

Preliminary Program 6th 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

Tuesday 23 October 2018

15.00 – 19.00	Registration Registration & Information Desk is located at the main floor opposite the Trillium Ballroom			
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Wednesday 24 October 2018

08.00 – 09.00	Setting up Poster Display & Exhibition in the Trillium Ballroom			
08.00 – 09.00	Registration			
09.00 – 18.00	Poster Display & Exhibition			
Room	Trillium Ballroom			
07.30 – 09.00	Welcome with buffet style breakfast, coffee & tea			
09.00 – 09.45	Opening & Welcome by: <i>Ian Needham & Kevin McKenna (chairs)</i> <i>Marie Kelly (ONA)</i> <i>Local & national representatives</i> Country flag parade by: <i>Nico Oud (Organizer)</i>			
09.45 – 10.25	Keynote (1) <i>Erin Downey (Switzerland):</i> ICRC Health Care in Danger: Updates from the field			
10.25 – 11.05	Keynote (2) <i>Vicki McKenna (Canada):</i> Canada Ontario project			
11.05 – 11.35	Break			
11.35 – 12.15	Keynote (3) <i>Kevin Ann Huckshorn (USA):</i> Preventing conflict, trauma and violence: The development of a practice- based model and its outcomes			

12.15 – 12.55	Keynote (4) <i>Christiane Wiskow (Switzerland)(ILO):</i> Advancing positive practice: Tools and resources addressing violence at work			
12.55 – 14.30	Trillium Ballroom Lunch			
14.00 – 14.30	Poster presenters available at their posters			

Parallel Session (1) Room	Algonquin Ballroom AB <i>Chair:</i>	Algonquin Ballroom CD <i>Chair:</i>	Cabinet Room <i>Chair:</i>	Roof Garden Room <i>Chair:</i>
Theme	Root causes of aggression	Root causes of aggression	Engaging with stakeholders	Practice initiatives
14.30 – 15.00	<i>Sam Asselstine (Canada):</i> Violence in Healthcare - The Precipitating Factors	<i>Siriwan Grisurapong (Thailand):</i> Sharing of risks between Domestic violence (DV) and HIV infection: Implication for hospital staff	<i>Leon Genesove, Sudha Kutty & Henrietta Van Hulle (Canada):</i> A Collaborative Partnership: Preventing Workplace Violence in Health Care in Ontario	<i>Christoph Steinebach & Volker Schulte (Switzerland):</i> Caring Communities as positive interventions to enhance inclusion, empowerment, and civic engagement
15.00 – 15.30	<i>Adriane Gear & Maura MacPhee (Canada):</i> Violence. Not part of the Job	<i>Kelly Vance, Scott Hutton, Lynn Van Male & Bridget Truman (USA):</i> Differences in the Experience of Violence Between High-Risk Healthcare Settings	<i>Catherine Zahn, Danielle Larmand & Nancy Pridham (Canada):</i> Commitment + Collaboration = Success for Workplace Violence Prevention in a Mental Health Hospital	<i>Jade Sheen, Wendy Sutherland-Smith, Amanda Dudley, Vicki Kavadas & Jane McGillivray (Australia):</i> Risk Aware: Enhancing students' clinical competence in risky environments through a blended simulation-based learning program
15.30 – 16.00		<i>Waqar Mughal & Dave Keen (Canada):</i> Incident and Claims Profile for BC healthcare industry	<i>Marjorie Montreuil (Canada):</i> Experiences of crisis management in a child mental health setting: Engaging stakeholders in finding solutions	<i>Malcolm Boyle & Jaime Wallis (Australia):</i> What do student paramedics know about workplace violence?
16.00 – 16.30	Break	Break	Break	Break
Parallel Session (1) Room	MacDonald	MacKenzie <i>Chair:</i>	Meighen <i>Chair:</i>	St. Laurent <i>Chair:</i>
Theme	Special Workshop	Workshop	Workshop	Workshop
14.30 – 16.00	<i>Cristiane Wiskow (Switzerland)(ILO):</i> HealthWISE - visit our hands-on workshop	<i>Marte Katrine Weng, Jan Alfred Borgenvik, Solveig Malum, Thomas Melby & Haakon Cederkvist (Norway):</i> Safety and security – a training programme for employees working in youth residential care in Norway	<i>Maryline Abt & Ian Needham (France):</i> Patient aggression as a response to psychiatric power and social control	<i>Wade McKone, Jonathan Foster & Brandie Stevenson (Canada):</i> Transforming a Culture - A Collaborative Approach to Violence Prevention
16.00 – 16.30	Break	Break	Break	Break

