



COURSE OUTLINE: PSW141 - PRINC. OF PSW PRAC I

Prepared: Susan Armstrong

Approved: Rebecca Keown - Dean

Course Code: Title	PSW141: PRINCIPLES OF PSW PRACTICE I
Program Number: Name	3027: PERSONAL SUPPORT WKR 3071: PERSONAL SUPPORT-DEV
Department:	PERSONAL SUPPORT WORKER
Academic Year:	2025-2026
Course Description:	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.
Total Credits:	3
Hours/Week:	3
Total Hours:	42
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	PSW151
Vocational Learning Outcomes (VLO's) addressed in this course:	3027 - PERSONAL SUPPORT WKR
Please refer to program web page for a complete listing of program outcomes where applicable.	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 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 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.

3071 - PERSONAL SUPPORT-DEV

- 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 interprofessional team in accordance with employer's policies and procedures (i.e., identifying and reporting situations of neglect or abuse (actual or potential)) to promote a safe and comfortable environment for clients across the lifespan.
- 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.



	<p>EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.</p> <p>EES 10 Manage the use of time and other resources to complete projects.</p> <p>EES 11 Take responsibility for ones own actions, decisions, and consequences.</p>
Course Evaluation:	<p>Passing Grade: 60%, C</p> <p>A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.</p>
Books and Required Resources:	<p>Sorrentino`s Canadian Textbook &Workbook for the Support Worker by Wilk Publisher: Mosby, Incorporated Edition: 5th ISBN: 9780323832038</p> <p>Sorrentino`s Canadian Textbook for the Support Worker by Wilk Publisher: Mosby, Incorporated Edition: 5th ISBN: 9780323709392</p> <p>Workbook to Accompany Sorrentino`s Canadian Textbook for the Support Worker by Wilk Publisher: Elsevier Edition: 5th ISBN: 9780323711630</p>

Course Outcomes and Learning Objectives:	Course Outcome 1	Learning Objectives for Course Outcome 1
	1. Explore the role and scope of the personal support worker in delivering safe, competent care to diverse clients.	1.1 Identify the role of the personal support worker in the workplace setting in the provision of person-centred and person-directed care. 1.2 Identify and discuss the concepts and skills related to the personal support worker role. 1.3 Discuss the concept of reflection and 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 Describe the role and responsibilities that the care /service team, including personal support workers, have in providing optimum support and care for clients. 1.6 Describe principles of critical thinking to make decisions and solve problems, both as an individual care provider and as a member of the interprofessional team. 1.7 Define the six principles of client care: dignity, independence, individualized care, preferences, privacy, and safety. 1.8 Identify components and relevance of reflective practice for personal support worker. 1.9 Differentiate behaviours that contribute to professional success, such as reliability, regular attendance, punctuality, good time management, workplace appropriate appearance, and behaviours that reflect positively upon the personal support worker role and the employer.
	Course Outcome 2	Learning Objectives for Course Outcome 2

<p>2. Examine the structure and evolution of the Canadian health care system and the importance of culturally safe practices in supporting Indigenous health and wellness.</p>	<p>2.1 Describe how the Canadian health care system has evolved and summarize the guiding principles of medicare as outlined by applicable legislation.</p> <p>2.2 Summarize the principles of medicare described in the Canada Health Act.</p> <p>2.3 Differentiate between primary, secondary, and tertiary health care deliveries.</p> <p>2.4 Discuss why health promotion and disease prevention are important functions of the Canadian health care system.</p> <p>2.5 Identify how the focus of the Canadian health care system is shifting to home care and the support workers role in providing some of these services.</p> <p>2.6 Explain the Truth and Reconciliation Commission of Canada: Calls to Action, seven Health Calls to Action necessary to redress the legacy of residential schools for Indigenous Canadians.</p> <p>2.7 Discuss the history of Health Canada's role in Indigenous health care and the challenges to delivering healthcare to Indigenous peoples across Canada.</p> <p>2.8 Recognize the value and importance of Indigenous health practices and describe holistic approaches to health and wellness in Indigenous communities.</p>
<p>Course Outcome 3</p>	<p>Learning Objectives for Course Outcome 3</p>
<p>3. Compare care settings and understand how the personal support worker's role varies with environment, employer policies, and applicable legislation.</p>	<p>3.1 Identify and compare the skills and level of care required in a variety of care settings (i.e., community, retirement homes, long-term care homes and hospitals) on the role expectations of a personal support worker.</p> <p>3.2 Discuss the impact of different care settings on the role expectations of a personal support worker based on all applicable/current legislation.</p> <p>3.3 Differentiate between community-based care and facility-based care.</p> <p>3.4 Differentiate between outpatient facilities and live-in facilities and describe the various types of live-in facilities.</p> <p>3.5 Discuss a variety of employer policies and procedures, including the job description, that apply to the personal support worker role.</p>
<p>Course Outcome 4</p>	<p>Learning Objectives for Course Outcome 4</p>
<p>4. Examine ethical principles and respect client rights in providing care, while maintaining professionalism, confidentiality, and cultural sensitivity in all interactions.</p>	<p>4.1 Discuss the client's right to autonomy, dignity, privacy, preferences, safety, independence and confidentiality at all times.</p> <p>4.2 Identify and describe personal support workers' ethics including justice, honesty, integrity, and compassionate caring as found in relevant code of ethics, (e.g. The Health and Supportive Care Providers Oversight Authority and the College of Nurses of Ontario).</p> <p>4.3 Identify and describe health care ethics including autonomy, privacy, confidentiality, beneficence and non-maleficence.</p> <p>4.4 Discuss how ethical principles are applied in the personal</p>



