



School of Health and Community Services
2014-15

Personal Support Worker

PROGRAM GUIDE

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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 <http://www.durhamcollege.ca> for the most current information.

Welcome Students

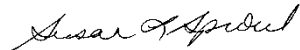
A Message from the Dean and Associate Dean

On behalf of the faculty and staff of the School of Health and Community 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.

Sincerely,



Susan Sproul, RN, BScN, MScN
Dean,
School of Health & Community Services

Sincerely,



Carol Burke, R.D.H., B.Ed
Associate Dean
School of Health & Community 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.

A handwritten signature in cursive script that reads "Judy Robinson". The signature is written in black ink and is positioned above the typed name and title.

Judy Robinson,
Vice President, Academic

School of Health & Community Services

Personal Support Worker Program

Faculty & Staff

Dean	Susan Sproul	Ext. 2249	susan.sproul@durhamcollege.ca
Associate Dean	Carol Burke	Ext. 2125	carol.burke@durhamcollege.ca
Administrative Coordinator	Carol Connor	Ext. 2375	carol.connor@durhamcollege.ca
Documentation Officer	Michelle Osborne	Ext. 3601	michelle.osborne@durhamcollege.ca
Student Advisor /Placement Officer	Stephanie Zibert	Ext. 2288	stephanie.zibert@durhamcollege.ca
Office Administrative Assistant	Sara Donner	Ext. 2944	sara.donner@durhamcollege.ca
Simulation Technologist	Marie McEwan	Ext. 2345	marie.mcewan@durhamcollege.ca
Nursing Technologist	Sandra Burse	Ext. 2183	sandra.burse@durhamcollege.ca
Program Coordinator	Deborah Schuh	Ext. 2305	deborah.schuh@durhamcollege.ca

School of Health & Community Services Office

SW106 – Gordon Willey Building

Telephone: 905.721.3080

Fax: 905.721.3189

Website: <http://www.durhamcollege.ca/academic-schools/school-of-health-community-services>

Health & Wellness Centre

G127 (Main Campus) 905.721.3037

The above individuals may be contacted by dialing directly 905.721.2000, followed by the appropriate extension

Health Policies and Guidelines

1. ENTRY IMMUNIZATION FORM

An approved Entry Immunization Form (EIF) must be on file with your practicum/placement officer to be eligible to attend the practicum placement portion of your program. Students are not allowed to attend placement until the form is approved. These forms are made available to students following registration and acceptance into a program and must be approved as a condition of acceptance into placement.

Completion of the form may take up to 4 weeks to complete and may require more than one visit to your health care provider. If you do not have access to a healthcare provider or you do not have any records of your past vaccination status, the Campus Health Centre can assist you complete your form. The Campus Health Centre is located in the Campus Recreation & Wellness Centre (CRWC), G-1030. Hours of operation are 9:00 am - 4:30 pm. 905-721-3037

www.durhamcollege.ca/campushealthcentre

Completion of an “Informed Consent for Immunization Exemption” must be provided to your placement officer if you are requesting exemption from any immunizations on the EIF form. These forms are available through a nursing appointment in the Campus Health Centre. Immune status is required via blood titre levels and any record of past vaccinations must be supplied for the exemption status to be processed. TB testing is mandatory.

2. TUBERCULOSIS SURVEILLANCE (TB skin testing)

All first year students and new entry students are required to provide proof of TB status as a part of the Entry Immunization Form. A two-step TB skin test is required. If a two-step TB skin test has been completed in the past, proof of this testing must be provided as well as a current yearly one step. If you are a known positive conversion, proof of a negative chest x ray which is less than 1 year old, must be submitted along with documentation of the positive test result.

3. INFLUENZA IMMUNIZATION (Flu vaccination)

For placements in long term care facilities, students may be required to have had vaccination for influenza. Please ensure you are immunized and keep a record for your placement agency. If a student has not had an influenza immunization and a flu outbreak occurs in the agency and/or on the unit the student is assigned to, the student may be required to stay away from the practicum area until the flu outbreak is over.

4. ILLNESS

Durham College has a responsibility to the practicum agencies concerning infection and disease control. As a student, you are responsible for assessing your ability to attend

practicum/field placement. When reporting off due to illness, comply with the established policy for each agency. If illness or injury occurs while in a practicum segment, contact your practicum/placement officer for further direction.

Contact your healthcare professional or make a medical appointment thru the Campus Health Centre for clearance to attend placement if you suspect you have:

- Contact with a communicable disease
- Gastrointestinal symptoms of diarrhea persisting for longer than 24 hours.
- Respiratory symptoms such as a persistent fever of greater than 38 degrees and a new or worsening cough or shortness of breath.

5. MANAGEMENT OF PERSONS WITH EXPOSURE TO BLOOD OR BODY FLUIDS

Definition of "Exposure": exposure encompasses situations such as a break in integrity of the skin due to needle stick injury, scratches, bites, lacerations and contact as a result of splashing with blood or other body fluids to which standard precautions apply.

a) If an exposure occurs, immediately apply first aid measures.

1. Press cuts or punctures of the skin to make it bleed.
2. Wash the area with soap and water
3. If eyes(s) splashed, rinse with tap water or saline with eye(s) open.
4. If mouth is affected, spit out suspected fluid and rinse with water.
5. If splashed and contact with skin occurs, wash area with soap and water, then assess the integrity of the skin contact.

b) Reporting and post-exposure management

Students should report exposures immediately after they occur, as certain interventions that may be appropriate, for example prophylaxis against Hepatitis B, must be initiated promptly to be effective.

The exposed student should:

1. Notify their immediate supervisor (i.e.: practicum teacher/faculty)
2. Follow the policy of the agency in which the exposure occurred.
3. If no policy exists, report to emergency department of local hospital to determine risk level, treatment, counselling and suggested follow-up.
4. Complete the Durham College Accidental-Injury form. Relevant information includes the following:
 - Date, time, location (agency) of exposure
 - Job duty being performed by student/staff at the time of exposure
 - Details of exposure, including amount of fluid or material, type of fluid/material, severity of exposure, duration of contact.
 - Description of source of exposure.
5. Details about any referral for assessment/treatment.
6. Follow – up counselling and on-going evaluations by a physician can be arranged if the student does not have a physician.

6. TRAVEL OUTSIDE CANADA

Please be aware that upon returning from travel outside of Canada, if unwell, you are advised to consult with your healthcare professional or make a medical appointment thru the Campus Health Centre.

Practicum

Preparation for Practicum

Refer to Practicum Guide

Assignment of Placements

The Practicum Office has pre-existing agreements with the affiliated partners for placements and all clinical placements are organized by the Practicum Office. Students *MAY NOT* arrange their own placements. Agency partners will only accept students for placements that are arranged through the School of Health and Community Services.

Students are expected to be able to work days (6-2pm, 630-230pm, 7-3pm) and/or evening shifts in practicum placements. Shifts may be 8 or 12 hrs. Scheduled practicum days for Semester I are Thursdays and Fridays. In consolidation, students will work days, evenings and nights as well as weekends and holidays.