Parallel Session (2) Room	Algonquin Ballroom AB <i>Chair:</i>	Algonquin Ballroom CD <i>Chair:</i>	Cabinet Room <i>Chair:</i>	Roof Garden Room <i>Chair:</i>
Theme	Root causes of aggression	Root causes of aggression	Engaging with stakeholders	Practice initiatives
16.30 – 17.00	<i>Muthuvenkatachalam Srinivasan & Sandhya Gupta (India):</i> Mistreatment of older adults and associated psychological distress in rural north India	<i>Rosemary Taylor & Karla Armenti (USA):</i> Understanding systems-level factors contributing to physical, emotional, and cognitive overload in the nursing workforce	<i>Clint Hodges, Emily Ambos & Kristine Leggett (Canada):</i> The Impact of Security Services on a Positive Patient Experience and Staff Safety	<i>Laura Ferreira-Legere, Giulia Zucal, Gordon Gillespie, Henrietta Van Hulle, Althea Stewart-Pyne, Lucia Costantini & Valerie Grdisa (Canada):</i> A best practice guideline on the prevention and management of workplace violence, harassment, and bullying in health-care: Implementing GRADE and CERQual methodologies
17.00 – 17.30	<i>Esther Githaiga Wanjiru, Moses Ndegwa Mutiga & Ann Kimani (Kenya):</i> Addressing Violence Faced By Women In The Health Sector During Delivery, Nakuru County, Kenya	<i>Linda Patrick, Alice Gaudine & Lorraine Busby (Canada):</i> Workplace Violence Directed Upwards at Nurse Managers and Leaders	<i>Norma Wood (Canada):</i> The Long Road: Building a Violence Prevention Program in a large Provincial Health System	<i>Lynn Van Male, Kelly Vance, Scott Hutton & Bridget Truman (USA):</i> Comprehensive Workplace Violence Prevention Program: Model and Process Success in a National Health Care System
17.30 – 18.00	<i>Esther Githaiga Wanjiru, Moses Ndegwa Mutiga & Ann Kimani (Kenya):</i> Strategic interventions to minimize violence in the health sector, Nakuru level 5 hospital, Kenya	<i>Suzanne Hrynyk, Gregory Ekland & Michele Chase (Canada):</i> Relationships between violence in healthcare and work environment factors	<i>Suzanne Janzen, Laurie Fitzpatrick, Judy Arnetz & Melanie Wright (USA):</i> Understanding Patient-to-Staff Violence and the Path Forward to Reduce Staff Harm	<i>Tella Lantta, Virve Pekuringen, Jaakko Varpula, Minna Anttila & Maritta Välimäki (Finland):</i> Creating a positive treatment environment by reducing restrictions in care: an analysis of psychiatric ward rules
Parallel Session (2) Room	MacDonald	MacKenzie	Meighen	St. Laurent
Theme	Special Workshop	Workshop	Workshop	Workshop
16.30 – 18.00	ONA Workshop	<i>John-Robert Curtin & Tony Belak (USA):</i> Preventing Staff Infections: Workplace Incivility, Harassment and Bullying in Healthcare Organizations, with Practical Solutions to Create a Healthy Healthcare Environment	<i>Julian Gojer, Pratap Narayan & Antony Fernandez (Canada):</i> Clinical, Legal and Ethical issues in the assessment and treatment of Sexual Violence	<i>Leigh Blaney & Ann Greene (Canada):</i> Creating the indomitable spirit – Integrating resilience theory into healthcare practice
19.30 – 21.00	Welcome Reception			

