# Table of Contents

Welcome Students 3  
Program Faculty & Staff 4  
Durham College Vision and Values 5  
The Student Experience Comes First 6  
Important Dates 7-11  
Program Information 12-15  
  - program description  
  - program learning outcomes  
Course Outlines 16  
General Education 16  
Program Specific Academic Policies 17-29  
Academic Honesty 30  
Requirements for Promotion 30  
Aegrotat and Missed Final Examinations 31  
Field Placement (program specific) 32-33  
Health Policies and Guidelines 34-37  
Decision Tree 38  
Academic Advising - Student Liaison 39  
Centre for Students with Disabilities 40  
Student Academic Learning Services (Learner Support Centre) 41  
The Library 42  
College Publications 43  
Scholarships and Bursaries 44-46  
Transfer Guide 47  
Program of Studies 48  
Course Descriptions 49-50

Please note the following important information:  
Durham College strives to ensure the accuracy of the information in this publication. Please note that the academic curriculum is continually reviewed and revised to ensure program quality and relevancy. As such, the college reserves the right to modify or cancel any course, program, fee, procedure, timetable or campus location at any time. Please consult our website at [www.durhamcollege.ca](http://www.durhamcollege.ca) for the most current information.

Printed: June 2011
Welcome Students

A Message from the Dean

On behalf of the faculty and staff of the School of Health & Community Services, it is a pleasure to welcome you to Durham College.

We are committed to providing a high quality program to meet your educational needs. We wish you success as you embark on a challenging journey toward a rewarding career. We will do our best to support you in reaching your career goals. If you have any questions or need assistance please ask us for help to access the many services available to support your success.

We are pleased you have chosen Durham College. We look forward to working with you.

Susan Sproul
Dean, School of Health & Community Services

A Message from the Vice-President Academic

Congratulations on choosing Durham College and taking a very important step in preparing for your future. Durham College is known for high quality programs, leading edge technology, an award winning library and a student-centered approach to learning. Supporting our mission that the student experience comes first, Durham College is committed to providing students with quality learning experiences and support in finding fulfillment in education, employment and lifelong learning.

Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience. The program you have chosen has been designed to help you develop the necessary skills and knowledge to support your success in your chosen career path. Our dedicated and professional staff and professors are committed to helping you achieve your educational goals and your career aspirations.

Durham College strives to be accountable to students and employers through the preparation of work-ready graduates who will continue to live our “success matters” focus in their professional work environment.

We are pleased you have chosen to study at Durham College and we look forward to supporting your learning journey – work hard, have fun, enjoy your college experience and campus life.

I wish you much success with your studies.

Judy Robinson,
Vice President, Academic
School of Health & Community Services

Personal Support Worker Program

Faculty & Staff

The office of the School of Health & Community Services is located in SW106 of the Gordon Willey Building.

Dean, School of Health & Community Services: Susan Sproul Ext. 2249 susan.sproul@durhamcollege.ca
Associate Dean, School of Health & Community Services: Carol Burke Ext. 2125 carol.burke@durhamcollege.ca
Administrative Coordinator: Carol Connor Ext. 2375 carol.connor@durhamcollege.ca
Student Liaison: Nancy McGuire Ext. 3066 nancy.mcguire@durhamcollege.ca
Staff Support Officer: Michelle Osborne Ext. 2944 michelle.osborne@durhamcollege.ca
Practicum Officer: Mary Sich Ext. 2199 mary.sich@durhamcollege.ca
Simulation Technologist: Marie McEwan Ext. 2345 marie.mcewan@durhamcollege.ca
Nursing Technologist: Wendy Aspin-Curran Ext. 2871 wendy.aspin-curran@durhamcollege.ca

Program Coordinator Office # Phone e-mail address
Deborah Schuh SW106H Ext. 2305 deborah.schuh@durhamcollege.ca

Faculty

Katherine Rautenberg SWTBA Ext. TBA katherine.rautenberg@durhamcollege.ca
Linda Garner SWTBA Ext. TBA linda.garner@durhamcollege.ca
Judy Lade SWTBA Ext. TBA judy.lade@durhamcollege.ca

Health & Wellness Centre – G127 (Main Campus) – Kathy Lazenby, 905-721-3037
School of Health & Community Services Office Telephone: 905-721-3080
Fax: 905-721-3189
Website: http://hcs.durhamcollege.ca/

The above individuals may be contacted by dialing directly 905-721-2000, followed by the appropriate extension.
Mission: The student experience comes first at Durham College

Vision

- Durham College is the premier college in Canada for career-focused students who will succeed in a challenging, supporting and inclusive learning environment.
- Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience.
- Our vibrant campus community enriches the student life experience.

All of this combines to ensure our graduates have the market-ready skills to obtain great careers and make a difference in the world.

Values

Our values drive our organizational culture and our behaviour in delivering our vision and mission. They are:

Integrity and Transparency…
we will behave and communicate sincerely and honestly

Respect…
we will treat everyone with dignity and offer superior service

Equality and Diversity…
we will champion all learners and celebrate diversity

Innovation…
we will be leaders in market-responsive learning experiences and solutions

Personal and team accountability…
we will do what we say we will do
THE STUDENT EXPERIENCE COMES FIRST AT DURHAM COLLEGE

Important to All

Students and staff at Durham College are committed to academic excellence by:
- Demonstrating respect for one another and property
- Maintaining a clean and safe environment
- Taking an active role in the learning process
- Providing and receiving support when necessary
- Attending classes and/or appointments regularly and on time
- Modeling skills, attitudes and expectations of the workplace

