



PROFESSIONAL SECURITY  
KNOWLEDGE NETWORK

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REGISTRAR APPROVED · 100% CANADIAN



# PSKN Course Catalogue

Winter 2020



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## PSKN Courses

**Cannabis (Marijuana) Legislation: Impact on Workplace Safety** **\$50.00**  
This course serves as an important due diligence resource for all members of any organization, and is delivered in five modules: Cannabis (Marijuana) User and Workplace Safety Considerations; Identifying and Addressing Safety Hazards; Workplace Responsibilities: Rights, Obligations and Accommodation; Marijuana and Workplace; Safety Best Practices; and, Reasonable Suspicion.

**Being a Successful Supervisor** **\$25.00**  
Supervisors require distinct skills that enable them to effectively motivate, coach, and mentor employees while keeping them focused on organizational goals. A successful supervisor will not only contribute to employees' ability to achieve identified objectives but will contribute to the overall success of the organization. This course details the most important elements of effective supervision, with attention to both people and organizational skills. Using a variety of learning tools will help you to make the most of your work group's talents.

**Crisis Intervention and De-escalation** **\$25.00**  
Originally designed for police officers, the Crisis Intervention and De-escalation course will also provide security professionals with crisis intervention and de-escalation (CID) techniques to effectively de-escalate crisis situations, including incidents involving intervention in a mental health crisis. The course will introduce a four-phase CID model and a number of accompanying techniques designed to accomplish this goal.

**Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) – NEW!** **\$25.00**  
LGBTQ addresses topics relevant to youth who identify as Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ). These youth often face increased levels of discrimination, judgement, and exclusion. LGBTQ youth face higher risks in terms of mental health issues and substance abuse problems due to the effects of stigma and discrimination. They are also at greater risk for physical and sexual assault, hate crimes, suicidality, and homelessness.

**Security and Ethics** **\$50.00**  
Security and Ethics explores the complexities surrounding ethical decisions and dilemmas. Focusing on ways to avoid improper and unethical conduct, this course helps security professionals ensure their behaviour, judgment, and decisions are appropriate in their day to day duties.

**Weapons Offences and Threat Cues** **\$25.00**  
The *Weapons Offences and Threat Cues* course will, in addition to reviewing the legal description of possession and concealment, explore common prohibited weapons, methods of concealment, and various behaviors associated with individuals carrying a concealed weapon. It also explains how to appropriately respond to threat cues and to communicate information to law enforcement.

**Recognition of Emotionally Disturbed Persons** **\$50.00**  
*Recognition of Emotionally Disturbed Persons* will review the broad categories of EDPs and provide recommended response strategies and approaches to deal with individuals in crisis. It is designed to build first responders' confidence in dealing with EDPs they encounter in the field.





## CPKN Courses



The following courses from the Canadian Police Knowledge Network (CPKN) are made available to Private Security exclusively through PSKN.

### **Active Shooter / Armed Awareness Training – NEW!**

**\$25.00**

Active shooter events are unpredictable and can happen anywhere. This course will help you to develop a survivor mindset and assess your situation and make a quick decision related to active shooter.

### **Assessing and Interpreting Dog Behaviour**

**\$25.00**

Every day during the course of their duties, police, first responders, and other frontline public safety workers encounter unknown and potentially aggressive dogs. In these situations, the ability to assess and interpret an animal's behavior and body language will contribute to safe, successful, and humane encounters.

*Assessing and Interpreting Dog Behaviours* provides knowledge about how to interpret and assess dog behaviours and provides tactics to diffuse potential risks.

### **Canadian Credible Leadership Series**

**\$500.00**

Canadian Credible Leadership (CCL) is the only fully online (self-directed), evidence-based, and field-tested Canadian police and public safety leadership program. CCL is applicable to public safety officers, government employees, and investigators at any stage in their career (from hire to retire) recognizing that every employee is a leader.

### **Crime Prevention Through Environmental Design (CPTED)**

**\$25.00**

This course is an introduction to Crime Prevention Through Environmental Design (CPTED) and will familiarize you with the concepts, principles and practices of CPTED.

