

**Tuesday 23 October 2012**

Room	Hotel Main Entrance Lobby				
15.00 – 18.00	Registration				

**Wednesday 24 October 2012**

Room	Corridor Grand Minoru Ballroom				Elmbridge
08.00 – 17.30	Registration				
07.00 – 09.00					Setting up Poster Display
07.00 – 09.00					Setting up Exhibition Stands

Room	Minoru Ballroom				Elmbridge
07.00 – 08.30	Breakfast				Breakfast
09.00 – 09.45	<p><i>Opening &amp; Welcome by Ian Needham &amp; Kevin McKenna (Chairs)</i>  <i>Prayer: Elder Jewel Thomas, Musqueam Indian Band, BC</i>  <i>Arden Krystal, Executive Vice President and Chief Operating Officer PHSA</i>  <i>Dave Anderson, President &amp; CEO of WorksafeBC</i>  <i>Norma Freeman, nurse consultant CAN</i>  <i>Country flag parade by Nico Oud (Organiser)</i></p>				Poster Display & Exhibition
09.45 – 10.30	<p><b>Keynote (1):</b>  <i>Dr. Muskesh Haikerwal (Australia):</i>                      Australian Medical Association, chair of the World Medical Association (WMA) Council</p>				
10.30 – 11.00	Break				
11.00 – 11.45	<p><b>Keynote (2):</b>  <i>Kelly McLean (USA):</i>                      Assaulting behaviour: A personal story about the violence no one should experience at work</p>				Poster Display & Exhibition
11.45 – 12.30	<p><b>Keynote (3):</b>  <i>Robin M. Coupland FRCS (Australia):</i>                      The ICRC's "Health care in Danger" project</p>				
12.30 – 14.00	<p><b>Lunch</b>                      Meet the keynote speakers at one of the round tables</p>				Lunch

Room	Minoru Ballroom	Westminster 1	Westminster 2	Westminster 3	Elmbridge
<b>Parallel session (1) Themes</b>		<b>Special Workshop</b>	<b>Quality safety &amp; risk reduction initiatives Chair: Catherine Fast</b>	<b>Physical impacts Chair: Mireille Kingma</b>	<b>Poster Display &amp; Exhibition</b>
14.00 – 14.30		<i>Prof. Dr. Christopher D. Webster &amp; Dr. Hy Bloom (Canada):</i> Who says a little work never killed anyone?	<i>Maria Da Silva, Kathy Daly &amp; Edythe Andison (Canada):</i> Violence in the Continuing Care Sector: One organization's experience and response to a critical incident	<i>Skyler Jayden Dembe, William Ssembatya, Samuel Ssemwanga, Ryan Evans Kawuma, Maxim Muwonge, Grace Lukyamuzi, Mary Namugenyi, Dorothy Nakayiza, Nakayiza Musitwa (Uganda):</i> The Nature and Consequences of Sexual Violence in Acholipi Refugee Settlements in Pader District	Poster Display & Exhibition
14.30 – 15.00			<i>Andrea Lam &amp; Susan Driver (Canada):</i> Implementing a community risk screen tool	<i>Ashley Kable, Maya Guest &amp; Mary McLeod (Australia):</i> Resistance to care and effects on nurses in New South Wales, Australia	
15.00 – 15.30			<i>Maxi Mbidde Ssenyondo, Elisha Nambi, Francis Bbaale, Nelson Ssemambo, Robertson Mbidde, Silver Musitwa, Derick Luzinda, Paul Mukasa &amp; Rose Nabuma (Uganda):</i> Mitigation and Response to Gender-Based Violence in Moroto District, North – Eastern Uganda	<i>Kathleen McPhaul, Carla Storr, Matthew London, Jeffrey Johnson &amp; Jane Lipscomb (USA):</i> Workplace violence in home care and employee exposure to needle stick injury	
Room	Cedarbridge	Steveston A	Steveston B	Steveston C	Steveston D
<b>Parallel Session (1) Themes</b>	<b>Organizational / hierarchical violence Chair: Odile Frank</b>	<b>Policy / guidance on best practice initiatives Chair: Lynn van Male</b>	<b>Education &amp; Training Chair: Brodie Paterson</b>	<b>Workshop</b>	<b>Workshop</b>
14.00 – 14.30	<i>Jennifer Cittadino (USA):</i> Blame it on the nurse! Structural violence in healthcare	<i>Maureen Roger &amp; Andrea Lam (Canada):</i> Development of an alert system for identifying potential violent and aggressive behaviour in residential care	<i>Andrea Corbett (New Zealand):</i> Non acceptance of difference: A cause of violence in the health sector	<i>Edmont Katz (Japan):</i> Aggression, the weapon; Situation, the trigger: An immersion workshop on verbal strategy decision making	<i>Sanaz Riahi, Phil Klassen, Ian Dawe &amp; Debra Churchill (Canada):</i> A multidimensional approach in restraint minimization: The journey of a mental health organization
14.30 – 15.00	<i>Malcolm Boyle &amp; Lisa McKenna (Australia):</i> Are paramedic and midwifery students exposed to workplace violence during clinical placements?	<i>Sue McLaughlin, Raja Natarajan &amp; Reuben Pearce (UK):</i> Using Interactive Theatre Techniques in training to reduce verbal aggression in the workplace	<i>Lisa Powers, Katherine Pontone, Julie Butchart, Emma Mangano (USA):</i> Effective reduction of restraint and seclusion in the psychiatric emergency department while maintaining safe milieu		
15.00 – 15.30	<i>Carla Teixeira &amp; Cristina Dias da Silva (Brazil):</i> Indigenous public health in Brazil: correlations between clinical and political violence	<i>Penny Powers (Canada):</i> Hospital policies on workplace violence: A discourse analysis	<i>Miriam Zwitter (USA):</i> The perception by undergraduate nursing students of de-escalation training experience		
15.30 – 16.00	<b>Break</b>				<b>Break</b> Poster Display & Exhibition