Support Staff
- Provide professional quality customer service to students and staff
- Direct students and staff to appropriate resources
- Support and assist students in their learning and career goals
- Promote services that enhance student success

Faculty
- To be positive, enthusiastic, patient and flexible
- To be in the class early and prepared to begin on time
- To keep current in academic and professional knowledge
- To be prepared for activities, exercises and demonstrations
- To be available and show willingness to help students
- To ensure that all students get equal assistance and time
- To perform evaluations according to established criteria and within a reasonable time frame
- To return and take up any assigned homework, assignments, tests and projects promptly
- To identify students requiring remedial assistance, and to direct those students to the appropriate services
- To write constructive and helpful statements when evaluating student assignments
- To use a variety of teaching, questioning, and assessment techniques
- To motivate and engage learners in active and collaborative learning
- To encourage student participation and feedback wherever possible
- To effectively use learning technology
- To outline professional responsibilities, career alternatives, and avenues for further education following graduation
- To provide a course outline to each student at the beginning of the course, to review the outline with the students, and to adhere to the outline
- To adhere to Durham College policies, procedures and guidelines
- To place the safety and well being of the student above all other objectives, including fulfilling education obligations

Students
- To be prepared for class and professional practice activities. This will include reading appropriate textbook assignments prior to class and completing any homework assignments
- To be in class and arrive on time
- To participate in class activities
- To demonstrate respect for all persons and the learning environment
- To be trustworthy, honest, and accountable for own behaviour
- To complete tests, assignments and evaluations as required, striving for excellence
- To demonstrate effective communication skills
- To understand all course requirements and to follow them
- To seek assistance immediately if unable to follow the subject requirements for any reason
- To read and adhere to Durham College policies, procedures and guidelines

Administration
- Meet or exceed standards of excellence
- Manage budgets and resources
- Support students and staff in meeting their responsibilities
- Support/direct approved operational procedures
- Communicate relevant information in a timely fashion
- Be current in their field of leadership in a college environment
## Important Dates 2011 – 2012

Please note the dates of your semester examinations. **Please ensure that you do not schedule vacation or employment during these times.**

### FALL 2011 SEMESTER

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 4, 2011</td>
<td>Fees due date for first year students</td>
</tr>
<tr>
<td>July 12, 2011</td>
<td>Web registration - for 2nd year students who have paid for fall semester - begins.</td>
</tr>
<tr>
<td>July 13, 2011</td>
<td>Web registration - for 3rd year students who have paid for fall semester - begins.</td>
</tr>
<tr>
<td>July 19, 2011</td>
<td>Web registration - for 1st year students who have paid for fall semester - begins.</td>
</tr>
<tr>
<td>July 20, 2011</td>
<td>Fees due date for returning students</td>
</tr>
<tr>
<td>August 1, 2011</td>
<td>Civic holiday (no classes).</td>
</tr>
<tr>
<td>TBA</td>
<td>Registration for part-time Oshawa campus students begins and window opens for timetable changes.</td>
</tr>
<tr>
<td>August 29, 2011</td>
<td>Apprenticeship Classes begin.</td>
</tr>
<tr>
<td>September 5, 2011</td>
<td>Labour Day (no classes).</td>
</tr>
<tr>
<td>September 6, 2011</td>
<td>Orientation for first-year students.</td>
</tr>
<tr>
<td>September 7, 2011</td>
<td>Classes begin for most programs.</td>
</tr>
<tr>
<td>September 13, 2011</td>
<td>Last day for late program registration.</td>
</tr>
</tbody>
</table>
| September 20, 2011 | Last day for full-time students to withdraw with a refund of fees paid, less a $100 administration fee.  
|                    | Last day for refund eligibility when dropping to part-time.           |
|                    | Last day for part-time students to withdraw with tuition fee refund less an administration fee. |
|                    | Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for fall semester subjects. |
| September 30, 2011 | Student Health Insurance Plan "Opt-out" deadline.                      |
| October 3, 2011    | Due date for 2nd instalment of Fall fees.                              |
| October 4, 2011    | Last day for application for fall semester subject exemption/credit.  |
| October 10, 2011   | Thanksgiving (no classes).                                             |
| October 20, 2011   | Fall Convocation (to be confirmed)                                     |
| October 26, 2011   | Deadline for submission of adjusted marks to clear INC grades from Summer 2011. INC grades after this date will revert to a fail. |
November 16, 2011  Winter 2012 semester fees due date.
November 17, 2011  Scholarship Ceremony
November 14, 2011  Last day to withdraw from a fall semester subject. After this date, all subjects will be graded and recorded on the student’s transcript.1, 2
December 9, 2011  Last day of classes for most programs.
December 12 to 16, 2011  Fall semester final examinations/evaluation(s) for postsecondary students. Students are reminded not to schedule vacation or employment hours during these times. January 4 and 5, 2012 scheduled as tentative snow dates for the Oshawa campus.
December 22, 2011  Grades are available to view electronically as of 4 p.m. Note: official distribution date for the purpose of academic appeals is January 4, 2012.
TBA  Full-time students may process timetable changes for the winter semester through MyCampus as of 4 p.m.

WINTER 2012 SEMESTER – JANUARY START
November 21, 2011  Web registration for Fall start 1st year students for winter 2012 semester courses begins.
November 28, 2011  Web registration for 2nd and 3rd year students for winter 2012 semester courses begins.
December 5, 2011  Web registration for January start students begins.
December 7, 2011  Winter 2012 semester fees due date.
TBA  Registration for Oshawa campus part-time students begins.
January 2, 2012  Apprenticeship Classes begin
January 4, 2012  Classes begin for most programs.
January 10, 2012  Last day for late program registration.
January 17, 2012  Last day for full-time students, who started their program in September 2011, to withdraw with a refund of winter tuition fees. Ancillary fees and school supply fees are not refundable.
January 10, 12 and 14, 2012  Dates for missed exams from Fall Semester 2011
January 17, 2012  Last day for full-time students, who started their program in January 2012 to withdraw with a refund of fees paid less a $100 administration fee.1, 2
January 30 to Feb 3, 2012  
Winter Break week for Electrical Block Intermediate & Advanced apprenticeship students only.