Thursday 25 October 2018

07.30 – 09.00	Trillium Ballroom 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 Poster Display & Exhibition			
Parallel Session (3) Room	Algonquin Ballroom AB <i>Chair:</i>	Algonquin Ballroom CD <i>Chair:</i>	Cabinet Room <i>Chair:</i>	Roof Garden Room <i>Chair:</i>
Theme	Root causes of aggression	Root causes of aggression	Providing education and training	Other themes
09.00 – 09.30	<i>Nastaran Heydarikhayat, Tahereh Ashkorab, Camelia Rohani, Reza Karami Matin & Farid Zayeri (Iran):</i> Frequency and causes of workplace violence in a burn clinic	<i>Jacqueline Pich (Australia):</i> Violence experienced on the job by NSW nurses and midwives: preliminary results of a survey of Australian survey	<i>Yousaf Jamal, Riaz Akhtar Khan & Sayyeda Taskeen Zahra (UAE):</i> Coping Strategies as Mediator of Hardiness and Professional Life Stress among House job Doctors	<i>Wyona M Freysteinson & Susan Mellott (USA):</i> Body Image Perceptions of Veterans who have Suffered Military Sexual Trauma
09.30 – 10.00	<i>Jordan Tovera Salvador, Elham Alateeq, Maha Almadani, Mu'taman Jarrar, Adel Alabdaly, Lilibeth Reyes, Faisal Alhadfeeri, Mohammed Alzaid & Kowther Alelaiv (Philippines):</i> Nurses Expertise and Recommendations for Anti-Workplace Violence Program	<i>Farinaz Havaei, Seung Eun Lee & Maura MacPhee (Canada):</i> What predicts nurses' perceptions of safety in their workplace? Similarities and differences between medical surgical and mental health settings	<i>Yousaf Jamal, Sayyeda Taskeen Zahra, Faiqa Yaseen & Riaz Akhtar Khan (UAE):</i> Mindfulness and Resilience as Predictors of Depression among University Students	<i>Naesinee Chaiear, Jidapa Thammanutham, Sorasak Pinsuwan, Krisada Khunkitt, Thanapol Wittayapipath, Nattakan Towsakul, Phanumas Krisorn & Amonrut Ruttanasiri (Thailand):</i> Nursing practitioners' opinions on international guideline for preventing workplace violence
10.00 – 10.30	<i>Arash Ghodousi (Iran):</i> Violence against nurses: a review of studies in Iran	<i>Gitte Munksgaard, Joy Duxbury, Lise Hounsgaard & Frederik Gildberg (Denmark):</i> Violence and threats against forensic mental health staff – Forensic mental healthcare workers' perception of violence and threats against staff and subsequent impact on mental health care	<i>Giulia Zucal, Laura Ferreira-Legere, Gordon Gillespie, Henrietta Van Hulle, Althea Stewart-Pyne, Lucia Costantini & Valerie Grdisa (Canada):</i> Effectiveness of organizational training programs for workplace violence, harassment, and bullying on the safety of patients and health-care workers	<i>Agata Kozlowska (Poland):</i> How to deal with anger? The effectiveness of anger regulation strategies
10.30 – 11.00	Break	Break	Break	Break
Parallel Session (3) Room	MacDonald	MacKenzie	Meighen	St. Laurent
Theme	Special Workshop	Workshop	Workshop	Workshop
09.00 – 10.30	Special dance workshop by Patricia P. Capello	<i>Rosemary Taylor & Steven Taylor (USA):</i> Addressing Disruptive and Unprofessional Behaviors as Quality Improvement Concerns	<i>Linda Silas, Janet Hazelton, Vicki McKenna, Darlene Jackson & Dewey Funk (Canada):</i> Interventions for Change: Driving best practices for workplace violence prevention through constructive stakeholder engagement and coalition building	<i>Johannes Nau, Nico Oud & Gernot Walter (Germany):</i> 100 Percent Mindfulness instead of 0-Tolerance – the NOW-Model
10.30 – 11.00	Break	Break	Break	Break

