

**Justice Institute of British Columbia**  
**COURSE OUTLINE**

<b>Course Code:</b>	FSS225
<b>Course Title:</b>	Leading Inclusive Cultures in Emergency Services
<b>Prerequisite Courses:</b>	N/A
<b>School:</b>	School of Public Safety & Security
<b>Division/Academy/Centre:</b>	Fire & Safety Division
<b>Previous Course Code &amp; Title:</b>	N/A
<b>Course First Offered:</b>	2011

<b># of Credits:</b>	<b>3.0</b>
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**Course Description:**

This course is designed to increase Emergency Services professionals' (including fire, police, paramedics; corrections, emergency management, victim services personnel; sheriffs, court officers, and bylaw enforcement officers) ability to lead diverse workforces, within multicultural communities. It draws on lessons learned by businesses, about how to draw value from diverse workforces to improve service to all clients. Although the textbook is written for fire service professionals, the lessons in this course will be useful for people across all emergency services. By learning about the dilemmas and opportunities in multicultural work environments, you will be able to more effectively serve their increasingly global communities.

**Course Goal(s):** As a result of completing the "Leading Inclusive Cultures in Emergency Services" course, you will be able to apply concepts and techniques that cultivate inclusion to improve emergency service delivery.

**Learning Outcomes:**

Upon successful completion of this course, the learner will be able to:

1. Analyze the ways in which culture influences us.
2. Lead inclusively within your organization and within your community.
3. Develop a customized plan, grounded in your community's historical and political progression, to cultivate cultural inclusion in your organization.

**Course Topics/Content:**

## Fundamentals

- Why is culture important for emergency services?
- How does culture influence us?

## Leading inclusive cultures within your organization

- Historical and Legal framework

- Creating value with diverse teams
- Internal challenges and opportunities

Leading inclusive cultures within your community

- Learning about the cultures in your community
- Communicating with your communities
- External challenges and opportunities
- Leading with integrity in your community

Applying what you've learned

- Emergency Services solutions for cultural inclusion
- Case study
- Applying the material to your career

**Text and Resource Materials:**

**Required:**

Wong, H. Z. & Olson, A. T. (2008). *Multicultural and Diversity Strategies for the Fire Service*. Pearson Prentice Hall.

**Recommended:**

**Course Level:**

	First Year	X	Second Year		Third Year		Fourth Year
	Graduate		Other (describe):				

**Equivalent Course(s) within the JIBC:**

**Class Delivery Methods:**

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion				
Simulation/Lab				
Practicum/Fieldwork				
Online	42			
Correspondence				
<b>Total Class Hours</b>	42			

**Comments on Delivery Methods:**

**Course Grading System:**

	Letter Grades	X	Percentage		Pass/Fail
	Complete/Incomplete		Attendance Only		

<b>Passing Grade:</b>	50%
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**Evaluation Activities and Weighting:**

Final Exam	%	Assignments	60%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	20%	Other	%
Quizzes/Test	20%	Simulations	%	Practicum	%	TOTAL	100%

**Comments on Evaluation Activities and Weighting:**

**Other Course Guidelines, Procedures and Comments:**

View official versions of related JIBC academic regulations and student policies in the *JIBC Calendar* on the following pages of the JIBC website:

**Academic Regulations:**

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy  
 Academic Progression Policy  
 Admissions Policy  
 Academic Appeals Policy  
 Evaluation Policy  
 Grading Policy

**Student Policies:**

<http://www.jibc.ca/programs-courses/jibc-calendar/student-policies>

Access Policy  
 Harassment Policy – Students  
 Student Records Policy  
 Student Code of Conduct Policy

**JIBC Core Competencies**

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

**Critical thinking**

Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.

**Problem solving**

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

**Communication, oral and written**

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

**Leadership**

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

**Independent learning**

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

**Interpersonal relations**

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

**Inter-professional teamwork**

Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.

**Information literacy**

Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.