Room	Minoru Ballroom	Westminster 1	Westminster 2	Westminster 3	Elmbridge
<b>Parallel Session (2) Themes</b>		<b>Special workshop</b>	<b>Emotional &amp; Psychological Impact</b> <b>Chair: Ian Needham</b>	<b>Verbal aggression / violence</b> <b>Chair: Nashat Zuraikat</b>	<b>Poster Display &amp; Exhibition</b>
16.00 – 16.30		<i>Prof. Dr. Christopher D. Webster &amp; Dr. Hy Bloom (Canada):</i> Who says you can't immunize the workplace against outbreaks of violence? The WRA-20	<i>Lisa Bower (Canada):</i> Home care nurses' appraisals and coping strategies in a critical incident	<i>Nashat Zuraikat (Jordan):</i> Bullying among health care workers: From awareness to Action	Poster Display & Exhibition
16.30 – 17.00			<i>Tracey Newlands (Canada):</i> Promoting civility: an opportunity to improve psychological safety in a healthcare organization	<i>Faustino Jerome Babate &amp; Danny Alfaras (Philippines):</i> Patterns and Consequences of Healthcare Violence in the Philippines: A Qualitative Investigation	
17.00 – 17.30			Jessica Taylor, Nina Fredland & Tracie Harrison (USA): Exploring how emergency department nurses perceive and cope with experiences of workplace violence	<i>Siriwan Grisurapong (Thailand):</i> Patient's violence/aggression towards hospital staffs in South-East Asia: A systematic review	
Room	Cedarbridge	Steveston A	Steveston B	Steveston C	Steveston D
<b>Parallel Session (2) Themes</b>	<b>Horizontal / lateral aggression / violence</b> <b>Chair: Gwen Bonner</b>	<b>Education &amp; Training</b> <b>Chair: Michael Privitera</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Workshop</b>
16.00 – 16.30	<i>Ingrid Rystedt, GullBritt Rahm, Guy Notelears, Gun Nordström, Bodil Wilde-Larsson &amp; Margaretha Strandmark (Sweden):</i> Workplace bullying in the health and social care systems in Sweden: Perspectives on identifying and defining victims	<i>Ana Schaper, Rebecca Inglis &amp; Shirley Newberry (USA):</i> Staff Nurse Education and Skill Building in the American Nurse Association Conflict Engagement Profile Program	<i>Bob Bowen, Vaughan Bowie &amp; Michael Privitera (USA):</i> Systemic roots of workplace violence: How funding, regulations, administration and quality assurance create toxic cultures	<i>Simone Viljoen &amp; Alana Cook (Canada):</i> Working with the Structured Assessment of Protective Factors for violence risk (SAPROF), instrument for the assessment of protective factors in (forensic) clinical practice	<i>Shannon Campbell, Garry Atkins &amp; Lana Schultze (Canada):</i> Reducing the risk in healthcare: An integrative and systemic approach
16.30 – 17.00	<i>Judith Arnetz, Mark Upfal &amp; Anna Laboviti (USA):</i> Etiology of Worker-to-Worker Violence among Hospital Employees	<i>Colette Clarke, Debbie Kane &amp; Dale Rajacich (Canada):</i> Bullying Behaviours Experienced by Nursing Students: What Can be Done?			
17.00 – 17.30	<i>Joyette Aiken, Jascinth Lindo, Desmalee Holder-Nevins, Verna Pounall, Marcia Thomas, Carol Baker-Reid &amp; Elizabeth Ward (Jamaica):</i> Lateral violence in nursing: The experience in two urban hospitals in Jamaica	<i>Robert Weisman, Michael Privitera &amp; Steven Lamberti (USA):</i> Safety and Violence Education (SAVE): A novel web-based interactive learning environment for healthcare workers			
18.00 – 19.00	<b>Welcome Reception with musical entertainment by the Donna Benedicto Trio</b> (2 free drinks)				

Room	Minoru Ballroom				Elmbridge
07.00 – 08.30	<b>Breakfast</b>				<b>Breakfast</b>
09.00 – 09.45 Chair: Kevin McKenna	<b>Keynote (4):</b> <i>Dr. Helge Hoel (UK):</i> The price of violence: the cost of violence in the health service sector				Poster Display & Exhibition
09.45 – 10.30 Chair: Kevin McKenna	<b>Keynote (5):</b> <i>Dr. Gwen Bonner (UK):</i> Trauma for all ten years on: Managing the aftermath of violence in the workplace – how far have we travelled?				
10.30 – 11.00	<b>Break</b>				<b>Break</b> Poster Display & Exhibition

