Force First Safety Culture in UK Mental Health Services                                                                                           | <i>Martin Hopkins &amp; Nutmeg Hallett (Australia):</i><br>Cinemeducation as a positive pedagogical approach for aggression and violence education: An international perspective  | <i>Jeffrey Ho (USA):</i><br>Use of Body-Worn Cameras on Healthcare Security Personnel Increases Accountability, Transparency, and Accuracy |
| 11.30 – 12.00             | <i>Darcy Copeland &amp; Melissa Henry (USA):</i><br>Horizontal Violence, Psychosocial Work Environments, Burnout, Secondary Traumatic Stress, and Moral Distress Among Hospital Nurses                                                       | <i>Dave Keen (Canada):</i><br>Fraser Health “Stop Violence” public and staff education and communications campaign                                                                                                      | <i>Sharon Provost, Chris McLeod, Maura MacPhee &amp; Michael Daniels (Canada):</i><br>A Realist Literature Review: How, Why and For Whom Does Violence Prevention Education Work? | <i>Christopher Cliffe (Australia):</i><br>The horrific murder of a remote area nurse and how it has changed Remote Health in Australia     |
| 12.00 – 12.30             | <i>Jane Thomason, Bonnie Castillo, Michelle Grisat &amp; Gerard Brogan (USA):</i><br>Why has workplace violence increased so rapidly? A structural analysis offers answers—and opportunities for employer prevention                         | <i>Mazen El Ghaziri, Yuan Zhang, Alicia Dugan, Anya Peters &amp; Mary Ellen Castro (USA):</i><br>Facilitators and barriers of a peer mediation program to reduce coworker conflict among correctional registered nurses | <i>Zeynep Zonp Özaslan, Suna Uysal Yalcin &amp; Hülya Bilgin (Turkey):</i><br>Evaluation of Zero Tolerance Policy Effectiveness in Health Care: Systematic Review                 | <i>Ian Needham (Switzerland):</i><br>Non-harmonious harmony – aggressive outbursts in concert halls                                        |
| 12.30 – 14.00             | Trillium Ballroom Lunch                                                                                                                                                                                                                      | Trillium Ballroom Lunch                                                                                                                                                                                                 | Trillium Ballroom Lunch                                                                                                                                                           | Trillium Ballroom Lunch                                                                                                                    |
| 13.30 – 14.00             | Poster presenters available at their posters                                                                                                                                                                                                 |                                                                                                                                                                                                                         |                                                                                                                                                                                   |                                                                                                                                            |
| Parallel Session (4) Room | MacDonald                                                                                                                                                                                                                                    | MacKenzie                                                                                                                                                                                                               | Meighen                                                                                                                                                                           |                                                                                                                                            |
| Theme                     | Workshop                                                                                                                                                                                                                                     | Workshop                                                                                                                                                                                                                | Workshop                                                                                                                                                                          |                                                                                                                                            |
| 11.00 – 12.30             | <i>Tina Dunlop &amp; Mary Benson-Albers (Canada):</i><br>Communicating the Risk of Violence: A Paradigm Shift for Flagging                                                                                                                   | <i>Linda Silas, Laurie Brown, Darlene Jackson &amp; Janet Hazelton (Canada):</i><br>PTSD and Occupational Stress Injuries Among Nurses: advocating for national recognition of workplace impacts                        | <i>Sarah Leitch &amp; Tom Evans (BILD) (UK):</i><br>Person centred restraint reduction plans - auditing peoples lives and turning reduction plans into actions                    |                                                                                                                                            |
| 12.30 – 14.00             | Trillium Ballroom Lunch                                                                                                                                                                                                                      | Trillium Ballroom Lunch                                                                                                                                                                                                 | Trillium Ballroom Lunch                                                                                                                                                           | Trillium Ballroom Lunch                                                                                                                    |
