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SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ON

COURSE OUTLINE

COURSE TITLE: Introduction to Community Services

CODE NO.: CCW 130 SEMESTER: Two

PROGRAM: Child and Youth Worker

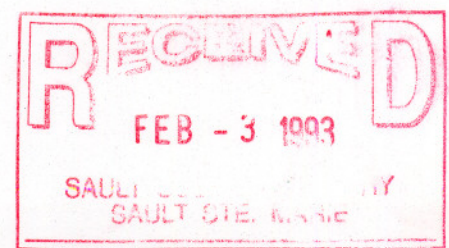
AUTHOR: Linda Pozzebon

DATE: January 1993 PREVIOUS OUTLINE: September 1992

NEW: \_\_\_\_\_ REVISION:  X

APPROVED: *K. DeRosario*  
Kitty DeRosario, Dean  
Human Sciences & Teacher Ed

Date *Jan. 8/93*





**Introduction to Community Services**

CCW 130

**Prerequisite:** CCW117

**Professor:** Linda Pozzebon

**I. COURSE DESCRIPTION**

This course is designed to introduce the student to the broad field of social welfare in Ontario and the major viewpoints, skills, and methods of operation. It introduces the student to the community service agencies, the client's relationship to these services, the worker's role and responsibilities, and the regulations that govern the worker in the social service.

**II. COURSE OBJECTIVES:**

Upon successful completion of this course the student will be able to:

1. understand and appreciate the history and evolution of our community services
2. to serve clients through better knowledge of local agencies for referrals
3. using observation skills, interpersonal communication skills and techniques to help identify client's needs
4. to be able to network within the community by understanding the concepts, principles, and skills of effective communication
5. demonstrate the importance of appropriate attitudes and behavior with knowledge and understanding of social problems in order to better serve others without being judgemental or unfair

**III. TEACHING STRATEGIES**

1. Lectures
2. Guest Speakers
3. Class Discussions
4. Case Studies/Problem Solving
5. Audio visual Materials
6. Oral Presentations
7. Research Assignments
8. Interviewing & Investigation Skills



## 7. COURSE ASSIGNMENTS

### Assignment #1

#### Description

Each student will read four current articles of interest about human services or social issue where a human service worker is or could be involved. These articles may be found in newspapers, journals, magazines or books. For each article, the student will prepare a one to two page summary including the following:

1. Name of author, title of the article, publisher or editor, issue, date, etc. Include the article, if possible.
2. Summarize the content of the article in your own words.
3. Your synopsis of who may help in this case - professionals persons, family or volunteers with list of agencies involved or might be involved and how.
4. Concluding remarks and recommendations

\*\*\*Use Your Textbook\*\*\*

On the date of presentation, read only one. Hand in all four in a duotang to be marked.

### Assignment #2

#### Description

Working individually or in pairs, students will research one service, agency, or occupation defined as "Human Services". Topics must be chosen by students and approved in advance by the instructor from the selection of titles suggested. Other topics, if appropriate, may be approved as requested.

This research will include an interview or visit to a professional in the Work Setting. Students may visit, interview and present to the class in pairs, but EACH student prepares and hands in an INDIVIDUAL report based on their own observations and viewpoints. Each person will submit a three page typed paper describing their findings. Class members will present their findings to the class in a 15 minute presentation. Choice of topics will be granted on a first come, first served basis and date for presentation will be assigned by the instructor. Guest speakers arranged by the students and approved in advance by the instructor can be accommodated if it is felt by the student to be a valuable resource for the class.



The presentation and paper will include the following information:

1. Name of agency and name of person interviewed and their position within the agency.
2. Sources of funding (Name the specific Ministry of Government and where they are located. Why do they provide the finding and for whom?)
3. Ministry and legislation to which the agency is accountable. Identify any Federal or Provincial Acts, if applicable, and explain how the legislation dictates the delivery of service.
4. Services that are provided.
5. What professionals, para-professionals and/or non-professionals are hired by this agency? What is their educational background?
6. Observe, if possible, the job of the interviewed person. Describe your impressions. Ask to see the faculty.
7. What personality characteristics are assets for workers in this agency/service to possess and why?
8. Bring in any pamphlets/list of resources etc., that may be of interest to the class. Remember to thank the person interviewed for their time and valuable assistance to you.

After completion of the interview and completion of information, you report will conclude with question nine done on your own.

9. From your own observations and knowledge you have acquired in class lectures, presentations, readings and research, comment on the qualities of this agency as a human service. Are its' philosophies, procedures, roles and functions of workers congruent with the concept of human services that stresses care for the whole individual and his/her relation to his/her environment?

#### **Suggested Agencies**

Addiction Research Foundation  
Algoma Child & Youth Services  
Family Services Centre  
Sault Ste. Marie, Association for the Mentally Retarded  
YMCA Employment Services  
Crisis Intervention Services - PMPH  
Child & Family Centre - PMPH



Department of Social & Family Services  
Income Maintenance Programs - MCSS  
Salvation Army Adult Resource Centre  
Algoma Health Unit  
Sexual Assault Care Centre - PMPH  
Vocational Rehabilitation Services - MCSS  
Victim Crisis Assistance & Referral Services  
Northern Treatment Centre  
Ken Brown Recovery Home  
Cara House  
Breton House  
Oakland Place  
Breakaway  
John Howard Society  
Detoxification Centre - PMPH  
Probation & Parole Services  
Senior Services  
YMCA Childcare Centre or any childcare facility  
Other

**V. EVALUATIONS**

Assignment #1	20%
Assignment #2	25%
Attendance/Participation	5%
Random Testing on Presentation	10%
Test #1	20%
Test #2	20%

\*Test dates are tentative and may be changed depending on our progress through the course content.

**VI. COLLEGE GRADING POLICY**

A+ = 90-100%  
A = 80-89%  
B = 70-79%  
C = 60-69%  
R = Below 60% repeat

**VII. REQUIRED STUDENT RESOURCES**

Sault Ste. Marie Agency Profiles 1992. Description of 103 Human Service Programs.



### III. IMPORTANT FACTS

1. Buddy System - get the name of another student and contact number to correspond to any changes/hand-outs etc.
2. Unexpected Events/Sickness

Call me in advance if you are going to be absent from class. A message can always be left at the Human Sciences and Teacher Education office, ext. 533 and I will check messages prior to class.

Linda Pozzebon, Ext. 533, Office E3218

3. Calendar

Mark in important dates, exams, assignments. Dates are tentative. Please keep in touch with any changes.

4. Attendance and positive participation in class and completion of ALL assignments is essential in order to successfully achieve course objectives and requirements. Random quizzes will be administered without prior notice on the content from guest speakers, class presentations and/or audio visual presentations. There will be no rewrites on random quizzes.
5. Students with special needs (eg., physical limitations, visual impairments, hearing impairments, learning disabilities) are encouraged to discuss required accommodations confidentially with the instructor.
6. Your instructor reserves the rights to modify the course as he/she deems necessary to meet the needs of students.
7. Students will be required to complete ALL assignments and evaluation requirements. Course Credit will not be awarded if any outstanding incomplete assignments.

I am looking forward to working with all of you. We can have an interesting course with the input of all and with hard work it can prove to be a rewarding and informative course.

Linda Pozzebon