January 31, 2012  
Last day for application for winter semester subject exemption/credit.

February 8, 2012  
Due date for 2nd instalment of Winter fees.

February 17, 2012  
T2202As available online via MyCampus as of 4 p.m.

February 20, 2012  
Family Day (no classes).

February 20 to 24  
Winter Break week; no classes with the exception of Apprenticeship and February-start students.

February 27 to March 2  
Winter Break week for Apprenticeship students with the exception of Electrical Block Intermediate and Advanced students.

March 7, 2012  
Deadline for submission of adjusted marks to clear INC grades from Fall 2011. INC grades after this date will revert to a fail.

March 12 to 16, 2012  
Winter Break week for most OYAP apprentices (except OYAP hairstylists; please see your school office).

March 19, 2012  
Last day to withdraw from a January-start subject. After this date, all subjects will be graded and recorded on the student’s transcript.

April 6 2012  
Good Friday (no classes).

April 10, 2012  
Last day to apply to graduate – courses ending April 2012.

April 13, 2012  
Last day of classes for most January-start programs.

April 16 to 20  
Winter semester (January start) final examinations/evaluation(s); students are reminded not to schedule vacation or employment hours during these times.

April 27, 2012  
Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.

May 8, 10, and 12, 2012  
Dates for Missed Exams from Winter Semester 2012.

June 21 & 22, 2012  
Convocation (Time and location TBA)

**WINTER 2012 SEMESTER – FEBRUARY START**

December 7, 2011  
Winter 2012 – February-start - semester fees due date.

January 30, 2012  
Web registration for February-start students begins.

TBA  
February-start classes begin.

Registration for Oshawa campus part-time students begins.

February 3, 2012  
Last day for February-start late program registration.

February 10, 2012  
Last day for full-time students, who started their programs in February 2012 to withdraw with a refund of fees paid less a $100 administration fee.

Last day for refund eligibility when dropping to part-time for February start only.
<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>February 20, 2012</td>
<td>Family Day (no classes).</td>
</tr>
<tr>
<td>February 29, 2012</td>
<td>February-start students only: Student Health Insurance Plan “Opt-out” deadline.</td>
</tr>
<tr>
<td>February 24, 2012</td>
<td>Last day for application for semester subject exemption/credit.</td>
</tr>
<tr>
<td></td>
<td>Last day to withdraw from a February-start subject with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a “W” to indicate withdrawal.</td>
</tr>
<tr>
<td>March 7, 2012</td>
<td>Due date for 2ⁿᵈ instalment of Winter fees – February-start students only.</td>
</tr>
<tr>
<td></td>
<td>Deadline for submission of adjusted marks to clear INC grades from Fall 2011. INC grades after this date will revert to a fail.</td>
</tr>
<tr>
<td>April 6, 2012</td>
<td>Good Friday (no classes)</td>
</tr>
<tr>
<td>April 9, 2012</td>
<td>Last day to withdraw from a February start subject with no academic penalty. After this date, all subjects will be graded and recorded on the student’s transcript.</td>
</tr>
<tr>
<td>May 4, 2012</td>
<td>Last day of classes for most February start programs.</td>
</tr>
<tr>
<td>May 10, 2012</td>
<td>Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.</td>
</tr>
<tr>
<td><strong>June 21 &amp; 22, 2012</strong></td>
<td><strong>Convocation (Time and location TBA)</strong></td>
</tr>
</tbody>
</table>

**SPRING 2012 SEMESTER**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 7, 2012</td>
<td>Spring 2012 semester fees due date.</td>
</tr>
<tr>
<td>April 10, 2012</td>
<td>Web registration for Spring/Summer programs begin.</td>
</tr>
<tr>
<td>May 7, 2012</td>
<td>Most Spring classes begin.</td>
</tr>
<tr>
<td>TBA</td>
<td>Registration for Oshawa campus part-time students begins.</td>
</tr>
<tr>
<td>May 11, 2012</td>
<td>Last day for late program registration.</td>
</tr>
<tr>
<td>May 18, 2012</td>
<td>Last day for full-time students, who started their programs in Spring semester to withdraw with a refund of fees paid less a $100 administration fee.</td>
</tr>
<tr>
<td></td>
<td>Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for most spring semester subjects.</td>
</tr>
<tr>
<td></td>
<td>Last day to withdraw from most spring semester subjects with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a “W” to indicate withdrawal.</td>
</tr>
<tr>
<td></td>
<td>Last day for application for spring semester subject exemption/credit.</td>
</tr>
<tr>
<td>May 21, 2012</td>
<td>Victoria Day (no classes).</td>
</tr>
<tr>
<td>June 8, 2012</td>
<td>Last day to withdraw from most spring semester subjects. After this date, all subjects will be graded and recorded on the student’s transcript.</td>
</tr>
</tbody>
</table>
June 22, 2012 Last day of classes for most Spring-start programs.
June 29, 2012 Deadline for submission of adjusted marks to clear INC grades from January start Winter 2011 semester. INC grades after this date will revert to a fail.
June 28, 2012 Spring semester grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.