| 13.30 – 14.00             | Poster presenters available at their posters                                                                                                                                                                                                 |                                                                                                                                                                                                                         |                                                                                                                                                                                   |                                                                                                                                            |

| Parallel Session (5) Room | Algonquin Ballroom AB<br><i>Chair: Gernot Walter</i>                                                                                                                      | Algonquin Ballroom CD<br><i>Chair: Johannes Nau</i>                                                                                                                                                           | Cabinet Room<br><i>Chair: Henrietta Van Hulle</i>                                                                                                                                                                                                                                                               | Roof Garden Room                                                                            |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Theme                     | Root causes of aggression                                                                                                                                                 | Creating minimizing cultures                                                                                                                                                                                  | Providing education and training                                                                                                                                                                                                                                                                                | Special Workshop                                                                            |
| 14.00 – 14.30             | <i>Adriane Gear &amp; Maura MacPhee (Canada):</i><br>Violence. Not part of the Job                                                                                        | <i>Stephen Canning, Julia Duzdevic, Aileen Sprott, Emily Johnstone &amp; Patti Socha (Canada):</i><br>Safewards at CAMH: Reducing conflict and containment by making mental health units more peaceful places | <i>Paul Brown &amp; Dave Keen (Canada):</i><br>Duration Reduction of Violent WSBC Claims Concomitant to Completion Rate Increase of Violence Prevention Education                                                                                                                                               | <i>Odile Frank, Brodie Paterson &amp; Kevin McKenna</i><br>Any tolerance on zero tolerance? |
| 14.30 – 15.00             | <i>Sileshi Garoma Abeya &amp; Daniel Tolesa (Ethiopia):</i><br>Workplace Violence among Healthcare Workers in Public Hospitals of East Shoa Zone, Oromia Region, Ethiopia | <i>Lana Schultze &amp; Shannon Campbell (Canada):</i><br>Internal Responsibility system in a Violence Prevention Program                                                                                      | <i>Cheryl Pinotti (USA):</i><br>Decreasing Workplace Violence By Responding To Factors And Behaviors That Precede Aggression                                                                                                                                                                                    |                                                                                             |
| 15.00 – 15.30             | <i>Bindu Mammen, Louisa Lam &amp; Danny Hills (Australia):</i><br>Newly Qualified Graduate Nurses' Experiences of Workplace Incivility in Australian Hospital Settings    | <i>Jeanette MacLean (Canada):</i><br>Advancing the Delivery of Positive Practice – University Health Network (UHN)'s Journey to Eliminating Workplace Violence                                                | <i>Giulia Zucal, Laura Ferreira-Legere, Gordon Gillespie, Henrietta Van Hulle, Althea Stewart-Pyne, Lucia Costantini &amp; Valerie Grdisa (Canada):</i><br>Effectiveness of organizational training programs for workplace violence, harassment, and bullying on the safety of patients and health-care workers |                                                                                             |
| 15.30 – 16.00             | Break                                                                                                                                                                     | Break                                                                                                                                                                                                         | Break                                                                                                                                                                                                                                                                                                           | Break                                                                                       |
| Parallel Session (5) Room | MacDonald                                                                                                                                                                 | MacKenzie                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                 |                                                                                             |
| Theme                     | Workshop                                                                                                                                                                  | Workshop                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                 |                                                                                             |
| 14.00 – 15.30             | <i>Sandra Cripps &amp; Lynn Digney Davis (Canada):</i><br>Implementation of a Violence Prevention Framework in Saskatchewan                                               | <i>Marilyn Hollier &amp; Kathleen Wade (USA):</i><br>Mental health and security professionals form partnerships with staff and patients creating a safer workplace                                            |                                                                                                                                                                                                                                                                                                                 |                                                                                             |
