

911 Emergency & Call Centre Communications Program Guide



School of Justice & Emergency
Services

Table of Contents

Welcome Students	1
School Faculty & Staff	2
Durham College Vision and Values	5
The Student Experience Comes First	6
Important Dates	7
School of Justice & Emergency Services Website	12
School of Justice & Emergency Services Policies	13
Program Information	15
- program description.....	15
- program learning outcomes	15
Essential Employability Skills	17
Bert Dejeet Bursary	18
Course Outlines	19
General Education	19
Program Specific Academic Policies	20
Academic Integrity	23
Requirements for Promotion	23
Aegrotat and Missed Final Examinations.....	24
Field Placement (program specific).....	25
Academic Advising - Student Liaison	26
Centre for Students with Disabilities	27
Campus Conflict Resolution Services	28
Student Academic Learning Services (Learner Support Centre)	29
The Library	30
College Publications	31
Scholarships and Bursaries	32
Transfer Guide	35
Program of Studies	36
Course Descriptions	39

Please note the following important information:

Durham College strives to ensure the accuracy of the information in this publication. Please note that the academic curriculum is continually reviewed and revised to ensure program quality and relevancy. As such, the college reserves the right to modify or cancel any course, program, fee, procedure, timetable or campus location at any time. Please consult our website at www.durhamcollege.ca for the most current information.

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Welcome Students

A Message from the Dean

On behalf of the faculty and staff of the School of Justice & Emergency Services, it is a pleasure to welcome you to Durham College.

We are committed to providing a high quality program to meet your educational needs. We wish you success as you embark on a challenging journey toward a rewarding career. We will do our best to support you in reaching your career goals. If you have any questions or need assistance please ask us for help to access the many services available to support your success.

We are pleased you have chosen Durham College. We look forward to working with you.



Stephanie Ball, B.A., LL.B.
Dean, School of Justice & Emergency Services

A Message from the Vice-President Academic

Congratulations on choosing Durham College and taking a very important step in preparing for your future. Durham College is known for high quality programs, leading edge technology, an award winning library and a student-centered approach to learning. Supporting our mission that the student experience comes first, Durham College is committed to providing students with quality learning experiences and support in finding fulfillment in education, employment and lifelong learning.

Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience. The program you have chosen has been designed to help you develop the necessary skills and knowledge to support your success in your chosen career path. Our dedicated and professional staff and professors are committed to helping you achieve your educational goals and your career aspirations.

Durham College strives to be accountable to students and employers through the preparation of work-ready graduates who will continue to live our “success matters” focus in their professional work environment.

We are pleased you have chosen to study at Durham College and we look forward to supporting your learning journey – work hard, have fun, enjoy your college experience and campus life.

I wish you much success with your studies.



Judy Robinson,
Vice President, Academic

School of Justice & Emergency Services

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School of Justice & Emergency Services: Office Telephone: 905.721.3072

Staff and professors may be contacted directly by dialing 905.721.2000, followed by the appropriate extension.

Mission: The student experience comes first at Durham College

Vision

- Durham College is the premier college in Canada for career-focused students who will succeed in a challenging, supporting and inclusive learning environment.
- Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience.
- Our vibrant campus community enriches the student life experience.

All of this combines to ensure our graduates have the market-ready skills to obtain great careers and make a difference in the world.

Values

Our values drive our organizational culture and our behaviour in delivering our vision and mission. They are:

Integrity and Transparency...

we will behave and communicate sincerely and honestly

Respect...

we will treat everyone with dignity and offer superior service

Equality and Diversity...

we will champion all learners and celebrate diversity

Innovation...

we will be leaders in market-responsive learning experiences and solutions

Personal and team accountability...

we will do what we say we will do

Important to All

Students and staff at Durham College are committed to academic excellence by:

- Demonstrating respect for one another and property
- Maintaining a clean and safe environment
- Taking an active role in the learning process
- Providing and receiving support when necessary
- Attending classes and/or appointments regularly and on time
- Modeling skills, attitudes and expectations of the workplace

Support Staff

- Provide professional quality customer service to students and staff
- Direct students and staff to appropriate resources
- Support and assist students in their learning and career goals
- Promote services that enhance student success

Faculty

- To be positive, enthusiastic, patient and flexible
- To be in the class early and prepared to begin on time
- To keep current in academic and professional knowledge
- To be prepared for activities, exercises and demonstrations
- To be available and show willingness to help students
- To ensure that all students get equal assistance and time
- To perform evaluations according to established criteria and within a reasonable time frame
- To return and take up any assigned homework, assignments, tests and projects promptly
- To identify students requiring remedial assistance, and to direct those students to the appropriate services
- To write constructive and helpful statements when evaluating student assignments
- To use a variety of teaching, questioning, and assessment techniques
- To motivate and engage learners in active and collaborative learning
- To encourage student participation and feedback wherever possible
- To effectively use learning technology
- To outline professional responsibilities, career alternatives, and avenues for further education following graduation
- To provide a course outline to each student at the beginning of the course, to review the outline with the students, and to adhere to the outline
- To adhere to Durham College policies, procedures and guidelines
- To place the safety and well being of the student above all other objectives, including fulfilling education obligations

Students

- To be prepared for class and professional practice activities. This will include reading appropriate textbook assignments prior to class and completing any homework assignments
- To be in class and arrive on time
- To participate in class activities
- To demonstrate respect for all persons and the learning environment
- To be trustworthy, honest, and accountable for own behaviour
- To complete tests, assignments and evaluations as required, striving for excellence
- To demonstrate effective communication skills
- To understand all course requirements and to follow them
- To seek assistance immediately if unable to follow the subject requirements for any reason
- To read and adhere to Durham College policies, procedures and guidelines

Administration

- Meet or exceed standards of excellence
- Manage budgets and resources
- Support students and staff in meeting their responsibilities
- Support/direct approved operational procedures
- Communicate relevant information in a timely fashion
- Be current in their field of leadership in a college environment

Important Dates 2011-2012

Please note the dates of your semester examinations. **Please ensure that you do not schedule vacation or employment during these times.**

FALL 2011 SEMESTER

July 4, 2011	Fees due date for first year students
July 12, 2011	Web registration - for 2 nd year students who have paid for fall semester - begins.
July 13, 2011	Web registration - for 3 rd year students who have paid for fall semester - begins.
July 19, 2011	Web registration - for 1 st year students who have paid for fall semester - begins.
July 20, 2011	Fees due date for returning students.
August 1, 2011	Civic holiday (no classes).
TBA	Registration for part-time Oshawa campus students begins and window opens for timetable changes.
August 29, 2011	Apprenticeship Classes begin.
September 5, 2011	Labour Day (no classes).
September 6, 2011	Orientation for first-year students.
September 7, 2011	Classes begin for most programs.
September 13, 2011	Last day for late program registration. Last day for fall semester course or program changes.
September 20, 2011	Last day for full-time students to withdraw with a refund of fees paid, less a \$100 administration fee. ^{1,2} Last day for refund eligibility when dropping to part-time. Last day for part-time students to withdraw with tuition fee refund less an administration fee. ^{1,2} Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for fall semester subjects.
September 30, 2011	Student Health Insurance Plan "Opt-out" deadline.
October 3, 2011	Due date for 2 nd instalment of Fall fees.
October 4, 2011	Last day for application for fall semester subject exemption/credit. Last day for withdrawal from a fall semester subject with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a "W" to indicate withdrawal. ^{1,2}
October 10, 2011	Thanksgiving (no classes).

October 20, 2011	Fall Convocation (to be confirmed)
October 26, 2011	Deadline for submission of adjusted marks to clear INC grades from Summer 2011. INC grades after this date will revert to a fail.
November 16, 2011	Winter 2012 semester fees due date.
November 17, 2011	Scholarship Ceremony
November 14, 2011	Last day to withdraw from a fall semester subject. After this date, all subjects will be graded and recorded on the student's transcript. ^{1,2}
December 9, 2011	Last day of classes for most programs.
December 12 to 16, 2011	Fall semester final examinations/evaluation(s) for postsecondary students. Students are reminded not to schedule vacation or employment hours during these times. January 4 and 5, 2012 scheduled as tentative snow dates for the Oshawa campus.
December 22, 2011	Grades are available to view electronically as of 4 p.m. Note: official distribution date for the purpose of academic appeals is January 4, 2012.
TBA	Full-time students may process timetable changes for the winter semester through MyCampus as of 4 p.m.
December 24, 2011 – January 1, 2012 inclusive	Campus closed for the holiday season.

