COURSE OUTLINE: PSW151 - PRINC OF PSW PRAC II

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Course Code: Title	PSW151: PRINCIPLES OF PSW PRACTICE II
Program Number: Name	3027: PERSONAL SUPPORT WKR 3070: PER/DEV SUPPORT SERV
Department:	PERSONAL SUPPORT WORKER
Academic Year:	2024-2025
Course Description:	This course is a continuation of Principles of PSW Practice I (PSW 141), the learner will explore care related to palliative and end of life, home management and acute / emergency care of children and adults. This course will also explore managing stress, time and workplace issues, professional behaviours and job search strategies.
Total Credits:	3
Hours/Week:	3
Total Hours:	42
Prerequisites:	PSW141
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	DSS300, DSS301, DSS302, DSS303, DSS304
Vocational Learning Outcomes (VLO's) addressed in this course: Please refer to program web page for a complete listing of program outcomes where applicable.	**3027 - PERSONAL SUPPORT WKR** 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 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 8   Assist clients across the lifespan with activities of daily living by applying fundamental knowledge of growth and development, psychological concepts, common alterations in functioning, health promotion, disease prevention, rehabilitation and restorative care, and holistic health care.

VLO 10   Assist with household management services and instrumental activities of daily living in accordance with the plan of care and considering the preferences, comfort, safety and autonomy of clients, families and significant others.

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.

VLO 13   Assist with the provision of holistic health care and advocacy for culturally safe and spiritually sensitive palliative and end-of-life care to clients and to their families and significant others from diagnosis through to death and bereavement, and in accordance with clients' choices and the plan of care.

3070 - PER/DEV SUPPORT SERV

VLO 1   Work within the personal and developmental support services role in a variety of healthcare and 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, beliefs 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's 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 and 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.

VLO 9   Assist in the provision of person-directed and centred palliative and end-of-life support for clients and their families.

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.

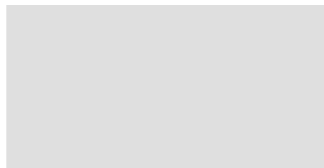|	
	EES 5 Use a variety of thinking skills to anticipate and solve problems.
	EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
	EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
	EES 8 Show respect for the 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%, A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
Books and Required Resources:	Sorrentino`s Canadian Textbook & Workbook for the Support Worker by Wilk   Publisher: Mosby, Incorporated Edition: 5th   ISBN: 9780323832038   This text is also used in first semester / same as PSW120    Sorentino`s Canadian Textbook for the Support Worker by Wilk Publisher: Mosby, Incorporated Edition: 5th ISBN: 9780323709392 Workbook to Accompany Sorrentino`s Canadian Textbook for the Support Worker by Wilk Publisher: Elsevier Edition: 5th ISBN: 9780323711630
Course Outcomes and Learning Objectives:	*(see table below)*

Course Outcome 1	Learning Objectives for Course Outcome 1
1. 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.	1.1 Review strategies to promote clients` independence in a variety of care settings.   1.2 Review clients` right to make choices, take risks and have control over her/his life to individuals` sense of self and dignity and that clients have a variety of life experiences and methods of meeting needs that are unique to the individual. 1.3 Review the importance of these needs - physical, emotional, mental, social, spiritual, and cultural, to clients and apply this information as appropriate to their care delivery. 1.4 Discuss reflective practice and its importance in professional development. 1.5 Identify a systematic approach to problem solving and critical thinking both as an individual care provider and as a member of the interprofessional team. 1.6 Review the care planning process and the personal support worker`s role in contributing to the care plan. 1.7 Identify opportunities to participate in committees and groups to promote the quality of care. 1.8 Support clients in communicating their wants and needs to

caregivers to facilitate positive change.
1.9 Differentiate how clients are physically and psychologically prepared for surgery.
1.10 Explain common concerns of those having surgery.
1.11 Describe safety concerns, observations, measures, and role of the support worker when preparing and assisting the postoperative client.
1.12 Explain why stimulating circulation, meeting nutritional, fluid, hygiene, and elimination needs postoperatively are important factors.
1.13 Explain the guidelines for assisting with a physical examination, including care of the client.
1.14 Describe the processes and interventions to promote well-being during admission, transfer, and discharge procedures.

Course Outcome 2	Learning Objectives for Course Outcome 2
2. 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.	2.1 Identify unsafe situations (risk assessment) in client care settings and take steps to prevent injury to clients, the personal support worker and others. 2.2 Implement practices that promote personal safety and the safety of clients and others in the care setting, which may include family members, significant others and other health/service providers. 2.3 Know when and how to call for first responders such as paramedics, fire fighters, and police. 2.4 Describe how to report and document any emergency assistance given in accordance with employer policy. 2.5 Apply appropriate emergency aid measures to conscious or unconscious clients. 2.6 Describe the signs, symptoms, and emergency care for cardiac arrest, obstructed airway, hemorrhage, shock and stroke. 2.7 Identify the different types of seizures and how to care for a person during a seizure. 2.8 Identify the common causes and the emergency care for burns, poisoning, carbon monoxide poisoning, fainting (syncope) and suffocation. 2.9 When caring for children, describe ways to prevent falls, choking, burns, infections, accidental poisoning and cause of early childhood deaths from injury. 2.10 Explain how the child`s risk for injury can be affected by their developmental level. 2.11 Identify resources and techniques to manage stress in the personal support worker role. 2.12 Discuss potential sources of stress, including workplace and personal sources and how it may impact all the dimensions of health. 2.13 Explain strategies to resolve workplace issues and identify resources that are available to assist the personal support worker. 2.14 Discuss interpersonal communication and conflict