Parallel Session (4) Room	Algonquin Ballroom AB <i>Chair:</i>	Algonquin Ballroom CD <i>Chair:</i>	Cabinet Room <i>Chair:</i>	Roof Garden Room <i>Chair:</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 & Bengt Arnetz (USA):</i> Organizational Determinants of Bullying and Work Disengagement Due to Bullying Among Hospital Nurses	<i>Jennifer Kilcoyne & Danny Angus (UK):</i> Implementing a No Force First Safety Culture in UK Mental Health Services	<i>Martin Hopkins & Nutmeg Hallett (Australia):</i> Cinemeducation as a positive pedagogical approach for aggression and violence education: An international perspective	<i>Jeffrey Ho (USA):</i> Use of Body-Worn Cameras on Healthcare Security Personnel Increases Accountability, Transparency, and Accuracy
11.30 – 12.00	<i>Darcy Copeland & Melissa Henry (USA):</i> Horizontal Violence, Psychosocial Work Environments, Burnout, Secondary Traumatic Stress, and Moral Distress Among Hospital Nurses	<i>Dave Keen (Canada):</i> Fraser Health “Stop Violence” public and staff education and communications campaign	<i>Sharon Provost, Chris McLeod, Maura MacPhee & Michael Daniels (Canada):</i> A Realist Literature Review: How, Why and For Whom Does Violence Prevention Education Work?	<i>Christopher Cliffe (Australia):</i> The horrific murder of a remote area nurse and how it has changed Remote Health in Australia
12.00 – 12.30	<i>Gerard Brogan, Bonnie Castillo, Michelle Grisat & Jane Thomason (USA):</i> The Nurses’ Campaign for Workplace Violence Prevention in California and the United States	<i>Mazen El Ghaziri, Yuan Zhang, Alicia Dugan, Anya Peters & Mary Ellen Castro (USA):</i> Facilitators and barriers of a peer mediation program to reduce coworker conflict among correctional registered nurses	<i>Zeynep Zonp Özaslan, Suna Uysal Yalcin & Hülya Bilgin (Turkey):</i> Evaluation of Zero Tolerance Policy Effectiveness in Health Care: Systematic Review	<i>Ian Needham (Switzerland):</i> 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	St. Laurent
Theme	Workshop	Workshop	Workshop	Workshop
11.00 – 12.30	<i>John-Robert Curtin, Tony Belak, Aideen Carroll, Ananka Rodriguez, Pamela Rose, Elizabeth Shultis & B Christopher (Canada):</i> Creating Healthcare Trust Leaders Psychiatric Emergency Unit Introduces A New Model Of Care Using LEAN Methodol	<i>Tina Dunlop & Janice Kaffer (Canada):</i> Communicating the Risk of Violence: A Paradigm Shift for Flagging	<i>Linda Silas, Vicki McKenna, Darlene Jackson & Janet Hazelton (Canada):</i> PTSD and Occupational Stress Injuries Among Nurses: advocating for national recognition of workplace impacts	<i>Sarah Leitch (UK):</i> 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 <i>Chair:</i>	Algonquin Ballroom CD <i>Chair:</i>	Cabinet Room <i>Chair:</i>	Roof Garden Room <i>Chair:</i>
Theme	Root causes of aggression	Creating minimizing cultures	Providing education and training	Designing safety and risk reduction initiatives
14.00 – 14.30	<i>Roselle Samson-Mojares (USA):</i> Where do you think you are? A grounded theory study of the critical factors triggering the existence and fueling the persistence of incivility in nursing	<i>Stephen Canning, Julia Duzdevic, Aileen Sprott, Emily Johnstone & Patti Socha (Canada):</i> Safewards at CAMH: Reducing conflict and containment by making mental health units more peaceful places	<i>Owen Price (UK):</i> Enhancing de-escalation techniques in adult acute and forensic inpatient settings: The EDITION study	<i>Gordon Gillespie, Natalie Breuer, Renee Lewis & Corinne Peek-Asa (USA):</i> Recommendations to Redesign the Emergency Department Physical Environment for Workplace Violence Risk Reduction
14.30 – 15.00	<i>Sileshi Garoma Abeya & Daniel Tolesa (Ethiopia):</i> Workplace Violence among Healthcare Workers in Public Hospitals of East Shoa Zone, Oromia Region, Ethiopia	<i>Lana Schultze & Shannon Campbell (Canada):</i> Internal Responsibility system in a Violence Prevention Program	<i>Paul Brown & Dave Keen (Canada):</i> Duration Reduction of Violent WSBC Claims Concomitant to Completion Rate Increase of Violence Prevention Education	<i>Joy Longo, Michael DeDonno & Christopher Demzier (USA):</i> Use of Vignettes to Explore the Relationship Between Bullying and Affect
15.00 – 15.30	<i>Bindu Mammen, Louisa Lam & Danny Hills (Australia):</i> Newly Qualified Graduate Nurses' Experiences of Workplace Incivility in Australian Hospital Settings	<i>Jeanette MacLean (Canada):</i> Advancing the Delivery of Positive Practice – University Health Network (UHN)'s Journey to Eliminating Workplace Violence	<i>Cheryl Pinotti (USA):</i> Decreasing Workplace Violence By Responding To Factors And Behaviors That Precede Aggression	<i>Carla Loftus, Lesley Wiesenfeld, Mavis Afriyie-Boateng, Andrea Lawson, Ellena Vyshnevski, Ben Amick & Kate van den Broek (Canada):</i> "U.P. with Safety": A Universal Precautions approach to reducing Aggressive Behaviour Risk in Acute Care
15.30 – 16.00	Break	Break	Break	Break
Parallel Session (5) Room	MacDonald	MacKenzie	Meighen	St. Laurent
Theme	Special Workshop	Workshop	Workshop	Workshop
14.00 – 15.30	<i>Odile Frank, Kevin McKenna & Brodie Paterson:</i> Any tolerance on zero tolerance?	<i>Sandra Cripps & Lynn Digney Davis (Canada):</i> Implementation of a Violence Prevention Framework in Saskatchewan	<i>Marilyn HOLLIER & Kathleen Wade (USA):</i> Mental health and security professionals create strong partnerships with patients and families to ensure a safer workplace for all	<i>Ian Needham, Lois Moylan & Kevin McKenna (Switzerland):</i> Violence in acute psychiatry care through the camera lens: How much has changed since the 1960s?
15.30 – 16.00	Break	Break	Break	Break