Room	Minoru Ballroom	Westminster 1	Westminster 2	Westminster 3	Elmbridge
<b>Parallel Session (3) Themes</b>		<b>Special workshop</b>	<b>Education &amp; Training Chair: Catherine Fast</b>	<b>Verbal aggression / violence Chair: Mireille Kingma</b>	<b>Poster Display &amp; Exhibition</b>
11.00 – 11.30		<i>Dr. Werner Tschan (Switzerland):</i> Health care professionals as sexual offenders: Victim-offender-institution-dynamic. Understanding, preventing, curing	<i>Jascinth Lindo, Desmalee Nevins, Joyette Aiken, V Pounall, Marcia Thomas, Carol Reid-Baker &amp; Elizabeth Ward (Jamaica):</i> Strategies for the mitigation of workplace violence in a Jamaican hospital	<i>Abdel-Hady El-Gilany, Ghada Elkhawaga &amp; Samar Abd-El-Raouf (Egypt):</i> Violence against physicians in Mansoura University Emergency Hospital, Egypt	Poster Display & Exhibition
11.30 – 12.00			<i>Ben Cheng (Canada):</i> Cross pollination: Preventing and responding to violence in healthcare by adopting self-settling strategies	<i>Danny Hills &amp; Catherine Joyce (Australia):</i> Prevalence and correlates of workplace aggression in Australian clinical medical practice	
12.00 – 12.30			<i>GullBritt Rahm, Margaretha Strandmark, Bodil Wilde-Larsson, Gun Nordström &amp; Ingrid Rystedt (Sweden):</i> Integrating an action program in daily practice to stop and prevent bullying	<i>Mohamad Alameddine, Claire Zablit, Hani Dimassi &amp; Yara Mrad (Lebanon):</i> A National Study on Violence against Nurses in Lebanon: Prevalence, Consequences and Associated Factors	

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<b>Parallel Session (3) Themes</b>	<b>Horizontal / lateral aggression / violence Chair: Odile Frank</b>	<b>Organizational / horizontal aggression / violence / professional impact Chair: Patricia Messmer</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Workshop</b>	
11.00 – 11.30	<i>Elena Serrano (Canada):</i> Using a coaching method to manage bullying, mobbing, and intimidation in the workplace	Patricia R Messmer (USA): Case Study of Horizontal Violence/Hostility	<i>Lois Bunger (USA):</i> Violence de-escalation training for all healthcare staff	<i>Susan Coldwell &amp; Janet Fortune-woodworth (Canada):</i> Working Towards Bully-Free Workplaces: an Innovative approach addressing workplace Violence in Nova Scotia Health Care	<i>Alison Hutchison, Frank Talarico, Judy Savinkoff, Philip Goodis, Ben Phillips, Carrie Zelko-Norman, Lana Schultze &amp; Shannon Campbell (Canada):</i> Health and safety in action, Provincial Violence Prevention Program Initiative	
11.30 – 12.00	<i>Carol Rucker (USA):</i> Reporting a bullying: Responsibility of a frontline manager	<i>Vaughan Bowie (Australia):</i> Understanding organizational violence: the missing link in resolving workplace violence?				
12.00 – 12.30	<i>Brenda Ridley, Heather Pollex, Margaret Duff, Carolyn McPhee, Donna Rothwell &amp; Barbara Dixon (Canada):</i> Comparing educational tools to address workplace harassment in Ontario hospitals: Workbooks to virtual world simulation	<i>Stephan Jost (Switzerland):</i> Similarities and differences in how mental health nurses and police workers handle aggressive client behaviour				
12.30 – 14.00	<b>Lunch</b> Meet the keynote speakers at one of the round tables				<b>Lunch</b> Poster Display & Exhibition	
Room	Minoru Ballroom	Westminster 1	Westminster 2	Westminster 3	Elmbridge	
<b>Parallel session (4) Themes</b>		<b>Special workshop part 1</b>	<b>Emotional &amp; Psychological Impact Chair: Brodie Paterson</b>	<b>Education &amp; Training Chair: Liselore Schickendantz</b>	<b>Poster Display &amp; Exhibition</b>	
14.00 – 14.30		<i>Dr. Lynn van Male (USA) &amp; Mr. Kevin McKenna (IRL):</i> Transatlantic collaboration in evaluating the Product and Process of training staff in the safe effective management of work related aggression and violence within health and social care	<i>Praneed Songwathana, Ladawan Prateepchaikul, Petnoi Singchangcha (Thailand):</i> Psychological impacts and adaptive patterns experienced by nurses working in the workplace of unrest area	<i>Lori Schindel Martin, Kevin Brazil, Jennifer Banks, Barbara McCoy, Diane Crawshaw, Kate Ducak (Canada):</i> Managing dementia-related aggression in long term care using an activity-based educational approach	Poster Display & Exhibition	
14.30 – 15.00			<i>Rebecca Castellanos, Roberta Waite, Katherine Anselmi &amp; Susan Luparell (USA):</i> Impact of Bullying on Patient Care, the Target Nurse's Perspective: Findings from a Phenomenological Study			<i>Helen Murphy &amp; Fardin Jussab (UK):</i> Understanding experiences of client violence: the psychologists' story
15.00 – 15.30			<i>Juan José Lara Ovando (México):</i> The day that the drug dealer arrive to the General Hospital of Queretaro			<i>Mary Jane McNally, Heather Pollex, Kate Bearse &amp; Baiba Zarins (Canada):</i> Workplace violence education: Giving staff the tools and the voice