WINTER 2012 SEMESTER – JANUARY START

November 21, 2011	Web registration for Fall start 1 st year students for winter 2012 semester courses begins.
November 28, 2011	Web registration for 2 nd and 3 rd year students for winter 2012 semester courses begins.
December 5, 2011	Web registration for January start students begins.
December 7, 2011	Winter 2012 semester fees due date.
TBA	Registration for Oshawa campus part-time students begins.
January 2, 2012	Apprenticeship Classes begin
January 4, 2012	Classes begin for most programs. Official grade distribution date for the purpose of Academic Appeals.
January 10, 2012	Last day for late program registration. Last day for winter semester course or program changes.
January 10, 12 and 14, 2012	Dates for missed exams from Fall Semester 2011
January 17, 2012	Last day for full-time students, who started their program in September 2011, to withdraw with a refund of <u>winter tuition fees</u> . ^{1,2} Ancillary fees and school supply fees are not refundable. Last day for full-time students, who started their program in January 2012 to withdraw with a refund of fees paid less a \$100 administration fee. ^{1,2}

	Last day for refund eligibility when dropping to part-time.
	Last day to withdraw from part-time studies with tuition fee refund less an administration fee per subject.
	Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for winter semester subjects.
January 31, 2012	January start students only: Student Health Insurance Plan "Opt-out" deadline.
January 30 to Feb 3, 2012	Winter Break week for Electrical Block Intermediate & Advanced apprenticeship students only.
January 31, 2012	Last day for application for winter semester subject exemption/credit.
	Last day to withdraw from a January start subject with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a "W" to indicate withdrawal. ^{1,2}
February 8, 2012	Due date for 2 nd instalment of Winter fees.
February 17, 2012	T2202As available online via MyCampus as of 4 p.m.
February 20, 2012	Family Day (no classes).
February 20 to 24	Winter Break week; no classes with the exception of Apprenticeship and February-start students.
February 27 to March 2	Winter Break week for Apprenticeship students with the exception of Electrical Block Intermediate and Advanced students.
March 7, 2012	Deadline for submission of adjusted marks to clear INC grades from Fall 2011. INC grades after this date will revert to a fail.
March 12 to 16, 2012	Winter Break week for most OYAP apprentices (except OYAP hairstylists; please see your school office).
March 19, 2012	Last day to withdraw from a January-start subject. After this date, all subjects will be graded and recorded on the student's transcript. ^{1,2}
April 6 2012	Good Friday (no classes).
April 10, 2012	Last day to apply to graduate – courses ending April 2012.
April 13, 2012	Last day of classes for most January-start programs.
April 16 to 20	Winter semester (January start) final examinations/ evaluation(s); students are reminded not to schedule vacation or employment hours during these times.
April 27, 2012	Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.
May 8, 10, and 12, 2012	Dates for Missed Exams from Winter Semester 2012.
June 21 & 22, 2012	Convocation (Time and location TBA)

SPRING 2012 SEMESTER

March 7, 2012	Spring 2012 semester fees due date.
April 10, 2012	Web registration for Spring/Summer programs begin.
May 7, 2012	Most Spring classes begin.
TBA	Registration for Oshawa campus part-time students begins.
May 11, 2012	Last day for late program registration. Last day for most spring semester course or program changes.
May 18, 2012	Last day for full-time students, who started their programs in Spring semester to withdraw with a refund of fees paid less a \$100 administration fee. ^{1,2} Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for most spring semester subjects. Last day to withdraw from most spring semester subjects with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a "W" to indicate withdrawal. ^{1,2} Last day for application for spring semester subject exemption/credit.
May 21, 2012	Victoria Day (no classes).
May 31, 2012	Student Health Insurance Plan "Opt-out" deadline.
June 8, 2012	Last day to withdraw from most spring semester subjects. After this date, all subjects will be graded and recorded on the student's transcript. ^{1,2}
June 22, 2012	Last day of classes for most Spring-start programs.
June 29, 2012	Deadline for submission of adjusted marks to clear INC grades from January start Winter 2011 semester. INC grades after this date will revert to a fail.
June 28, 2012	Spring semester grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.

SUMMER 2012 SEMESTER

April 10, 2012	Web registration for Spring/Summer programs begins.
May 2, 2012	Summer 2012 semester fees due date.
July 2, 2012	Canada Day (no classes).
July 3, 2012	Summer classes begin.
July 9, 2012	Last day for late program registration. Last day for most summer semester course or program changes.
July 16, 2012	Last day for full-time students, who started their programs in Summer semester to withdraw with a refund of fees paid less a \$100 administration fee. ^{1,2}

Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for most summer semester subjects.

Last day to withdraw from most summer semester subjects with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a "W" to indicate withdrawal.^{1,2}

Last day for application for summer semester subject exemption/credit.

August 3, 2012

Last day to withdraw from most summer semester subjects. After this date, all subjects will be graded and recorded on the student's transcript.^{1,2}

August 6, 2012

Civic Holiday (no classes).

August 17, 2012

Last day of classes for most Summer start programs.

August 23, 2012

Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.

October, 2012

Convocation (Time and location TBA)

NOTES:

1. Official Withdrawal forms must be completed by the student and submitted to the Office of the Registrar.
2. The administration fee for international students will vary.

These dates represent the best information at time of publication. The College reserves the right to make changes subject to amendments to existing legislation, Collective Agreements, or as required by the College. Dates may vary slightly from program to program.

School of Justice & Emergency Services Website

The School of Justice & Emergency Services has its own website;

<http://jes.durhamcollege.ca>

Students are encouraged to visit the website daily for information such as:

- Field placement information
- Campus Mediation
- Courses and workshops available through the Centre for Integrated Justice Studies (CIJS)
- Specific Justice & Emergency Services activities and news
- Program specific information
- Program Guides
- Link to Durham College's website for the college calendar
- Link of scholarship and bursary opportunities
- Faculty contact information
- Bridging and articulation opportunities

MyCampus: All registered students are encouraged to access the college's intranet, MyCampus, regularly. Your registration package includes the instructions to access the site for timetables, course outlines, marks, and general college information as well as a vehicle in communicating with your professors.

School of Justice & Emergency Services Policies

1. Freedom of Information/Protection of Privacy - Pursuant to the Freedom of Information & Protection of Privacy Act, the School of Justice & Emergency Services Office will not release any personal information regarding a student. This includes academic standing, personal data, timetable information etc.
2. Timetables are available online through our intranet – “MyCampus”. You can view and/or print your timetable from any computer with internet access. If you require assistance, please contact the Help Desk : 905-721-2000, ext. 3333.
3. Timetable Changes – MyCampus provides students with the ability to modify timetables at specified times as listed in the Academic Calendar (see the Student Handbook for dates). **Please note: it is the students’ responsibility to ensure that all of their required courses are on their schedules.** Assistance is available via your Student Liaison or designate. Should you find a discrepancy on your timetable – report it immediately.
4. Emergency Calls – School of Justice & Emergency Services staff will accept messages for students only in the event of a family emergency. Please make sure that anyone in your life that needs to locate you during class time for reasons other than an emergency has a copy of your timetable (eg. classmates, family, day care provider, employer). Staff are unable to release your schedule information due to the Freedom of Information Act.
5. Disclaimer - Because of our commitment to continuous improvement of our curriculum, there may be some changes in courses offered or course content. If this occurs, we will notify those affected.
6. Computer Labs - Computer labs are reserved for coursework. Games are not permitted. Adult materials must not be displayed at any time. Laptops are to be used only to support student learning; laptop use not related to classroom activities is not permitted.
7. Graduation Requirements - Students must have a minimum G.P.A. of 2.0 to be eligible for graduation. In addition, a student must have successfully completed all required subjects. A student who has a G.P.A. of less than 2.0 should contact the School of Justice & Emergency Services Office to arrange for academic counselling. Please refer to the Grading System section located on the college website, www.durhamcollege.ca, for detailed information. At least 25% of the completed program subjects and/or weighted credit hours must be completed at Durham College to be eligible for a Durham College diploma.
8. Final Marks - Final marks will not be released by faculty members or office staff. Grades will be posted on “MyCampus”.
9. Students are able to print their own grade reports, at the end of each semester, through MyCampus. Refer to the Academic Calendar in the Student Handbook for the specific date whereby students can view and print their grade reports. No grade reports will be mailed out to students. Students can request, for a fee, an official transcript from the Registrar’s Office.

