

Name: Halperin Dafna

Date: 02.01.17

CURRICULUM VITAE

1. Personal Details

Permanent Home Address: 13 Betzalel St., Rishon LeZion, Israel

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2. Higher Education

A. Undergraduate and Graduate Studies

Period of Study	Name of Institution and Department	Degree	Year of Approval of Degree
Oct. 1999 - Feb. 2003	The College of Management Academic Studies, Rishon LeZion, Israel. Dep. of Behavioral Science - Management and Human Resources	B.A.	2003
Oct. 2003 - Feb. 2007	University of Haifa, Israel. Dep. of Gerontology	M.A.	2007
Oct.2007 - Mar. 2012	University of Haifa, Israel. Dep. of Gerontology	Ph.D.	2012

3. Academic Ranks and Tenure in Institutes of Higher Education

Dates	Name of Institution and Department	Rank/Position
2008-2010	The College of Management Academic Studies, Rishon LeZion, Israel. Dep. of Behavioral Science - Management and Human Resources	Adjunct lecturer
2009-2012	The Max Stern Academic College of Emek Yezreel, Dep. of Health Systems Management	Adjunct lecturer
2012-present	The Max Stern Academic College of Emek Yezreel, Dep. of Health Systems Management	Lecturer

4. Offices in Academic Administration

2008-2012	Researcher, the Center for Research and Study of Aging, University of Haifa.
2009 -2012	Committee member, Teaching Advancement Committee, The Max Stern Academic College of Emek Yezreel.
2009 -2013	Committee member, Research Committee, The Max Stern Academic College of Emek Yezreel.
2009-2014	Head & Coordinator, "Learning Organization Forum" – Collaboration between the academia and 8 community health organizations in Northern Israel, for research and study.
2013 – present	Committee chair, Teaching Committee, Department of Health Systems Management, The Max Stern Academic College of Emek Yezreel.
2013 - present	Committee member, Executive Committee of the Center for Jewish - Christian, The Max Stern Academic College of Emek Yezreel.
2014-present	Committee member, College Admission Committee, The Max Stern Academic College of Emek Yezreel.
2014 - 2015	Coordinator, Collaboration between the Department of Health Systems Management and Yezreel Valley Association for the Veterans - for research, studies and program development.

2015	Head of Election Committee for Vaad HaSegel, The Max Stern Academic College of Emek Yezreel.
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5. Scholarly Positions and Activities outside the Institution

2008 - 2010	Adjunct Lecturer, Behavioral Science – Management and Human Resources, The College of Management Academic Studies, Rishon LeZion.
2010- 2015	Consultant, "Bina" – Jewish pluralism and social action organization – programs for education and support for elderly formal and informal caregivers, and on loneliness in ageing.
2013 - present	Committee member, "Primary caregivers for old people" – Consulting committee, Eshel, Jerusalem.
2013 - present	Academic Consultant, "The gerontology consultation program", Beer Institute of Emuna, Jerusalem.
2015 -	Committee member, "Caring for old people and working - the Workplace role" Consulting committee, Eshel, Jerusalem

6. Participation in Scholarly Conferences

a. Active Participation

International Conferences

Date	Name of Conference	Place of Conference	Subject of Lecture/Discussion	Role
July, 2007	the 6 th European Congress of Gerontology	St Petersburg, Russia	A survey of Holocaust survivors needs, difficulties and unique characteristics during the second Lebanon War	Co-presenter
Sep. 2007	the 8 th Annual Conference of the European Sociological Association	Glasgow, Scotland	Stress related to role strain and role conflict and its impact on marital quality of working women caring for an elderly parent	Presenter
July, 2009	the 19 th IAGG World Congress of	Paris, France	Ongoing existential threats on old Holocaust survivors: Needs and	Co-presenter

