

**Preliminary 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**

**Tuesday 23 October 2018**

15.00 – 19.00	<b>Registration</b> 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	<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> <i>Ian Needham &amp; Kevin McKenna (chairs)</i> <i>Marie Kelly (ONA)</i> <i>Local &amp; national representatives</i> <b>Country flag parade by:</b> <i>Nico Oud (Organizer)</i>			
09.45 – 10.25	<b>Keynote (1)</b> <i>Erin Downey (Switzerland):</i> ICRC Health Care in Danger: Updates from the field			
10.25 – 11.05	<b>Keynote (2)</b> <i>Vicki McKenna (Canada):</i> Canada Ontario project			
11.05 – 11.35	<b>Break</b>			
11.35 – 12.15	<b>Keynote (3)</b> <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	<b>Keynote (4)</b> <i>Christiane Wiskow (Switzerland)(ILO):</i> Advancing positive practice: Tools and resources addressing violence at work			
12.55 – 14.30	<b>Trillium Ballroom Lunch</b>			
14.00 – 14.30	<b>Poster presenters available at their posters</b>			

<b>Parallel Session (1) Room</b>	<b>Algonquin Ballroom AB</b> <i>Chair:</i>	<b>Algonquin Ballroom CD</b> <i>Chair:</i>	<b>Cabinet Room</b> <i>Chair:</i>	<b>Roof Garden Room</b> <i>Chair:</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> Differences in the Experience of Violence Between High-Risk Healthcare Settings	<i>Waqar Mughal &amp; Dave Keen (Canada):</i> Incident and Claims Profile for BC healthcare industry	<i>Leon Genesove, Sudha Kutty &amp; Henrietta Van Hulle (Canada):</i> A Collaborative Partnership: Preventing Workplace Violence in Health Care in Ontario	<i>Christoph Steinebach &amp; Volker Schulte (Switzerland):</i> Caring Communities as positive interventions to enhance inclusion, empowerment, and civic engagement
<b>15.00 – 15.30</b>	<i>Roselle Samson-Mojares (USA):</i> Where do you think you are? A grounded theory study on incivility in nursing	<i>Rosemary Taylor &amp; Karla Armenti (USA):</i> 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> 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> 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> Patient aggression as a response to psychiatric power and social control	<i>Linda Patrick, Alice Gaudine &amp; Lorraine Busby (Canada):</i> Workplace Violence Directed Upwards at Nurse Managers and Leaders	<i>Marjorie Montreuil (Canada):</i> Experiences of crisis management in a child mental health setting: Engaging stakeholders in finding solutions	<i>Malcolm Boyle &amp; Jaime Wallis (Australia):</i> 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> <i>Chair:</i>	<b>Meighen</b> <i>Chair:</i>	
<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> 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> Safety and security – a training programme for employees working in youth residential care in Norway	<i>Lynn Cole &amp; Carrie Zelko-Norman (Canada):</i> 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 <i>Chair:</i>	Algonquin Ballroom CD <i>Chair:</i>	Cabinet Room <i>Chair:</i>	Roof Garden Room <i>Chair:</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>16.30 – 17.00</b>	<i>Muthuvenkatachalam Srinivasan &amp; Sandhya Gupta (India):</i> Mistreatment of older adults and associated psychological distress in rural north India	<i>Jordan Tovera Salvador, Elham Alateeq, Maha Almadani, Mu'taman Jarrar, Adel Alabdaly, Lilibeth Reyes, Faisal Alhadfeeri, Mohammed Alzaid &amp; Kowther Alelaiw (Philippines):</i> Nurses Expertise and Recommendations for Anti-Workplace Violence Program	<i>Clint Hodges, Emily Ambos &amp; 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 &amp; 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
<b>17.00 – 17.30</b>	<i>Esther Githaiga Wanjiru, Moses Ndegwa Mutiga &amp; Ann Kimani (Kenya):</i> Addressing Violence Faced By Women In The Health Sector During Delivery, Nakuru County, Kenya	<i>Suzanne Hrynyk, Gregory Ekland &amp; Michele Chase (Canada):</i> Relationships between violence in healthcare and work environment factors	<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 &amp; Bridget Truman (USA):</i> Comprehensive Workplace Violence Prevention Program: Model and Process Success in a National Health Care System
<b>17.30 – 18.00</b>	<i>Esther Githaiga Wanjiru, Moses Ndegwa Mutiga &amp; Ann Kimani (Kenya):</i> Strategic interventions to minimize violence in the health sector, Nakuru level 5 hospital, Kenya		<i>Suzanne Janzen, Laurie Fitzpatrick, Judy Arnetz &amp; 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 &amp; 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	
<b>Theme</b>	<b>Special Workshop</b>	<b>Workshop</b>	<b>Workshop</b>	
<b>16.30 – 18.00</b>	ONA Workshop	<i>Wade McKone, Jonathan Foster &amp; Brandie Stevenson (Canada):</i> Transforming a Culture - A Collaborative Approach to Violence Prevention	<i>Lois Moylan, Ian Needham &amp; Kevin McKenna (Switzerland):</i> Violence in acute psychiatry care through the camera lens: How much has changed since the 1960s?	
<b>19.30 – 21.00</b>	<b>Welcome Reception</b>			