10. Field Placement – One of the requirements for field placement eligibility is a cumulative GPA of 2.0. Please refer to your field placement course outline(s) for a complete list of requirements.
11. Course Outlines – students print their own course outlines for each of their current semester's courses through MyCampus. Students can also print course outlines for courses that they wish to apply for credit.
12. Exam Schedules – Exam schedules are available, electronically, through MyCampus, under the heading, Important Announcements. Below the image for DC Exam Schedules for the specific semester, click on the link below the image. It will open to a page that lists the schedules and messages pertaining to the exams for your specific program. Please refer to your subject outline, under Evaluation Criteria, if you are unsure whether there is a final exam in your specific course or consult with your professor.
13. Academic Probation – Students not progressing satisfactorily will be notified, in writing, and placed on academic probation. Students on academic probation must meet with their program dean or designate, and conditions for continuing in their program may be applied.
14. Students who have a cumulative GPA of less than 1.5 at the end of the academic year will not receive an invoice for the following year.

School of Justice & Emergency Services Policies & Expectations for the Learning Environment...

1. Class attendance and participation will enhance your opportunities for success.
2. Refer to the course outline for specific expectations, pre-requisites, co-requisites, requirements and evaluation criteria for each course.
3. Students are responsible for regularly checking their "MyCampus" and WebCT areas for messages from professors and College Administration. Communication will come in the form of e-mail, targeted messages, announcements, and posted documents.
4. Students should keep back-up copies of all assignments in case the original is lost.
5. Visit the Durham College website, www.durhamcollege.ca, for detailed policies and procedures relating to "Student Rights and Responsibilities".
6. Course prerequisites exist to promote student success. Exceptions to the established prerequisite subject structure are not permitted.

Program Information

Program Description

The 911 Emergency & Call Centre Communications program prepares students for careers in the dynamic fields of emergency and non-emergency call centre communications. Public safety answering points are the public's link to emergency services in times of crisis. Corporate and commercial call centres are used by virtually all major businesses to interact with their customers.

The ability to communicate effectively, multi-task and provide excellent customer service are essential skills for both emergency and non-emergency call centre communications. This program is designed to meet or exceed industry standards in emergency communications and to develop the competencies required of emergency response telecommunicators. Students will use call simulation equipment and software to apply skills and will complete imbedded certifications in Public Safety Telecommunications and Basic Emergency Management.

The field placement component allows for students to effectively evaluate their career choices and gain experience in their chosen vocation. Direct links to the call centre communications field allows the student the opportunity to demonstrate application of classroom content and theories.

Graduates of this program will be suited for employment in the fast paced, often stressful, customer service oriented fields of non-emergency and emergency communications.

Program Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. list and describe the various methods for receiving requests for service to emergency and non-emergency call centres.
2. illustrate and explain questioning sequences used to elicit required information for call prioritization and routing in emergency and non-emergency call centres.
3. identify and explain the roles and responsibilities of emergency and non-emergency telecommunicators in order to formulate strategies to enhance interpersonal skills and career opportunities.
4. take, dispatch, and route calls of an emergency and/or non-emergency nature in a variety of communication centres.
5. process requests for service from a wide range of customers with distinct needs and expectations using ethical reasoning, customer service skills, and diversity awareness.
6. apply customer service skills professionally and efficiently in a range of customer service roles.

7. work effectively in diverse teams and groups.
8. identify, choose and practice crisis intervention and conflict resolution techniques involving co-workers or customers in crisis and/or conflict.
9. interview, record, and relay information accurately and timely using emergency and non-emergency call processing technologies.
10. retrieve, evaluate and report information in accordance with organizational and legal requirements as they pertain to emergency and non-emergency telecommunicators.
11. solve problems and make decisions affecting resource allocation and delivery, for given call centre scenarios.
12. select appropriate response vehicles and response routes, using critical thinking skills and the tools provided, for given emergency response scenarios.
13. create an emergency response plan illustrating the core components of emergency management planning.
14. describe anatomy, physiology and pathologies of the human body systems in order to categorize, prioritize and route medical calls.

Essential Employability Skills

Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.

Respond to written, spoken, or visual messages in a manner that ensures effective communication.

Execute mathematical operations accurately.

Apply a systematic approach to solve problems.

Use a variety of thinking skills to anticipate and solve problems.

Locate, select, organize, and document information using appropriate technology and information systems.

Analyze, evaluate, and apply relevant information from a variety of sources

Show respect for the diverse opinions, values, belief systems, and contributions of others.

Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.

Manage the use of time and other resources to complete project.

Take responsibility for one's own actions, decisions, and consequences.

Bert Dejeet Bursary

BACKGROUND:

Bert Dejeet was a beloved Dean at Durham College for many years. In the year 2000, Bert became the Dean of the School of Justice. The Justice Bursary was renamed in Bert's honour upon his retirement. Each year students and faculty in the School of Justice & Emergency Services engage in a project to build resources for the Bert Dejeet Bursary. This was established in 2003 to offer financial assistance to Justice students in financial need who are registered as full time students in the two or three year programs. There are five bursaries available each year, one for each of the following groups in the amount of \$200 to be awarded to a full time student in each of the following programs:

- Paralegal (2 year diploma)
- Law and Security Administration
- Legal Administration/Law Clerk
- Police Foundations Program
- 911 Emergency & Call Centre Communications

ELIGIBILITY:

- Full-time student status in one of the above-mentioned programs
- Minimum cumulative GPA of 1.75 at the end of the fall semester
- Demonstrated financial need

APPLICATION PROCESS:

Students meeting the above criteria can apply by:

- through MyCampus under the DC Student tab.
- contacting the Student Awards Office in the Student Services Building

SELECTION:

A panel of personnel review applications and decisions are made on a consensus basis. The panel consists of:

- 4 School of Justice & Emergency Services faculty representatives
- 1 School of Justice A& Emergency Services staff representative
- 1 School of Justice & Emergency Services administrative representative
- 1 Student Awards Office representative.

Funds for the award are raised by students through fundraising events. The funds are then forwarded to the Student Awards Office for disbursement.

Applications will be reviewed in January and distributed by the end of February.

Prepared: June 2003

Course Outlines

For each course, a Course Outline that describes course learning outcomes, course content, learning activities, evaluation methods, timelines and support resources is available online.

This is a binding document. Any changes will be agreed upon by students and the professor and requires approval from the Dean of the School. For further details, please refer to the Course Outlines Policy and Procedure documents

(<http://www.durhamcollege.ca/academicpolicies>). Course outlines are important documents. Please refer to them during the semester and keep them safely afterward. For students who go on to other post secondary institutions or post diploma programs, these will be essential documents.

Please note that students are expected to download copies of their course outlines from MyCampus prior to the **first** class in each course. Instructions for downloading are located on MyCampus at www.durhamcollege.ca/mycampus .

General Education

General education courses strengthen students' skills in areas such as critical analysis, problem solving and communication in the context of an exploration of topics with broad-based personal and/or societal importance. Normally, programs of instruction leading to either an Ontario College Diploma or an Ontario College Advanced Diploma include three general education courses. Such courses are identified on the program of study using the designation of "G". General Education courses are typically a combination of mandatory and elective courses.

According to Durham College Academic Policy ACAD-103 and as a requirement for graduation, every Durham College student in a two or a three-year diploma program must have successfully completed a minimum of three General Education courses from at least **two different** General Education themes as follows:

- GNE1 1100 – Personal Understanding
- GNE1 1200 – Arts and Society
- GNE1 1300 – Civic Life
- GNE1 1400 – Social and Cultural Understanding
- GNE1 1500 – Science and Technology

Durham College

Academic Policies & Procedures

To view the Durham College Academic Policies & Procedures, please go to www.durhamcollege.ca/academicpolicies.

Program Specific

Academic Policies & Procedures

In order to ensure a quality learning environment for all students the following policies have been established. Any behaviour that disrupts the learning environment will be dealt with accordingly.

This program adheres to core values: Honesty, Integrity, Commitment, Respect, Accountability, Teamwork and Leadership.

Honesty

We are truthful and open in our interactions with each other, faculty and staff.

Integrity

We are honourable, trustworthy and strive to do what is right.

Commitment

We are dedicated to completing our course of study, tests and exams.

Respect

We demonstrate that we value ourselves, each other, and our college, by treating everyone in an impartial, equitable, and sensitive manner.

Accountability

We are conscientious, acting in a professional and forthright manner accepting responsibility for our actions.