	Gerontology and Geriatrics		unique characteristics during war	
July, 2009	the 19 th IAGG World Congress of Gerontology and Geriatrics	Paris, France	Spousal support in the context of adult daughters caring for elderly parents	Presenter
July, 2009	the 19 th IAGG World Congress of Gerontology and Geriatrics	Paris, France	Student engagement: Early responsibility for a responsible future	Presenter
June, 2010	Toronto, Canada	Toronto, Canada	Process of knowledge transfer - phases of validation and dissemination of the EASI tool in Israel	Presenter
July 2010	Conference of the Social Policy Association	Lincoln, UK	Employers and employees perceptions and outcomes of existing workplace policies for working carers in Israel	Co-presenter
June, 2013	the 20 th IAGG World Congress of Gerontology and Geriatrics, 23th-27th	Seoul, Korea	Intergenerational family relationships in Europe	Co-presenter
June, 2013	the 20 th IAGG World Congress of Gerontology and Geriatrics, 23th-27th	Seoul, Korea	Role conflict and its linkage to marital quality of working women caring for elderly parents	Presenter
July, 2014	the 20 th ISA World Congress of Sociology	Yokohama, Japan	Why independent elderly prefer to continue living in their home even when they become frail?	Presenter
Sept.	The 6 th	Gothenburg,	Social companionship and	Co-presenter

2015	International Carers Conference: Care for Caring	Sweden	isolation among old-age people in European countries	
July 2016	the 3 rd ISA Forum of Sociology	Vienna	Policy Analysis in Response to Population Aging: Long Term Care and Social Support for Older People and Family Caregivers	Presenter

National Conferences

Date	Name of Conference	Place of Conference	Subject of Lecture/Discussion	Role
Feb., 2008	The 17 th annual conference of the Israel Gerontology Society	Tel-Aviv	Holocaust survivors in the 2 nd Lebanon war: The needs, difficulties and unique characteristics	Co-presenter
Feb., 2008	The 17 th annual conference of the Israel Gerontology Society	Tel-Aviv	Multiple roles, couple support and marriage quality of mid-life women caring for older parents	Presenter
Feb., 2010	The 18 th annual conference of the Israel Gerontology Society	Tel-Aviv	There is alternative: Mediation as alternative dispute resolution for the elderly	Session organizer and Presenter
Feb., 2010	The 18 th annual conference of the Israel Gerontology Society	Tel-Aviv	Knowledge transfer between Canada and Israel: Validation of EASI – Elder Abuse Suspicion Index	Presenter
Feb., 2011	The 2 nd annual conference of ESPAnet	Yezreel Valley	Attitudes of employers and employees and their implications for workplace policies regarding the	Presenter

	Israel		employees' needs of caring for elderly parents	
March, 2012	The 19 th annual conference of the Israel Gerontology Society	Tel-Aviv	Preferences of older adults for future care – Ethnic comparison	Presenter
January, 2014	The 20 th annual conference of the Israel Gerontology Society	Tel-Aviv	Recreational therapists in long term care in Israel	Poster
February, 2014	The 40 th conference of the Israel Sociology Society	Tel-Aviv	Work and care for older parents, and their implications among Jews and Arabs employees	Presenter
January, 2016	The 21 st annual conference of the Israel Gerontology Society,	Tel-Aviv	Family members' caregivers - the view of professional staff at Matav (welfare and care services organization)	Presenter
January, 2016	The 21 st annual conference of the Israel Gerontology Society,	Tel-Aviv	Family caregivers for older adults - Analysis of the current social policy and future implications	Presenter
January, 2016	The 21 st annual conference of the Israel Gerontology Society,	Tel-Aviv	The personal experience of family members caregivers for their aged parent	Co- Presenter
Feb, 2016	The 7 th Annual conference of ESPAnet ISRAEL	Haifa	The Welfare State in Multicultural Societies: Challenges for social policy	poster

b. Organization of Conferences or Sessions

Date	Name of Conference	Place of Conference	Subject of Conference/ Role at Conference/ Comments	Role
February, 2009	The Annual conference of the Israel Sociological Association	College of Management Academic Studies, Rishon LeZion		Member of organizational committee
February, 2010	The 18 th annual conference of the Israel Gerontology Society	Tel-Aviv	There is alternative: Mediation as alternative dispute resolution for the elderly	Session organizer and chair session