Location

Placements are located at various hospitals and agencies throughout the Durham and surrounding regions and students are required to be able to attend practicum at any of Durham College's partner sites.

Transportation

Students are responsible for all personal transportation and associated costs while attending placement. Placement settings are determined by availability and will vary each term.

Changing Placements

Changes to an assigned placement will not be permitted and students *MAY NOT* "swap" placements among themselves.

Conflict of Interest

Students are required to self-identify any conflict of interest they may have in their assigned practicum placement. Notification must be made in writing to the Placement Officer if the student has:

- Relatives or friends who are employed or volunteer (in any capacity) at a practicum agency site;
- An employment or volunteer relationship at a practicum agency site;
- Any other affiliation with a practicum agency site which could place them in a position of conflict of interest while attending practicum

Requirements for Practicum

Certain protective health measures such as entrance physical examinations, chest x-ray, proper immunization, criminal reference checks, Annual CPR Level C & First Aid certification and/or special tests are expected of all students, faculty and staff prior to an experience in the agency.

In order to be eligible to participate in placement, students will be required to meet specific practicum requirements within established timelines. Students who do not successfully meet these requirements will not be approved to participate in their practicum placement and will be required to withdraw from their Practicum course until the next time the course is offered, the requirements are met and a placement site is available.

Required Documentation

All required pre-practicum documentation must be submitted by the *SPECIFIED DEADLINE* for each semester. Deadline dates will be communicated to students through the mail and through My Campus email. Exceptions to these dates are non-negotiable due to liability and safety regulations.

Students whose documentation expires throughout the year are required to submit updated documentation according to the due dates set out by the School of Health and Community Services. Documentation is considered to be current if it covers the entire duration of the placement.

Procedure for Submission of Practicum Documentation

Students must *SUBMIT ORIGINALS* of their pre-practicum documents and *RETAIN THE PHOTOCOPIES* for their use. Students are advised make and keep 2-3 copies of each document. Documents to be submitted include the following:

- Completed Entry Immunization Form
- CPR Level C and First Aid (this may be a photocopy)
- ORIGINAL-Criminal Reference Check (with Vulnerable Sector screening)(CRC) at beginning of every semester
- Mask Fit Testing
- Flu Shot

All documents must be submitted to the Documentation Officer in the School of Health and Community Services (SW 106) or in the assignment drop box outside SW106. For confidentiality purposes, the documents must be in a sealed envelope labeled on the outside of the envelope with the following information:

- ATTN –Practicum Officer
- Student NAME
- ID#
- PROGRAM NAME and SEMESTER

Reproduction of Student Practicum Documentation

In the event the student requires reproduction of the information in their Practicum File they will be subject to a fee per document.

The student must submit a request in writing to the Practicum Office for the documents required, a minimum of 24 hours ahead of when the documents are required. Documents must be picked up from the School of Health and Community Services and will not be sent electronically or via fax. Students will be asked to show their student card for verification when they come to pick up documents.

Immunization

A completed **Entry Immunization Form (EIF)** is required upon entry to the Personal Support Worker Program. Returning students are responsible for providing documentation of a One-Step TB test. All forms can be found on the website:

<http://www.durhamcollege.ca/academic-schools/school-of-health-community-services/field-placement-requirements/>

See below under Health Policies

CPR& Standard First Aid

Students entering the program, require a valid annual Canadian Heart & Stroke Foundation Basic Rescuer Certificate – Level C and a current (within 2 years) Standard First Aid to be eligible to be placed in a practicum setting.

It is the student's responsibility to provide documentation of CPR/First Aid certification to School of Health and Community Services and as needed to maintain validity of the certification throughout the program.

Canadian Police information Centre, Criminal Record Synopsis (“CPIC Check”) – with Vulnerable Sector Screen

Each semester, all students in the Personal Support Worker Program are required to have a criminal reference check which *MUST* include a vulnerable sector screen, and a check of the Royal Canadian Mounted Police (RCMP) National Canadian Police Information Centre (CPIC) database. This must be recent within 3 months and **WILL EXPIRE** 6 months from date of issue. It is the student's responsibility to note expiry date and obtain a new CPIC in a timely manner or student will not be eligible to attend practicum.

Students should be aware of the following:

- This process of acquiring a CPIC check can take up to 12 weeks to complete;
- The cost of the police record check is at the student's expense
- Please advise the police department that you are a student requiring a police record check for placement purposes
- Bring with you two pieces of identification one of which must be photo ID

The application process for vulnerable sector screening is different in each region. If you are resident of Durham Region and you are applying for your Criminal Reference Check with Vulnerable Sector Screening in Durham Region, please download your application at <http://www.durhamcollege.ca/academic-schools/school-of-health-community-services/field-placement-requirements/>

If you are applying for your Criminal Reference Check with Vulnerable Sector Screening outside of Durham Region please contact your local police department regarding their application process.

Both LTC and Community agencies will require and will view an Original of your Criminal reference check, therefore, please order additional originals when you pay for and request your check from the Police Station.

Students who have not provided appropriate documentation of a completed CPIC check will not be eligible for placements.

Students who do not have a clear CIPC may be ineligible to attend practicum.

It is the student's responsibility to immediately advise the Associate Dean of the Personal Support Worker program if a "clear" status of a CPIC changes for any reason while the student is registered in the Personal Support Worker program. Failure to do so may result in withdrawal from the program.

Mask Fit Testing

Mask fit testing dates will be organized annually during the Fall Semester. Students will be notified through DC Mail of an appointment date and time for testing.

A mask fit test is valid for 2 *YEARS*. Students are responsible for assessing if their mask fits properly each time they use it. It is the student's responsibility to self-identify if they need to be re-tested.

Students are responsible to identify in writing to the Practicum Officer as soon as possible, if any of the following occur:

- Excess weight gain or loss (increase or decrease of 10 pounds or more)
- Change(s) in facial structure (i.e. due to facial surgery, dental work etc.)
- Change in facial hair status (i.e. facial hair growth/removal)

If a student is not mask fit tested, and an outbreak occurs which necessitates that student be mask fit tested, the student's placement may be jeopardized. In this scenario the student may not be able to meet the practicum learning outcome requirements thereby impinging on their ability to progress in the program.

Students who follow specific cultural or religious practices that have implications related to mask fit testing are invited to speak directly with the Practicum Officer to ensure that their needs are met within this policy.

Important Note: Students who fail to attend their assigned testing time will be required to make their own arrangements for testing, at their own expense and must do so prior to attending practicum.

*****Please refer to Practicum Guide for other policy/procedures related to practicum.**

Please Note: Students must have a G.P.A. of 2.0 and a passing grade in all courses to attend semester 2 practicum.

Program Information

Program Mission Statement

The Personal Support Worker (PSW) program offers an innovative, student-centered learning environment that fosters the development of a graduate who has the knowledge and skills required to work as a novice PSW, while providing compassionate, client/resident focused care. The goal of the program is to prepare a graduate who advocates for the Dignity, Independence, Privacy, Preferences, and Safety of those they care for, as well, the current and future direction of the Personal Support Worker in Ontario.