## 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	Other themes	Root causes of aggression	Providing education and training	Workshop
09.00 – 09.30	<i>Wyona M Freysteinson &amp; Susan Mellott (USA):</i> Body Image Perceptions of Veterans who have Suffered Military Sexual Trauma	<i>Jacqueline Pich (Australia):</i> The experiences of New South Wales (Australia) nurses and midwives with violence on the job.	<i>Yousaf Jamal, Muhammad Khalid &amp; Sayyeda Taskeen Zahra (UAE):</i> Coping Strategies as Mediator of Hardiness and Professional Life Stress among House job Doctors	<i>Johannes Nau, Nico Oud &amp; Gernot Walter (Germany):</i> 100 Percent Mindfulness instead of 0-Tolerance – the NOW-Model
09.30 – 10.00	<i>Naesinee Chaiear, Jidapa Thammanutham, Sorasak Pinsuwan, Krisada Khunkitt, Thanapol Wittayapipath, Nattakan Towsakul, Phanumas Krisorn &amp; Amonrut Ruttanasiri (Thailand):</i> Nursing practitioners' opinions on international guideline for preventing workplace violence	<i>Farinaz Havaei, Seung Eun Lee &amp; 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, Muhammad Khalid &amp; Faiqa Yaseenn (UAE):</i> Mindfulness and Resilience as Predictors of Depression among University Students	
10.00 – 10.30	<i>Agata Kozłowska (Poland):</i> How to deal with anger? The effectiveness of anger regulation strategies	<i>Gitte Munksgaard, Joy Duxbury, Lise Hounsgaard &amp; Frederik Gilberg (Denmark):</i> Violence and threats against mental health staff – Staff perception of workplace violence and threats	<i>Giulia Zucal, Laura Ferreira-Legere, Gordon Gillespie, Henrietta Van Hulle, Althea Stewart-Pyne, Lucia Costantini &amp; Valerie Grdisa (Canada):</i> Effectiveness of organizational training programs for workplace violence, harassment, and bullying on the safety of patients and health-care workers	
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> Addressing Disruptive and Unprofessional Behaviors as Quality Improvement Concerns	<i>Linda Silas, Erna Bujna, Darlene Jackson, Dewey Funk &amp; Janet Hazelton (Canada):</i> Interventions for Change: Driving best practices for workplace violence prevention through constructive stakeholder engagement	
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 &amp; Bengt Arnetz (USA):</i> Organizational Determinants of Bullying and Work Disengagement Due to Bullying Among Hospital Nurses	<i>Jennifer Kilcoyne &amp; Danny Angus (UK):</i> Implementing a No Force First Safety Culture in UK Mental Health Services	<i>Martin Hopkins &amp; 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 &amp; 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 &amp; 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>Jane Thomason, Bonnie Castillo, Michelle Grisat &amp; Gerard Brogan (USA):</i> 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> 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> 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	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>
13.30 – 14.00	<b>Poster presenters available at their posters</b>			
Parallel Session (4) Room	MacDonald	MacKenzie	Meighen	
Theme	Workshop	Workshop	Workshop	
11.00 – 12.30	<i>Tina Dunlop &amp; Mary Benson-Albers (Canada):</i> Communicating the Risk of Violence: A Paradigm Shift for Flagging	<i>Linda Silas, Laurie Brown, Darlene Jackson &amp; 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	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>
13.30 – 14.00	<b>Poster presenters available at their posters</b>			