| 15.30 – 16.00             | Break                                                                                                                                                                     | Break                                                                                                                                                                                                         | Break                                                                                                                                                                                                                                                                                                           | Break                                                                                       |

| Parallel Session (6) Room | Algonquin Ballroom AB<br><i>Chair: Odile Frank</i>                                                                                                                      | Algonquin Ballroom CD<br><i>Chair: Lynn Van Male</i>                                                                                                                                                | Cabinet Room<br><i>Chair: Kevin McKenna</i>                                                                                                                                                       | Roof Garden Room                                                                                                                           |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Theme                     | Root causes of aggression                                                                                                                                               | Creating minimizing cultures                                                                                                                                                                        | Providing education and training                                                                                                                                                                  | Workshop                                                                                                                                   |
| 16.00 – 16.30             | <i>Della Derscheid (USA):</i><br>MAVAS-R Responses: Healthcare Workers Involved in Workplace Violent Events from Adult and Pediatric Medical Settings                   | <i>Scott Hutton, Kelly Vance &amp; Lynn Van Male (USA):</i><br>Call to Action: Need for an Inpatient Assessment to Reduce Aggression/Violence in Healthcare                                         | <i>Erlend Rinke Maagerø-Bangstad (Norway):</i><br>Prepared and competent: outcomes of competence development within Norwegian community mental health and substance abuse services                | <i>Leigh Blaney &amp; Ann Greene (Canada):</i><br>Creating the indomitable spirit – Integrating resilience theory into healthcare practice |
| 16.30 – 17.00             | <i>David Oladeji (Nigeria):</i><br>Domestic Violence factors Influencing Women's Mental Health in Ibadan Metropolis, Nigeria                                            | <i>Julie Butchart, Karin Taylor, Ilanna Mittman &amp; Josh Schwarz (USA):</i><br>The Development and Validation of a Clinical Decision Making Tool Measuring Implicit Bias During Aggressive Events | <i>Kevin McKenna &amp; Brodie Paterson (Ireland):</i><br>De-escalation: The Assault Cycle revisited                                                                                               |                                                                                                                                            |
| 17.00 – 17.30             | <i>Susan Johnson (USA):</i><br>Why is Workplace Bullying Pervasive in Nursing, and What Can Be Done About It?                                                           | <i>Jean Paul Ilunga Mulaja &amp; Andre Bashima Tshibuabuo (Congo):</i><br>Experience of Psychiatric Violence at the Katouabi Neuropsychiatric Center in Kananga / DRC                               | <i>Suna Uysal Yalcin, Sermin Dinç, z Ozaslan &amp; Hulya Bilgin (Turkey):</i><br>Intimate partner violence and child development: The evaluation of applications to the pediatric emergency units |                                                                                                                                            |
| 19.30 – 22.30             | <b>Conference Gala Diner</b><br>(transport by busses)                                                                                                                   |                                                                                                                                                                                                     |                                                                                                                                                                                                   |                                                                                                                                            |
| Parallel Session (6) Room | MacDonald                                                                                                                                                               | MacKenzie                                                                                                                                                                                           |                                                                                                                                                                                                   |                                                                                                                                            |
| Theme                     | Workshop                                                                                                                                                                | Workshop                                                                                                                                                                                            |                                                                                                                                                                                                   |                                                                                                                                            |
| 16.00 – 17.30             | <i>Irene Andress, Kristine Leggett, Kimberly Storey, Arlene Gladstone &amp; Mitch Birken (Canada):</i><br>The ABC's of Identifying and Communicating Risks for Violence | <i>Saleema Jassani &amp; Sumaira Khowaja-Punjwani (Pakistan):</i><br>A training approach to augment healthcare provider's knowledge, attitude and practice to address child sexual abuse            |                                                                                                                                                                                                   |                                                                                                                                            |