Your Program Guide contains valuable information about Durham College and the Personal Support Worker Program.

The Guide will:

- a) explain the goals/objectives of the PSW Program.
- b) set out the responsibilities of students and faculty in achieving these goals.
- c) provide detailing of our course offerings.
- d) outline the policies of the PSW program.

Your Practicum Guides contains specific information about practicum placements in the program. Please review these Guides for specific policies and requirements related to practicum.

Personal Support Worker Program Description

Introduction

“The PSW is a front-line care provider whose responsibilities focus on the provision of personal care and support that include activities of daily living with client populations across all institutional and community care and service settings. They provide compassionate, client-centered care under the supervision of professionals, according to the care plan”.

The Personal Support Worker program is a two semester program offering academic studies and practicum experience to prepare graduates with the with the knowledge, skills, and attitudes necessary to enter the health care system as entry-level health care workers to provide personal care and home management services to clients in both community and institutional settings. Graduates of Personal Support Worker programs in the colleges of applied arts and technology have demonstrated the ability to work as a member of care/service teams. They use established care/service plans and policies and procedures to provide safe personal care and home management services for clients and their families. They interact and communicate effectively with clients, families, and care/service team members. As part of their supportive role, these workers in

an ongoing and timely manner make and report relevant observations to the appropriate regulated health professional and/or supervisor. Graduates are responsible for working productively and constructively within the Personal Support Worker role, for knowing their strengths and limitations, and for seeking out information, guidance, and/or direction from the appropriate person.

Personal Support Workers are unregulated health care providers. The intent of the Personal Support Worker program is to prepare graduates to work under the supervision of the regulated health professional, supervisor, or, in the assisted care environment, under the direction of the client. Personal Support Workers provide clearly identified personal care, routine activities, and home management services, within care/service plans established policies and procedures. Personal Support Workers are responsible to their clients and to their employers for providing quality personal care, routine activities, and home management services. In assigning work to these graduates, employers, supervisors, and/or regulated health professionals consider each client situation in relation to that client's condition, the task to be done, the associated risk of performing the task, and the environmental supports required to safely and competently carry out the task. In carrying out their assigned work, personal support workers are responsible for safely and competently using care/service plans, for following oral directions and written guidelines, and for complying with established policies and procedures.

Following successful completion of their program, graduates may be employed in a variety of community and institutional settings. As members of care/service teams, personal support workers work with infants and children as well as adults, families, individual clients who are experiencing physical, cognitive, emotional, and behavioural challenges, and with multi-client groups in both community and institutional settings. There is a focus on the senior as well as dealing with responsive behaviours. They are valuable members of care/service teams.

"Student Success" is the primary goal of the Personal Support Worker Program at Durham College. As faculty and administrators, we are dedicated to helping students achieve their own goals. Our program is offered over 1 year to full time students.

Curriculum

The curriculum for the Personal Support Worker program has been developed using the principles of compassionate client-centered care, while utilizing the following documents: The Ministry of Training, Colleges and Universities; The Personal Support Worker Program Standard 2004, Ministry of health & Long Term Care, and the practice standards, practice guidelines, forms and other publications available from the College of Nurses and the Registered Nurses Association of Ontario. The program has a strong emphasis on practical hands-on experience in a variety of health care settings. Practicum experience includes caring for clients with health challenges in long-term care/school age/ community, acute care, and mental health environments. The program will conclude with a consolidated experience in a long-term care setting.

Learning occurs in a variety of settings and through a variety of delivery methods while incorporating the principles of Universal Design. For example: the classroom, laboratory, simulation, interprofessional learning opportunities, various health facilities, independent study and online learning. Practicum experiences may involve working a variety of shifts.

Feedback concerning all aspects of the program is valued and encouraged. Opportunity to share ideas among all participants is important for the growth of faculty, learners and the program. Faculty are committed to yearly revision of course outlines to ensure current, enriched, evidenced-based curriculum is continually offered.

Personal Support Worker

Philosophical Beliefs

The Personal Support Worker (PSW) respects and supports the individuals' desire to be healthy and independent according to their own choices and capabilities. The purpose of the support is to assist persons with the tasks of daily living so that they may participate in their community and daily lives.

The Personal Support Worker is a valued member of the health care team and contributes to the quality of the life of individuals by promoting their independence, dignity, social, emotional and physical well-being, mobility, preferences, privacy, comfort and safety.

Synopsis of the Vocational Learning Outcomes and Program Learning Outcomes Personal Support Worker Program

The graduate has reliably demonstrated the ability to

1. act within the personal support work role, under supervision and by following care/service plans and established policies and procedures.
2. participate as a member of care/service teams in both community and institutional settings.
3. use, under supervision, basic knowledge, care/service plans, and established policies and procedures.
4. provide client-centred and client directed care under supervision and by following care/service plans and established policies and procedures, in both community and institutional settings.
5. make, collect and report to the supervisor relevant observations in an ongoing and timely manner and record this information promptly.
6. support the client's personal care requirements by following care/service plans and established policies and procedures.
7. support the client's home management services by following care/service plans and established policies and procedures.
8. communicate effectively and appropriately using oral, written and nonverbal methods.
9. assist in the promotion and maintenance of a safe and comfortable environment for clients, their families, self and others.
10. perform the personal support worker role in an ethical manner and within the law.

Durham College Graduate Profile

A Durham College graduate is expected to integrate and transfer knowledge, skills and attitudes to roles performed in the work place and in his or her personal life.

Commensurate with the level of study, the Durham College graduate will have reliably demonstrated the ability to:

- Meet the entry level vocational requirements of the specific field or profession.
- Interact with other groups and teams, use critical thinking skills to evaluate and solve problems and communicate confidentially in a variety of situations.
- Adapt to change, recognize the need to maintain and renew knowledge and skills and effectively meet social challenges arising in community, family and working life situations

Assumptions & Beliefs Concerning the Teaching – Learning Process

The following are our beliefs about the teaching-learning process:

- A professor is accountable to the student and the Personal Support Worker program to provide an environment conducive to learning.
- The environment for learning is vital in that it should be supportive and provide direction for learning. Respect for the individual and her/his learning needs will promote a positive environment where learning can take place.
- Learning is a dynamic and continuous process which is manifested by growth and change in behaviour.
- Learning outcomes, clearly stated and encompassing all learning domains (cognitive, psychomotor and affective), enhance the learning process.
- A student is accountable for active participation in the teaching-learning process. As a student progresses through the Personal Support Worker program, she/he should expect to assume increasing responsibility for learning.
- In keeping with our program philosophy and the professional requirement for life-long learning, the teacher fosters increasing independence in the learner.
- Students benefit from constructive feedback which is provided both immediately and regularly in an atmosphere of trust. An emphasis on positive reinforcement for appropriate behaviour is essential to its success.
- Progress review is an integral part of the teaching-learning process as it describes the student's progress and achievement of goals. Self-assessment by the student is an essential element of progress review. The teacher will provide both formative and summative feedback.
- Formative progress review provides on-going feedback to learners about their progress in achieving the established learning plan and occurs continuously throughout the learning experience. It serves a diagnostic purpose as it informs students of areas where further learning is necessary.
- Summative progress review measures final outcomes or results and determines learner achievements as they relate to the learning outcomes. It is concerned with how learners have changed.

