COURSE OUTLINE: DSS304 - TECH & DOCUMENTATION

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Course Code: Title	DSS304: TECHNOLOGY AND DOCUMENTATION
Program Number: Name	3070: PER/DEV SUPPORT SERV
Department:	PERSONAL SUPPORT WORKER
Academic Year:	2025-2026
Course Description:	In this course, students will have an opportunity to review basic computer skills. In addition, they will review laws, policies and procedures regarding privacy and confidentiality. Finally, students will be introduced to documentation skills and various data management systems.
Total Credits:	2
Hours/Week:	2
Total Hours:	28
Prerequisites:	PSW150, PSW151, PSW152, PSW153
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	DSS305, DSS306, DSS307
Vocational Learning Outcomes (VLO's) addressed in this course: **Please refer to program web page for a complete listing of program outcomes where applicable.**	**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 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.
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 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 11 Take responsibility for ones own actions, decisions, and consequences.
Course Evaluation:	Passing Grade: 50%, D

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	A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
Books and Required Resources:	Technological device (iPad, iPhone, Laptop, Android, etc.)
Course Outcomes and Learning Objectives:	

Course Outcome 1	Learning Objectives for Course Outcome 1
1. Interpret the ways in which health information is protected through legislation in Ontario.	1.1 Define PHIPA. 1.2 Discuss the need for confidentiality and consent. 1.3 Define circle of care.

Course Outcome 2	Learning Objectives for Course Outcome 2
2. Demonstrate basic computer skills in practical applications relevant to the Developmental Services sector.	2.1 Demonstrate proficiency in Microsoft Word. 2.2 Demonstrate proficiency in Microsoft PowerPoint. 2.3 Demonstrate proficiency in Microsoft Excel.

Course Outcome 3	Learning Objectives for Course Outcome 3
3. Utilize professional writing skills to complete documentation that is objective, respectful and person-centred.	3.1 Analyze components of professional writing. 3.2 Define the characteristics of SMART goals. 3.3 Describe SOAP charting as an example of record-keeping and tracking progress. 3.4 Develop, present and track data for a SMART goal. 3.5 Reflect on challenges and opportunities in writing SMART goals for others.

Evaluation Process and Grading System:	

Evaluation Type	Evaluation Weight
Circle of Care ECO Map Assignment	20%
Class Participation/Discussions	15%
PHIPA Quiz	20%
Reflections (3 at 5% each)	15%
SMART Goal PowerPoint Presentation	10%
SMART Goal Progress Charting Assignment	10%
SMART Goal Word Template Assignment	10%

Date:	August 13, 2025
Addendum:	Please refer to the course outline addendum on the Learning Management System for further information.