7. Invited Lectures/Colloquium Talks

Date	Place of Lecture	Name of Forum	Presentation/Comments
June, 2010	Toronto, Canada	Baycrest - Social Workers Forum	Stress, spousal support and marital quality of working women caring for an elderly parent
March, 2012	Haifa, Israel	Academic Staff and Students, Gerontology Department, Haifa University	Mediation as alternative dispute resolution for the elderly
November, 2012	Haifa, Israel	Students, Human Services Department, Haifa university	Mediation as alternative dispute resolution for the elderly"
March, 2013	Jerusalem	ESHEL - Primary Caregivers for Old People	Primary caregivers for older people - consequences and outcomes
April, 2013	Rishon LeZion, Israel	Academic Staff Seminar, Behavioral Science Department, College of Management Academic Studies	Independent older peoples' preferences for future care
November, 2014	Jerusalem, Israel	The Van Leer Institute	Aging, family, and intergenerational

			relationships
May, 2014	Jerusalem, Israel	The Van Leer Institute	Aging, family, and care preferences among Jews and Arabs
November, 2014	Haifa, Israel	Students, Gerontology Department, Haifa University	Ageism in T.V. advertising
January, 2015	Yezreel Valley	Administrative Staff, The Max Stern Academic College of Emek Yezreel	Interpersonal Communication and Conflicts
April, 2015	Yezreel Valley	Academic Staff Seminar, Health Management Systems Department, The Max Stern Academic College of Emek Yezreel	Theoretical and practical aspects of managing an health clinic

Invited Course

Date	Place of Course	Name of Course	Presentation/Comments
Nov. 30- Dec.11, 2014.	Vietnam,	Need Assessment Research Methodology and Models of Care for the Elderly	Invited by the Israel's Agency for International Development Cooperation (MASHAV), of Israeli Ministry of Foreign Affairs, in response to the request of the General Office for Population and Family Planning (GOPFP), to send Israeli experts to Vietnam, as part of the Israel-Vietnam scientific cooperation (With Prof. Ore, L.)

8. Research Grants

a. Grants Awarded

Role in Research	Co-Researchers	Topic	Funded by/ Amount	Year
PI	Prof. Lowenstein, A., and Peer, D.	Recreational therapists in long term care homes: who they are, work characteristics, and factors	The Israel National Institute for Health Policy	2011-2013

		related to their work performance, as a component of occupational therapy services	Research (NIHP), NIS 108,000	
PI	Prof. Bijaoui, S.	Students' attitudes toward family and aging	The College of Management Academic Studies, NIS 9,000	2013-2014
PI	Dr. Mashiach, M.	Attitudes toward staff-family interactions, conflicts and burnout among nursing staff in nursing homes	The Max Stern Academic College of Emek Yezreel research committee, NIS 14,000	2013-2014
PI	Prof. Lowenstein A., Prof. Katz, R., and Prof. Ben-David, N.	Care Trajectories for Frail Elders, End of Care and Post Care: Antecedents and Outcomes	The Israel Science Foundation, NIS 120,000 per year (3 years)	2013-2016
PI	Pro. Sharabani, S., Dr. Tur-Sinai, A., Prof. Katz, R., & Pro. Lowenstein, A.	The role of economic and social factors impacting decision to work after the official retirement age	MOST Israel, NIS 499,000 per year (3 years)	May, 2016-2019
Co-PI	Pro. Lowenstein, A., Prof. Katz, R., & Pro. Ben David, N.	Cross-cultural and cross-societal contexts of elder-care: Research, policy and practice implications (Workshop)	The Israel Science Foundation (ISF), requested budget NIS 129,000	Dec, 2015

b. Submission of Research Proposals – Pending

Role in Research	Co-Researchers	Topic	Funded by	Year

c. Submission of Research Proposals – Not Funded

Role in Research	Co-Researchers	Topic	Funded by	Year	Score
Co-PI	In cooperation with national (TI Hai college) and international researcher from several countries (Italy, The Netherlands, Belgium, Denmark & Iceland).	Developing an integrated approach of Algorithmically Tailored Intervention Protocols to improve Quality Of Life of early stage Dementia patients and their care-givers (ATIP QOLD).	"Horizon 2020" project of the European Commission	2014	
PI & Head of the Social Science group	Prof. Etzion, O., Prof. Mizrachi, Y., (Technology group), Prof. Katz, R., Prof. Lowenstein, A., Prof. Sharabani, S., Dr. Tur-Sinai, A., & Dr. Rapaport, C. (Social Science group)	Technology for enhancing aging in place, quality of life and resilience in everyday life and in emergency - Need assessment, readiness for use, implementation, and outcomes evaluation for elders and their family caregivers	MOST Israel	Oct 2014	Permission to resubmit
Co-PI & Head of the Social Science group	Pro. Katz, R. (Head of the project), Pro. Etzion, O., Pro. Mizrachi, Y., (Technology group), Pro. Lowenstein, A., Pro. Sharabani, S., Dr. Tur-Sinai, A., & Dr.	Technology for enhancing aging in place, quality of life and resilience in everyday life and in emergency - Need assessment, readiness for	MOST Israel, requested budget NIS 1.1M	May, 2015 (Resubmitted)	