Parallel Session (6) Room	Algonquin Ballroom AB <i>Chair:</i>	Algonquin Ballroom CD <i>Chair:</i>	Cabinet Room <i>Chair:</i>	Roof Garden Room <i>Chair:</i>
Theme	Root causes of aggression	Creating minimizing cultures	Providing education and training	Various themes
16.00 – 16.30	<i>Della Derscheid (USA):</i> MAVAS-R Responses: Healthcare Workers Involved in Workplace Violent Events from Adult and Pediatric Medical Settings	<i>Scott Hutton, Kelly Vance & Lynn Van Male (USA):</i> Call to Action: Need for an Inpatient Assessment to Reduce Aggression/Violence in Healthcare	<i>Erlend Rinke Maagerø-Bangstad (Norway):</i> Prepared and competent: outcomes of competence development within Norwegian community mental health and substance abuse services	<i>Joanne Iennaco (USA):</i> Skills Enhancement for Aggression Management (SEAM) in Inpatient Medical Settings
16.30 – 17.00	<i>David Oladeji (Nigeria):</i> Domestic Violence factors Influencing Women's Mental Health in Ibadan Metropolis, Nigeria	<i>Julie Butchart, Karin Taylor, Ilanna Mittman & Josh Schwarz (USA):</i> The Development and Validation of a Clinical Decision Making Tool Measuring Implicit Bias During Aggressive Events	<i>Kevin McKenna & Brodie Paterson (Ireland):</i> De-escalation: The Assault Cycle revisited	<i>Sheile Mercado-Mallari (Canada):</i> Communication of Violence Risk Across a Large Health Authority: Fraser Health's ALERT Policy and Procedure Implementation, Updates, Improvements and Learnings
17.00 – 17.30	<i>Susan Johnson (USA):</i> Why is Workplace Bullying Pervasive in Nursing, and What Can Be Done About It?	<i>Jean Paul Ilunga Mulaja & Andre Bashima Tshibuabuo (Congo):</i> Experience of Psychiatric Violence at the Katouabi Neuropsychiatric Center in Kananga / DRC	<i>Suna Uysal Yalcin, Sermin Dinç, z Ozaslan & Hulya Bilgin (Turkey):</i> Intimate partner violence and child development: The evaluation of applications to the pediatric emergency units	<i>Sheila Blackstock, Bukola Salami & Greta Cummings (Canada):</i> Unveiling Oppression: Addressing Horizontal Violence among Nurses
19.30 – 22.30	Conference Gala Diner (transport by busses)			
Parallel Session (6) Room	MacDonald	MacKenzie	Meighen	St. Laurent
Theme	Workshop	Workshop	Workshop	Workshop
16.00 – 17.30	<i>Osama Al Diabat (UAE):</i> What makes Rashid Hospital in Dubai aggressive against aggression?	<i>Irene Andress, Kristine Leggett, Kimberly Storey, Arlene Gladstone & Mitch Birken (Canada):</i> The ABC's of Identifying and Communicating Risks for Violence	<i>Saleema Jassani & Sumaira Khowaja-Punjwani (Pakistan):</i> A training approach to augment healthcare provider's knowledge, attitude and practice to address child sexual abuse	<i>Pradip Lamsal, Krishna Adhikary, Dhan K Rai & Rabin Pokharel (Nepal):</i> Root Cause Analysis of Health Sector Violence in Nepal: a qualitative exploration of stakeholders' views
19.30 – 22.30	Conference Gala Diner (transport by busses)			