Teamwork

We work together within our classes and with members of our program to achieve our goals, making use of diverse skills, abilities, roles and views.

Leadership

We call upon diverse knowledge, skills, abilities and views of our faculty and fellow students to achieve constructive outcomes.

This program acknowledges cultural pluralism and that through distinctions in race, creed, ability, place of origin and/or sexual orientation, there are many perspectives which shape and create meaning in this world. This course specifically endorses, where possible, the use of readings, discussions and case studies that enable students to understand and recognize the legitimacy of difference as well as engage and support concepts of compatibility.

Attendance

Attendance will be taken in every class. Students who miss or arrive late to class are responsible for all material covered during the missed class time including notes, handouts, and any verbal instruction. Late admittance to class will be at the professor's discretion. Regular attendance is required for a student to be successful in this program. Given the importance of attendance, in-process marks may be allocated at the discretion of the professor and will be reflected in the evaluation criteria. Students are reminded that some courses have attendance requirements that must be met to ensure certification eligibility.

Evaluation Activities

In-process evaluation activities are conducted randomly throughout the semester and are intended to be attendance based evaluations that give students the opportunity to apply theories and concepts covered in class. There are no make-ups for in-class evaluations for ANY reasons

WebCT Issues

In general, all assignments are to be submitted via hardcopy in class. If a student is given permission to submit an assignment electronically, it is the student's responsibility to ensure he/she can produce a hard copy of the assignment if requested by the professor. If the student experiences difficulty making the electronic submission he/she must contact the IT Helpdesk at (905) 721-2000 ext. 3333 or e-mail itsupport@dc-uoit.ca and have a "ticket" opened. If the technical issue cannot be resolved, the ticket number must be provided to the professor. Late penalties apply to all assignments, whether submitted electronically or via hard copy in class.

Late Assignment

Hand-in assignments must be delivered to the professor at the beginning of class. Students will be penalized by 25% per school day. Any assignment handed in after ten minutes after the hour will be considered one day late. An assignment handed in the next day will be considered 2 days late etc.

Absenteeism: (Missed Test/Late Assignment/Missed Class)

If a student misses an assignment deadline or test, he/she will be required to submit appropriate documentation in order to be eligible for special consideration with respect the evaluation method missed. Contact the professor BEFORE the due date if possible to make alternate arrangements. If the conflict is an emergency, contact the professor or School of Justice & Emergency Services secretary (Heather Pert @ 905-721-2000 X 3070) as soon as humanly possible. The weighting for an assignment or test missed for legitimate reasons will be added to another assignment at the professor's discretion. Situations will be reviewed on an individual basis.

Documentation for absenteeism: Illness or injury – medical note required, Death – obituary notice required, Court Appearance – letter of request is required. Professor discretion will be applied to absences not falling under the above stated criteria.

Laptop & Desktop Computers: (Instant Messaging, (MSN, etc.) Chat, Gaming, Cell phones)

Research studies and feedback have shown that these activities can cause a distraction to other students. They are not acceptable classroom behaviours. Students involved in chatting or gaming during a teaching session will be asked to leave the classroom.

Plagiarism

Plagiarism is the act of submitting as your own, material which is in whole or in part, someone else's work. You, the students, are expected to acknowledge the sources of ideas and expressions you use in essays. Failure to do so is dishonest and subject to serious academic penalty. Submission of a paper written in whole or part by someone other than yourself, or copying of an answer and answers of another student in any test, examination or assignment also constitutes plagiarism. Refer to your Durham College student handbook, Student Rights and Responsibilities for definitions and penalties.

Late Arrivals

If you arrive late for class, please enter the classroom as quietly as possible and/or wait until there is a formal break in the class to minimize disruption to students who arrived on time. If you disturb the class upon your arrival, you will be asked to leave the class. If you arrive late on a regular basis, you may not be granted access to the class after the normal start time of 10 minutes after the hour.

Varsity Athletes

A note requesting an excused absence must be given to the teacher two working days in advance of the class to be designated as an "excused absence".

References/Family/Friends

Information about a student will not be released to anyone without the prior **written** consent of the student.

Electronic Communication Devices

When you are in class, please turn all electronic communication devices off. If you must leave a device on because someone may need to contact you (family member, caregiver, etc.), then please ensure it is set to vibrate and leave the class prior to responding to the message. If you forget to set an electronic communication device to vibrate and it is activated, please turn it off as quickly as possible. If a device is activated frequently causing unnecessary disruption to the class, you will be asked to leave. There is absolutely no text messaging allowed during class. If you use a device for this purpose, you will be asked to leave the class.

Music devices/earphones

Music devices/earphones are not permitted in the classroom at any time. When you arrive and the class begins, please remove all music devices/earphones and put them away. If you are found to be in contravention of this policy, you will be asked to leave the classroom.

Academic Integrity

Academic integrity refers to the pursuit of scholarly activity in an open, honest and responsible manner. Acts that undermine academic integrity, such as plagiarism, cheating and misrepresentation of work, contradict Durham College's core values.

To ensure the highest academic standards, students are accountable for the work they produce, and student work must be the product of his or her efforts. Durham College has purchased a license with Turnitin.com, an online service to detect unoriginal work and citation errors. The Academic Integrity Policy and Procedure documents (<http://www.durhamcollege.ca/academicpolicies>) provide a comprehensive explanation of Durham College's expectations regarding academic integrity.

Requirements For Promotion

Evaluation and Promotion

Academic courses are evaluated using a variety of methods such as tests, essays, labs, written or verbal assignments, in-process activities, group work and/or final examinations. The evaluation criteria for each course are noted in its course outline. Students are advised to familiarize themselves with these criteria early in the semester. Please refer to the Grading and Promotion Policy and Procedures documents (<http://www.durhamcollege.ca/academicpolicies>) for a complete overview of grading and promotion practices.

Academic Probation

Students who are not progressing satisfactorily according to criteria published in their respective program guides may be placed on academic probation, at the discretion of the school Dean or designate. Such students may be allowed to continue their studies on a Letter of Permission (an academic student contract) which will specify conditions which must be met to continue in their programs. Students who do not meet the conditions of their academic probation may be required to withdraw from full-time studies.

Aegrotat

Aegrotat refers to a 'compassionate pass' in a course in which, due to **emergency circumstances** related to health and wellness, a student was unable to complete all of the evaluation requirements. Emergency circumstances that may warrant the designation of an Aegrotat include, but are not limited to: injury, illness and/or bereavement. Documentation supporting the request for an Aegrotat designation may be required.

The awarding of an Aegrotat credit is noted in a student's transcript as AEG and is therefore not included in the calculation of a student's grade point average. A student shall receive Aegrotat standing only once in a five year period.

Further information about Aegrotat standing can be found in the Aegrotat Policy and Procedure documents (<http://www.durhamcollege.ca/academicpolicies>).

Missed Final Examinations

A final examination is a discretely designed assessment administered in Week 15 of a 14 week semester. Students who, as a result of **non-emergency circumstances**, miss one or more final examinations during a single examination period may be eligible to apply to defer/reschedule the writing of these assessments.

To be eligible, students must have no less than a cumulative 1.5 GPA, apply for consideration using the appropriate forms and pay a fee. This privilege can only be used by a student once in a five-year period. External accreditation requirements, the availability of appropriate examination facilities and other constraints necessitate that not all courses will be eligible.

For more details, students should speak with their Student Liaisons or review the Missed Final Examination Policy and Procedure documents (<http://www.durhamcollege.ca/academicpolicies>).

Field Placement

In the fourth semester of studies, the 911 Emergency & Call Centre Communications students will complete a placement in a work setting for a minimum of 120 hours (weeks 1 through 3 of semester 4) enabling them to apply the soft skills they have learned and developed in their program.

Eligibility: Students must successfully complete all first, second and third semester courses and have a cumulative GPA of 2.0 at the end of the third semester in order to be eligible to go out on placement in the final semester of the program.

Note: In order to be eligible to take Call Centre Career Strategies (CCCS 1300), students must have successfully completed all first and second semester courses.

Criminal Records and In-depth Background Checks

Placement agencies may require students to have criminal records &/or in-depth background checks completed before placement is allowed. It is the responsibility of the student to confirm with the Field Placement Coordinator that they will meet the security clearance required by their chosen placement agency.

Any student who has an outstanding criminal record or fails to pass security clearance for their placement agency will be responsible for securing their own field placement position with the approval of the Field Placement Coordinator.