Timetables

Timetables are available online through our internet – “MyCampus”. You can view and/or print your timetable from any computer with internet access. If you require assistance, please contact the Help Desk at 905-721-2000 Ext. 3333.

Assistance is available from your Student Advisor. Should you have a discrepancy on your timetable – report it immediately.

PERSONAL SUPPORT WORKER PROGRAM

ALT.
FIELD

COURSE NAME	MOD	CODE	PREREQUISITE	COREQUISITES	LECT DEL.	LAB PLMT HR	HR	.HRS			
SEMESTER 1											
ANATOMY & PHYSIOLOGY		BIOL 1503			3	0	0				
COMPUTER LITERACY		COMP 1000			0	2	0				
COMMUNICATION & INTERPERSONAL SKILLS		INTS 1500			3	0	0				
PSW FOUNDATIONS		PSWF 1500			3	0	0				
HLTH PROM. & DEV. ACROSS LIFE		PSWH 1500			3	0	0				
PRACTICE LAB 1		PSWL 1500			1	2	0				
PRACTICUM (LAST 7 WEEKS)	2	PRAC 1500		PSWH 1500 BIO 1503 PSWL 1500	0	0	0	91			
					13	4	0	91			
SEMESTER 2											
HLTH CHAL. & SUPP. SPEC. NEEDS	3	PSWC 2500	BIOL 1503 PSWF 1500	INTS 1500 PSWL 1500	PRAC 1500	PSWH 1500	6	0	0		
PROFESSIONAL GROWTH ISSUES	3	PSWG 2500	BIOL 1503 PSWF 1500	PRAC 1500 PSWL 1500	INTS 1500	PSWH 1500	3	0	0		
PRACTICE LAB II	3	PSWL 2500	BIOL 1503	PRAC 1500	PSWL 1500		1	2	0		
MENTAL HLTH & COG. IMPAIRMENT	3	PSWM 2500	BIOL 1503 PSWF 1500	PRAC 1500	INTS 1500	PSWH 1500	5	0	0		
FUNDAMENTALS OF HOSPICE PALLIATIVE CARE	3	PSWP 2500	BIOL 1503	INTS 1500	PSWH 1500	PSWF 1500	4	0	0		
LONG TERM CARE PRACTICUM (4 WEEKS)	4	PRAC 2500	BIOL 1503 PSWL 2500 PSWL 1500	INTS 1500 PSWP 2500	PSWG 2500 PSWC 2500	PSWM 2500 PRAC 1500	PRAC 3500	0	0	0	144
COMMUNITY PRACTICUM (4 WEEKS)	4	PRAC 3500	BIOL 1503 PSWL 2500 PSWL 1500	INTS 1500 PSWP 2500	PSWG 2500 PSWC 2500	PSWM 2500 PRAC 1500	PRAC 2500	0	0	0	120
							19	2	0	264	

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.

Durham College

Academic Policies & Procedures

To view the Durham College Academic Policies & Procedures, please go to <http://www.durhamcollege.ca/about-us/corporate-links/governance/policies>

Program Specific Academic Policies & Procedures

Personal Support Worker Program Policies

The PSW program has developed program policies based on its philosophy. It is the student's responsibility to read, understand, and comply with the policies outlined in this document as well as the Durham College Academic Policies and Procedures. The PSW Program reserves the right to alter its Policies and Procedures as needed. Students will be given written notification of any necessary changes. The following policies apply to all courses unless students are advised otherwise. Additional policies specific to individual courses may be indicated in the course outline. Policies related to practicum courses will be identified in the Practicum Guide and/or the individual course outline.

Freedom of Information and Protection of Privacy

It is important to be aware that students are protected by the [Freedom of Information and Protection of Privacy Act](#), which is a government act, and Durham College is not permitted to release confidential information regarding the student. This includes, but is not limited to, academic progress, financial information and registration.

All communication will take place directly with students only and will generally be considered confidential. It is up to the student to decide how much information will be shared with their family and support network. Faculty members and staff in the Program will only communicate directly with students. Should a third party contact faculty or staff in the program regarding a student, that student will be contacted by email, advised of the contact, and invited to speak directly with the appropriate person.

Students will be asked for written consent should access be requested by any party other than those previously described.

Students may request access to their file in the School of Health & Community Services. Students or graduates who require documentation related to their program or attendance for a third party should put their request in writing and submit it to office staff. The necessary documentation will be provided as soon as possible. Students and graduates should be aware that a fee will be charged to cover the administration costs of this service. At no time may the file be removed from the School of Health & Community Services. Copies of the file will be provided upon written request from the student. The student is responsible for the cost associated with producing these copies (See privacy of records, release of information – Durham College Student Handbook – Student Rights and Responsibilities).

All confidential information to which the student has access is protected by legislation. Failure to maintain confidentiality of client information or other breaches of confidentiality related to clients, fellow students or college employees may result in dismissal from the college and/or legal action.

The Learning Environment

Attendance

Because of the relationship between theoretical knowledge, critical thinking and practicum skills, it is essential that students participate in all learning activities provided. Failure to attend class may lead to gaps in knowledge, grade reduction and potential safety hazards for the client/resident in the practicum setting. Full attendance is expected.

A student **must notify** the college – professor’s office 905-721-2000 and extension and/or email, if late, or daily if absent from class.

A student who is frequently absent will receive an Academic Alert and will be encouraged to meet with Student Advisor to discuss the reason for the absenteeism, explore any additional supports that may be available to promote student success and to determine how the student might fully participate in learning activities. The student may be requested to meet with the Coordinator or Associate Dean of the program. Students who are absent from a significant portion of practicum experience may be unable to meet their learning outcomes and may be required to complete additional practicum experience at **their own expense**. Refer also to the Practice (Practicum) Handbook regarding attendance requirements.

Student Support Services

There are a number of services available to and for students. Please consult your Durham College Student Handbook and make an appointment to meet with Student Advisor for details related to financial assistance, counseling, etc.

Communication

1. The student is expected to demonstrate respect for all in the learning environment.
2. The student is expected to come to class prepared.
3. The required course specific text books and study guides must be brought to class.
4. The professor is available via email (DC Mail/DC Connect) and voice mail (see related information on the front page of outline). If leaving a voice mail please be sure to leave your name, message and phone number clearly on the voice mail.
5. All email correspondence must be done through College sources (DC Connect or DC Mail) personal email sources such as MSN or Yahoo may be not be accepted by the College server. Consistent communication is essential for student success. It is the student's responsibility to check DC Mail and DC Connect **daily for updates** and messages.
6. Email communication should be considered professional communication. It is expected that students will include appropriate greetings/signatures, compose full sentence messages which indicate the purpose of the communication, and demonstrate a respectful, professional tone at all times. Students should not consider email that they send to faculty members or clinical instructors to be confidential. If, in the potential interest of student, patient, or public safety, correspondence from a student is deemed to be potentially concerning in any way, faculty will be required to share this information with appropriate individuals.
7. Also check the Personal Support Worker Bulletin Board beside SW206 for messages and information. If you have a service, classroom, practicum or professor issue, the first step is to speak to the appropriate person, the professor or the service department in the College. If the issue cannot be resolved by that collaboration, please make an appointment to speak to the Program Coordinator.