### **Critical Incident Stress Management**

**\$25.00**

*Critical Incident Stress Management* is an introductory level course that instructs learners on how to recognize the effects of critical incident stress and provides techniques that can be applied to minimize the impact of an event. It explains the potential outcomes of critical incident stress, identifies potential administrative or personnel problems that may be created by critical incident stress reactions, and initiates a discussion of responses to critical incident stress.

### **Customer Service in a Police Environment**

**\$25.00**

*Customer Service in the Police Environment* is designed to help learners identify customers and their needs, to understand why customers complain, and to be able to use this knowledge to communicate effectively. This course will also help learners deal with difficult customers and to provide service in a professional, positive manner.

### **Cyberbullying Awareness**

**\$25.00**

*Cyberbullying Awareness* provides information on what cyberbullying is, how it is carried out, and the impact on victims. In addition to reviewing options for responding to a cyberbullying incident, this course also explores the ways that cyberbullying can be addressed under both civil and criminal law.





### **Domestic Violence Investigations**

**\$50.00**

*Domestic Violence Investigations* provides members of the law enforcement community and outside partner agencies with an interactive program covering the unique elements and issues related to domestic violence for the purpose of enhancing any police officer's ability to successfully investigate domestic violence incidents.

### **Drug Identification**

**\$50.00**

*Drug Identification* provides knowledge and skills to identify eleven common, illegally used street drugs, including fentanyl, PCP, and Ecstasy, that monopolize the drug scene in communities across Canada. In addition to reviewing appearance, street names, and paraphernalia related to these drugs, this course explores the psychological and physiological effects of these drugs on users.

### **Elder Abuse**

**\$25.00**

The *Elder Abuse* course is designed to help develop the knowledge, skills, and judgment to respond effectively to incidents of elder abuse. This course addresses elder abuse in both family and long-term care facility settings and examines a range of subjects including: theft by power of attorney; neglect; hoarding; dementia; domestic violence; resident to resident assault; and drug related issues.

### **Fatigue Management**

**\$25.00**

*Fatigue Management* is an awareness level course and is designed to better inform members about the dangers, health risks, personal and workplace implications relating to a lack of quality sleep and how fatigue can impact at individual and organizational levels.

### **Financial Crimes and the Road Forward**

**\$10.00**

Developed in partnership with the Canadian Bankers Association, *Financial Crimes and the Road Forward* explores several prevalent financial crimes including identity theft, payment card fraud, and cheque fraud. It also examines initiatives to prevent, deter, and effectively investigate robbery incidents. Designed for frontline police and fraud investigators, this course details how these crimes are perpetrated as well as the means by which individuals and institutions can protect themselves against these activities.

### **Forensic DNA Evidence**

**\$25.00**

*Forensic DNA Evidence* provides officers involved in the investigation of criminal offences, including serious violent crimes, sexual crimes, and other major crimes in which forensic DNA evidence may be utilized, with a comprehensive understanding of the DNA warrant provisions of the Criminal Code, case law, and evidence collection issues.

### **Graffiti Investigations**

**\$25.00**

The *Graffiti Investigation* course is designed to educate police officers on the crime of graffiti and to explain the procedures to follow when they are responding to the scene of a graffiti complaint.





### Healthy Eating

**\$25.00**

*Healthy Eating* provides information about 5 major heart health points with practical strategies to prevent heart disease and stroke. This course is designed to increase awareness on topics such as stress, blood pressure, blood sugar, fatigue management, and cholesterol. This course will also provide learners with practical tips and suggestions for living a heart healthy lifestyle.

### IIS – Interrogation Techniques

**\$100.00**

*Interrogation Techniques* introduces the strategies and techniques associated with Persuasion-based, Information-gathering, and Evidence-based approaches to interrogation and employs a series of short videos to demonstrate how these techniques can be employed.

### IIS – Interviewing Suspects

**\$25.00**

*Interviewing Suspects* teaches learners a structured approach to interviewing as it applies to suspects. Lessons review each step of a structured interview including preparing for an interview, building rapport, establishing purpose, version and development, and assessing the progress of an interview. Particular emphasis is placed on ensuring officers have a fundamental understanding of the Charter Rights and Police Caution and the legal requirements associated with the admissibility of statements made by a suspect.