The final decision for placement locations is the responsibility of the Field Placement Coordinator.

Costs and Transportation

Transportation and meal costs, housing (if necessary) and any other incidentals are the responsibility of the student.

Academic Advising - Student Liaison

Durham College is committed to the success of every student during their educational experience. There are many resources available to support students on this journey. Academic Advising is a comprehensive service that is aimed towards meeting students' needs, increasing student satisfaction, improving retention and enhancing the quality of academic life. Each school has a **Student Liaison** to facilitate academic success. These representatives can assist students to:

- identify career goals and make sound academic decisions;
- develop academic plans to promote success in the event of failed subjects or low grade point average (GPA);
- make decisions regarding full-time/part-time studies;
- review graduation requirements;
- set up academic plans with individual students upon request;
- find equivalent credits;
- transfer to another program;
- select electives and options; and
- access other college services to support student success.

While drop-ins may be possible for specific answers to short-term questions about courses, schedules, and procedures, it is advisable for students to set up one on one appointments with their Student Liaison. Appointments may be made in person or by phone. Please visit your School office for further information.

Your Student Liaison is:

Name:	Pina Craven
Office #:	F211
E-mail address:	pina.craven@durhamcollege.ca
Telephone:	721-2000, ext. 2432
Appointment times available:	9:00 am. – 4:00 pm. (except 12:00-1:00 pm.)

Centre for Students with Disabilities

E-mail: disabilities@durhamcollege.ca

About the CSD

The Centre for Students with Disabilities (CSD) at Durham College provides services to students who are blind or have low vision, who are deaf or hard of hearing and those with physical, medical, psychiatric and learning disabilities. These services are designed in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act by ensuring that students with disabilities have equal access to all aspects of the academic environment. Our services are confidential.

Registering for Accommodations

Accommodations are organized in co-operation with the student and as required, with the faculty on an individual basis. They are based on review of the medical or psycho-educational documentation completed by the appropriate medical professional or psychologist familiar with the student's particular diagnosis. The student is responsible for self identifying and submitting documentation of a permanent or temporary disability to the CSD in SW116. The documentation should outline the current impact of the disability. Assistance in obtaining the appropriate documentation may be available.

Accommodations may include extra time and/or technology supports for tests and exams, assistance obtaining records of class lecture material, reduced course load, material in alternate format, assistive technology assessment and training and learning strategies.

Things to Remember for Tests and Final Exams

In order to receive test and exam accommodations through the CSD, students **must** have completed the CSD Registration process including providing appropriate documentation. This can be a timely process – **contact the CSD as early as possible to ensure your accommodations and a seat in the test centre.**

Test Registration forms are available on our [CSD website](#) –**click on Test Centre Request Forms**. The Test Registration forms are also available in the CSD Test Centre (Room B216) as well as our main CSD Office (Room SW 116).

Completed test forms and notifications to your professors, **for each test**, need to be submitted to the CSD Test Centre (5) business days before the scheduled test, in order to reserve a space. **Accommodated tests cannot be guaranteed if a student submits the Test Center Form less than 5 business days in advance of the test date.**

CSD Final Exam sign-up **DEADLINES** are **ALWAYS** several weeks **BEFORE** the final exam period. The deadlines as well as the CSD final exam information, explaining our online sign-up process, will be posted on the CSD website each term

It is the student's responsibility to check their My Campus email address frequently as all important test and exam information including registration deadlines will be posted to My Campus.

The CSD may be **unable** to accommodate students who do not sign-up by the final exam sign-up deadline.

To Find Out More About CSD Services...

For further information please call 905-721-3123, drop by at SW116 to set up an appointment or visit our website at www.durhamcollege.ca/csd.

Campus Conflict Resolution Services



CAMPUS CONFLICT
RESOLUTION SERVICES

~Our Mission~

To provide a free, confidential conflict resolution service, assisting the campus community to collaborate in a safe and professional environment

~Our Vision~

Resolving conflicts to promote educational success

The administration and faculty of the Durham College's School of Justice & Emergency Services have endorsed Campus Conflict Resolution Services, (referred to hereafter as CCRS), as a vital alternative pathway for educating students in peaceful dispute resolution process and technique and as an alternative process for cooperative mediation and settlement of disputes that may from time to time arise in the conducting of academic courses or the operation of Durham College.

CCRS is operated as a practicum course for students in the Mediation-Alternative Dispute Resolution graduate certificate program. Students are properly prepared to act as mediators, or co-mediators, either with, or under the direct or indirect supervision of expert faculty.

In this course the professor may request or, as an alternative to the potential failure of a student or students, require students;

- a) to attend CCRS for the purpose of mediating any dispute arising out of the conduct of compulsory group work in class;
- b) to attend CCRS to conduct and report on an educationally based mediation for course purposes and grading;
- c) To attend CCRS for the purpose of mediating any problems, disturbances or disputes arising out of class presentation, operation or management.

Campus Conflict Resolution Services may be reached by e-mail at:

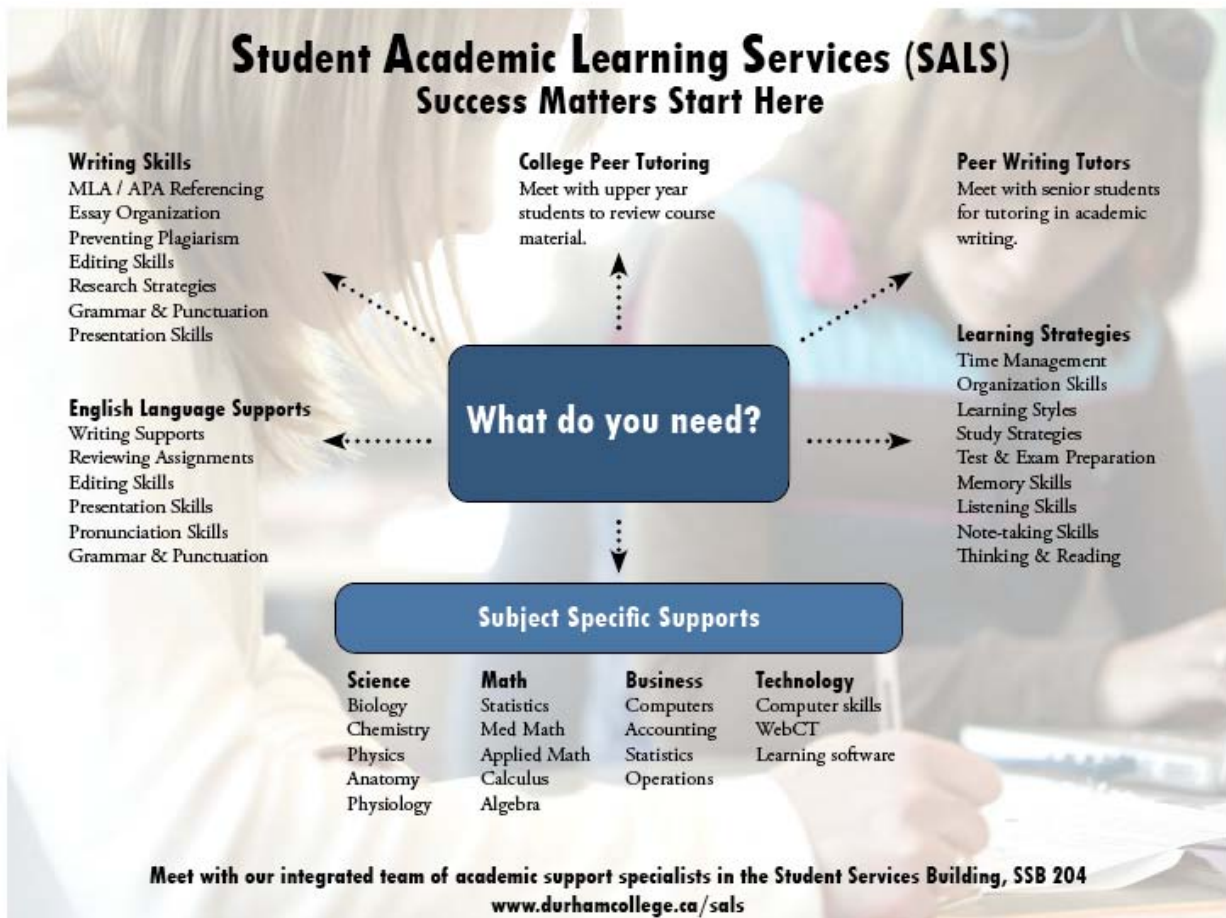
ccrs@durhamcollege.ca

Student Academic Learning Services (SALS)

Success Matters Start Here! The staff and faculty at the Student Academic Learning Services Centre can help you achieve your educational goals.