| 19.30 – 22.30             | <b>Conference Gala Diner</b><br>(transport by busses)                                                                                                                   |                                                                                                                                                                                                     |                                                                                                                                                                                                   |                                                                                                                                            |



## Friday 26 October 2018

|                           |                                                                                                                                                                                                                                             |                                                                                                                                                                   |                                                                                                                                                                                                    |                                                                                                        |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| 07.30 – 09.00             | Trillium Ballroom<br>Welcome with buffet style breakfast, coffee & tea                                                                                                                                                                      |                                                                                                                                                                   |                                                                                                                                                                                                    |                                                                                                        |
| 08.00 – 16.30             | Registration                                                                                                                                                                                                                                |                                                                                                                                                                   |                                                                                                                                                                                                    |                                                                                                        |
| 09.00 – 13.00             | Hospital Visit to the Humber River Hospital (limited group)                                                                                                                                                                                 |                                                                                                                                                                   |                                                                                                                                                                                                    |                                                                                                        |
| 09.00 – 15.15             | Trillium Ballroom<br>Poster Display & Exhibition                                                                                                                                                                                            |                                                                                                                                                                   |                                                                                                                                                                                                    |                                                                                                        |
| Parallel Session (7) Room | Algonquin Ballroom AB<br>Chair: Steve Geoffrion                                                                                                                                                                                             | Algonquin Ballroom CD<br>Chair: Kevin McKenna                                                                                                                     | Cabinet Room<br>Chair: Nashat Zuraikat                                                                                                                                                             | Roof Garden Room                                                                                       |
| Theme                     | Reducing coercive measures                                                                                                                                                                                                                  | Practice initiatives & tool kits                                                                                                                                  | Various themes                                                                                                                                                                                     | Workshop                                                                                               |
| 09.00 – 09.30             | Alex Theodor Gogolkiewicz (Germany):<br>The “Sigmaringen model” to reduce seclusion and restraint in psychiatry - the first adaptation of the Six Core Strategies in Germany                                                                | Aideen Carroll, Elizabeth Shultis, Christopher Braz and Marianne Ng (Canada):<br>Psychiatric Emergency Unit Introduces A New Model Of Care Using LEAN Methodology | Joanne Iennaco (USA):<br>Skills Enhancement for Aggression Management (SEAM) in Inpatient Medical Settings                                                                                         | Airiin Demir & Martin Kallavus (Estonia):<br>How to meet verbal aggression at work. Practical workshop |
| 09.30 – 10.00             | Lisa Marshall & Alana Friedlander (Canada):<br>Enhancing safety and supporting recovery: the impact of Safewards on a forensic program                                                                                                      | Kevin McKenna (Ireland):<br>Rethinking Debriefing: A structure for integrated post occurrence review                                                              | Sheile Mercado-Mallari (Canada):<br>Communication of Violence Risk Across a Large Health Authority: Fraser Health's ALERT Policy and Procedure Implementation, Updates, Improvements and Learnings |                                                                                                        |