**SUMMER 2012 SEMESTER**

April 10, 2012 Web registration for Spring/Summer programs begins.
May 2, 2012 Summer 2012 semester fees due date.
July 2, 2012 Canada Day (no classes).
July 3, 2012 Summer classes begin.
July 9, 2012 Last day for late program registration.
July 16, 2012 Last day for full-time students, who started their programs in Summer semester to withdraw with a refund of fees paid less a $100 administration fee.\(^1,^2\)
July 16, 2012 Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for most summer semester subjects.
July 16, 2012 Last day to withdraw from most summer semester subjects with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a “W” to indicate withdrawal.\(^1,^2\)
July 16, 2012 Last day for application for summer semester subject exemption/credit.
August 3, 2012 Last day to withdraw from most summer semester subjects. After this date, all subjects will be graded and recorded on the student’s transcript.\(^1,^2\)
August 6, 2012 Civic Holiday (no classes).
August 17, 2012 Last day of classes for most Summer start programs.
August 23, 2012 Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.

**October, 2012** Convocation (Time and location TBA)

NOTES:
1. Official Withdrawal forms must be completed by the student and submitted to the Office of the Registrar.
2. The administration fee for international students will vary.

*These dates represent the best information at time of publication. The College reserves the right to make changes subject to amendments to existing legislation, Collective Agreements, or as required by the College. Dates may vary slightly from program to program.*
Program Information

Program Mission Statement

The Personal Support Worker (PSW) program offers an innovative, student-centered learning environment that fosters the development of a graduate who has the knowledge and skills required to work as a PSW, while providing compassionate, client/resident focused care. The goal of the program is to prepare a graduate who advocates for the Dignity, Independence, Privacy, Preferences, and Safety of those they care for, as well, the current and future direction of the Personal Support Worker in Ontario.

Your Program Guide contains valuable information about Durham College and the Personal Support Worker Program. The Guide will:
- a) explain the goals/objectives of the PSW Program.
- b) set out the responsibilities of students and faculty in achieving these goals.
- c) provide detailing of our course offerings.
- d) outline the policies of the PSW program.

Your Practicum Guides contains specific information about practicum placements in the program. Please review these Guides for specific policies and requirements related to practicum.

Personal Support Worker Program Description

Introduction

“The PSW is a front-line care provider whose responsibilities focus on the provision of personal care and support that include activities of daily living with client populations across all institutional and community care and service settings. They provide compassionate, client-centered care under the supervision of professionals, according to the care plan”.

The Personal Support Worker program is a two semester program offering academic studies and practicum experience to prepare graduates with the with the knowledge, skills, and attitudes necessary to enter the health care system as entry-level health care workers to provide personal care and home management services to clients in both community and institutional settings. Graduates of Personal Support Worker programs in the colleges of applied arts and technology have demonstrated the ability to work as a member of care/service teams. They use established care/service plans and policies and procedures to provide safe personal care and home management services for clients and their families. They interact and communicate effectively with clients, families, and care/service team members. As part of their supportive role, these workers in an ongoing and timely manner make and report relevant observations to the appropriate regulated health professional and/or supervisor. Graduates are responsible for working productively and constructively within the Personal Support Worker role, for knowing their strengths and limitations, and for seeking out information, guidance, and/or direction from the appropriate person.

Personal Support Workers are unregulated health care providers. The intent of the Personal Support Worker program is to prepare graduates to work under the supervision of the regulated health professional, supervisor, or, in the assisted care environment, under the direction of the client. Personal Support Workers provide clearly identified personal care, routine activities, and home management services, within care/service plans established policies and procedures. Personal Support Workers are responsible to their clients and to their employers for providing quality personal care, routine activities, and home management services. In assigning work to these graduates, employers, supervisors, and/or regulated health professionals consider each client situation in relation to that client’s condition, the task to be done, the associated risk of performing the task, and the environmental supports required to safely and competently carry out the task. In carrying out their assigned work, personal support workers are responsible for safely and competently using care/service plans, for following oral directions and written guidelines, and for complying with established policies and procedures.
Following successful completion of their program, graduates may be employed in a variety of community and institutional settings. As members of care/service teams, personal support workers work with infants and children as well as adults, families, individual clients who are experiencing physical, cognitive, emotional, and behavioural challenges, and with multi-client groups in both community and institutional settings. They are valuable members of care/service teams.

“Student Success” is the primary goal of the Personal Support Worker Program at Durham College. As faculty and administrators, we are dedicated to helping students achieve their own goals. Our program is offered over 1 year to full time students.

**Curriculum**

The curriculum for the Personal Support Worker program has been developed using the principles of compassionate client-centered care, while utilizing the following documents: The Ministry of Training, Colleges and Universities; The Personal Support Worker Program Standard 2001, and the College of Nurses of Ontario Compendium of Standards of Practice for Nurses in Ontario, Third Edition (2009). The program has a strong emphasis on practical hands-on experience in a variety of health care settings. Practicum experience includes caring for clients with health challenges in long-term care/school age/community and mental health environments. The program will conclude with a consolidated experience in a long-term care setting.

Learning occurs in a variety of settings and through a variety of delivery methods: for example: the classroom, laboratory, simulation, various health facilities, independent study and online. Practicum experiences may involve working a variety of shifts.

Feedback concerning all aspects of the program is valued and encouraged. Opportunity to share ideas among all participants is important for the growth of faculty, learners and the program. Faculty are committed to yearly revision of course outlines to ensure an up to date, research based curriculum is offered.
Personal Support Worker

Philosophical Beliefs
The Personal Support Worker (PSW) respects and supports the individuals’ desire to be healthy and independent according to their own choices and capabilities. The purpose of the support is to assist persons with the tasks of daily living so that they may participate in their community and daily lives.