You can use the centre to:

- Get peer tutoring help
- Learn how to study smarter, not harder
- Learn to manage your time and prepare for tests
- Improve your reading skills and take better notes
- Use 28 lab computers with learning software
- Increase your English proficiency
- Improve your writing skills
- Have a quiet space to do your work
- Access group study space
- Improve your marks from a 'B' to an 'A'



The Library

The Library is here to help you succeed!

Stop by for help to research a topic, complete an assignment, or when you just need a quiet place to study. The Library on the north side of the Polonsky Commons is easy to find. Both wired and wireless computer access is available along with 10 small group study rooms and the *Den* in the basement for group work. Although food is not permitted in the library, drinks in covered containers are allowed and you can buy a Starbucks coffee to go at the Library Café.

Students & faculty at the Whitby now have a small branch library at their location. They may also use the North Oshawa campus library in person, via internet, or request books to be sent to them at Whitby.

Most of the Library's resources are in digital format and are available 24x7 through the Library's web page. You can access them from on or off campus by logging in with your student number and computer password. The digital resources include e-books, magazines, journals, newspapers, statistical databases.

Visit the library virtually at www.durhamcollege.ca/library to:

- Research a Topic,
- Find books and articles,
- Renew materials,
- Request an interlibrary loan,
- Book a group study room,
- Get online help from a librarian
- Check on the hours the library is open

Your campus photo ID card is also your library card and is required to check out books and Reserves.

The librarians work closely with your professors to provide class presentations directly linked to your assignments. Additional sessions on using specialized resources are also offered throughout the year and help is also available on the library website. You may contact the Reference staff by phone or e-mail, and you are always welcome to visit our Reference desk in person. We look forward to helping you!

Check the website for library hours.

Circulation desk (905) 721.3082

Reference desk (905) 721.2000 ext. 2390

reference@dc-uoit.ca

College Publications

At Durham College, several publications provide the information you need before you start classes.

Program Guide

Durham College's Program Guides are a handy reference guide for everything students might want to know about their academic program. The program-specific guides provide essential information related to the program of study, policies, program requirements, faculty contact information, important dates, grading criteria, etc., as well as a starting point to help students find and navigate their way through academic and student support services.

Program Guides are distributed in print format to every registered student in the first class of the Fall semester and are available electronically on the college website. It is important that students read this guide at the beginning of their studies as it contains pertinent information for academic success and will be useful throughout the duration of the program.

Note:

- This guide is not intended to be a complete statement of all procedures, policies, rules and regulations at Durham College.
- The College reserves the right to change or cancel any provisions, requirements or subjects at any time.
- Student Liaisons and/or Faculty Advisors will assist in planning programs, but it is the student's responsibility to meet the academic requirements for completion of certificates and diplomas.

Continuing Education Course Book

Continuing Education publishes course calendars – Fall, Winter/Spring, listing courses for credit towards Post-Secondary Programs, and personal and professional development. The same course outlines are used for full-time and Continuing Education courses.

Courses may be accessed through classroom setting, correspondence (distance education) or online courses (Internet).

If you are unable to access a day-time course (timetable conflicts, repeat of a course, etc.) or want to get a head start on your next semester, check out Continuing Education's current course book and register at the Office of the Registrar early to ensure a seat is reserved for you.

Please check our website for comprehensive information @ www.durhamcollege.ca.

Scholarships and Bursaries

Scholarships: Scholarships are awarded to students who have achieved academic and personal excellence. Some scholarships are awarded solely on academic performance. Others are based on a combination of academic achievement and proven personal excellence including leadership and community involvement.

In-Course scholarships: In-Course scholarships are awarded to returning full-time students in post secondary programs who have demonstrated academic excellence in their studies. Students must have been registered in full-time studies in the same program in consecutive years to be considered. In-course scholarships are solely based on GPA and no application is necessary unless otherwise noted. Recipients are notified via MyCampus e-mail.

Bursaries: Bursaries may be available to full time post secondary students requiring additional financial assistance to cover their educational costs. When students' personal and family resources are not sufficient to cover costs they are expected to apply for OSAP. Before applying for a bursary, students should investigate all other forms of financial assistance. Other resources may include scholarships, family support, student line of credit and part time employment.

Durham College supports access to post secondary education following these principles:

- No qualified Ontario student should be prevented from attending Ontario's public colleges and universities due to lack of financial support programs.
- Students in need should have access to the resources they need for their postsecondary education.

Durham College Access Bursary Program: This bursary is available to Ontario students offered admission to a full time, first year program at Durham College.

Durham College Upper Year Student Bursary Program: Students must complete the Student Financial Profile application for consideration for bursary funding.

Awards: Awards may be based on scholastic achievement and/or financial need. There may be other requirements for qualification such as membership in certain organizations, enrollment in specific programs, leadership abilities and/or community service. Students must be in good academic standing to be considered.

Eligibility: Students who are currently enrolled full-time at Durham College are eligible to apply for scholarships and bursaries. Many awards have specific guidelines and students are advised to read all information about the award before applying.

Application process: Information on all scholarship, bursaries and awards for registered Durham College students including application, submission and deadline details will be posted on the DC Student tab of the MyCampus section of the college website. Students are advised to check MyCampus regularly for updates.

Unless otherwise noted, all students must complete the online Student Financial Profile application for consideration for bursary and award funding. Information, application instructions and submission deadlines for the Student Financial Profile may be found on the MyCampus website under the DC student tab. The student is notified of the application results via MyCampus email.

For further information on scholarships, bursaries and awards, please contact studentawards@durhamcollege.ca.

NOTE: Awards, amounts and availability are subject to change at the discretion of the Student Awards office or the donor. All awards are based on information available at the time of publication.

Awards Open to Students in All Programs

Title of Award	Award Value (\$)
Albis Award	\$500
Business & Professional Women of Durham Award – <i>In Course (Application Required)</i>	\$500
Campus Living Centre Residence Award	\$250
Canadian Federation of University Women Oshawa and District Award	\$500
Carpenters Union Local 397 Award	\$800
CAW Family Auxiliary 27 Award	\$250
Durham College Access Bursary	Various amounts
Durham College Alumni Association Award	\$1200
Durham College Alumni Association Award – <i>In Course (Application Required)</i>	\$1200
Durham College Bursary	Various amounts
Durham College Endowed Award – <i>In Course</i>	\$1000
Durham College International Student Scholarship	\$1500
Durham College Scholarship – <i>In Course</i>	\$500 or \$1000
Durham Region Chairman's Award	\$1000
Durham Region Chairman's Scholarship	\$1000
Fairfax Financial Holdings Ltd. Scholarship	\$3500
Garfield Weston Award	\$2500 + up
Greenbriar Foundation Award	\$1000
Harold "Pat" Dooley Bursary	\$1300
International Student Emergency Bursary	Various amounts
June White Memorial Entrance Award	\$500
Lenovo (Canada) Inc. Access Awards	\$500
Lifelong Learning Award – <i>In Course (Application Required)</i>	\$500
Lifelong Learning Bursary	\$500
Lois and Gary Polonsky Award	\$1000
Lois Sleightholm Award	\$2000
Lois Sleightholm 21 st Century Award	\$1000
Marjorie Elizabeth Willoughby Award	\$3000
Ontario Aboriginal Bursary	Up to \$3000
Ontario First Generation Bursary	\$3000
Ontario International Educational Opportunity Scholarship	\$2500
OPG Employees' and Pensioners' Charity Trust	\$1000
Oshawa B'Nai B'Rith Lodge Scholarship	\$300
Oshawa Double B Sports Club Bursary	\$800
Purdue Pharma Award	\$800
Retired Teachers of Ontario District 28 Award	\$500
Ross Mackie Award	\$2000
UA Local 463 Award	\$400
The Central East Community Care Assess Centre Award	\$500 & \$750
Wordham Family Award	\$3000
Your Student Association Award	\$400

School of Justice & Emergency Services

A. Alan H. Strike Award – <i>In Course</i>	Legal Administration	\$500
Durham Police Appreciation Committee Award	Police Foundations	To be determined
Bert Dejeet Justice Bursary	2 nd or 3 rd year of Paralegal (2 year diploma); Law and Security Administration; Legal Administration/Law Clerk or Police Foundations	4 awards of \$200 - \$250 each
Midge Day Memorial Award – <i>In Course</i>	Legal Administration	\$500
Prosecutor's Association of Ontario Award	Court and Tribunal Agent/Paralegal	\$500
Robert Anderson Memorial Award – <i>In Course</i>	Police Foundations or Law and Security - for excellence in Criminal and Civil Law	\$250
Roger Pardy Memorial Award	Police Foundations	\$800
Steven Shumovich Memorial Award – <i>In Course</i>	Legal Administration	\$500

Convocation Awards

Founder's Cup	\$200
Durham College Medal: Top Student – Three year Program	\$500
Durham College Medal: Top Student – Two year Program	\$500
Durham College Medal: Top Student – One year Program	\$500
Durham College Medal: Top Student – Apprenticeship Program	\$500
Governor General's Academic Medal and W. Bruce Affleck Memorial Scholarship	\$2000
President's Leadership Award	\$500

Transfer Guide

Diploma to Degree Pathways

Turn your Durham College diploma into a degree!!