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<b>Parallel Session (4) Themes</b>	<b>Engaging with servicer user Chair: Nico Oud</b>	<b>Quality safety &amp; risk reduction initiatives Chair: Kelly Watt</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Workshop</b>
14.00 – 14.30	<i>Susan Webster (Australia):</i> Domestic violence against women: incidence and prevalence in an emergency department (ED) population	<i>Kelly Watt, Mark Levy &amp; Catherine Kidd (Canada):</i> Violence risk assessment and management practices in inpatient psychiatry units	<i>Leigh Blaney, Linda Byrnes &amp; Lynn Rollison (Canada):</i> When helping hurts: Violence, trauma, and healing in the health sector	<i>Krista James (Canada):</i> The Counterpoint Project – Elder Abuse and Neglect: Resources to enhance practice	<i>Judith Arnetz, Joel Ager, Mark Luborsky, Deanna Aranyos, Jim Russell, Lynnette Essenmacher, Lydia Hamblin &amp; Mark Upfal (USA):</i> Framework for reduction of workplace violence in hospitals
14.30 – 15.00	<i>Kathleen Jackson (USA):</i> Understanding and responding to relational aggression between staff nurses and student nurses	<i>Tone Morken &amp; Ingrid H Johansen (Norway):</i> Prevention of workplace violence in out-of-hours primary care centres – a cross-sectional study			
15.00 – 15.30	<i>Geoffrey Dickens (UK):</i> Causes and management of patient aggression and violence in forensic settings: staff and patient perspectives	<i>Torill Skibli Joa &amp; Tone Morken (Norway):</i> Prevention of workplace violence among workers in Norwegian out-of-hours primary care - a cross sectional study			
15.30 – 16.00	<b>Break</b>				<b>Break</b> Poster Display & Exhibition
Room		Westminster 1	Westminster 2	Westminster 3	Elmbridge
<b>Parallel Session (5) Themes</b>		<b>Special workshop part 2</b>	<b>Aggression &amp; violence minimizing cultures Chair: Lana Schultze</b>	<b>Verbal aggression / violence Chair: Michael Sagar</b>	<b>Poster Display &amp; Exhibition</b>
16.00 – 16.30		<i>Dr. Lynn van Male (USA) &amp; Mr. Kevin McKenna (IRL):</i> Transatlantic collaboration in evaluating the Product and Process of training staff in the safe effective management of work related aggression and violence within health and social care	<i>Shelley Smillie, Lana Schultze, Shannon Campbell, Shane Henry, Chris Foley (Canada):</i> A violence prevention program from theory to sustainability	<i>Bhupendra Kumar Basnet (Nepal):</i> Violence in Health Sector in Nepal: A Retrospective analysis of five years data	Poster Display & Exhibition
16.30 – 17.00			<i>Joan MacKenzie (UK):</i> Using a trauma based approach to promote the education of troubled adolescents	<i>Jacqueline Pich, Michael Hazelton &amp; Ashley Kable (Australia):</i> The Violence in Emergency Nursing and Triage (VENT) Study: Quantitative results	
17.00 – 17.30			<i>Ameil Joseph (Canada):</i> Ancestries of racial and eugenic systems of violence in the mental health sector	<i>Jacqueline Pich, Michael Hazelton &amp; Ashley Kable (Australia):</i> The Violence in Emergency Nursing and Triage (VENT) Study: Qualitative results	

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<b>Parallel Session (5) Themes</b>	<b>Psychological aggression / violence Chair: Isabelle St-Pierre</b>	<b>Education &amp; Training Chair: Kelly Watt</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Poster Display &amp; Exhibition</b>
16.00 – 16.30	<i>Karen Abrams &amp; Gail Robinson (Canada):</i> Stalking by Patients: Doctors' Experiences in a Canadian Urban Area	<i>Norma Freeman &amp; Sandra Hirst (Canada):</i> Elder abuse: Recognize, reveal and deal	<i>Lori Schindel Martin &amp; Henrietta Van Hulle (Canada):</i> Collaboration is the key: Improving management of aggression exhibited by elder patients through culture change	<i>Caroline Larue &amp; Alexandre Dumais (Canada):</i> The introduction of an instrument for early detection of aggressive behavior in a psychiatric ICU: development, implementation and evaluation	Poster Display & Exhibition
16.30 – 17.00	<i>R. Amerisa Waters (USA):</i> The Violence of Waiting Rooms: How Medical Waiting Rooms cause Harm and Prevent Healing	<i>Peter Dunkley, Tracy Larsen, Lynn Cole &amp; Carrie ZelkoNorman (Canada):</i> An organized team response to violence			
17.00 – 17.30		<i>Eleanor Adarna (Canada): Nurses Supporting Nurses:</i> Nurses supporting nurses: Hear the nurses' voices as they engaged in courageous conversations together			
19.30 – 22.00	<b>Special Conference Dinner at the TELUS World of Science with musical entertainment by the Company B Jazz Band</b> (Euro €85,- inclusive 2 free drinks)				