	<p>support worker role.</p> <p>4.5 Define the term ethical dilemma.</p> <p>4.6 Identify and support clients` right to make choices in directing their own personal care.</p>
Course Outcome 5	Learning Objectives for Course Outcome 5
<p>5. Examine the legal and ethical responsibilities of personal support workers, including client rights, privacy, confidentiality, and safe practice under applicable Canadian legislation.</p>	<p>5.1 Describe the rights protected by the Canadian Charter of Rights and Freedoms and provincial and territorial human rights codes.</p> <p>5.2 Identify legislation that is relevant to care settings where personal support workers work.</p> <p>5.3 Identify possible risks and consequences of a personal support worker performing tasks other than in accordance with employer job description, policies and guidelines and/or all applicable legislation.</p> <p>5.4 Identify and discuss legislated rights to privacy and confidentiality including the Personal Information Protection and Electronics Documents Act, 2000 Canada, the Personal Health Information Protection Act, 2004, Retirement Homes Act, 2010; and the Long-Term Care Homes Act, 2007.</p> <p>5.5 Identify and discuss the implications to coworkers`, employers`, and clients` privacy and confidentiality of using electronic communication and social media.</p> <p>5.6 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>5.7 Differentiate between reasonable risk-taking and unsafe activities, and the personal support worker`s responsibility for safety; clarify issues of concern with support of supervisor.</p> <p>5.8 Relate the person`s right to make choices, take risks and have control over their life to the person`s sense of self and dignity.</p> <p>5.9 Discuss strategies to respond to the person`s refusal to accept care or deviation from the established plan of care.</p> <p>5.10 Identify situations where a substitute decision-maker is authorized to make decisions for an incapable client, including a person exercising power of attorney (POA) for personal care, can make a decision for clients.</p> <p>5.11 Identify and adhere to all applicable legislation regarding privacy and confidentiality and individual rights of access in relation to the following statutes: the Personal Information Protection and Electronic Documents Act, 2000 Canada; and the Personal Health Information Protection Act, 2004 (PHIPA).</p> <p>5.12 Identify how clients` privacy rights affect the personal support worker`s role and practice.</p> <p>5.13 Describe and ensure no breaches of confidentiality, as it relates to client care.</p>
Course Outcome 6	Learning Objectives for Course Outcome 6
<p>6. Discuss health, safety, and emergency procedures in client care settings,</p>	<p>6.1 Recognize health, safety, and emergency measures along with applicable legislation and the employer`s established safety policies and procedures.</p>



	<p>following legislation, employer policies, and safe practices including the appropriate use of restraints.</p>	<p>6.2 Discuss and adhere to the Occupational Health and Safety Act, R.S.O. 1990. 6.3 Identify and discuss responsibilities related to the use of least restraints in client care settings and how to use restraints safely. 6.4 Describe the purpose of restraints and various types of restraints. 6.5 Identify complications that can result from the use of restraints. 6.6 Discuss how the roles vary between regulated and unregulated health care professionals regarding use of restraints. 6.7 Identify safety risks in client care settings and describe steps to prevent injury to clients, the personal support worker and others. 6.8 Identify, report and document equipment and safety measures taken related to equipment commonly used in client care settings. 6.9 Identify potential fire hazards in a client care setting, and what actions to report and document in the event of a fire. 6.10 Identify environmental risk factors and safety measures to prevent falls. 6.11 Discuss how to handle and store hazardous products safely, following WHMIS standards. 6.12 Describe various employer's safety policies and procedures including organization's emergency preparedness plan. 6.13 Discuss situations and the personal support worker's responsibility in when and how to call for first responders such as paramedics, fire fighters, and police.</p>
	<p>Course Outcome 7</p>	<p>Learning Objectives for Course Outcome 7</p>
	<p>7. Describe the care planning and documentation process, and explain the personal support worker's role in observing, reporting, and communicating client information accurately and ethically.</p>	<p>7.1 Explain the function/relevance of the Nursing Care Plan and describe the steps in the care planning process. 7.2 Discuss how the personal support worker can assist and participate in the development of clients' plan of care. 7.3 Identify ways to improve care through debriefing and other activities among the members of the interprofessional team. 7.4 Describe the functions of the client chart and the basic rules for documentation. 7.5 Discuss methods of documenting and reporting the client's care information. 7.6 Discuss how the client's plan of care can be used as a communication tool. 7.7 Identify the personal support worker role when making observations regarding client's health, function and emotional state. 7.8 Describe and adhere to the principles and legal obligations of documentation. 7.9 Review checklists and other forms of record keeping that are used to document observations and client care. 7.10 Differentiate between subjective and objective data.</p>