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>
<b>Theme</b>	<b>Root causes of aggression</b>	<b>Creating minimizing cultures</b>	<b>Providing education and training</b>	<b>Designing safety and risk reduction initiatives</b>
<b>14.00 – 14.30</b>	<i>Adriane Gear &amp; Maura MacPhee (Canada):</i> Violence. Not part of the Job	<i>Stephen Canning, Julia Duzdevic, Aileen Sprott, Emily Johnstone &amp; Patti Socha (Canada):</i> Safewards at CAMH: Reducing conflict and containment by making mental health units more peaceful places	<i>Paul Brown &amp; Dave Keen (Canada):</i> Duration Reduction of Violent WSBC Claims Concomitant to Completion Rate Increase of Violence Prevention Education	<i>Gordon Gillespie, Natalie Breuer, Renee Lewis &amp; Corinne Peek-Asa (USA):</i> Recommendations to Redesign the Emergency Department Physical Environment for Workplace Violence Risk Reduction
<b>14.30 – 15.00</b>	<i>Sileshi Garoma Abeya &amp; Daniel Tolesa (Ethiopia):</i> Workplace Violence among Healthcare Workers in Public Hospitals of East Shoa Zone, Oromia Region, Ethiopia	<i>Lana Schultze &amp; Shannon Campbell (Canada):</i> Internal Responsibility system in a Violence Prevention Program	<i>Cheryl Pinotti (USA):</i> Decreasing Workplace Violence By Responding To Factors And Behaviors That Precede Aggression	<i>Joy Longo, Michael DeDonno &amp; Christopher Demzier (USA):</i> Use of Vignettes to Explore the Relationship Between Bullying and Affect
<b>15.00 – 15.30</b>	<i>Bindu Mammen, Louisa Lam &amp; 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>Carla Loftus, Lesley Wiesenfeld, Mavis Afriyie-Boateng, Andrea Lawson, Ellena Vyshnevski, Ben Amick &amp; Kate van den Broek (Canada):</i> "U.P. with Safety": A Universal Precautions approach to reducing Aggressive Behaviour Risk in Acute Care
<b>15.30 – 16.00</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>
<b>Parallel Session (5) 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>14.00 – 15.30</b>	<i>Odile Frank, Brodie Paterson &amp; Kevin McKenna</i> Any tolerance on zero tolerance?	<i>Sandra Cripps &amp; Lynn Digney Davis (Canada):</i> Implementation of a Violence Prevention Framework in Saskatchewan	<i>Marilyn Hollier &amp; Kathleen Wade (USA):</i> Mental health and security professionals form partnerships with staff and patients creating a safer workplace	
<b>15.30 – 16.00</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>	<b>Break</b>