Room	Minoru Ballroom	Westminster 1	Westminster 2	Westminster 3	Elmbridge
07.00 – 08.30	Breakfast				Breakfast
<b>Parallel Session (6) Themes</b>		<b>Special workshop part 1</b>	<b>Aggression &amp; violence minimizing cultures Chair: Terence Ferns</b>	<b>Physical aggression / violence Chair: Kevin McKenna</b>	<b>Poster Display &amp; Exhibition</b>
!! 08.30 – 09.00 !!		<p><i>Dr. Kelly Watt, Dr. Stephen Hart, and Mr. Richard Hart (Canada):</i> Strategies for Preventing, Screening, Assessing, and Managing Violence Risk in the Health Sector</p>	<p><i>Terence James Ferns (UK):</i> Situational factors contributing towards violence in the emergency department</p>	<p><i>Andrea Kimmel, Nadine Schempp &amp; Uwe Brucker (Germany):</i> Elder abuse in Long Term Care: Results from of an actor analysis for Germany</p>	Poster Display & Exhibition
09.00 – 09.30			<p><i>Susan Johnson (USA):</i> Hospital Nursing Unit Mangers' Discussions of Workplace Bullying</p>	<p><i>Chris Papadopoulos, Jamie Ross, Duncan Stewart, Charlotte Dack, Karen James &amp; Len Bowers (UK):</i> The antecedents of violence and aggression within psychiatric in-patient settings</p>	
09.30 – 10.00			<p><i>Karin Taylor, Karen Abernathy, Maureen Lewis &amp; Kristine Mammen (USA):</i> Building a capacity for alternatives: Changing the culture of inpatient psychiatry</p>	<p><i>Rubina Parveen, Safrunisa, Rukhsana Perveen &amp; Musarat Sadiq (Pakistan):</i> Prevalence of physical violence against nurses at emergency department at tertiary care hospitals, Karachi, Pakistan</p>	
Room	Cedarbridge	Steveston A	Steveston B	Steveston C	Elmbridge
<b>Parallel Session (6) Themes</b>	<b>Service related impacts Chair: Liselore Schickendantz</b>	<b>Quality safety &amp; risk reduction initiatives Chair: Nancy Wegman</b>	<b>Emotional &amp; Psychological Impact Chair: Ian Needham</b>	<b>Workshop</b>	<b>Poster Display &amp; Exhibition</b>
!! 08.30 – 09.00 !!	<p><i>Babak Motamedi (Iran):</i> Violent Incidents within Psychiatric Facilities</p>	<p><i>Mary Jane McNally, Cindy Lin, Aideen Carroll &amp; Brenda Redley (Canada):</i> Addressing Staff and Patient Safety Through Electronic Patient Record (EPR) Violent Behaviour Alerts: A Clinical and Technology Partnership</p>	<p><i>Ian Needham, Adelheid Zeller &amp; Ruud Halfens (Switzerland):</i> Factors associated with resident aggression toward caregivers in Swiss nursing homes</p>	<p><i>Vaughan Bowie (Australia):</i> 'First do no harm:' Implementing an ethical non-abusive approach to workplace violence training</p>	Poster Display & Exhibition
09.00 – 09.30	<p><i>Lorelei Faulkner-Gibson (Canada):</i> Mental health nurses perceptions of aggression in children</p>	<p>Dawn Bollman, Patrick Griffith, Norman Schatz, June Trotter, Amie Slater &amp; Sylvia Boudreau (Canada): Workplace violence: The players and the faces</p>	<p><i>Adeboye Ayinde (Nigeria):</i> Psychological impacts of aggression in health care institutions: Theoretical perspectives</p>		
09.30 – 10.00	<p><i>Benjamins Burba, Donatas Guzauskas, Marija Gruodyte &amp; Viktorija Grigaliuniene (Lithuania):</i> Assessment of mental health nurse experience</p>	<p><i>Doris Deedei Khalil (South Africa):</i> Management of Violence in Nursing: Challenges and Opportunities for Developing Countries</p>			
10.00 – 10.30	Break				Break Poster Display & Exhibition