Feedback

Providing students with ongoing feedback on their progress is an important role of the Personal Support Worker team. The program offers multiple formal and informal student feedback opportunities including: group work, written papers, in-class and online assignments and activities, peer feedback, reflective notes, tests, exams, practicum feedback including self-reflection and progress notes, as well as opportunities for students to provide feedback to teaching regarding content delivery and the learning environment. Students can familiarize themselves with the grading criteria for each of their courses through their course outline. It is strongly suggested that students pick up

their marked assignments in order to use the feedback to improve their work. Students may connect with a professor by e-mail, phone, during office hours or set up an appointment if they require additional feedback on their progress.

Computer Issues

1. If the College computers are “down or not working” resulting in the inability to meet a required deadline, the student must obtain written, dated documentation of the problem from the Commons IT Support Help Desk, to give to the professor. This must be done within 24 hours of the deadline. If the student is not receiving email through DC Mail, it is the student’s responsibility to following up with IT Services promptly.
2. The Commons IT Support Help Desk can be reached at 905-721-3333 or at ITsupport@dc-uoit.ca Information about the Help Desk hours can be found on My Campus.

Use of Personal Technology & Communication Devices

Health Care providers are expected to utilize multiple forms of technology to support best practice. It is essential that Personal Support Worker students conduct themselves accordingly when using technology in a professional and appropriate manner at all times. All students are guided by the Durham College Information Technology Acceptable Use Policy which can be found at: <http://www.durhamcollege.ca/wp-content/uploads/ADMIN-206-Acceptable-Use-of-IT.pdf>

In addition to this general policy, the following guidelines apply to the use of any technology in the PSW program (including computers, laptops, PDAs, I-pods and I-phones, and other electronic devices):

- Professional behaviour and proper technology etiquette will be observed at all times when using cell phones, I-pods, PDA’s, laptops, or other electronic devices in the classroom, laboratory, or clinical setting.
- Technological devices may be used only when authorized by faculty for clinical or classroom activities, or as an approved accommodation to reduce the impact of a disability. Students seeking the latter will require an Accommodations Notice from the Centre for Students with Disabilities.
- When faculty request that students close laptops or turn off other electronic devices to focus attention on a learning activity, it is expected that students will respond promptly to this direction.
- No personal phone conversations or texting is allowed at any time or under any circumstance while in a client/resident area or during designated practicum hours. All devices must be silenced or turned off and put away during these times. **A formal written warning that will remain in the student’s file will be given for the violation of using the electronic device for socializing during clinical/lab time. A clinical/lab/course failure may be given for the second violation, whether this occurs in the same course or in another course.**

- Students are expected to have all technological/communication devices turned off if agency policy requires it and to go to an area designated for cell phone use when using these devices. These devices should not be on the person during resident/client care. Faculty, hospital, or community agency staff may ask to see what programs you are using at any time.
- All students are expected to discuss use of electronic devices with their clinical faculty and to strictly adhere to Program and clinical agency requirements. At no time may a student post anything related to the practicum placement site, faculty, staff or other students on social media.
- Students may not take pictures of clients/residents without client and agency written consent. When in placement, students may not take pictures of other students, faculty or staff without written permission.

Students who violate Client/Resident privacy with respect to technology may be subject to charges of legal privacy infractions by the clinical agency or client

E-mail Communication

The student is expected to use the DC Connect e-mail system when communicating with the teacher electronically. The teacher will not open e-mail received from any other address i.e. Hotmail, Sympatico, Rogers etc. It is the student's responsibility to; check his/her DC Connect e-mail twice per business day, morning and evening, acknowledge a read receipt when requested and respond to teacher e-mail within 24 hours. E-mail sent after business hours on Fridays may be responded to on the following Monday. The same parameters apply to the teacher when responding to student e-mail.

Student Conduct

It is expected that all members of the class, including the professor, will treat one another with courtesy and respect within all aspects of the learning environment [lab, in and out of classroom, practicum]. There is a great deal of group work within the program and it is an expectation that all group members treat each other with respect and dignity. Respect helps to create a caring environment which supports teaching and learning. If individual behaviours interfere with the rights of others to teach or to learn, the professor has the right to hold the disruptive student(s) accountable and disciplinary action may be initiated as per the College policies.

See the College Policies Students Code of Conduct.

<http://www.durhamcollege.ca/academicpolicies>

Late Arrivals in Class

Students are expected to arrive to class on time both at the beginning of class and after breaks. Professors recognize that there are often legitimate reasons for late arrivals but when the behaviour is chronic and disturbs a class already in progress, the professor has the right to prohibit entry to the classroom until a suitable break occurs. During classes in which a guest speaker is scheduled or when student peers are making a presentation, late arrival may not be permitted. (Special circumstances may be presented to the professor in advance of the class for consideration.)

Eating and Drinking in Classrooms

Food and drinks are permitted in classrooms as long as the student takes responsibility for removing garbage and cleaning up his/her workspace before leaving the class. The professor has the right to revoke this privilege if these conditions are not met or if other students in class object to the practice.

Emergency Calls

The School of Health and Community Services staff will accept messages for students only in the event of a family emergency. Please make sure that anyone in your life who needs to locate you during class time for reasons other than an emergency has a copy of your timetable [eg. classmates, family, daycare provider, employer] Staff are unable to release your schedule information due to the Freedom of Information Act.

Test and Examination Expectations & Procedures

Students will be required to present **their Student I.D. card for all tests and for all exams**. If an I.D. card is not presented, the student may be asked to leave the room and may not be allowed to rewrite the test or exam. Please ensure that you bring your **Durham College Student ID** card to all **tests and exams**.

Terms of Reference

Class Test – a scheduled and invigilated test within class time or booked outside of scheduled class time in the test center.

Quiz – an evaluation of shorter duration than a test with lesser weighting / may be scheduled / or unscheduled / written/on-line, usually given as part of a regularly scheduled class.

DC Connect tests and quizzes are computer given with specific parameters as required delivering evaluations in this format and may not apply to the above criteria.

Policies for Tests / Quizzes

Please read carefully.