The Personal Support Worker is a valued member of the health care team and contributes to the quality of the life of individuals by promoting their independence, dignity, social, emotional and physical well-being, mobility, preferences, privacy, comfort and safety.

Profile of the Personal Support Worker Graduate

The graduate as a beginning practitioner will:

1. Act within the personal support worker role.
2. Implement appropriate and effective communication skills.
3. Apply basic knowledge, critical thinking skills, information from care plans and policies and procedures to provide client care.
4. Make, collect, and report relevant observations to the appropriate regulated health professional and/or supervisor, in an ongoing and timely manner.
5. Provide holistic client-centered care by using care plans and established policies and procedures.
6. Promote and maintain a safe and effective environment for clients, their families, self and others.
7. Participate as a member of care team in all work settings.
8. Perform in a legal and ethical manner within the PSW role.

Durham College Graduate Profile

A Durham College graduate is expected to integrate and transfer knowledge, skills and attitudes to roles performed in the work place and in his or her personal life.

Commensurate with the level of study, the Durham College graduate will have reliably demonstrated the ability to:

- Meet the entry level vocational requirements of the specific field or profession.
- Interact with other groups and teams, use critical thinking skills to evaluate and solve problems and communicate confidentially in a variety of situations.
- Adapt to change, recognize the need to maintain and renew knowledge and skills and effectively meet social challenges arising in community, family and working life situations.
Assumptions & Beliefs Concerning the Teaching – Learning Process

The following are our beliefs about the teaching-learning process:

- A professor is accountable to the student and the Personal Support Worker program to provide an environment conducive to learning.

- The environment for learning is vital in that it should be supportive and provide direction for learning. Respect for the individual and her/his learning needs will promote a positive environment where learning can take place.

- Learning is a dynamic and continuous process which is manifested by growth and change in behaviour.

- Learning outcomes, clearly stated and encompassing all learning domains (cognitive, psychomotor and affective), enhance the learning process.

- A student is accountable for active participation in the teaching-learning process. As a student progresses through the Personal Support Worker program, she/he should expect to assume increasing responsibility for learning.

- In keeping with our program philosophy and the professional requirement for life-long learning, the teacher fosters increasing independence in the learner.

- Students benefit from constructive feedback which is provided both immediately and regularly in an atmosphere of trust. An emphasis on positive reinforcement for appropriate behaviour is essential to its success.

- Progress review is an integral part of the teaching-learning process as it describes the student’s progress and achievement of goals. Self-assessment by the student is an essential element of progress review. The teacher will provide both formative and summative feedback.

- Formative progress review provides on-going feedback to learners about their progress in achieving the established learning plan and occurs continuously throughout the learning experience. It serves a diagnostic purpose as it informs students of areas where further learning is necessary.

- Summative progress review measures final outcomes or results and determines learner achievements as they relate to the learning outcomes. It is concerned with how learners have changed.
Course Outlines

For each course, a Course Outline that describes course learning outcomes, course content, learning activities, evaluation methods, timelines and support resources is available online.

This is a binding document. Any changes will be agreed upon by students and the professor and requires approval from the Dean of the School. For further details, please refer to the Course Outlines Policy and Procedure documents (http://www.durhamcollege.ca/academicpolicies). Course outlines are important documents. Please refer to them during the semester and keep them safely afterward. For students who go on to other post secondary institutions or post diploma programs, these will be essential documents.

Please note that students are expected to download copies of their course outlines from MyCampus prior to the first class in each course. Instructions for downloading are located on MyCampus at www.durhamcollege.ca/mycampus.

General Education

General education courses strengthen students’ skills in areas such as critical analysis, problem solving and communication in the context of an exploration of topics with broad-based personal and/or societal importance. Normally, programs of instruction leading to either an Ontario College Diploma or an Ontario College Advanced Diploma include three general education courses. Such courses are identified on the program of study using the designation of “G”. General Education courses are typically a combination of mandatory and elective courses.

According to Durham College Academic Policy ACAD-103 and as a requirement for graduation, every Durham College student in a two or a three-year diploma program must have successfully completed a minimum of three General Education courses from at least two different General Education themes as follows:

GNED 1100 – Personal Understanding
GNED 1200 – Arts and Society
GNED 1300 – Civic Life
GNED 1400 – Social and Cultural Understanding
GNED 1500 – Science and Technology
Program Specific
Academic Policies & Procedures

Personal Support Worker Program Policies
The PSW program has developed program policies based on its philosophy. It is the student’s responsibility to read, understand, and comply with the policies outlined in this document as well as the Durham College Academic Policies and Procedures. The PSW Program reserves the right to alter its Policies and Procedures as needed. Students will be given written notification of any necessary changes. The following policies apply to all courses unless students are advised otherwise. Additional policies specific to individual courses may be indicated in the course outline. Policies related to practicum courses will be identified in the Practicum Guide and/or the individual course outline.

Freedom of Information and Protection of Privacy

It is important to be aware that students are protected by the Freedom of Information and Protection of Privacy Act, which is a government act, and Durham College is not permitted to release confidential information regarding the student. This includes, but is not limited to, academic progress, financial information and registration.

All communication will take place directly with students only and will generally be considered confidential. It is up to the student to decide how much information will be shared with their family and support network. Faculty members and staff in the Program will only communicate directly with students. Should a third party contact faculty or staff in the program regarding a student, that student will be contacted by email, advised of the contact, and invited to speak directly with the appropriate person.

Students will be asked for written consent should access be requested by any party other than those previously described.

Students may request access to their file in the School of Health & Community Services.