Room	Minoru Ballroom	Westminster 1	Westminster 2	Westminster 3	Elmbridge
<b>Parallel Session (7) Themes</b>		<b>Special workshop part 2</b>	<b>Quality safety &amp; risk reduction initiatives Chair: Ian Needham</b>	<b>Minimisation of coercive measures Chair: Sherry Parkin</b>	<b>Poster Display &amp; Exhibition</b>
10.30 – 11.00		<i>Dr. Kelly Watt, Dr. Stephen Hart, and Mr. Richard Hart (Canada):</i> Strategies for Preventing, Screening, Assessing, and Managing Violence Risk in the Health Sector	<i>Jane Lipscomb, Mazen Ghaziri, Kate McPhaul &amp; M. London (USA):</i> Do Workplaces at Increased Risk for Patient – Related Workplace Violence have an Increased Risk of Co-worker Conflict and Bullying?	<i>Karin Taylor &amp; Kristine Mammen (USA):</i> Characteristics of Hospitalized Patients with Histories of Multiple Seclusion/Restraint Events and Implementation of Interventions	Poster Display & Exhibition
11.00 – 11.30			<i>Mohammad Esmaeilpour, Faziollah Ahmadi &amp; Mahvash Salsali (Iran):</i> Violence toward emergency department nurses: prevalence and perception	<i>Jeffrey Waldman &amp; Tristan Anderson (Canada):</i> An intervention to reduce seclusion on an inpatient intensive care psychiatry ward	
11.30 – 12.00			<i>Geoffrey Dickens &amp; Laura O'Shea (UK):</i> Predictive validity of HCR-20 among heterogeneous groups of secure psychiatric inpatients: results of an audit	<i>Lois Moylan (USA):</i> A conceptual model for nurses decision making with the aggressive psychiatric patient	
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<b>Parallel Session (7) Themes</b>	<b>Quality safety &amp; risk reduction initiatives Chair: Catherine Fast</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Poster Display &amp; Exhibition</b>
10.30 – 11.00	<i>Lana Schultze &amp; Shannon Campbell (Canada):</i> Assessment, identification and communication of aggressive behaviour in a healthcare setting	<i>W. Barry Nixon (USA):</i> Rethinking Workplace Violence Prevention: Moving to a New Paradigm focused on Using Predictive Management Techniques	<i>George Suess (USA):</i> Shift Happens: Making the shift to a proactive philosophy and a positive approach	<i>Patricia Boucher &amp; Debra Churchill (Canada):</i> Protecting Client and Employee Safety through Implementation of the Collaborative Recovery Model in Mental Health	Poster Display & Exhibition
11.00 – 11.30	<i>Tonia Nicholls &amp; Catherine Wilson (Canada):</i> Short-Term Assessment of Risk and Treatability (START): An introduction and summary of research evidence				
11.30 – 12.00	<i>Benjaminas Burba, Tomas Dovydaityte, Aiste Dovydaityte, Ruta Remeike, Dovile Bezykornoviene, Raimonda-Egle Jusiute, Kristina Butkute &amp; Aidana Lygnugaryte-Griksiene (Lithuania):</i> Characteristics of Violence Experiences by Lithuanian Health Professionals in Some Medical Institutions				
12.00 – 13.00	<b>Lunch</b> meet the keynote speakers at one of the round tables				<b>Lunch</b> Poster Display & Exhibition

Room	Minoru Ballroom	Westminster 1	Westminster 2	Westminster 3	Elmbridge
<b>Parallel Session (8) Themes</b>		<b>Special workshop</b>	<b>Policy / guidance on best practice initiatives / impacts</b> <b>Chair: Michael Sagar</b>	<b>Minimisation of coercive measures / best practice initiatives</b> <b>Chair: Liselore Schickendantz</b>	<b>Poster Display &amp; Exhibition</b>
13.00 – 13.30		<p><i>Dr. Brodie Paterson (UK) &amp; Mr. Kevin McKenna (IRL):</i> A European charter for trainers in the prevention and management of workplace violence: Results of a Delphi exercise within health and social care</p>	<p><i>Michael Sagar, Leslie Gamble, Lana Schultze, Shannon Campbell (Canada):</i> Breaking down the barriers - reducing the risk of injury to care workers by sharing information</p>	<p><i>Moersalin Marthoenis, M Aichberger, I Puteh, Roslaini, M Schouler-Ocak (Indonesia):</i> Releasing the mentally ill from physical restraint: An experience from a developing country</p>	Poster Display & Exhibition
13.30 – 14.00	<p><i>Mazen El Ghaziri, Kathleen McPhaul, Matthew London &amp; Jane Lipscomb (USA):</i> Workplace violence in the healthcare setting: Legislation, regulations, and accreditation approaches</p>		<p><i>Karin Taylor &amp; Maureen Lewis (USA):</i> Witnessing: A tertiary prevention process to critically review each incident of seclusion or restraint</p>		
14.00 – 14.30	<p><i>Matthew London, Jane Lipscomb, Mazen el Ghaziri &amp; Kate McPhaul (USA):</i> The Impact of co-worker violence, including bullying, in US Mental Health Facilities</p>		<p><i>Tatjana Radosavljevic (Serbia):</i> Violence against medical doctors: The role of the healthcare establishment</p>		
Room	Cedarbridge	Steveston A	Steveston B	Steveston C	Elmbridge
<b>Parallel Session (8) Themes</b>	<b>Aggression &amp; violence minimizing cultures / best practice initiatives</b> <b>Chair: Bob Bowen</b>	<b>Psychological / Physical aggression / violence &amp; service related impacts</b> <b>Chair: Isabelle St-Pierre</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Poster Display &amp; Exhibition</b>
13.00 – 13.30	<p><i>Debbie Kane, Lynda Monik, Christin Moeller &amp; Kristin Saunders (Canada):</i> Screening for Patients at Risk of Acting Out Behaviour: Why Nurses Don't Comply</p>	<p><i>Karen Petersen, Tonia Nicholls, Kevin Douglas, Johann Brink &amp; Nathalie Gagnon (Canada):</i> Violence and risk assessment in a population of civil psychiatric patients experiencing deinstitutionalization</p>	<p><i>Henri Van Hulle &amp; Sandra Wilson (Canada):</i> Preventing workplace violence in acute care and long-term care settings through the use of e-tools</p>	<p><i>Barbara MacQuarrie (Canada):</i> Workplace Domestic Violence: Make It Our Business</p>	Poster Display & Exhibition
13.30 – 14.00	<p><i>Judith MacIntosh, Judith Wuest &amp; Donna Bulman (Canada):</i> How men manage workplace bullying</p>	<p><i>Patricia Janssen &amp; Kathleen MacKay (Canada):</i> Prediction of repeat visits by victims of intimate partner violence to a level I trauma centre</p>			
14.00 – 14.30	<p><i>Michael Privitera, Vaughan Bowie &amp; Bob Bowen (USA):</i> Translational models of workplace violence in healthcare</p>	<p><i>Faiza Kajee &amp; Doris Deedi Khalil (South Africa):</i> Perceived Psychological violence among nurses working in community health clinics in Cape Town and the impact on the nurses</p>			
14.30 – 15.00	<b>Break</b>				<b>Break</b> Poster Display & Exhibition