	Rapaport, C. (Social Science group)	use, implementation, and outcomes evaluation for elders and their family caregivers			
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9. Scholarships, Awards and Prizes

- 2003 Haifa, University of Haifa, Graduate Studies Authority.
 2004 Jerusalem, Myers-JDC-Brookdale Institute, grant for M.A. research.

10. Teaching

a. Courses Taught in Recent Years

Year	Name of Course	Type of Course Lecture/Seminar/ Workshop/High Learn Course/ Introduction Course (Mandatory)	Degree	Number of Students
2009-2012	"Aging, family and Society"	Course	undergraduate	45
2010, 2012, 2015	"Development and management of team work"	Workshop	undergraduate	20
2009-2011	"Issues in long term services"	Course	undergraduate	40
2010, 2014	"Development of Interpersonal communication skills"	Workshop	undergraduate	20
2011-present	"Social aspects of aging"	Course	undergraduate	50
2012-present	"Theoretical and practical aspects of health clinic management-simulation game"	Course - Workshop	undergraduate	35

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2009	"Services for older adults"	Research seminar	undergraduate	22
2010-present	"Care for old adults and their family"	Research seminar	undergraduate	30
2011-present	"Interpersonal communication and conflicts in health organizations"	Research seminar	undergraduate	30
2009-present	"Intergenerational family relations"	Course	undergraduate	60
2014-present	"Transitions and changes in family life"	Course	undergraduate	60
2015-present	"Ageing and quality of life"	Course	Graduate, M.A. program	22
2015-present	"Team management in health organizations"	Course	Graduate, M.A. program	21

b. Supervision of Graduate Students

Name of Student	Title of Thesis	Degree	Date of Completion / in Progress	Students' Achievements
Eliel Bar-on	Intergenerational communication, Internet and social media	M.A. in Educational Counseling	2016-2017	
Reut Koriat	Perceptions on old people and grand-parenting role in the eyes of young Ethiopians in Israel	M.A. in Educational Counseling	2016-2017	
Keren Avishar	Perception of teenagers about older people in Israel	M.A. in Educational Counseling	2016-2017	
Carmel Morduch	The role of motherhood and the role of grand-parenting - comparison between young mothers and their mothers	M.A. in Educational Counseling	2016-2017	
Zoya Gavrielov	Attitudes toward elderly and death fear among different ethnic youth groups in Israel (Jews, Arabs, Ethiopians, Russians)	M.A. in Educational Counseling	2015-2016	
Valaa Chiralela	The role of grandparenthood and intergenerational solidarity: Perceptions and attitudes among old Arabs and Jews	M.A. in Educational Counseling	2015-2016	

	women			
Hadar Yehuda	"Young adults' attitudes and behavior toward elderly"	M.A. in Educational Counseling	2015-2016	
Madleen Abu Auaad	"Grandmother and granddaughters relationships among Druzes who are living in Ramat Hagolan area"	M.A. in Educational Counseling	2015-2016	
Abu Lashem, Misam	"Attitudes toward aging, filial responsibility and modernization among the Arab society - comparison between three age groups"	M.A. in Educational Counseling	Dec. 2015	95
Tenenbaum Cohen, Merav	"Marriage and couple hood in the view of older women"	M.A. in Educational Counseling	Dec. 2015	95

11. Miscellaneous

Organization of Conferences (Non-Academic)

Date	Name of Conference	Place of Conference	Subject of Conference/ Role at Conference/ Comments	Role
March, 2010	Learning Organization – Collaboration between the academia and community health organizations	The Max Stern Academic College of Emek Yezreel	Collaboration between the academia and community health organizations: A new initiative	Organizer and presenter

October, 2010	Violence against health professionals in health systems	The Max Stern Academic College of Emek Yezreel	Dealing with violence in the health system	Organizer and presenter
February, 2012	Is the client always right?	The Max Stern Academic College of Emek Yezreel	Dealing with conflicts in the health system	Organizer and presenter
February, 2013	Feel understood, feel safe	The Max Stern Academic College of Emek Yezreel	Multiculturalism in the health system	Organizer and presenter
February, 2014	Health Systems Management - Challenges at work and professional development	The Max Stern Academic College of Emek Yezreel	Health Systems Management - contemporary and future view	Organizer
December, 2015	Multicultural perspective on family caregiving	The Max Stern Academic College of Emek Yezreel	Multicultural perspective on old people care in the multi-generational family	Organizer and presenter

12. Professional Experience

Scientific and Technological Projects for Universities, Colleges, Corporations, Governmental and Public Bodies etc.