| 10.00 – 10.30             | Steve Geoffrion, Jane Goncalves, Camille Roy, Christine Drolet & Geneviève Franche-Choquette (Canada):<br>Identifying factors influencing the use of restraints and seclusions in youth residential treatment centers: a mixed method study |                                                                                                                                                                   | Sheila Blackstock, Bukola Salami & Greta Cummings (Canada):<br>Unveiling Oppression: Addressing Horizontal Violence among Nurses                                                                   |                                                                                                        |
| 10.30 – 11.00             | Break                                                                                                                                                                                                                                       | Break                                                                                                                                                             | Break                                                                                                                                                                                              | Break                                                                                                  |
| Parallel Session (7) Room | MacDonald                                                                                                                                                                                                                                   | MacKenzie                                                                                                                                                         |                                                                                                                                                                                                    |                                                                                                        |
| Theme                     | Special Workshop                                                                                                                                                                                                                            | Workshop                                                                                                                                                          |                                                                                                                                                                                                    |                                                                                                        |
| 09.00 – 10.30             | Special dance workshop by Patricia P. Capello                                                                                                                                                                                               | Johannes Nau, Nico Oud & Gernot Walter (Germany):<br>100 Percent Mindfulness instead of 0-Tolerance – the NOW-Model                                               |                                                                                                                                                                                                    |                                                                                                        |

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|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| 10.30 – 11.00             | Break                                                                                                                                                                                                     | Break                                                                                                                                                                                                                                                                                                                     | Break                                                                                                                                                                                                                                                  | Break                                                                                                        |
| Parallel Session (8) Room | Algonquin Ballroom AB<br><i>Chair: Christiane Wiskow</i>                                                                                                                                                  | Algonquin Ballroom CD<br><i>Chair: Brodie Paterson</i>                                                                                                                                                                                                                                                                    | Cabinet Room<br><i>Chair: Erica Burton</i>                                                                                                                                                                                                             | Roof Garden Room                                                                                             |
| Theme                     | Root causes of aggression                                                                                                                                                                                 | Reducing coercive measures                                                                                                                                                                                                                                                                                                | Instruments & development of positive practice                                                                                                                                                                                                         | Workshop                                                                                                     |
| 11.00 – 11.30             | <i>Louisa Lam, Kim Crawford, Sharon Hills &amp; Danny Hills (Australia):</i><br>Aggression at work is a prominent feature of nursing and midwifery practice in Australia                                  | <i>Sascha Köpke, Jens Abraham, Gabriele Meyer &amp; Ralph Möhler (Germany):</i><br>Effectiveness of a guideline-based intervention to reduce physical restraints in nursing homes – pragmatic cluster-randomized-controlled trial (NCT02341898)                                                                           | <i>Tessa Maguire, Michael Daffern, Steven Bowe &amp; Brian McKenna (Australia):</i><br>Structuring nursing interventions to reduce aggression and linking these interventions to risk assessment using the Dynamic Appraisal of Situational Aggression | <i>Ian Needham, Lois Moylan &amp; Kevin McKenna (Switzerland):</i><br>Maledictology: the science of swearing |