1. The weighting of tests and quizzes are outlined in the course outline with the evaluation criteria.
2. There are no makeup tests (i.e. no “do-overs”) or supplemental tests.
3. It is expected all students will be present to write tests in the scheduled time slots.
Tests should be scheduled in the TEST CENTRE as close to timetabled hours.
4. A student who misses a test must notify his/her professor **by e-mail documenting the reason for the missed test, within 24 hours of the missed test. Failure to comply will result in a mark of zero (0).**
5. A student, who complies with the test policies, may be given the opportunity to write a modified version of the test OR have the weight of the missed test added to another evaluation item e.g. test, assignment, exam. The decision will be at the discretion of the professor.
6. Students who have missed a test may be required to write the missed test in the test centre.
7. A student may only miss one test in any course in a Semester. If the student misses any additional tests, the PSW Faculty Team will decide if the student may make up any of the missed tests based on the student’s circumstances.
8. In class quizzes might be unannounced. Students not in attendance will receive a mark of zero (0). No makeup quizzes will be given.
9. If a student is late arriving for a test or quiz, no additional time will be granted.
10. No student will be allowed to enter the test room after the first student to complete the test leaves the room.

Final Marks

Final marks will not be released by faculty members or office staff. Grades will be posted on MyCampus.

Section I

It is the student's responsibility to:

1. Check the test and examination timetable carefully. Ensure awareness of the time and place that the test/examination is being written.
2. Students who have been identified by the CSD office as having special needs will write tests and exams commencing at the scheduled time. If writing in the CSD office, it is the

student's responsibility to make appropriate arrangements and communicate them to the teacher. Any accommodations that permit the use of memory aids must follow the policies and procedures

3. Write tests and examinations within the scheduled times. Should this not be possible, the student or student representative must notify the course teacher prior to the event and /or within 24 hours. Failure to comply will result in a mark of "0" for the test/examination missed.
4. Arrive 5 minutes early.
5. Congregate outside the test/examination room. Students will be seated in the test/examination room a few minutes before the test/exam is scheduled to start.
6. Keep only erasers, pens, pencils and Kleenex on the desk. All other articles must be removed from the desk. Any other required items will be supplied. No cell phones or paging devices are allowed. Calculators may only be used with the professor's permission.
7. **Stop talking upon entering the room.** The test/examination paper should not be turned over until directed to do so.
8. Be sure your name appears on all computer cards, booklets and papers.
9. Check the test/examination paper to ensure that no pages are missing. Before handing in the paper, check to ensure all questions have been answered.
10. Complete the computer form/scantron correctly. Answers appearing on the computer sheet/scantron will be used to determine the grade. The computer form cannot be altered by the teacher.
11. Initial the classlist as directed by the invigilator.

Section II

In order to ensure a quiet environment throughout the test/examination, the following guidelines are in effect:

1. Students will not be admitted to the room if more than 15 minutes late for a test or 30 minutes late for an examination. Students arriving past the established deadlines should report to the Divisional Office not to the test/examination room. No time extensions will be granted for late arrivals.
2. If questions or problems arise during the test/examination, the invigilator should be notified by a raised hand.
3. Students may be requested to remain quietly in the test/examination room during the last 10 minutes.
4. Students should not remain in the hall outside the room as talking in the halls is disruptive.

Written Assignments

1. All written assignments are to be **word processed** and submitted through DC Connect Drop box unless otherwise directed by the professor.

Assignments which are not word processed will not be graded and a mark of zero will be assigned.

2. Assignments which are word processed must be created using **Microsoft Word** software only. This software is available for purchase in the Campus Bookstore for a nominal fee.
3. Written assignments must be submitted to the professor, on the specific date, **within the 1st ten minutes of class**, in the student's assigned classroom or as directed by the professor. All classes begin at ten minutes after the hour.
4. Assignments may be sent via e-mail to the professor but must be received by the beginning of class to be considered to be handed in on time. The professor is not responsible for any computer problems the student may encounter sending the assignment electronically. The student is to submit as soon as possible, a hard copy of the assignment to the professor. Attachments that will not open are the responsibility of the student and subject to the late assignment policies.

5. Late Assignments

An assignment is considered to be late if it is not submitted on the specific date, within the 1st ten minutes of class, in the student's assigned classroom or as directed by the professor. The result of submitting an assignment late without prior communication will result in a grade of "zero"

If a student anticipates that he/she will be absent or late for class they are to notify the professor before the class and submit the assignment electronically within the 1st ten minutes of class. Please refer to item #4. It is the student's responsibility to provide a hard copy of their assignment to the professor within 24 hours of the submission date and time.

A negotiated late assignment will be penalized at a rate of **10% for the first late day [up until midnight that day: this represents the due date], 10% for the second late day and an additional 10% for the third late day**. Late assignments will not be accepted beyond the third day and the student will receive a grade of zero for the assignment. A "day" includes each day of the weekend.

In consultation with the PSW team, the professor will consider individual, rare **extenuating circumstances**, which may cause an assignment to be late. The student must provide

documentation to validate the extenuating circumstance, which might include hospitalization or the death of a family member/significant other.

6. The student is responsible for keeping a backup copy of all written assignments, marked assignments and course work for future reference.
7. Assignments are to be submitted to the grey student mailbox (outside of SW106) ONLY under direction of the professor. Assignments submitted to the box without the approval of the professor will be penalized according to the late assignment policy.
8. The student takes full responsibility for assignments submitted by others on his/her behalf.
9. Assignments are **NOT** accepted at the Health & Community Services Office under any circumstances.
10. Assignments will usually be returned in class. Students must review feedback and then make an appointment to meet with professor. Evaluation and grades will not be discussed in class.
11. In the event of an appeal, students are responsible for producing all assignments and course work. For further information regarding appeals, refer to the Academic Appeal section of the Durham College Student Handbook.
12. Written work submitted must be the product of the student's own efforts. Plagiarism and other forms of cheating are prohibited and are subject to the consequences outlined in the Durham College Student Handbook – Academic Integrity.

DC Connect

Note: As some courses are a DC Connect course, basic computer skills and equipment are required. If necessary, check with the Commons IT Support Help Desk in the Learning Commons to see if your home computer has the capacity to manage this course. Computers are available in the Learning Commons if home access is not available.

The following skills are necessary for facilitation of DC Connect course work:

- Basic computing skills
- Basic keyboarding and mousing skills
- Basic word processing skills
- Experience browsing the Web
- Experience sending and receiving e-mail

It is strongly recommended the student who does not have basic computer skills, seek help from the Commons IT Support Help Desk and the Learner Support Centre as soon as possible.

If students are communicating electronically with the professor, they are expected to use DC Connect or DC Mail. Professor will not respond to any personal email sources such as MSN or Yahoo.

Note about student tracking in DC Connect:

DC Connect automatically records all student activities, including the:

- First and last access to the course
- Pages accessed
- Number of quizzes completed
- Number of conferencing messages read and posted

This information will be used as a means of evaluating student participation.

If the College computers are “down or not working” resulting in the inability to meet a required deadline, the student must obtain written, dated documentation of the problem from the Commons IT Support Help Desk, to give to the professor. This must be done within 24 hours of the deadline.

The Commons IT Support Help Desk can be reached at 905-721-3333 or at ITsupport@dc-uoit.ca Information about the Help Desk hours can be found on MyCampus.