Students or graduates who require documentation related to their program or attendance for a third party should put their request in writing and submit it to office staff. The necessary documentation will be provided as soon as possible. Students and graduates should be aware that a fee will be charged to cover the administration costs of this service.

At no time may the file be removed from the School of Health & Community Services. Copies of the file will be provided upon written request from the student. The student is responsible for the cost associated with producing these copies (See privacy of records, release of information – Durham College Student Handbook – Student Rights and Responsibilities).

All confidential information to which the student has access is protected by legislation. Failure to maintain confidentiality of client information or other breaches of confidentiality related to clients, fellow students or college employees may result in dismissal from the college and/or legal action.
The Learning Environment

Attendance
Because of the relationship between theoretical knowledge and practicum skills, it is essential that students participate in all learning activities provided. Failure to attend class may lead to gaps in knowledge, grade reduction and potential safety hazards for the client/resident in the practicum setting. Full attendance is expected.

A student must notify the college – professor’s office 905-721-2000 and extension and/or email, if late, or daily if absent from class.

A student who is frequently absent will be interviewed to discuss the reason for the absenteeism and to determine how the student might fully participate in learning activities. The student may be requested to meet with the Coordinator or Dean of the program. Students who are absent from a significant portion of practicum experience may be unable to meet their learning outcomes and may be required to complete additional practicum experience at their own expense. Refer also to the Practice (Practicum) Handbook regarding attendance requirements.

Student Support Services
There are a number of services available to and for students. Please consult your Durham College Student Handbook for details related to financial assistance, counseling, etc.

Communication
1. The student is expected to demonstrate respect for all in the learning environment.
2. The student is expected to come to class prepared.
3. The required course specific text books and study guides must be brought to class.
4. The professor is available via email (MyCampus/WebCT) and voice mail (see related information on the front page of outline). If leaving a voice mail please be sure to leave your name, message and phone number clearly on the voice mail.
5. All email correspondence must be done through College sources (Web CT or My Campus) personal email sources such as MSN or Yahoo may be not be accepted by the College server. Communication is important to us. It is the student’s responsibility to check MyCampus and WebCT daily for updates and messages.
6. Email communication should be considered professional communication. It is expected that students will include appropriate greetings/signatures, compose full sentence messages which indicate the purpose of the communication, and demonstrate a respectful, professional tone at all times. Students should not consider email that they send to faculty members or clinical instructors to be confidential. If, in the potential interest of student, patient, or public safety, correspondence from a student is deemed to be potentially concerning in any way, faculty will be required to share this information with appropriate individuals.
7. Also check the Personal Support Worker Bulletin Board beside SW206 for messages and information. If you have a service, classroom, practicum or professor issue, the first step is to speak to the appropriate person, the professor or the service department in the College. If the issue cannot be resolved by that collaboration, please make an appointment to speak to the Program Coordinator.

Student Conduct
It is expected that all members of the class, including the professor, will treat one another with courtesy and respect within all aspects of the learning environment [lab, in and out of classroom, practicum]. There is a great deal of group work within the program and it is an expectation that all group members treat each other with respect and dignity. Respect helps to create a caring environment which supports teaching and learning. If individual behaviours interfere with the rights of others to teach or to learn, the professor has the right to hold the disruptive student(s) accountable and disciplinary action may be initiated as per the College policies. See the College Policies Students Code of Conduct.
http://www.durhamcollege.ca/EN/main/about_us/governance/policies/academic_policy/students.php
Late Arrivals in Class
Students are expected to arrive to class on time both at the beginning of class and after breaks. Professors recognize that there are often legitimate reasons for late arrivals but when the behaviour is chronic and disturbs a class already in progress, the professor has the right to prohibit entry to the classroom until a suitable break occurs. During classes in which a guest speaker is scheduled or when student peers are making a presentation, late arrival may not be permitted. (Special circumstances may be presented to the professor in advance of the class for consideration.) Students who arrive late on the day of a test will not be given any additional time to complete the test.

Eating and Drinking in Classrooms
Food and drinks are permitted in classrooms as long as the student takes responsibility for removing garbage and cleaning up his/her workspace before leaving the class. The professor has the right to revoke this privilege if these conditions are not met or if other students in class object to the practice.

Emergency Calls
The School of Health staff will accept messages for students only in the event of a family emergency. Please make sure that anyone in your life who needs to locate you during class time for reasons other than an emergency has a copy of your timetable [eg. classmates, family, daycare provider, employer] Staff are unable to release your schedule information due to the Freedom of Information Act.

Test and Examination Expectations & Procedures
Students will be required to present their student I.D. card for all tests and for all exams. If an I.D. card is not presented, the student may be asked to leave the room and may not be allowed to rewrite the test or exam. Please ensure that you bring your Durham College Student ID card to all tests and exams.

Terms of Reference:
Class Test – a scheduled and invigilated test within class time or booked in the test center.
Quiz – an evaluation of shorter duration than a test with lesser weighting / may be scheduled / or unscheduled / usually given as part of a regularly scheduled class.
Web CT tests and quizzes are computer given with specific parameters as required delivering evaluations in this format and may not apply to the above criteria.

Policies for Tests / Quizzes
Please read carefully.
1. The weighting of tests and quizzes are outlined in the course outline with the evaluation criteria.
2. There are no makeup tests (i.e. no “do-overs”) or supplemental tests.
3. It is expected all students will be present to write tests in the scheduled time slots. Tests may be scheduled outside regular timetabled hours.
4. A student who misses a test must notify his/her professor by e-mail documenting the reason for the missed test, within 24 hours of the missed test. Failure to comply will result in a mark of zero (0).
5. A student, who complies with the test policies, may be given the opportunity to write a modified version of the missed test OR have the weight of the missed test added to another evaluation item e.g. test, assignment, exam. The decision will be at the discretion of the professor.
6. Students who have missed a test may be required to write the missed test in the test centre.
7. A student may only miss one test in any course in a Semester. If the student misses any additional tests, the PSW Faculty Team will decide if the student may make up any of the missed tests based on the student’s circumstances.
8. In class quizzes might be unannounced. Students not in attendance will receive a mark of zero (0). No makeup quizzes will be given.
9. If a student is late arriving for a test or quiz, no additional time will be granted.