| 11.30 – 12.00             | <i>Danny Hills, Sharon Hills, Kim Crawford &amp; Louisa Lam (Australia):</i><br>“I only report when I am bleeding”. Australian nurses, midwives and carers feelings about reporting workplace aggression. | <i>Chris Van Veen, Mohamed Ibrahim &amp; Marina Morrow (Canada):</i><br>Dangerous discourses: Masculinity, coercion and psychiatry                                                                                                                                                                                        | <i>Nicola Ramacchiati, Roberto Caldelli &amp; Laura Rasero (Italy):</i><br>User-friendly system (a smartphone app) for reporting violent incidents in the Emergency Department: a multicenter study                                                    |                                                                                                              |
| 12.00 – 12.30             | <i>Ashley Rose Folgo &amp; Joanne DeSanto Iennaco (USA):</i><br>Staff Perceptions of Risk Factors for Violence and Aggression in Ambulatory Care                                                          | <i>Jean Lefèvre-Utile, Vincent Guinchat, Lee Wachtel, David Cohen, Amélie Perron, Marjorie Montreuil, Franco Carnevale &amp; Aymeric Reyre (France):</i><br>Personal protective equipment (PPE) & restraint alternatives in the management of challenging behaviors in inpatients with autism and intellectual disability | <i>Melanie Dodds (Canada):</i><br>Assertive Empathy Striking the Balance                                                                                                                                                                               |                                                                                                              |
| 12.30 – 13.45             | Trillium Ballroom Lunch                                                                                                                                                                                   | Trillium Ballroom Lunch                                                                                                                                                                                                                                                                                                   | Trillium Ballroom Lunch                                                                                                                                                                                                                                | Trillium Ballroom Lunch                                                                                      |
| 13.15 – 13.45             | Poster presenters available at their posters                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                        |                                                                                                              |
| Parallel Session (8) Room | MacDonald                                                                                                                                                                                                 | MacKenzie                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                        |                                                                                                              |
| Theme                     | Workshop                                                                                                                                                                                                  | Workshop                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                        |                                                                                                              |
| 11.00 – 12.30             | <i>Renee Berquist, Barb LeBlanc &amp; Pat Bradley (Canada):</i><br>Extraordinary possibilities: Using appreciative inquiry to enhance positive practice                                                   | <i>Maria Bauer, Axe Fors &amp; Marianne Kristiansson (Sweden):</i><br>Preventing workplace violence and training with virtual reality simulation                                                                                                                                                                          |                                                                                                                                                                                                                                                        |                                                                                                              |
| 12.30 – 13.45             | Trillium Ballroom Lunch                                                                                                                                                                                   | Trillium Ballroom Lunch                                                                                                                                                                                                                                                                                                   | Trillium Ballroom Lunch                                                                                                                                                                                                                                | Trillium Ballroom Lunch                                                                                      |
| 13.15 – 13.45             | Poster presenters available at their posters                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                        |                                                                                                              |

| Room          | Trillium Ballroom                                                                                                                                                                                                                                                   |  |  |  |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| 13.45 – 15.15 | <b>Special interactive plenary debate / discussion about the current achievements and future required actions</b><br><i>- Kevin McKenna</i><br><i>- Erica Burton (ICN)</i><br><i>- Panel of speakers</i><br><i>- All participants</i><br>Mobile Phones will be used |  |  |  |
| 15.15 – 15.45 | <b>Awards &amp; Closing Ceremony</b>                                                                                                                                                                                                                                |  |  |  |