Health Care Learning Centre

The Health Care Learning Center is a state of the art low- moderate fidelity learning facility, which is utilized by all of our health care programs including personal support worker, practical nursing, collaborative nursing, and paramedics. The 20 bed lab is the location for all lab based courses where students learn how to put theory into practice, and learn the skills necessary to care for the client population. Students attend classes in the Health Care Learning Center, however we also offer Independent Practice Review Hours. During these open practice hours, students are encouraged to independently attend the lab to practice their skills. Upper level students are available during these times to assist students with equipment, and offer feedback on the skill being practiced.

Policy of Health Care Learning Centre/Interprofessional Centre of Excellence in Simulation

Learning experiences in the Health Care Learning Centre/Interprofessional Centre of Excellence in Simulation [“the lab”] are treated similarly to clinical experiences in health programs at Durham College and UOIT, requiring conduct and dress equivalent to that expected in clinical settings. All persons participating in learning sessions in the lab – SW206/207 - are expected to conduct themselves as professionals at all times. The following policies related to preparation for learning experiences, behavior during learning experiences, and presentation of self, including details of appropriate attire for a professional clinical experience must be adhered to:

Expected Conduct and Comportment

All students are expected to:

1. Demonstrate behavior that consistently indicates respect for the worth and dignity of each other while accepting responsibility for all actions consistent within their role.
2. Demonstrate honesty, even when a mistake has been made. Report any accident or incident immediately to the professor/facilitator so that appropriate measures can be taken.
3. Utilize clear, accurate and professional communication skills in all interactions and maintain confidentiality.
4. Demonstrate receptivity to feedback; utilize suggestions/recommendations to facilitate own learning and growth as a professional
5. Be familiar with and adhere to the Health Care Learning Centre and the Interprofessional Centre of Excellence in Simulation policies and procedures.

6. Arrive prepared to participate in the learning sessions in the lab. This includes completion of all required learner preparation as per course syllabus, arriving on time, adhering to the dress code, and bringing all the necessary equipment from student PSW equipment kits.

Dress Code

Students are expected to wear professional attire to the lab. Students should expect to dress for learning in this setting according to the dress code in place for clinical placements that do not require uniforms. The following elements are required:

1. Student ID badge is to be visible at all times on the upper body.
2. Royal Blue Scrubs must be worn at all times while working at the bedside. No coats or hooded sweaters are allowed to be worn under the lab coat. All dress wear must be of an appropriate length as to be considered suitable for a professional healthcare environment. Undergarments, including bra straps, must not be visible at any time.
3. Proper footwear is required, including closed toe and heel shoes with a low profile heel when working at the bedside (Worker's Compensation requirement).
4. Maintain hair in such a manner that it is clean, neat, and under control. Long hair must be tied back. A simple rule is: if hair can be tied back, it must be tied back. Barrettes and combs must be professional in appearance.
5. Use cosmetics in moderation. This is a scent free area. Male students with beards should ensure that facial hair is kept clean and tidy.
6. Keep nails short and clean with no nail polish. False nails are not permitted (infection control requirement).
7. Limit jewellery to a plain wedding band, Medic-Alert bracelet or necklace, one pair of plain, small stud earrings and a watch capable of indicating seconds. All other visible body jewellery is to be removed.
8. No gum chewing or food allowed in the lab.
9. No caps, hats or scarves allowed to be worn at the bedside.
10. No personal electronic devices (i.e. cell phone, I phone etc.) are permissible in the lab unless specified by the course lead. If allowed, personal electronic devices are NEVER to be used for personal communication during lab time. Laptop computers are only to be used when directed by the course lead and are NEVER to be used for reasons not specifically related to the material being presented.
11. Students who follow specific dress requirements for cultural or religious reasons are invited to speak directly with the technologist/course professor to ensure that their needs are met within this policy.

****Resources:**

Collaborative BScN Practicum Handbook 2009/2010
PSW Practicum Handbook 2009
UOIT Laboratory Safety Manual for General Operations

As in clinical settings, students who do not adhere to these policies will be asked to leave the lab. Since lab attendance is mandatory for success in the PSW Program, the result may be that students put themselves at risk for not being successful. If a student has questions about this policy, he or she is invited to meet with the Program Coordinator and/or Associate Dean

Criteria for use of personal technology during clinical, laboratory, and classroom activities

It is essential that all students conduct themselves when using technology in a professional and appropriate manner at all times. The following guidelines apply to the use of any technology (computers, including laptops, PDAs, iPods and iPhones, and other electronic devices):

- It is expected that professional behavior and proper technology etiquette will be observed at all times when using cell phones, iPods, PDA's, laptops, or other electronic devices in the classroom, lab, or clinical setting.
- These devices may be used only when authorized by faculty and for clinical or classroom activities, not personal use.
- When faculty request that students close laptops or turn off other electronic devices to focus attention on a learning activity, it is expected that students will respond promptly to this direction.
- No personal phone conversations or texting is allowed at any time or under any circumstance while in a patient area or during designated clinical hours. Silence the phone by placing it in "airplane mode" or "silence mode". **A formal written warning that will remain in the student's file will be given for the first violation of using the electronic device for socializing during clinical/lab time. A clinical/lab/course failure will be given for the second violation, whether this occurs in the same course or in another course.**
- For combined cell phone /PDA appliances, students are expected to have the equipment turned off if agency policy requires it and to go to an area designated for cell phone use when accessing information on their PDA when needed. All students are expected to discuss use of electronic devices with their clinical faculty and to strictly adhere to Program and clinical agency requirements. Students are only permitted to use electronic devices in the laboratory or clinical setting when specifically approved by the clinical or supervising faculty person.

- Students are expected to be respectful to the patient at all times and to ensure that their entire attention is focused on the patient when they are in the patient's room. If a student is using the PDA at the bedside, he or she should be sure to apologize for the interruption in care and explain how this will help in their nursing care.
- Faculty, hospital, or community agency staff may ask to see what programs you are using at any time.
- The use of an electronic device such as a PDA allows students to retrieve information quickly and unobtrusively. Students must protect the confidentiality of patient information at all times in accordance with healthcare and privacy legislation.
- Students are expected to keep careful physical control of the device at all time
- Just as other medical equipment may act as a reservoir for microorganisms and contribute to the transfer of pathogens, so may PDAs and other handheld electronic devices. Be sure to disinfect / decontaminate them as needed.
- **Students who violate patient privacy with respect to technology may be subject to charges of legal privacy infractions by the clinical agency or client.**

Student Rights and Responsibilities

As a member of the college community, the student has both rights and responsibilities. The college has a duty to provide an environment which promotes learning. The student has the right to due process and the responsibility to respect the rights of others.

The student will be encouraged to use academic honest, critical thinking, participate in team building, share responsibility for her/his own learning. (See also Durham College Student Handbook – Student Rights and Responsibilities or <http://www.durhamcollege.ca/wp-content/uploads/ACAD-115-Students-Rights-and-Responsibilities.pdf>)

Critical Thinking

Critical thinking includes the interpretation of ideas, appraisal of evidence for and against arguments and the determination of what is reasonable and unreasonable. The student will be encouraged to employ critical thinking because this type of thinking leads to the problem-solving and decision-making skills which are the basis for effective personal support worker practice. You will be expected to research material and articles and will want, therefore, to become familiar with the Durham College Library.

