



## COURSE OUTLINE: PSW141 - PRINC. OF PSW PRAC I

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Approved: Bob Chapman, Chair, Health

<b>Course Code: Title</b>	PSW141: PRINCIPLES OF PSW PRACTICE I
<b>Program Number: Name</b>	3027: PERSONAL SUPPORT WKR 3070: PER/DEV SUPPORT SERV
<b>Department:</b>	PERSONAL SUPPORT WORKER
<b>Academic Year:</b>	2023-2024
<b>Course Description:</b>	This course will introduce the learner to the health care system, the team, the legislation that governs the role of the Personal Support Worker and the legal rights and responsibilities of the client, their family and the PSW. Concepts will be explored that pertain to building therapeutic relationships, ethics, values and beliefs, teamwork, working under supervision, and accepting and understanding delegation. Students will learn to interpret established plans of care and contribute to the plans' modification through appropriate observations, reporting and documenting.
<b>Total Credits:</b>	3
<b>Hours/Week:</b>	3
<b>Total Hours:</b>	42
<b>Prerequisites:</b>	There are no pre-requisites for this course.
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>This course is a pre-requisite for:</b>	PSW151
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>3027 - PERSONAL SUPPORT WKR</b>
<b>Please refer to program web page for a complete listing of program outcomes where applicable.</b>	VLO 1 Work within the personal support worker role in various care settings in accordance with all applicable legislation, standards, employer job descriptions, policies, procedures and guidelines.
	VLO 2 Practice professionally, and be accountable for one's own actions by applying problem-solving, self-awareness, time management and critical thinking to the provision of care as a personal support worker, whether working independently or as a member of a team.
	VLO 3 Practice as an engaged member of the interprofessional team to maintain collaborative working relationships for the provision of supportive, safe, responsive and competent client-centred care within care settings.
	VLO 4 Provide person-centred care, based on ethical principles, sensitive to diverse personal and family values, beliefs, cultural practices and other needs, which follows the plan of care.
	VLO 5 Establish and maintain therapeutic relationships with clients and their families using effective communication skills to build a genuine, trusting, and respectful partnership, in accordance with professional boundaries, employer policies, confidentiality, and privacy legislation.



- VLO 6 Identify relevant client information within the roles and responsibilities of the personal support worker using observation, critical thinking, and effective communication skills to report and document findings.
- VLO 7 Create, promote and maintain a safe and comfortable environment for clients, their families, self and others by implementing current infection prevention and control measures, emergency and first aid procedures, and best practices in pandemic planning that are in keeping with the plan of care, all applicable legislation, and employer policies and procedures.
- VLO 11 Assist and support clients who are caregivers, considering individual and family choices, professional boundaries and the direction of the plan of care.
- VLO 12 Identify, respond to and report potential, alleged, suspected or witnessed situations of abuse, and/or neglect, as required by all applicable legislation, including the Retirement Homes Act, 2010 and the Long-Term Care Homes Act, 2007, and as required within the employers' job description for the personal support workers.

### **3070 - PER/DEV SUPPORT SERV**

- VLO 1 Work within the personal and developmental support services role in a variety of healthcare and1.community settings in accordance with all applicable legislation and employer's job description, policies, procedures and guidelines.
- VLO 2 Conduct oneself in an ethical, competent and accountable manner in all professional relationships.
- VLO 3 Provide person-directed and centred support that is sensitive to diverse values, cultures, beliefs3.and needs to promote client self-motivation and self-integration while maintaining privacy and confidentiality.
- VLO 4 Assess, communicate and document relevant client information in accordance with employer's4.policies and procedures and all applicable legislation within the personal and developmental support services role.
- VLO 5 Participate and collaborate as a member of the inter-professional team to promote a safe and5.comfortable environment for clients across the lifespan demonstrating the responsibility to identify and report situations of neglect or abuse (actual or potential), and respond in accordance with all applicable legislations and employer's policies and procedures.
- VLO 8 Assist clients who are caring for dependent individuals considering client and family choices, professional boundaries and the direction of the plan of care/service plan.

#### **Essential Employability Skills (EES) addressed in this course:**

- EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
- EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.
- EES 4 Apply a systematic approach to solve problems.
- EES 5 Use a variety of thinking skills to anticipate and solve problems.
- EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
- EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
- EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.



- EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- EES 10 Manage the use of time and other resources to complete projects.
- EES 11 Take responsibility for ones own actions, decisions, and consequences.

**Course Evaluation:**

Passing Grade: 60%, C

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

**Books and Required Resources:**

Mosby’s Canadian Textbook for the Support Worker (w/Workbook) by Sorrentino  
 Publisher: Mosby, Incorporated Edition: 5th  
 ISBN: 9780323832038

Mosby’s Canadian Textbook for the Support Worker by Sorrentino  
 Publisher: Elsevier Edition: 5th  
 ISBN: 9780323709392

Mosby’s Canadian Textbook for the Support Worker (workbook) by Sorrentino  
 Publisher: Elsevier Edition: 5th  
 ISBN: 9780323711630

**Course Outcomes and Learning Objectives:**

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Work within the personal support worker role in various care settings in accordance with all applicable legislation, standards, employer job descriptions, policies, procedures and guidelines.	1.1 Identify the role that the personal support worker has in the provision of client centered and client-directed care. 1.2 Identify and discuss the general skills and responsibilities associated with the personal support worker role. 1.3 Discuss the concept of quality improvement as it relates to the personal support worker role. 1.4 Identify and compare roles and responsibilities between unregulated care providers and regulated health professionals as outlined by applicable legislation. 1.5 Verify the impact of different care settings (i.e., community, retirement homes, long-term care homes and hospitals) on the role expectations of a personal support worker. 1.6 Discuss a variety of employer policies and procedures that apply to the personal support worker role while in placement settings. 1.7 Describe how the Canadian health care system has evolved and summarize the guiding principles of medicare as outlined by applicable legislation. 1.8 Discuss why health promotion and disease prevention are important functions of the health care system. 1.9 Discuss the seven Health Calls to Action necessary to redress the legacy of residential schools for Indigenous Canadians. 1.10 Discuss the history of Health Canada’s role in Indigenous health care and the challenges to delivering healthcare to Indigenous peoples across Canada. 1.11 Recognize the value and importance of Indigenous health care practices to Indigenous peoples and describe the basis of



	health and wellness on a holistic model of health.
<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
2. Practice as an engaged member of the interprofessional team to maintain collaborative working relationships for the provision of supportive, safe, responsive and competent client-centred care within care settings.	<p>2.1 Identify the roles that the inter-professional care/service team members, including personal support workers, have in the provision of optimal support and care.</p> <p>2.2 Identify clients and family members as integral to the inter-professional care/service team.</p> <p>2.3 Identify and describe the characteristics of respectful, effective inter-professional working relationships and communication.</p> <p>2.4 Discuss how the personal support worker can contribute suggestions regarding clients` plan of care/service plan.</p> <p>2.5 Discuss strategies to develop effective working relationships with other care/service team members.</p> <p>2.6 Explain how delegation applies to a personal support worker and describe the process.</p> <p>2.7 Identify components and relevance of reflective practice for personal support worker.</p> <p>2.8 Demonstrate accountability for own learning, personal enhancement, and professional growth in the personal support worker role.</p> <p>2.9 Identify opportunities to participate in committees and groups to promote the quality of care.</p>
<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
3. Provide person-centred care, based on ethical principles, sensitive to diverse personal and family values, beliefs, cultural practices and other needs, which follows the plan of care.	<p>3.1 Discuss clients` right to autonomy, dignity, privacy and confidentiality at all times.</p> <p>3.2 Identify and describe personal ethics including justice, honesty, integrity, caring and fairness.</p> <p>3.3 Identify and describe health care ethics including autonomy, privacy, confidentiality, beneficence and non-maleficence.</p> <p>3.4 Discuss how ethical principles are applied in the personal support worker role.</p> <p>3.5 Identify and discuss legislated rights to privacy and confidentiality including applicable legislation regarding the protection of personal information and individual rights of access.</p> <p>3.6 Identify and discuss the implications to coworkers`, employers`, and clients` privacy and confidentiality of using electronic communication and social media.</p> <p>3.7 Describe the rights protected by the Canadian Charter of Rights and Freedoms and provincial and territorial human rights codes.</p> <p>3.8 Identify situations where a substitute decision-maker is authorized to make decisions for an incapable client, including a person exercising a power of attorney (POA) for personal care, can make a decision for clients.</p> <p>3.9 Differentiate between client-centered and client-directed care and discuss applicable legislation that protects a person`s right to make choices, decisions, and to direct supportive care.</p>