| 15.45 – 16.30 | <b>Farewell drinks</b>                                                                                                                                                                                                                                              |  |  |  |

## Posters:

1. *Brittany Sager & Nashat Zuraikat (USA):*  
Before Anger is an Option: Violence Towards Health Care Professionals
2. *Jean Iefèvre-Utile, Vincent Guinchat, Lee Wachtel, David Cohen, Amélie Perron, Marjorie Montreuil, Franco Carnevale & Aymeric Reyre (France):*  
Restraints alternatives in the management of challenging behaviors in inpatients with autism and intellectual disability
3. *Sileshi Garoma Abeya (Ethiopia):*  
Workplace Violence among Healthcare Workers in Public Hospitals of East Shoa Zone, Oromia Region, Ethiopia
4. *Cletus Chijoke Chukwuleke (Nigeria):*  
Persistent Negligence of Violence Against Health Workers in Nigeria and Call for Action
5. *Gernot Walter, Johannes Nau & Nico Oud (Germany):*  
100 Percent Mindfulness instead of 0-Tolerance – the NOW-Model
6. *Marco Sander, Sascha Koepke & Ursula Meller (Germany):*  
Development and evaluation of a nurse-based intervention to prevent elder abuse in nursing home care
7. *Hirokazu Fujimoto, Takuya Oka, Michiko Deguchi, Misato Hirota & Takeshi Hashimoto (Japan):*  
Home-visit nurses' violent experiences from patients with mental illnesses: the possibilities of under-reporting about experiences
8. *Pheerasak Assavanopakun, Naesinee Chaiear & Suchada Paileeklee (Thailand):*  
Appropriate guideline for preventing workplace violence in health sector using a participatory action research
9. *Shellie Simons, Mazen El Ghiziri & Rosemary Taylor (USA):*  
Prevalence and Experience of Bullying Directed Toward Clinical Nursing Faculty
10. *Joan Almost, Elizabeth VanDenKerkhof, Peter Strahlendorf, Louise Caicco Tett, Thomas Hayes, Joanna Noonan, Henrietta Van hulle, Vanessa Silva e Silva & Genevieve Pare (Canada):*  
A Study of Leading Indicators for Occupational Health and Safety Management Systems in Healthcare
11. *Elke Ham (Canada):*  
Trauma among psychiatric workers: A research and knowledge translation project
12. *Ole Bille (Denmark):*  
CMT contributes to a decrease in mechanical restraint
13. *Julie Butchart, Karin Taylor, Ilanna Mittman & Josh Schwarz (USA):*  
The Development and Validation of a Clinical Decision Making Tool Measuring Implicit Bias During Aggressive Events
14. *Reginald Bannerman, Michael Ruiz, Maggie Finke, Laura Welch, Theresa Wavra, Brenda McNeely, Ram Oula & Linda Talley (USA):*  
Pediatric Behavioral Emergency Response Team
15. *Shing-Chia Chen (Taiwan):*  
Mental Health nurses' job content and its correlation with their management attitudes for patient aggression
16. *Albert Nienhaus, Sylvie Vincent Höper, Mareike Adler & Marlis Stein (Germany):*  
Sexual harassment, questionnaire, health and welfare worker
17. *Vedrana Hodzic, Christopher Miller, Ashley Hernandez, Marissa Flaherty, Christopher Wilk, Mark Ehrenreich & Eric Weintraub (USA):*  
Multidisciplinary Management of Behavioral Emergencies at the University of Maryland Medical Center, Baltimore, Maryland, USA
18. *D'Arcy Gaiser & Jennifer Smalls (USA):*  
Incivility in Health Care: Original Research
19. *Marissa Flaherty, Vedrana Hodzic, Christopher Miller, Ashley Hernandez, Christopher Wilk, Mark Ehrenreich & Eric Weintraub (USA):*  
An Education Protocol for Responding to Violent Behavioral Emergencies
20. *Sadaf Ahmed & Shamoon Noushad (Pakistan):*  
Emerging Safety concerns of Healthcare providers, patients and attendants; Shout out to newer challenges
21. *Helene Lytwyn (Austria):*  
The influence of the first two standard exercises of Autogenic Training
22. *Thomas Hayes, Marc Page, Debra Bournes, Nancy Johnson, Kim Monette, Ines Lonz, Heather Garnett, Kelly Johnston & Dominique Leger (Canada):*  
Collaboration and engagement in violence prevention
23. *Anu Chandravathy Vijay & Dhanasekar Voliya Manikkam (India):*  
Violence towards Healthcare Professionals by patient relatives in India: Prevalence, causes and strategies for prevention

24. *Ambili Venugopal (India):*  
Workplace bullying and horizontal violence among nurses in India: A National Survey
25. *Simon Savoy, Pierre-Nicolas Carron & Nicolas Beysard (Switzerland):*  
Violence experienced by the prehospital emergency care providers: point of situation
26. *Yuan-Ping Chang & Huang-I Wang (Taiwan):*  
The Effects of Work Excitement and Workplace Violence among Hospital Nurses in Taiwan: A Cross-Sectional Multi-Center Study
27. *Shamoon Noushad, Faiza Ahmed & Sadaf Ahmed, (Pakistan):*  
Post-traumatic stress as an emergent threat to mental health of Health Care Providers (HCPs)
28. *Mika Hasegawa & Junko Kitade (Japan):*  
College Student Awareness of Physical and Psychological Dating Violence
29. *Dibyaswori Ranjit Basnet (Nepal):*  
Workplace violence in health sector of private hospital in Kathmandu, Nepal
30. *Emilly Tumuheirwe Kakooko Ndyomugenyi, Jane Kobusingye, Rosemary Nalubega, Fortunate Ayebare (Uganda):*  
Exploring the dynamics inducing initiatives to manage violence and aggression against healthcare workers
31. *Kristina Schwartz, Bamidele Camilla Babalola Perl & Nana Stengade Troelsgaard (Denmark):*  
Organizational work regarding reduction of mechanical restraints at Psychiatric Center Copenhagen
32. *Niki Gjere, Maricia Wahl & Andi Olson (USA):*  
Aggression Prevention: It Takes All of Us!
33. *Jesper Bak & Jacob Hvidhjelm (Denmark):*  
Changing attitudes to the use of Coercion, through education
34. *Jacob Hvidhjelm & Jesper Bak (Denmark):*  
Confrontational teaching vs e-learning program
35. *Carrie Mull, Kevin Hengeveld & Melanie Wright (USA):*  
Reduction of Patient and Staff Exposure to Violence by Implementing a Psychiatric Nurse Rounder
36. *Michelle Seibel & Florriann Fehr (Canada):*  
National Study to Refine an Anti-bullying Tool for Canadian Nursing Students: Preliminary Findings
37. *Emilly Tumuheirwe Kakooko Ndyomugenyi, Hajara Namatovu & Piter Ekwiri (Uganda):*  
Assessing the incidences and consequences of aggression and violence in Uganda health sector
38. *Hatice Merve Alptekin (Turkey):*  
Mobbing exposure status of the nurses working at hospitals and influencing factors
39. *Sabrina Tonima, Agnieszka Kosny & Era Mae Ferron (Canada):*  
The implementation of violence prevention policies and programs in hospitals
40. *Archana Paul, Rita Basu, Archana Patel & Nisa Suthanthirakaran (Canada):*  
Applying intelligent technology to enhance safety and prevent violence in acute care hospitals
41. *Chantal Andary, Debbie Kane, Dale Rajacich & Debbie Dayus (Canada):*  
Cognitive Rehearsal Training: A Strategy for Undergraduate Nursing Students to Address Bullying
42. *Mark Yaffe, Stephanie Ballard & Machelles Wilchesky (Canada):*  
EASI-ltc©: A step towards identifying suspected cases of abuse in long-term care facilities
43. *Stéphane Guay (Canada):*  
Victims of verbal or physical violence: any differences in their impact on mental health?
44. *Evelien Spelten, Brodie Thomas & Peter O'Meara (Australia):*  
Violence against health care workers: putting the perpetrator in the picture
45. *Brodie Thomas (Australia):*  
Creating a culture to reduce and prevent violence; through the eyes of Australian paramedics