If your post-secondary education plans include a diploma and a degree, you can take advantage of many degree completion programs offered through partnerships negotiated by Durham College with many universities, including UOIT, our campus partner.

A Durham College diploma can earn you credit toward a university degree. University admissions policies and partnership transfer agreements between Durham College and a number of universities facilitate university admission for Durham College graduates from specific programs by giving credit for college study. Graduates may receive credit for several courses or for a year or more toward a university degree. These opportunities are detailed, by program, on the **Durham College Transfer Guide** (http://www.durhamcollege.ca/EN/main/programs_courses/transferguide.php)

Interested students looking for further information are encouraged to consult with their program faculty or the admissions office of the receiving institution.

If you do not see your program on the chart, you may find pathway opportunities and information on collaborative programs, articulation agreements and credit transfers between Ontario universities and colleges available on the Ontario College University Transfer Guide website at www.ocutg.on.ca.

911 EMERGENCY & CALL CENTRE COMMUNICATIONS

COURSE NAME	CODE	PREREQUISITES	COREQUISITES	LECT. HRS	LAB HRS	ALT. DEL. HRS	FIELD PLMT. HRS
SEMESTER 1							
COMPUTER/KEYBOARDING SKILLS I	COMP 1383			0	3		
APCO PUBLIC SAFETY TELECOMMUNICATOR	DISP 1300			3	0		
ETHICS	ETHC 1301			3	0		
CANADIAN LAW-EMCC	LAW 1316			3	0		
G PSYCHOLOGY	PFP 102/GNED			3	0		
LAW ENFORCEMENT COMMUNICATIONS I	COMM 104			3	0		
CUSTOMER SERVICE - EMCC	SERV 1302			<u>2</u>	<u>0</u>		
				16	3		
SEMESTER 2							
RESEARCH SKILLS-EMR	RESH 2389			2	0		
COMPUTER/KEYBOARDING SKILLS II	COMP 2340	COMP 1383		0	3		
FIRE DISPATCH	FIRE 2300	DISP 1300		1	2		
LIFESTYLE MANAGEMENT	HLTH 2300			3	0		
G SOCIOLOGY & CANADIAN SOCIETY	PFP 103/GNED 1408			3	0		
INTERPERSONAL & GROUP DYNAMICS	COMM 2326			<u>3</u>	<u>0</u>		
				12	5		

911 EMERGENCY & CALL CENTRE COMMUNICATIONS

COURSE NAME	CODE	PREREQUISITES	COREQUISITES	LECT. HRS	LAB HRS	ALT. DEL. HRS	FIELD PLMT. HRS
SEMESTER 3							
ANATOMY & PHYSIOLOGY - EMCC	ANTY 1340			3	0		
CALL CENTRE CAREER STRATEGIES	CCCS 1300	RESH 2389, COMP 2340, FIRE 2300, HLTH 2300, PFP 103, PFP 202		2	0		
COMPUTER/KEYBOARDING SKILLS III	COMP 3340	COMP 2340		0	3		
G GENERAL EDUCATION ELECTIVE	GNED 0000			3	0		
911 & POLICE DISPATCH	DISP 2354	DISP 1300	COMP 2340	1	2		
SECURITY GUARD	SECG 1300			3	0		
EMERGENCY MANAGEMENT	MGMT 2359			<u>2</u>	<u>1</u>		
				14	6		
SEMESTER 4							
CRISIS INTERVENTION - EMCC	CRIS 1342			4	0		
COMPUTER/KEYBOARDING SKILLS IV	COMP 4340	COMP 3340		0	4		
DIVERSITY & INTRAPERSONAL COMMUNICATIONS	DIVS 1301			3	0		
EMERGENCY MEDICAL DISPATCH	MEDL 2301	DISP 1300, ANTY 1340		2	2	1	
FIELD PLACEMENT - EMCC	FWK 4351	SPEC 0000		<u>0</u>	<u>0</u>		120
				9	6	1	120

NOTES:

ELE - ELECTIVE - Students may take one or many subjects, depending on the requirements of their program. ELET - represents a typical subject load and IS included in the total hours per week, to reflect the total hours per week required.

OPT1/OPT2/OPT3 - OPTIONS - Students choose subjects. OPT1 subjects are included in total hours per week.

G - GENERAL EDUCATION - Subjects marked at the left margin with G are "General Education" subjects.

Eligibility for placement is the successful completion of ALL course sin all previous semesters EXCEPT GNED courses.

911 EMERGENCY & CALL CENTRE COMMUNICATIONS – JANUARY START

COURSE NAME	CODE	PREREQUISITES	COREQUISITES	LECT. HRS	LAB HRS	ALT. DEL. HRS	FIELD PLMT. HRS
SEMESTER 1							
COMPUTER/KEYBOARDING SKILLS I	COMP 1383			0	3		
APCO PUBLIC SAFETY TELECOMMUNICATOR	DISP 1300			3	0		
ETHICS	ETHC 1301			3	0		
CANADIAN LAW-EMCC	LAW 1316			3	0		
G PSYCHOLOGY	PFP 102/GNED			3	0		
LAW ENFORCEMENT COMMUNICATIONS I	COMM 104			3	0		
CUSTOMER SERVICE - EMCC	SERV 1302			<u>2</u>	<u>0</u>		
				16	3		
SEMESTER 2							
RESEARCH SKILLS-EMR	RESH 2389			2	0		
COMPUTER/KEYBOARDING SKILLS II	COMP 2340	COMP 1383		0	3		
FIRE DISPATCH	FIRE 2300	DISP 1300		1	2		
LIFESTYLE MANAGEMENT	HLTH 2300			3	0		
G SOCIOLOGY & CANADIAN SOCIETY	PFP 103/GNED 1408			3	0		
INTERPERSONAL & GROUP DYNAMICS	COMM 2326			<u>3</u>	<u>0</u>		
				12	5		

NOTES:

ELE - ELECTIVE - Students may take one or many subjects, depending on the requirements of their program. ELET - represents a typical subject load and IS included in the total hours per week, to reflect the total hours per week required.

OPT1/OPT2/OPT3 - OPTIONS - Students choose subjects. OPT1 subjects are included in total hours per week.

G - GENERAL EDUCATION - Subjects marked at the left margin with G are "General Education" subjects.

Eligibility for placement is the successful completion of ALL course sin all previous semesters EXCEPT GNED courses.

Course Descriptions

911 & POLICE DISPATCH DISP 2354

This course provides students with an understanding of the law, policies and procedures that are specific to police call takers. Students apply knowledge and skills to given simulated situations. The responsibilities of police officers, communicators and supervisors are addressed along with liability issues and police service policy.

ANATOMY AND PHYSIOLOGY-EMCC

ANAT 1340 This course focuses on the terminology, structures and functions of the skeletal, muscular, nervous, respiratory, reproductive, and cardiac systems. This will prepare students for applying critical thinking skills to the practical components of emergency medical dispatching.

APCO PUBLIC SAFETY TELECOMMUNICATOR DISP 1300

The students complete the APCO Public Safety Telecommunicator I course, which is designed by the Association of Public Safety Communications Officials (APCO) and delivered by a certified APCO trainer. This course provides an overview of public safety communications including call processing techniques, terminology and technology, radio communications and liability issues. *This is a PASS or FAIL course. Upon successful completion, students will receive certification from the APCO Institute. Successful completion means: 1) receiving a passing grade on class assignments; 2) meeting minimum attendance

requirements as set out by APCO; and 3) by achieving at least 80% on the final exam.