	<p>7.11 Discuss the importance of writing clearly and concisely using correct spelling, grammar, medical terminology and abbreviations given in the established policies and procedures.</p> <p>7.12 Identify and discuss communication technologies in a variety of care settings e.g., computers (tablets), mobile phones, fax machines.</p> <p>7.13 Identify and discuss guidelines and applicable legislation to protect privacy and confidentiality in documentation.</p>
Course Outcome 8	Learning Objectives for Course Outcome 8
<p>8. Define the roles and responsibilities the interprofessional team members have in delivering optimal client care and support.</p>	<p>8.1 Describe the roles and responsibilities of employers, supervisors and other care/service providers that are part of the interprofessional team.</p> <p>8.2 Describe the personal support worker role and responsibilities within the interprofessional team.</p> <p>8.3 Describe clients` and family members roles and responsibilities within the interprofessional team.</p> <p>8.4 Identify and describe the characteristics of respectful, effective interprofessional working relationships.</p> <p>8.5 Identify and discuss the value of participation in advisory or other groups.</p> <p>8.6 Discuss how the personal support worker assists the interprofessional team by contributing suggestions regarding clients` plan of care.</p> <p>8.7 Describe the delegation process and the personal support worker`s role in it.</p> <p>8.8 Identify ways personal support workers improve care through debriefing, participating in the development of clients` plan of care, and other activities among the members of the interprofessional team.</p> <p>8.9 Discuss how the personal support worker can contribute to the quality of care and workplace wellness.</p> <p>8.10 Identify opportunities to participate in committees and groups to promote the quality of care.</p>
Course Outcome 9	Learning Objectives for Course Outcome 9
<p>9. Describe culturally sensitive care by understanding the impact of race, ethnicity, culture, and personal bias on client needs, communication, and health experiences.</p>	<p>9.1 Differentiate between race, ethnicity, and culture.</p> <p>9.2 Identify factors that can influence culture and how a personal support worker can provide culturally sensitive care.</p> <p>9.3 Describe the effect that culture can have on attitudes, behaviors, perceptions, communication, and personal care requirements.</p> <p>9.4 Define cultural competence and cultural safety.</p> <p>9.5 Recognize the personal support workers` own values, and personal attitudes toward other groups, and how this may impact their ability to provide assistance and support to clients.</p> <p>9.6 Identify the cultural significance of clients` health, ongoing conditions, illness, or impending death, as well as attitudes toward support services and/or health care.</p> <p>9.7 Identify and respect ways in which clients` cultures may influence communication.</p> <p>9.8 Identify resources for cultural/spiritual information as it</p>

	<p>relates to clients` needs.</p> <p>9.9 Recognize the impact of personal behaviours that may be seen as discriminatory and take measures to eliminate/modify these behaviours.</p> <p>9.10 Explore sources of personal and systemic bias and racism.</p> <p>9.11 Identify personal strategies to address sources of racism and bias.</p>
Course Outcome 10	Learning Objectives for Course Outcome 10
10. Examine workplace safety responsibilities and legal protections for personal support workers, including recognizing and reporting abuse, understanding rights under legislation, and responding to unsafe situations.	<p>10.1 Identify situations which may pose a risk of abuse or personal harm to the personal support worker and report observations promptly to supervisors.</p> <p>10.2 Identify relevant legislative provisions and requirements concerning safe working environments.</p> <p>10.3 Describe the personal support worker`s right to a safe working environment free from verbal, emotional and physical violence.</p> <p>10.4 Identify situations where the personal support worker may be at risk for abuse or personal harm, including situations where the client refuses treatment</p> <p>10.5 Discuss and comprehend workplace bullying, sexual abuse and harassment, reporting mechanisms and policies aimed at promoting a safe work environment including whistle-blowing protection, in accordance with applicable legislation.</p> <p>10.6 Discuss the implications and appropriateness of work refusal, its impact on the client, and steps required in accordance with legislation.</p>

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Activities (3 at 5% weight each)	15%
Assignment	10%
Test #1	25%
Test #2	25%
Test #3	25%

Date: August 15, 2025

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