Friday 26 October 2018

07.30 – 09.00	Trillium Ballroom 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 Poster Display & Exhibition			
Parallel Session (7) Room	Algonquin Ballroom AB <i>Chair:</i>	Algonquin Ballroom CD <i>Chair:</i>	Cabinet Room <i>Chair:</i>	Roof Garden Room <i>Chair:</i>
Theme	Root causes of aggression	Reducing coercive measures	Policy initiatives	Practice initiatives & tool kits
09.00 – 09.30	<i>Sumaira Punjwani (Pakistan):</i> Safety first, but whose safety? Public health verses occupational health in situation of conflict	<i>Alex Theodor Gogolkiewicz (Germany):</i> The “Sigmaringen model” to reduce seclusion and restraint in psychiatry - the first adaptation of the Six Core Strategies in Germany	<i>Gerard Brogan, Bonnie Castillo, Michelle Grisat & Jane Thomason (USA):</i> The Nurses’ Campaign for Workplace Violence Prevention in California and the United States	<i>Aideen Carroll, Ananka Rodriguez, Pamela Rose, Elizabeth Shultis & Christopher Braz (Canada):</i> Psychiatric Emergency Unit Introduces A New Model Of Care Using LEAN Methodology
09.30 – 10.00	<i>Nutmeg Hallett & Martin Hopkins (UK):</i> Nursing student experiences of violence and aggression on clinical placements: an international survey	<i>Lisa Marshall & Alana Friedlander (Canada):</i> Enhancing safety and supporting recovery: the impact of Safewards on a forensic program	<i>Era Mae Ferron, Agnieszka Kosny & Sabrina Tonima (Canada):</i> The Flagging Policy and the Challenges Hospitals Face	<i>Kevin McKenna (Ireland):</i> Rethinking Debriefing: A structure for integrated post occurrence review
10.00 – 10.30	<i>Alexandria Boutros (USA):</i> The Wexford Way: Patterns and Practices of Violence Inside Wexford Health Sources Inc	<i>Steve Geoffrion, Jane Goncalves, Camille Roy, Christine Drolet & Geneviève Franche-Choquette (Canada):</i> Identifying factors influencing the use of restraints and seclusions in youth residential treatment centers: a mixed method study	<i>Peter Smith & Basak Yanar (Canada):</i> Reporting and consequences of workplace violence in six Ontario hospitals	<i>Regina Sawh, Alina Mednikov, Andrea Sharpe, Brittany Jenkins & Naudea Mair (Canada):</i> Care pathway for patients with responsive behaviors
10.30 – 11.00	Break	Break	Break	Break
Parallel Session (7) Room	MacDonald	MacKenzie	Meighen	St. Laurent
Theme	Special Workshop	Workshop	Workshop	Workshop
09.00 – 10.30	Special dance workshop by Patricia P. Capello	<i>Bob Bowen (USA):</i> Trauma Informed Is Not Enough: Trauma Centered Positive Behavior Support	<i>Airiin Demir & Martin Kallavus (Estonia):</i> How to meet verbal aggression at work. Practical workshop	<i>Lynn Cole & Carrie Zelko-Norman (Canada):</i> Workplace Innovation; Island Health Integrating Violence Prevention Policies into Practice
10.30 – 11.00	Break	Break	Break	Break