10. No student will be allowed to enter the test room after the first student to complete the test leaves the room.

Final Marks
Final marks will not be released by faculty members or office staff. Grades will be posted on MyCampus/Web CT and Official Grade reports will be mailed to students.

Section I
It is the student's responsibility to:

1. Check the test and examination timetable carefully. Ensure awareness of the time and place that the test/examination is being written.

2. Students who have been identified by the CSD office as having special needs will write tests and exams commencing at the scheduled time. If writing in the CSD office, it is the student's responsibility to make appropriate arrangements and communicate them to the teacher.

3. Write tests and examinations within the scheduled times. Should this not be possible, the student or student representative must notify the course teacher prior to the event. Failure to comply will result in a mark of “0” for the test/examination missed.

4. Arrive 5 minutes early.

5. Congregate outside the test/examination room. Students will be seated in the test/examination room a few minutes before the test/exam is scheduled to start.

6. Keep only erasers, pens, pencils and Kleenex on the desk. All other articles must be removed from the desk. Any other required items will be supplied. No cell phones or paging devices are allowed. Calculators may only be used with the professor’s permission.

7. Stop talking upon entering the room. The test/examination paper should not be turned over until directed to do so.

8. Be sure your name appears on all computer cards, booklets and papers.

9. Check the test/examination paper to ensure that no pages are missing. Before handing in the paper, check to ensure all questions have been answered.

10. Complete the computer forms correctly. Answers appearing on the computer sheet will be used to determine the grade. The computer form cannot be altered by the teacher.

11. Initial the class list as directed by the invigilator.

Section II
In order to ensure a quiet environment throughout the test/examination, the following guidelines are in effect:

1. Students will not be admitted to the room if more than 15 minutes late for a test or 30 minutes late for an examination. Students arriving past the established deadlines should report to the Divisional Office not to the test/examination room. No time extensions will be granted for late arrivals.

2. If questions or problems arise during the test/examination, the invigilator should be notified by a raised hand.

3. Students may be requested to remain quietly in the test/examination room during the last 10 minutes.

4. Students should not remain in the hall outside the room as talking in the halls is disruptive.
**Missed Final Examinations**

Students who, as a result of an **emergency circumstance**, (i.e. a death in the family or illness), are unable to complete all of their program evaluation requirements must notify their Dean or designate as soon as possible. The Dean will consult with the appropriate faculty member(s) to determine and validate the reason(s) and eligibility for Aegrotat (AEG) standing. Please note a student is eligible for an AEG only once in his/her academic career at Durham College. For more details on AEG eligibility, please go to www.durhamcollege.ca/policies, to view the Aegrotat Policy (ACAD-110).

Students who, as a result of a **non-emergency circumstance**, miss a final examination now have an option under a new college policy. It provides an avenue for a student with no less than a cumulative 1.5 GPA to pay a fee to defer/reschedule the writing of one or more final examinations during a single exam period. This policy can only be used once in a five-year period. External accreditation requirements, the availability of appropriate examination facilities and other constraints necessitate that not all courses will be eligible.

**Procedure for “Missed Final Examination” Policy**

1. As soon as the examination schedule is posted and the student becomes aware of the problem/conflict or within two (2) college days of missing the examination(s), he/she must notify their School office and make arrangements to meet with the Student Liaison or designate for advising regarding the missed examination policy.

2. Student meets with Student Liaison or designate for advising. Advising is extremely important to ensure students make the right decision/choice (AEG or missed examination) and understands that this is a **once only** in a five-year period opportunity.

3. During the interview, the Student Liaison or designate:
   a) Checks the Veteran Information screen in Banner to ensure the student has not utilized the Missed Exam privilege before within a five-year period.
   b) Confirms the course is eligible for this policy.
   c) Confirms the student has a cumulative GPA of at least 1.5 or reviews midterm grades in consultation with school dean or designate for 1st year students.

4. Student Liaison or designate assists student in completing the Application for Missed Examination form, ensures accuracy, notes the due date for student to make payment to the Office of the Registrar, and identifies special software/lab requirements or laptop usage prior to signing form. Note: Exams which require special software/lab requirements or are laptop exams may require a directive from the Dean/Associate Dean.

5. Student takes signed copy of completed Application for Missed Examination form to the Office of the Registrar and makes $150/course payment within two (2) college days of the missed exam date (as noted on the application form). The application will not be processed until payment has been received. Payments will **not** be refunded. If a student is writing a missed exam due to a religious holiday, the fee will be waived. The Office of the Registrar must receive a copy of the Application for Missed Examination form from the student with the Student Liaison or designate signature and checks the student's record in the Veteran Information screen (part of GSR) in Banner to ensure student has not had the Missed Exam privilege within the past five (5) years.

6. The registration clerk will process the application and payment ($150.00 per course), enter the information on the “Veteran Information screen (part of GSR)” screen, and provide student with receipt and completed application form. The Office of the Registrar keeps gold copy of form.

7. The student takes the receipt and copy of the completed application to the School of Career Development and Continuing Education, Room A165. The School of Career Development and Continuing Education gives to the PLAR office, Room A165, for processing.