- 2004-2005 Students forum, in Chazan Social Justice Center at Van-Leer Jerusalem Institute, on women, aging and poverty.
- 2007- 2011 International research team of the NICE Project, on formal and informal care of elderly and on elderly abuse, at university of Toronto, Canada.
- 2008 International research workshop on "Intergenerational family relationships and caregiving on aging", organized by the Center for Research and Study of Aging, University of Haifa.
- 2009 International research workshop on "PHASE - Public Health Action for A Safe Europe - Elderly Violence", organized by UN, Service for International Social and Health Relations, Verona, Italy.
- 2010 International research workshop on "FUTURAGE - A road map for ageing research", organized by Prof. Lamura, G. from INCRA, Jesi, Italy.

- 2012 - 2013 Research team at Van-Leer Jerusalem Institute, the issue of "Rethinking the family in Israel: Individualization, gender, religion, and human rights", coordinating by Prof. Fogiel-Bijaoui, S., and Dr. Rutlinger-Reiner, R.
- 2013 Workshop on "Social, Health and Economic aspects of Aging", coordinated by MIGAL - Galilee Research Institute.
- 2016 International research workshop on "Cross-cultural and cross-societal contexts of elder-care: Research, policy and practice implications" - coordinated by Lowenstein, A., Katz, R., Ben David, N., & Halperin, D., The Gerontology & Geriatrics International Center, The Max Stern Yezreel Valley College.

Membership in Professional Associations

- 2003-present Member of the Israel Gerontology Society, Israel
- 2012-present Member of the Israel Sociological Association, Israel
- 2014-present Member of the International Sociological Association (ISA), Spain
- 2013-present Member of the International Association of Gerontology and Geriatrics (IAGG), Belgium.

Membership in Committees (non-academic)

- 2013-present Committee member, "Primary caregivers for old people" – Consulting committee, Eshel, Jerusalem
- 2013 Committee member, project for development of master plan for senior citizens in Yezreel Valley municipalities.
- 2013 Committee member, project for development of master plan for senior citizens in Rishon LeZion municipalities.
- 2015-present Committee member, "Caregiving for old people and working - the Workplace role" Consulting committee, Eshel, Jerusalem

Non-Academic Community Services

- 2007-2011 Community mediation center, Nes-Ziona (as mediator)
- 2012 Social club for holocaust survivors, "Europa Caffè", Rishon LeZion (lectures)
- 2014 Community center Nes-Ziona, group of family caregivers for old people with dementia (lectures)
- 2014-present "Yad LaTomech" - part of Yad Sara, community services for informal caregivers - family members who caring for old people (Lectures)
- 2015 Day care center for demented old people, Rishon LeZion (Consultant)

PUBLICATIONS

A. Ph.D. Dissertation

Factors Related to Older Adult's Preferences for Future Care: Personal, Familial and Previous Experiences – An Ethnic Comparison, University of Haifa, Israel, Supervised by Prof. Ariela Lowenstein and Prof. Ruth Katz (2012).

B. M.A. Thesis

Stress Feelings, Marital Quality and Spousal Support of Working Daughters Caring for Elderly Parents, University of Haifa, Israel, Supervised by Prof. Ariela Lowenstein and Prof. Ruth Katz (2007).