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>
<b>Theme</b>	<b>Root causes of aggression</b>	<b>Creating minimizing cultures</b>	<b>Providing education and training</b>	<b>Various themes</b>
<b>16.00 – 16.30</b>	<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 &amp; 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
<b>16.30 – 17.00</b>	<i>David Oladeji (Nigeria):</i> Domestic Violence factors Influencing Women's Mental Health in Ibadan Metropolis, Nigeria	<i>Julie Butchart, Karin Taylor, Ilanna Mittman &amp; Josh Schwarz (USA):</i> The Development and Validation of a Clinical Decision Making Tool Measuring Implicit Bias During Aggressive Events	<i>Kevin McKenna &amp; 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
<b>17.00 – 17.30</b>	<i>Susan Johnson (USA):</i> 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> 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> Intimate partner violence and child development: The evaluation of applications to the pediatric emergency units	<i>Sheila Blackstock, Bukola Salami &amp; Greta Cummings (Canada):</i> Unveiling Oppression: Addressing Horizontal Violence among Nurses
<b>19.30 – 22.30</b>	<b>Conference Gala Diner</b> (transport by busses)			
<b>Parallel Session (6) Room</b>	<b>MacDonald</b>	<b>MacKenzie</b>	<b>Meighen</b>	
<b>Theme</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Workshop</b>	
<b>16.00 – 17.30</b>	<i>Irene Andress, Kristine Leggett, Kimberly Storey, Arlene Gladstone &amp; Mitch Birken (Canada):</i> The ABC's of Identifying and Communicating Risks for Violence	<i>Saleema Jassani &amp; Sumaira Khowaja-Punjwani (Pakistan):</i> A training approach to augment healthcare provider's knowledge, attitude and practice to address child sexual abuse	<i>Leigh Blaney &amp; Ann Greene (Canada):</i> Creating the indomitable spirit – Integrating resilience theory into healthcare practice	
<b>19.30 – 22.30</b>	<b>Conference Gala Diner</b> (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 &amp; Jane Thomason (USA):</i> The Nurses’ Campaign for Workplace Violence Prevention in California and the United States	<i>Aideen Carroll, Elizabeth Shultis, Christopher Braz and Marianne Ng (Canada):</i> Psychiatric Emergency Unit Introduces A New Model Of Care Using LEAN Methodology
09.30 – 10.00	<i>Nutmeg Hallett &amp; Martin Hopkins (UK):</i> Nursing student experiences of violence and aggression on clinical placements: an international survey	<i>Lisa Marshall &amp; Alana Friedlander (Canada):</i> Enhancing safety and supporting recovery: the impact of Safewards on a forensic program	<i>Era Mae Ferron, Agnieszka Kosny &amp; 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>Steve Geoffrion, Jane Goncalves, Camille Roy, Christine Drolet &amp; 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 &amp; Basak Yanar (Canada):</i> Reporting and consequences of workplace violence in six Ontario hospitals	
10.30 – 11.00	Break	Break	Break	Break
Parallel Session (7) Room	MacDonald	MacKenzie	Meighen	
Theme	Special 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 &amp; Martin Kallavus (Estonia):</i> How to meet verbal aggression at work. Practical workshop	
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>
<b>Theme</b>	<b>Root causes of aggression</b>	<b>Reducing coercive measures</b>	<b>Instruments &amp; development of positive practice</b>	<b>Workshop</b>
<b>11.00 – 11.30</b>	<i>Louisa Lam, Kim Crawford, Sharon Hills &amp; 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 &amp; 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 &amp; 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>Pradip Lamsal, Krishna Adhikary, Dhan K Rai &amp; Rabin Pokharel (Nepal):</i> Root Cause Analysis of Health Sector Violence in Nepal: a qualitative exploration of stakeholders' views
<b>11.30 – 12.00</b>	<i>Danny Hills, Sharon Hills, Kim Crawford &amp; Louisa Lam (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 &amp; Marina Morrow (Canada):</i> Dangerous discourses: Masculinity, coercion and psychiatry	<i>Nicola Ramacchiati, Roberto Caldelli &amp; Laura Rasero (Italy):</i> User-friendly system (a smartphone app) for reporting violent incidents in the Emergency Department: a multicenter study	
<b>12.00 – 12.30</b>	<i>Ashley Rose Folgo &amp; 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 &amp; 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	
<b>12.30 – 13.45</b>	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>
<b>13.15 – 13.45</b>	<b>Poster presenters available at their posters</b>			
<b>Parallel Session (8) Room</b>	<b>MacDonald</b>	<b>MacKenzie</b>	<b>Meighen</b>	
<b>Theme</b>	<b>Workshop</b>	<b>Workshop</b>	<b>Workshop</b>	
<b>11.00 – 12.30</b>	<i>Renee Berquist, Barb LeBlanc &amp; Pat Bradley (Canada):</i> Extraordinary possibilities: Using appreciative inquiry to enhance positive practice	<i>Maria Bauer, Axe Fors &amp; Marianne Kristiansson (Sweden):</i> Preventing workplace violence and training with virtual reality simulation	<i>Ian Needham, Lois Moylan &amp; Kevin McKenna (Switzerland):</i> Maledictology: the science of swearing	
<b>12.30 – 13.45</b>	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>	<b>Trillium Ballroom Lunch</b>
<b>13.15 – 13.45</b>	<b>Poster presenters available at their posters</b>			

Room	Trillium Ballroom			
13.45 – 15.15	<p><b>Special interactive plenary debate / discussion about the current achievements and future required actions</b></p> <ul style="list-style-type: none"> <li>- Kevin McKenna</li> <li>- Erica Burton (ICN)</li> <li>- Panel of speakers</li> <li>- All participants</li> </ul> <p>Mobile Phones will be used</p>			
15.15 – 15.45	<p><b>Awards, closing &amp; announcement 2020 conference</b></p>			
15.45 – 16.30	<p><b>Farewell drinks</b></p>			

## 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 Gaisser & 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. *Guodong Li & Alicia Kurowski (USA):*  
Physical Assaults from Patients and Related Costs at Massachusetts Mental Health Hospital and Soldier's Homes
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 Perlt & 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. *Brenda Birch (Australia):*  
Butterflies and Boomerangs: Strengthening Safety and Security in the Remote Australian Healthcare Sector
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
46. *Archana Paul, Rita Basu, Archana Patel & Nisa Suthanthirakaran (Canada):*  
Applying intelligent technology to enhance safety and prevent violence in acute care hospitals
47. *Dibyaswori Ranjit Basnet (Nepal):*  
Workplace violence in health sector of private hospital in Kathmandu, Nepal