Room	Minoru Ballroom				
15.00 – 15.45 Chair: Ian Needham	<b>Keynote (6):</b> <i>Dr. Werner Tschan (Switzerland):</i> Health care professionals as sexual offenders: Victim-Offender-Institution-Dynamic - Understanding – Prevention – Cure				
15.45 – 16.30 Chair: Ian Needham	<b>Keynote (7):</b> <i>Dr. Maggie Bennington-Davis (USA):</i> Elimination of restraint and seclusion: road to engagement				
16.30 – 16.40	<b>Awards presentation</b> <i>by Ian Needham &amp; Kevin McKenna (chairs)</i>				
16.40 – 16.55	<b>Closing report</b> <i>by rapporteur Dr. Mireille Kingma (Switzerland)</i>				
16.55 – 17.10	<b>Closing</b> <i>by Ian Needham &amp; Kevin McKenna (chairs) &amp; Nico Oud (Organiser)</i>				
17.10 – 17.30	<b>Farewell drinks</b>				

## Posters

- 1 *Salli Vannucci (USA):* Integrating horizontal violence theory and concepts into the nursing curriculum
- 2 *Mohammad Hossein Biglu & Negin Chakhmachi (Iran):* Global research activities against psychological aggression
- 3 *Irene Pasel & Janet Rush (Canada):* Prevention and management of violence: A Directional Plan to develop human capital in community nursing
- 4 *Yehia Gado (Egypt):* Malpractice and unprofessional conduct: Female genital mutilation in Egypt
- 5 *Liubov Ryumshina & Alla Belousova (Russia):* The tendency to manipulate others as a negative personal quality of the doctor
- 6 *Simone Viljoen, Tonia Nicholls, Caroline Greaves & Johann Brink (Canada):* Validity and Reliability of the Short-Term Assessment of Risk and Treatability in Female Forensic Psychiatric Populations
- 7 *Michael Privitera, Vaughan Bowie & Bob Bowen (USA):* Actors and triggers in workplace violence and their organizational environment: An integrative model
- 8 *Galina Kozhuhkar (Russia):* Psychological violence and group interpersonal relations in University students groups
- 9 *Guy Lessard (Canada):* A new organizational approach to managing aggression in the workplace
- 10 *Alla Belousova & Liubov Rymshina (Russia):* Features of surgeons' personality accentuations
- 11 *Dhana Raveendranathan, Prabha Chandra & S.K. Chaturvedi (India):* Gender difference in psychiatric inpatient violence: A perspective from India
- 12 *Shelagh Locke, Heather Middleton, Kukuh Noertjojo, Chloe Eaton, Stephen Symon, Peter Rothfels (Canada):* How WorkSafeBC uses actuarial data to reflect risk of injury from acts of violence in healthcare
- 13 *Russell Bower (Australia):* Improved nurse confidence and safety due to the Patient Aggression Management Project
- 14 *Chinwe Ezeruigbo (Nigeria):* Types and impact of violence against nurses in non psychiatric/mental hospital in Nigeria
- 15 *Naghme Makhber, Majid Ghayour Mobarhan & Masood Namjoo (Iran):* Effect of supplementation with selenium on postpartum depression and violence: A randomized double-blind placebo-controlled trial
- 16 *Azadeh Soltanifar, Naghmeh Makhber & Mahmoud Reza Azarpazhooh (Iran):* Effect of risperidone and olanzapine on violence against hospital staff in patients with Alzheimer disease
- 17 *Pui Ling Fung (China):* Prevention strategies of horizontal violence among graduate nurses
- 18 *Leslie Gillies, Anne Pizzacalla, Maureen Montemuro, Esther Coker, Heather Pepper, Karen Robinson, Jeff Benner, Cathy Reis & Lori Schindel-Martin (Canada):* Implementation of gentle persuasive approaches into an acute care setting
- 19 *Sheila Blackstock, Karen Harlos, Martha MacLeod & Cindy Hardy, (Canada):* Addressing Quality of Work life: Examining Horizontal Workplace Bullying Behaviours in Nursing
- 20 *William Jacobowitz (USA):* Confidence, compassion and exposure to aggression related to stress symptoms among psychiatric inpatient staff
- 21 *Mohamad Alameddine & Jad Jaber (Lebanon):* In their own words: A national study on nurses' exposure to occupational violence in Lebanon
- 22 *King Odor, Ngozi Iwuji & Rose Opara (Nigeria):* Partner violence and its consequences on women attending primary health care and ante natal centers in South West Nigeria
- 23 *Adel Al Wehedy, Rabab El Sayed & Samia Abd El Mouty (Egypt):* Violence against nurses working at an emergency hospital
- 24 *Maryvonne Nicolle (France):* Preventing violent incidents in psychiatry
- 25 *Greg Riehl (Canada):* Check yourself before you wreck yourself: Self-care in high stress workplaces
- 26 *Mika Hasegawa, Machiko Hisano, Akiko Takeuchi & Megumi Kawaguchi (Japan):* Issues in supporting victims of domestic violence in rural cities in F Prefecture, Japan
- 27 *Gerard Langlois (Switzerland):* Dealing with aggression and violence: training and support are parts of the puzzle
- 28 *Sebastiao Henrique Duarte (Brazil):* Victims injured by firearms assisted by the mobile emergency care service in Campo Grande-MS, Brazil
- 29 *Shannon Mulgrew (Canada):* The lived experience of registered nurses witnessing horizontal violence in Ontario
- 30 *Patricia Janssen, Ruth Martin, Sarah Desmarais, Kelly Murphy & Mo Korchinski (Canada):* Doing Time and Intimate Partner Violence: Trajectories among Women Leaving Prison
- 31 *Joan Wagner, Greta Cummings, Joanne Olson, Donna Lynn Smith & Sharon Warren (Canada):* Developing a healthy workplace model for registered nurses
- 32 *Albert Nienhaus (Germany):* Prevalence and consequences of violence and aggression among German healthcare workers: A survey
- 33 *Elizabeth Sutherland (USA):* Staff approach to decreasing violence in nursing homes: An innovative best practice in San Francisco
- 34 *Christine Jamieson, Hazel Markwell & Rosalind Abdool (Canada):* Values conflict, moral distress and insight in the healthcare setting: Staving off potential violence through insight into causes of moral distress