	management skills to prevent and resolve conflicts in care-giving situations.
	2.15 Identify and discuss approaches for preventing and resolving conflict in caregiving situations.
Course Outcome 3	**Learning Objectives for Course Outcome 3**
3. Assist with household management services and instrumental activities of daily living in accordance with the plan of care and considering the preferences, comfort, safety and autonomy of clients, families and significant others.	3.1 Discuss household management services that promote clients` health, independence, safety, and comfort while respecting clients` preferences and the direction of the plan of care/service plan.
	3.2 Describe cleaning procedures for bedrooms, living rooms, bathrooms and kitchens.
	3.3 Explain the principles and procedures in caring for clients` laundry.
	3.4 Prioritize home management tasks to minimize effort and resource use.
	3.5 Contribute to the plan of care/service plan by communicating clients` needs and preferences to the interprofessional team.
	3.6 Explain the importance of safely operating and caring for standard household equipment, cleaning supplies, and using correct body mechanics in a variety of care settings.
	3.7 Follow the established policies, procedures, and the manufacturer`s guidelines relevant to household equipment, appliances and product use and disposal.
	3.8 Explain routine practices and infection control measures in the provision of household management tasks.
	3.9 Assist clients, families and/or significant others to prepare a food-shopping list that respects clients` cultural and dietary preferences, budget or special dietary requirements, and is informed by Canada`s Food Guide for Healthy Eating and the plan of care/service plan.
	3.10 Shop for clients, in accordance with their wishes and particular requirements.
	3.11 Describe the role of the personal support worker in handling money for clients as part of the plan of care/service plan, safely, ethically and in keeping with employer guidelines, and maintaining records of all transactions.
Course Outcome 4	**Learning Objectives for Course Outcome 4**
4. 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	4.1 Identify the indicators and responses for neglect, physical, verbal, emotional, psychological, sexual, and/or financial abuse and report observations promptly to supervisor.
	4.2 Identify the concept of abuse as an issue of power and control which can apply to infants, children, spouses/partners and older adults, persons with disabilities, individuals with mental illnesses, cognitive impairment and their caregivers.
	4.3 Identify and discuss the elderly as a vulnerable population for neglect and abuse.
	4.4 Identify actions to be taken when clients are at risk for abuse or neglect, or have been abused or neglected, including any legal obligations for reporting in accordance with all

support workers.	applicable legislation. 4.5 Identify the role of the personal support worker if neglect and/or abuse are suspected. 4.6 Discuss agency policies related to the documentation and reporting of neglect and/or abuse. 4.7 Discuss employer practices and policies which promote zero tolerance of neglect and abuse and a violence free environment.
Course Outcome 5	**Learning Objectives for Course Outcome 5**
5. Assist with the provision of holistic health care and advocacy for culturally safe and spiritually sensitive palliative and end-of-life care to clients and to their families and significant others from diagnosis through to death and bereavement, and in accordance with clients` choices and the plan of care.	5.1 Explore personal experiences and responses to loss and grief and discuss how personal beliefs and attitudes may impact clients` care. 5.2 Identify loss, grief, and bereavement processes. 5.3 Explain palliative, hospice and end-of-life care related to the needs of the client, and the needs of the family. 5.4 Describe the support and care for clients, their families and significant others with the processes of dying, uncertainty, expected or unexpected loss, preparation for death and grieving. 5.5 Identify and discuss the personal support workers role when clients die suddenly and the role of the coroner in the situations of sudden and unexpected death. 5.6 Identify the rights of clients, family members, substitute decision-makers or powers of attorney (POA) for personal care regarding consent to treatment, advance directives and do not resuscitate directives as identified in the plan of care/service plan. 5.7 Discuss clients` rights to Medical Assistance in Dying (MAID) in accordance with legislation and employer policies. 5.8 Explain the role of the personal support worker in caring for clients`, families`, spiritual and cultural practices related to end-of-life care. death, dying, and the afterlife if appropriate. 5.9 Discuss cultural humility, cultural sensitivity, cultural awareness and cultural competence in providing culturally safe palliative care for Indigenous people and people from minority and underserved populations throughout the person`s illness trajectory and through bereavement. 5.10 Identify the physical signs of imminent death and signs of death. 5.11 Provide supportive care and comfort measures to clients in the last days and hours of life. 5.12 Explain the role of the personal support worker in providing care for the body after death according to family direction/cultural practices, employer policy or as directed by the plan of care/service plan.
Course Outcome 6	**Learning Objectives for Course Outcome 6**
6. Work within the personal support worker role in various care settings in accordance with all	6.1 Identify tools and sources needed to organize oneself for a job search. 6.2 Explain the difference between a chronological resume and a functional resume.

	applicable legislation, standards, employer job descriptions, policies, procedures and guidelines.	6.3 List details that are important in a letter of application for a personal support worker position. 6.4 Identify criteria and attributes that interviewers are trying to evaluate during an interview. 6.5 Explain the importance and relevance of a job interview and how to make a good impression during an interview.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments (2 at 10% weight each)	20%
Reflections (4 at 5% weight each)	20%
Test #1	30%
Test #2	30%

Date: December 9, 2024

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

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