	<p>3.10 Differentiate between race, ethnicity, and culture.</p> <p>3.11 Identify factors that can influence culture and how a personal support worker can provide culturally sensitive care.</p> <p>3.12 Describe the effect that culture can have on attitudes, behaviors, perceptions, communication, and personal care requirements.</p> <p>3.13 Discuss the impact of one`s own values and identify factors that can influence culture/spiritual needs and how a personal support worker can provide culturally sensitive care.</p> <p>3.14 Discuss the impact of personal behaviors that may be seen as discriminatory and take measures to eliminate/modify these behaviors.</p>
<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
<p>4. Identify relevant client information within the roles and responsibilities of the personal support worker using observation, critical thinking, and effective communication skills to report and document findings.</p>	<p>4.1 Describe the functions of the client chart and the basic rules for documentation.</p> <p>4.2 Identify the personal support worker role when making observations regarding client`s health, function and emotional state.</p> <p>4.3 Explain the function/relevance of the Nursing Care Plan and describe the steps in the care planning process.</p> <p>4.4 Describe how the personal support worker can contribute to the development and revision of the care/service plan.</p> <p>4.5 Review checklists and other forms of record keeping that are used to document observations and client care.</p> <p>4.6 Differentiate between subjective and objective data.</p> <p>4.7 Write clearly and concisely using correct spelling, grammar, medical terminology and abbreviations given in the established policies and procedures.</p> <p>4.8 Identify how to document in regard to client care and changes noted in client`s condition to appropriate members of the inter-professional care/service team, using communication tools and technologies employed in the workplace environment.</p> <p>4.9 Identify and discuss communication technologies in a variety of care settings e.g., computers (tablets), mobile phones, fax machines.</p> <p>4.10 Identify and discuss guidelines and applicable legislation to protect privacy and confidentiality in documentation.</p>
<b>Course Outcome 5</b>	<b>Learning Objectives for Course Outcome 5</b>
<p>5. Create, promote and maintain a safe and comfortable environment for clients, their families, self and others by implementing current infection prevention and control measures, emergency and first aid procedures, and best practices in pandemic planning that are in keeping with the plan of care, all</p>	<p>5.1 Recognize health, safety, and emergency measures along with applicable legislation and the employer`s established safety policies and procedures.</p> <p>5.2 Describe various employer`s safety policies and procedures including organization`s emergency preparedness plan.</p> <p>5.3 Recognize situations and the personal support worker`s responsibility in the notification of first- such as paramedics, fire fighters, and police.</p> <p>5.4 Identify environmental risk factors and safety measures to prevent falls.</p> <p>5.5 Identify and discuss responsibilities related to the use of restraints in client care settings and how to use restraints</p>

	applicable legislation, and employer policies and procedures.	safely. 5.6 Describe the purpose of restraints and various types of restraints. 5.7 Identify complications that can result from the use of restraints. 5.8 Discuss how the roles vary between regulated and unregulated health care professionals regarding use of restraints.
	<b>Course Outcome 6</b>	<b>Learning Objectives for Course Outcome 6</b>
	6. Identify, respond to and report potential, alleged, suspected or witnessed situations of abuse, and/or neglect, as required by all applicable legislation, including the Retirement Homes Act, 2010 and the Long-Term Care Homes Act, 2007, and as required within the employers' job description for the personal support workers.	6.1 Identify situations which may pose a risk of abuse or personal harm to the personal support worker and report observations promptly to supervisors. 6.2 Describe the personal support worker's right to a safe working environment free from verbal, emotional and physical violence. 6.3 Discuss workplace bullying, sexual abuse and harassment, reporting mechanisms and policies aimed at promoting a safe work environment including whistle-blowing protection. 6.4 Identify situations where the personal support worker may be at risk for abuse or personal harm. 6.5 Identify relevant legislative provisions and requirements concerning safe work environments. 6.6 Discuss the implications and appropriateness of work refusal, its impact on the client, and steps required in accordance with legislation.

**Evaluation Process and Grading System:**

Evaluation Type	Evaluation Weight
Reflections (2 at 5% weight each)	10%
Test #1	30%
Test #2	30%
Test #3	30%

**Date:** June 22, 2023

**Addendum:** Please refer to the course outline addendum on the Learning Management System for further information.