Team Building

Personal Support Workers are members of the interdisciplinary health care team. Learning experiences will be planned to foster the co-operative spirit, communication skills, sharing and mentoring which are the foundations of team work.

Citizenship

Students who attend learning activities, who are punctual, come prepared, participate in a positive, constructive manner; follow established guidelines and who demonstrate consideration and caring for themselves, their peers, teachers and others are considered “good citizens”.

Because citizenship is valued by the college community and the health care profession, it will be assessed on an ongoing basis throughout the personal support workers program.

As citizens of Durham College, students and staff have a mutual responsibility to uphold the key values of the college in their dealings with each other.

Insurance Coverage

Students are entitled to Worker’s Compensation coverage or private insurance coverage while placed in the practicum setting. All injuries requiring medical treatment must be reported to the practicum teacher immediately. A Durham College Accidental Injury form must be completed. Additional documentation may also be required. Please consult with your practicum teacher, program coordinator or the health nurse for further information. Please refer to Practicum Guide

References

Students frequently request professional or personal references for employment. Because of the number of students enrolled in our programs and the frequency of requests, references will be provided by the college upon completion of the program in which the student is registered, following the Reference Policy-Refer to Practicum Guide.

Academic Advising - Student Advisors

Each school provides a student advisor(s) to help you reach your full academic potential. These representatives can assist you with: accessing other college services; developing academic plans to promote success in the event of failed subjects or a low GPA; finding equivalent credits; identifying career goals and making sound academic decisions; making decisions regarding full- and part-time studies; reviewing graduation requirements; selecting electives and options; setting up academic plans; or transferring to another program. To view contact information for your Student Advisor, please visit:

<http://www.durhamcollege.ca/student-experience/helping-you-succeed/academic-support-resources/academic-advising>

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.

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, please visit the following link: <http://www.durhamcollege.ca/academicpolicies>

Centre for Students with Disabilities

The Centre for Students with Disabilities (CSD) at Durham College provides services to students with disabilities to ensure that equal access is available to all aspects of the academic environment. These services are designed in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Our services are confidential. Please visit the following link to view valuable information regarding the CSD: <http://durhamcollege.ca/student-experience/helping-you-succeed/centre-for-students-with-disabilities>

Continuing Education Course Book

If you are unable to access a day-time course (timetable conflicts, wish to repeat a course, etc.) or want to get a head start on your next semester, discuss your options with your Student Advisor. To view comprehensive information regarding Continuing Education offerings, please visit the following link: <http://www.durhamcollege.ca/academic-schools/school-of-continuing-education>

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. 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: <http://www.durhamcollege.ca/mycampus>
Please visit the following link to view the Course Outlines Policy and Procedure documents: <http://www.durhamcollege.ca/academicpolicies>

Credit Transfer Information

Durham College is dedicated to helping you build upon your previous education. If you have studied previously at Durham College or another recognized post-secondary institution, you may be eligible to receive credit for the courses you have successfully completed. Please view the following link for credit transfer information: www.durhamcollege.ca/credittransfer

Durham College Mission, Vision and Values

Our mission, vision, values were created to help ensure the success of our students, staff and faculty. Please view our guiding principles at the following link:

<http://www.durhamcollege.ca/about-us/corporate-links/governance/mission-vision-and-values>

Essential Employability Skills

Essential Employability Skills (EES) are skills that, regardless of a student's program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning. Please view the following link for further information:

<http://www.tcu.gov.on.ca/pepg/audiences/colleges/progstan/essential.html>

General Education

The Ministry of Colleges and Universities requires all Ontario college students enrolled in a 2-year Ontario College Diploma or a 3-year Ontario College Advanced Diploma program to successfully complete three or more General Education (GNED) courses prior to graduation. For more information about GNED course selection, a full listing of GNED electives (with course descriptions), and how to receive GNED credits for prior post-secondary studies, please visit the General Education website at: <http://www.durhamcollege.ca/academic-schools/school-of-interdisciplinary-studies-employment-services/general-education>

Important Dates

Durham College strives to keep you informed of all important dates throughout the academic year. Please review the 2014-2015 important dates that includes fee payments, web registration, add/drop, exam dates etc. You can find this information online, in the Durham College handbook and on MyCampus. Please review MyCampus for important updates and reminders on important dates.

Learning Management System Usage (LMS)

Professors are expected to use LMS or DC Connect to support student learning. As per the Learning Management System Usage procedure, faculty will post and reveal all marks to their students on an ongoing basis. To view the LMS Usage Policy and Procedure, please visit the following link: <http://www.durhamcollege.ca/about-us/corporate-links/governance/policies>

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. You may visit the library virtually at <http://www.durhamcollege.ca/library> or to view information regarding locations, hours, and more, please visit the following link: <http://www.durhamcollege.ca/student-experience/learning-spaces/library/about-the-library>

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 Advisor or review the Missed Final Examination Policy and Procedure documents at the following link: <http://www.durhamcollege.ca/academicpolicies>

Pathways to Degrees

Continue your post-secondary journey and leverage your Durham College education to earn additional credentials. To learn how you can further your education, visit www.durhamcollege.ca/pathways or check out the Durham College Transfer Guide at www.durhamcollege.ca/transferguide. Additional information regarding transferring between institutions in Ontario can be found at www.ontransfer.ca.

Prior Learning Assessment and Recognition (PLAR)

Prior Learning Assessment and Recognition (PLAR) is the process you can use to gain college credit(s) for learning and skills acquired through previous experiences. This may include workplace training, life experiences, self-directed study, community work, travel, hobbies and military service. By using the PLAR process, you may be able to complete a college certificate or diploma program in less time. Please view the following link for PLAR information:

<http://www.durhamcollege.ca/wp-content/uploads/plar.pdf>

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.

Students must have a cumulative program G.P.A. between 1.5 to 1.99 to continue under academic probation

Scholarships, Bursaries and Awards

The Financial Aid and Awards office provides students with options to help fund their educational costs. To view valuable information, please visit the Financial Aid and Awards [Web Site](#).

Student Academic Learning Services (SALS)

The Student Academic Learning Services Centre helps Durham College students to achieve their academic goals. Academic supports include: peer tutoring, learning skills services, writing skills services, English language services, and subject specific supports for math, science, and business. Please visit the following link to view valuable information regarding SALS including how to register for 24/7 online access to SALS academic resources: <http://durhamcollege.ca/student-experience/helping-you-succeed/student-academic-learning-services-sals>

Student Communications

Durham College is committed to communicating important information to you. Please view the following link to reference a comprehensive chart indicating specific vehicles. For example, social media, DC website, DC Mail, MyCampus, DC Connect, and more: http://www.durhamcollege.ca/wp-content/uploads/DCCares_StudentMatrix_v5.pdf

Student Rights and Responsibilities

A policy and procedure is in place which articulates the rights and responsibilities of students at Durham College, and provides a framework for addressing non-academic misconduct by students. To view the Student Rights and Responsibilities Policy and procedure, please visit the following link: <http://www.durhamcollege.ca/academicpolicies>