D. Articles in Refereed Journals

Published

1. Priluzky, D., Lowenstein, A., Rapaport, B., & **Halperin, D.** (2007). Holocaust survivors during the 2nd Lebanon war: Unique Needs and difficulties in time of emergency. *Gerontology*, 34(3), 111-126. [Hebrew]
2. Doron, I., & **Halperin, D.** (2010). "There is alternative": Mediation as alternative dispute resolution for the elderly. *Bar-Ilan Law Studies*, 26(2), 463-489. [Hebrew]
3. Katz, R., Lowenstein, A., Prilutzky, D., & **Halperin, D.** (2011). Employers' knowledge and attitudes regarding organizational policy toward workers caring for aging family members. *Journal of Aging and Social Policy*, 23, 159-181. (IF 0.78)
Also in:
Priluzky, D., Katz, R., Lowenstein, A., & **Halperin, D.** (2011). Employers' knowledge and attitudes regarding organizational policy toward workers caring for aging family members. *Social Security*, 87, 9-35. [Hebrew]
4. **Halperin, D.** (2013). Aging and preferences for care among old Jews and Arabs in Israel. *Israel Studies Review*, 28(2), 102-121. (no IF)
5. Reichart, M., Nagelle, G., Lowenstein, A., Katz, R., & **Halperin, D.** (2014). Long term care needs and long term care policy: Comparing Germany and Israel. *Contemporary Perspectives in Family Research*, 8B, 131-168. (no IF)

6. Blum, N., **Halperin, D.**, & Masharawi, Y. (2014). Ambulatory and Hospital-Based Quality Improvements Methods in Israel. *Journal of Health Services Insights*, 7, 25-30. (no IF)
7. **Halperin, D.** (2015). Intergenerational Relations: The View of Older Jews and Arabs. *Journal of Intergenerational Relationships*, 13(1), 51-74. (no IF)
8. Katz, R., Lowenstein, A., **Halperin, D.** & Tur-Sinai, A. (2015). Generational Solidarity in Europe and Israel. *Canadian Journal on Aging*, 34(3), 342-355. (IF 0.703)
9. Ben David, N., Halperin, D., Katz, R., Lowenstein, A., & Tur Sinai, A., (2016). A method for estimating the participation rate of elder care. *Theoretical Economics Letters*, 6, 474-479. (IF 0.42)
10. **Halperin, D.**, Activity directors in nursing homes: Occupational and personal characteristics and stress factors related to their role. *Gerontology and Geriatrics* [In Hebrew] (In press)

E. Articles or Chapters in Scientific Books

(which are not Conference Proceedings)

Published

1. Prilutzky, D., Lowenstein, A., Rapaport, B., & **Halperin, D.** (2010). Holocaust survivors in Israel in time of war: Needs, difficulties and unique characteristics. In, F. Azaiza, N. Nahmias & M. Cohen, (Eds.) Health, education and welfare services in times of crisis: Lesson learned from the second Lebanon war, Haifa, Pardes Publication. Chapter 10, 211-228. [Hebrew]
2. Lowenstein, A., Katz, R., & **Halperin, D.** (2011). Juggling between work and care for elder family member. In, E. Iecovich, (Ed.) *Home cares for frail older adults: Issues, services and programs*, Jerusalem, Eshel. Chapter 10, 245-270. [Hebrew]

Papers Submitted to be Presented at National Conferences

F. Scientific and Technological Reports

1. Lowenstein, A., Katz, R., Prilutzky, D., & **Halperin, D.** (2007). Organizational policy toward workers caring for aging family member: Employers and employees perceptions. National Insurance Institute of Israel.
2. Lowenstein, A., Katz, R., & **Halperin, D.** (2009). Employees coping with older family member care. The Israel Science Foundation (ISF).
3. **Halperin, D.**, Lowenstein, A., & Peer, D. (2013). *Recreational therapists in long term care homes: who they are, work characteristics, and factors related to their work performance, as a component of occupational therapy services*. The Israel National Institute for Health Policy Research (NIHP).

G. Submitted Publications

1. **Halperin, D.**, Conflict, stress, burnout, and job satisfaction in nursing home activity directors. *Journal of Applied Gerontology* (IF 1.125)
2. Vinarski-Peretz, H., & **Halperin, D.**, Informal Caregiving for Older Adults: Comparative Analysis of the Israeli Case. *Journal of Comparative Policy Analysis* (under review)

Research experience

- Social Gerontology; Family Intergenerational relationships; Caregiving for older family members; Social policy for older people and their family; Conflict and balance of work, family and care; Long term care for elderly; Family-staff relations in long term care institutions.
- Teamwork; Communication and violence among workers in health services; Cultural competence in health organizations; Professional and para-professional staff in long term care institutions; Interpersonal communication and conflict management.