CALL CENTRE CAREER STRATEGIES CCCS 1300

This course explores a variety of call centre environments. The differences and similarities of emergency versus non-emergency call centres will be examined. Students will be introduced to behavioural event interviewing, career planning strategies, effective resumé development, types of pre-employment testing, effective work etiquette and professionalism. Guest speakers will further prepare students for their career choices.

CANADIAN LAW-EMCC LAW 1316

This course is designed to introduce students to the law in Canada. A brief history of the development of Canada's legal system and an overview of the sources and divisions of law set the stage for an examination of the Constitution and the Canadian Charter of Rights and Freedoms. A thorough examination of the courts and the roles of those in the courts give students insight into the operation of the legal system. Students are introduced to tort law, family law, criminal law, and administrative law. Legislation related to emergency dispatchers is introduced. This course is meant to give students a general understanding of how laws are defined, created, implemented, and interpreted to give them a strong foundation to build upon in their core legal courses.

COMPUTER/KEYBOARDING SKILLS I

COMP 1383

This subject allows students to gain skills and increase knowledge in computer applications and programs used in the call centre sector. Students learn keyboarding through guided, computer-assisted instruction with an aim to improving accuracy and speed. To be successful in this course, students must achieve 25 net words per minute. This subject enables students to use the Windows operating system for file management.

COMPUTER/KEYBOARDING SKILLS II

COMP 2340

This subject is a continuation of COMP 1383 (Computer/Keyboarding Skills I). Students will continue working toward improving accuracy and increasing speed by practising keyboarding skill-building drills, timed writings, and memorization techniques. To be successful in this course, students must achieve 35 net words per minute. Students will continue to gain skills and increase their knowledge regarding computer applications. Students will apply their keyboarding and Word 2007 skills to create various professional documents including several formats of a resume which will effectively capture a prospective employer's interest.

COMPUTER/KEYBOARDING SKILLS III

COMP 3340

This course is a continuation of Computer/Keyboarding Skills II. Students continue working toward improving accuracy and increasing speed by practising keyboard skill-building drills,

completing timed writings and listening skill exercises, and through memorization techniques. To be successful in this course, students must achieve 40 net words per minute. Students will use the computer as a tool for manipulating data and develop a basic understanding of the fundamental principles of database programs that are used in the call centre sector.

COMPUTER/KEYBOARDING SKILLS IV COMP 4340

This course is a continuation of Computer/Keyboarding Skills III. Students continue working toward improving accuracy and increasing speed by practising keyboard skill-building drills, completing timed writings and listening skill exercises, and through memorization techniques. To be successful in this course, students must achieve 50 net words per minute.

CRISIS INTERVENTION CRIS 1342

This course is designed to introduce students to the skills and strategies needed to understand effective crisis intervention. Various problem solving skills and intervention techniques are explored. Participants will demonstrate accepted techniques of crisis intervention to a variety of commonly encountered call centre situations. Certain types of calls require specific intervention strategies and the focus of this course is to make the students feel confident and competent in understanding and responding to a diverse range of crisis situations.

CUSTOMER SERVICE-EMCC SERV 1302

Students will gain insight into the world of customer service. They will develop problem solving skills, and formulate

strategies for dealing effectively with a diverse range of customers. Students will discuss the relationship between empowerment, communications, motivation, and leadership in customer retention and recovery.

DIVERSITY AND INTRAPERSONAL COMMUNICATIONS DIVS 1301

This course introduces students with the opportunity to acquire the skills and knowledge to deal with a diverse range of customers. Students will focus on topics pertaining to the achievement of equity in various social and work settings including, but not limited to, race, gender, ethnicity and sexual orientation. With diversity as a backdrop, students will develop a clear sense of their own attitudes, beliefs and values. This course will deal with social issues of diversity and will identify possible strategies for empowerment in the workplace.

EMERGENCY MANAGEMENT MGMT 2359

Students are introduced to basic concepts of emergency management as practiced in Ontario and across Canada. The course includes the province of Ontario's Basic Emergency Management (BEM) certification course curriculum addressing the core components (mitigation, prevention, preparedness, response and recovery) of emergency management. Instructed by a provincially certified Basic Emergency Management (BEM) facilitator, students meeting the provincial requirements will be given the opportunity to attain provincial certification in Basic Emergency Management.

EMERGENCY MEDICAL DISPATCH MEDL 2301

Students complete the APCO Emergency Medical Dispatcher course designed by the Association of Public Safety Communications Officials (APCO) and delivered by a certified APCO trainer. This course provides an overview of emergency medical communications including legal and liability issues, resource allocation, layout and structure of Emergency Medical Dispatch Guidecards, anatomy and physiology, quality assurance, and stress management. This is a pass or fail course. Students must achieve a minimum of 80 per cent on the APCO certification exam and complete all other course work as described in the course outline. Upon successful completion, students will receive a certificate of completion from the APCO Institute.

ETHICS ETHC 1301

This course focuses on ethical issues faced by individuals as citizens and professionals. Course content will help students clarify their values and establish a framework for ethical decision-making. Ethical issues which relate to a wide variety of concerns will be examined. Students will also examine a variety of professional ethical codes and apply ethical decision making models to dilemmas in their personal and professional lives.

FIELD PLACEMENT-EMCC FWK 4351

In the fourth semester of studies in the 911 Emergency and Call Centre Communications program, students complete a placement in a work setting for a minimum of 120 hours (weeks 1 through 3 of semester 4) enabling them to apply the soft

skills they have learned and developed in their program.

FIRE DISPATCH FIRE 2300

Students complete the APCO Fire Service Communications course, designed by the Association of Public Safety Communications Officials (APCO), and delivered by a certified APCO trainer. This course provides an overview of fire service communications including organizational structure, fire behaviour, fire apparatus and terminology, computer-aided dispatch, hazardous materials and the National Incident Management System. This is a PASS or FAIL course. Upon successful completion, students will receive certification from APCO Institute. Successful completion means: 1) receiving a passing grade on class assignments; 2) meeting minimum attendance requirements as set out by APCO; and 3) achieving at least 80% on the final exam.

INTERPERSONAL AND GROUP DYNAMICS COMM 2326

This in-depth course prepares students to develop individual and team effectiveness through group work and analysis. Students learn various strategies regarding personalities and how people communicate and learn differently based on their "Personality Dimensions". This course has components of group work, presentations, essays, lectures and exercises to evaluate their skills and abilities.

LAW ENFORCEMENT COMMUNICATIONS I COMM 104

Communications for Law Enforcement focuses on the enhancement of communication skills frequently used in law enforcement. In this course, students complete forms, reports, essays, business letters, resume, review basic grammar/spelling rules and present a presentation. Students complete exercises that familiarize them with professional communication practices and proper required skills.

LIFESTYLE MANAGEMENT HLTH 2300

Students explore the concepts of wellness and how to provide practical strategies to develop a healthy lifestyle. Through lectures, group discussions, practical experience and self-evaluation, students explore issues such as stress management, nutrition, physical fitness and self-responsibility. Students learn strategies to develop, design and implement effective personal fitness programs.

PSYCHOLOGY PFP 102

The study of psychology helps students understand why people think and act as they do. Topics include the biological bases of behaviour, perceptual processes, learning, motivation, emotion, psychological disorders and states of awareness. Students examine psychology concepts to better understand psychological adaptation and the causes and consequences of human behaviour.

RESEARCH SKILLS – EMR RESH 2389

This course has been designed to assist students in further developing their abilities to effectively evaluate information and to problem solve. This is a research course from a consumer's point of view. Students will develop skills to detect misinformation and skills in applying reliable information. Research skills will be developed by learning the essentials of social science research, practicing how to locate and evaluate research, and through practical experience in applying the information gathered. Students will also be introduced to job searching skills and researching positions in their field.

SECURITY GUARD SECG 1300

This course has been designed on the provincially approved curriculum as set out by the Ministry of Community Safety & Correctional Services. It will provide the necessary knowledge, skills and abilities required to write the standardized provincial test for a Security Guard licence in the province of Ontario.

SOCIOLOGY & CANADIAN SOCIETY PFP 103

This course introduces students to contemporary sociological thinking and the theories of social behaviour. Using sociological concepts and perspectives, students examine social inequalities, social interactions, collective behaviour and other areas related to Canadian society and culture.