### IIS – Interviewing Victims and Witnesses Part 1

**\$100.00**

*Interviewing Victims and Witnesses - Part I* teaches learners a structured approach to interviewing. This not only decreases the complexity of the interview task, but also increases the amount of detailed and accurate information obtained, instills confidence in both the interviewer and interviewee (i.e., of the interviewers competency), and assists in maintaining control of the interview and its objectives.

### IIS - Interviewing Victims and Witnesses - Part II: Memory Enhancing Techniques

**\$100.00**

*Interviewing Victims and Witnesses - Memory Enhancing Techniques* explores the cognitive interview approach and reviews the processes and methods for facilitating a memory-enhancing interview. Using videos and other treatments, this course will teach techniques such as building rapport, context reinstatement, note taking, and reverse order recall to maximize outcomes when interviewing victims and witnesses.

### Infectious Disease and Pandemic Preparedness

**\$25.00**

The *Infectious Disease and Pandemic Preparedness* course is designed to give the learner an overall awareness and understanding of influenza, infectious disease, and pandemic preparedness. In addition to reviewing the causes, methods of transmission, and impacts of influenza infections, this course will describe personal preparedness measures to help minimize the spread of infectious disease.

### Homelessness Awareness

**\$25.00**

*Homelessness Awareness* explores the unique issues associated with homelessness and the role of police in addressing the problem in their community. In addition to providing information about homelessness and its impact on Canadian society, it will also review various legal authorities available to police in the event of a perceived disturbance.





### **Honour Based Violence and Forced Marriage**

**\$25.00**

*Honour Based Violence and Forced Marriage* will provide an introductory understanding of the issues surrounding honour based violence and forced marriage and improve awareness of investigational considerations.

### **Introduction to Criminal Intelligence**

**\$50.00**

*Introduction to Criminal Intelligence* focuses on each element of the intelligence process and how those elements contribute to the development of criminal intelligence. This course will examine how criminal intelligence is produced and will enable learners to identify the role they play in the process within their own agency and in the broader intelligence community in Canada.

### **Items of Religious Significance – Hindu Religion**

**\$25.00**

*Items of Religious Significance: Hindu Religion* will enhance officer awareness about the Hindu religion and the items associated with that faith. In addition to reviewing articles of faith, this course will address Hindu religious festivals, places of worship, the status of women, and the protocols that officers should observe to ensure that police officers are able to deal with members of the Hindu community appropriately and with respect.

### **Items of Religious Significance: Religion of Islam**

**\$25.00**

*Items of Religious Significance: Religion of Islam* will enhance officer awareness about the Islamic faith and the various practices, places, and items of significance associated with that faith. In addition to reviewing the significance of articles such as clothing, head coverings, prayer rugs and prayer beads and how they should be handled when encountered, this course explores gender issues, sacred spaces and considers specific issues such as supporting victims of sexual violence.

### **Items of Religious Significance: Sikh Religion**

**\$25.00**

*Items of Religious Significance: Sikh Religion* will enhance officer awareness about the Sikh religion and the items associated with that faith. In addition to reviewing the five K's (the Kesh, Kanga, Kara, Kachera, and the Kirpan) and how each of those items should be handled when encountered, this course will explore the role of women in the Sikh faith and the protocols that should be observed when entering a place of worship.

### **Note Taking**

**\$25.00**

Note Taking reviews the legal expectations with regard to note taking and describes how a systematic approach to note taking will ensure the completeness and integrity of an officer's notebook. It also provides guidelines for effective note taking, including preparation at the beginning of a shift, preparing to give testimony, and techniques to improve note taking.

### **Organized Retail Crime**

**\$25.00**

Organized retail crime (ORC) is an issue that affects business, the public and law enforcement in a variety of ways. In an effort to create consistent messaging for internal and external partners, the Organized Retail Crime Team has developed an eLearning course for front line officers and support services to police.

### **Preventing First Responder-involved Collisions (for First Responders)**

**\$25.00**

*Preventing First Responder-involved Collisions* is designed to engage first responders in a new level of awareness. Focusing on risk management techniques, human factors, managing distractions, and improving self-awareness, this course will help emergency response personnel improve their ability to make good decisions while driving.





### **Report Writing**

**\$25.00**

*Report Writing* instructs on how to communicate information in a logical, concise, and accurate manner. In addition to exploring the importance of reports in investigative and judicial processes, it also examines strategies to improve the quality of writing skills, including grammar and report structure.