- 35 *Isabelle Jarrin & HSC CISM team members (Canada):* Supporting staff following a violent incident
- 36 *Maria Baby (New Zealand):* Mental health nurses' experiences of patient assaults
- 37 *Joanne DeSanto Iennaco, Megan Parmenter, Robin Whitemore, Susan Busch, Len Bowers, Jane Dixon & Lawrence Scahill (USA):* Understanding aggressive events targeting staff members
- 38 *George Suess (USA):* NO Physical Intervention for over 30 years
- 39 *Genis Cervantes, Diana Hermoso & Josep Blanch (Spain):* The perceived impact of external workplace violence. A Retrospective evaluation
- 40 *Stephanie Pereira & Lucila Amaral Carneiro Vianna (Brazil):* Improvement course about violence prevention: the impact on health sector professionals
- 41 *Nancy Johnson & John Oudyk (Canada):* Experience and effects of offensive behaviours among Ontario Nurses Association Health and Safety Representatives
- 42 *Anthony Weiss, Robin Lipkis-Orlando, Diane Carroll & Dorothy Jones (USA):* Staff perceptions of disruptive patient behavior: Survey development
- 43 *Mélina Royal, Chantal Caux & Marie Alderson (Canada):* Responses of staff nurses experiencing horizontal violence
- 44 *Sevinj Asgarova, Richard Sullivan & David Byres (Canada):* Evaluation of the Code White Program to reduce workplace violence at St. Paul's hospital
- 45 *Ana Schaper, Shirley Newberry, Gina Pearse, Rosanne Schulz & Dawn Steffes (USA):* Incivility in higher education: Informing nursing education and practice
- 46 *Marilyn Ridenour & Daniel Hartley (USA):* On-line workplace violence prevention training for nurses
- 47 *Irmeli Vuoriluoto (Finland):* Trade Union campaign and posters 'Don't hurt your Carer!' in 2011, and campaign results
- 48 *Sitiveni Tuvou (Fiji):* Health Sector Violence on Nurses in Fiji
- 49 *Wendy Nicklin, Bernadette MacDonald, Greg Kennedy, Teagan King & Stephanie Carpenter (Canada):* Advancing safety in Canadian health organizations: Accreditation Canada workplace violence prevention Required Organizational Practice
- 50 *Debarah Hartlen & Deborah Tamlyn (Canada):* Health care environments: safety for all
- 51 *Sondra Blount, Pamela Askins, Nancy Wells & Victoria Sandlin (USA):* Preventing Violence in the Healthcare Setting
- 52 *Yun Kyung Chung, Kyong Sok Shin & Hye Sun Jung (South Korea):* The mediating effect of workplace violence on depression in the private and public health sectors
- 53 *Barbara Jamieson, Sheila Profit & Helen Fraser (Canada):* Teaching nursing students about the appropriate use of social media to avoid cyber bullying
- 54 *Mary Pat Szutenbach (USA):* Lateral violence within the nursing profession
- 55 *Georgina Hackett & Sherry Parkin (Canada):* Building capacity: Tools to engage healthcare workers in workplace violence prevention dialogue and learning activities
- 56 *Simon Groeneveld (Netherlands):* A possible role for n-3/n-6 polyunsaturated fatty acids in the reduction of impulsive aggressive behavior within psychiatry
- 57 *Georgina Hackett & Sherry Parkin (Canada):* Raising awareness of workplace bullying and processes available to address it
- 58 *Marie-Hélène Goulet, Caroline Larue & Alexandre Dumais (Canada):* Psychiatric intensive care unit: 2 profiles positively associated to seclusion and restraint