Parallel Session (8) Room	Algonquin Ballroom AB <i>Chair:</i>	Algonquin Ballroom CD <i>Chair:</i>	Cabinet Room <i>Chair:</i>	Roof Garden Room <i>Chair:</i>
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 & Danny Hills (Australia):</i> Aggression at work is a prominent feature of nursing and midwifery practice in Australia	<i>Sascha Köpke, Jens Abraham, Gabriele Meyer & Ralph Möhler (Germany):</i> 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 & Brian McKenna (Australia):</i> Structuring nursing interventions to reduce aggression and linking these interventions to risk assessment using the Dynamic Appraisal of Situational Aggression	<i>Michael Perlin & Shelley Kierstead (USA):</i> How Our Failure to Take Seriously Assaults on Patients in Psychiatric Hospitals Violates Therapeutic Jurisprudence
11.30 – 12.00	<i>Louisa Lam, Sharon Hills, Kim Crawford & Danny Hills (Australia):</i> “I only report when I am bleeding”. Australian nurses, midwives and carers feelings about reporting workplace aggression.	<i>Chris Van Veen, Mohamed Ibrahim & Marina Morrow (Canada):</i> Dangerous discourses: Masculinity, coercion and psychiatry	<i>Nicola Ramacciati, Roberto Caldelli & Laura Rasero (Italy):</i> User-friendly system (a smartphone app) for reporting violent incidents in the Emergency Department: a multicenter study	<i>Michael Perlin & Shelley Kierstead (USA):</i> How Our Failure to Take Seriously Assaults on Patients in Psychiatric Hospitals Violates Therapeutic Jurisprudence
12.00 – 12.30	<i>Ashley Rose Folgo & Joanne DeSanto Iennaco (USA):</i> 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 & Aymeric Reyre (France):</i> Personal protective equipment (PPE) & restraint alternatives in the management of challenging behaviors in inpatients with autism and intellectual disability	<i>Melanie Dodds (Canada):</i> Assertive Empathy Striking the Balance	<i>Michael Perlin & Shelley Kierstead (USA):</i> How Our Failure to Take Seriously Assaults on Patients in Psychiatric Hospitals Violates Therapeutic Jurisprudence
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	Meighen	St. Laurent
Theme	Workshop	Workshop	Workshop	Workshop
11.00 – 12.30	<i>Renee Berquist, Barb LeBlanc & Pat Bradley (Canada):</i> Extraordinary possibilities: Using appreciative inquiry to enhance positive practice	<i>Gitte Nørreskov Vase (Denmark):</i> Flashpoint - Can a board game change how we react towards potentially violent patients?	<i>Maria Bauer, Axe Fors & Marianne Kristiansson (Sweden):</i> Preventing workplace violence and training with virtual reality simulation	<i>Ian Needham, Lois Moylan & Kevin McKenna (Switzerland):</i> Maledictology: the science of swearing
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	Special interactive plenary debate / discussion about the current achievements and future required actions - <i>Kevin McKenna</i> - <i>Howard Hatton (ICN)</i> - <i>Panel of speakers</i> - <i>All participants</i> Mobile Phones will be used			
15.15 – 15.45	Awards, closing & announcement 2020 conference			
15.45 – 16.30	Farewell drinks			

Posters:

1. *Brittany Sager & Nashat Zuraikat (USA):*
Before Anger is an Option: Violence Towards Health Care Professionals
2. *Wedad Al Zakwani (Oman):*
Study of Inpatient Aggression in Psychiatry Ward at Sultan Qaboos University Hospital: precursors, consequences and patient characteristics
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
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