### **Risk Effective Decision Making**

**\$25.00**

By exploring current case law that addresses the expectations and liability faced by investigators and reviewing accepted decision making practices, the *Risk Effective Decision Making* course helps learners understand of the nature of investigative risk and to apply a standardized model for making and defending risk effective investigative decisions.

### **Scenario Based Mental Health & De-escalation Training**

**\$50.00**

Police and protective service officers often find themselves in situations where they are responding to an individual who is, or appears to be, mentally ill. These interactions often lack understanding between both parties, making it more challenging to produce positive outcomes. This course engages learners at critical decision points to demonstrate how responses and behaviours can defuse an interaction, improve a subject's cooperation, and decrease the need for force.

### **Sex Work and Sex Worker Awareness**

**\$25.00**

*Sex Work and Sex Workers Awareness* provides a high level overview of sex work and the impact it has on society in Canada. This course provides practical knowledge for officers working with sex workers, case studies that highlight various perspectives, as well as the various legal authorities police officers have at their disposal.

### **Social Media: Covert Investigations**

**\$25.00**

The *Social Media: Covert Investigations* course is designed to provide general benchmarks to increase its investigative value. It will enhance learners' understanding of the investigative triangle of authority, articulation, and actions.

### **Terrorism Event Pre-Incident Indicators**

**\$25.00**

The *Terrorism Event Pre-Incident Indicators* course builds upon the experience of trained security and law enforcement professionals to increase overall situational awareness. By describing possible terrorist event pre-incident indicators and identified attack methods, learners will be better able to recognize and respond to a possible terrorist event in the making, thus increasing the chances of preventing a future terrorist attack in Canada.

### **WHMIS 2015**

**\$25.00**

WHMIS 2015 provides the essential information, including the GHS, needed for a comprehensive workplace Occupational Health and Safety program for workers in low risk occupations. This course also addresses OH&S policies and procedures, including the responsibilities of employers and workers engaged in a Joint Health and Safety Committee.

### **Youth at Risk**

**\$25.00**

*Youth at Risk* explores what 'at risk' means and associated risk factors. In addition to providing information about at risk youth in relation to anti-social or delinquent behaviours and sexual exploitation, this course reviews the various legal authorities, including the Youth Criminal Justice Act, that are available to police officers when working with young people.





## Free CPKN Learning Resources with Group Registrations or Subscriptions

### **Back in Step: Police and First Responders Helping Homeless Veterans**

*Back in Step: Police and First Responders helping Homeless Veterans* is a video specifically designed for police and other first responders who may encounter homeless Veterans. This video provides information on the supports and services available to Veterans that can help get them off the street and back on their feet.

### **CNIB Emergency Intervenor Services Program**

The *CNIB Emergency Intervenor Services Program* course will help demonstrate how CNIB's Emergency Intervenor Service works and how First Responders can assist someone who is deafblind. In addition to general program information, this course provides awareness videos specifically designed for police, EMS, and hospital personnel as well as a series of sighted guide techniques videos.

### **Naloxone Nasal Spray Administration**

*Naloxone Nasal Spray Administration* will help frontline personnel understand how to respond to individuals suffering from an apparent opioid overdose following exposure and how to properly administer the naloxone nasal spray. This course describes the symptoms and signs of opioid exposure, how to respond, the steps required prior to administering naloxone (i.e. the need to perform CPR, the personal protective equipment required, etc.), how to appropriately administer the naloxone, and the side effects and mitigation strategies.

### **\* Autism Spectrum Disorder - Free with subscription or \$25.00**

The Autism Spectrum Disorder course will outline some of the indicators that a first responder can recognize as indicative to an individual with autism, as well as some strategies and recommendations that may help first responders adapt or modify their approach to better support the individual with ASD in an emergency situation

### **\* Victim Rights in Canada – Free with subscription or \$25.00**

Victim Rights in Canada course will educate frontline officers about the Canadian Victims Bill of Rights and will inform on the rights of victims of crime while an offence is being investigated. It will also provide information on how frontline officers can support victims of crime.

**Coming Soon!**  
PEACE Interviewing