8. The PLAR office, Room A165, receives completed application and payment receipt from students, prepares faculty contract and notifies the faculty member(s) and school of need to create a new exam.
The PLAR office receives exam package from faculty and, if required, confirms special requirements with faculty. The PLAR office ensures the Test Centre receives the exam package.

9. The student is responsible for confirming their exam sitting time and date with the Test Centre by phone at 905.721.2000 ext. 2557 or by email at TestCentre@dc-uoit.ca. The exam date will occur within two weeks of the next term for December exams and within two weeks after the formal examination period for the April exams. The exam date and time may be scheduled at night and on weekends. The student will not be able to reschedule this date under any circumstance.

10. The student completes the rescheduled exam and the PLAR office gives, exam, marks change form and contract to faculty for signing. Within 3 days of scheduled exam, the professor returns the assessed exam, completed Mark Change form and signed contract to the PLAR office, Room A165, for processing.

11. The Office of the Registrar posts the student’s final grade on MyCampus and, if necessary, informs the student and student liaison if the student is not eligible to be registered into pre-requisite courses.

12. The faculty member receives payment as per contract prepared by the PLAR office.

For more details on this policy and the procedure, please speak with your Student Liaison or see the website www.durhamcollege.ca under Academic Policies.

### Written Assignments

1. All written assignments are to be **word processed** unless otherwise directed by the professor. Assignments which are not word processed will not be graded and a mark of zero will be assigned.

2. Assignments which are word processed must be created using **Microsoft Word** software only. This software is available for purchase in the Campus Bookstore for a nominal fee.

3. Written assignments must be submitted to the professor, on the specific date, **within the 1st ten minutes of class**, in the student’s assigned classroom or as directed by the professor. All classes begin at ten minutes after the hour.

4. Assignments may be sent via e-mail to the professor but must be received by the beginning of class to be considered to be handed in on time. The professor is not responsible for any computer problems the student may encounter sending the assignment electronically. The student is to submit as soon as possible, a hard copy of the assignment to the professor. Attachments that will not open are the responsibility of the student and subject to the late assignment policies.

5. Late Assignments

   An assignment is considered to be late if it is not submitted on the specific date, within the 1st ten minutes of class, in the student’s assigned classroom or as directed by the professor.

   If a student anticipates that he/she will be absent or late for class they are to notify the professor before the class and submit the assignment electronically within the 1st ten minutes of class. Please refer to item #4. It is the student’s responsibility to provide a hard copy of their assignment to the professor within 24 hours of the submission date and time.

   A late assignment will be penalized at a rate of **10% for the first late day [up until midnight that day: this represents the due date], 10% for the second late day and an additional 10% for the third late day.** Late assignments will not be accepted beyond the third day and the student will receive a grade of zero for the assignment. A “day” includes each day of the weekend.

   In consultation with the PSW team, the professor will consider individual, rare **extenuating circumstances**, which may cause an assignment to be late. The student must provide documentation to
validate the extenuating circumstance, which might include hospitalization or the death of a family member/significant other.

6. The student is responsible for keeping a back up copy of all written assignments, marked assignments and course work for future reference.

7. Assignments are to be submitted to the grey student mailbox (outside of SW106) ONLY under direction of the professor. Assignments submitted to the box without the approval of the professor will be penalized according to the late assignment policy.

8. The student takes full responsibility for assignments submitted by others on his/her behalf.

9. Assignments are NOT accepted at the Health & Community Services Office under any circumstances.

10. Assignments will usually be returned in class.

11. In the event of an appeal, students are responsible for producing all assignments and course work. For further information regarding appeals, refer to the Academic Appeal section of the Durham College Student Handbook.

12. Written work submitted must be the product of the student’s own efforts. Plagiarism and other forms of cheating are prohibited and are subject to the consequences outlined in the Durham College Student Handbook – Academic Integrity.

**Guidelines for Submission of All Written Work**

The following guidelines are intended to serve as a checklist for how to submit a paper in APA format for the Personal Support Worker Program. The Durham College Library APA Citation Style Guide available on MyCampus, or from the Library, and this checklist will be used to mark your paper.

It is important that you learn how to write clearly and succinctly. Any written work handed in to the professor should follow this format.

Use this checklist as a guide to ensure you have met the guidelines.

**Checklist:**

- Use plain, white paper
- Black ink
- Staple in top, left corner
- Do not put in a folder/plastic sheath/Duo tang etc.
- Document must be word processed
- Everything should be double-spaced
- Do not leave spaces between paragraphs
- Include typed, page number in top, right corner
- Count the title page as the first page, but don’t show the number
- Your paper should start on page 2 of the paper. Do not include a table of contents
- Do not use a running head
- Use size 12 font for paper with a Times New Roman or a similar font
- Although bold lettering has been used throughout this guide for purpose of emphasis, bold lettering should not be used in your paper
- Indent first line of each paragraph
☐ No graphics, pictures, symbols – text only
☐ If an appendix is included it should be included after the reference page. The appendix should have a separate cover page, clearly labelled as Appendix “A” or “B”
☐ Use spell-check
☐ Read your paper out loud to check for flow
☐ Have someone else read your paper

Failure to follow these guidelines may result in your paper being returned unmarked with a zero grade.
Web CT

Note: As some courses are a Web CT course, basic computer skills and equipment are required. If necessary, check with the Commons IT Support Help Desk in the Learning Commons to see if your home computer has the capacity to manage this course. Computers are available in the Learning Commons if home access is not available.

The following skills are necessary for facilitation of Web CT course work:
- Basic computing skills
- Basic keyboarding and mousing skills
- Basic word processing skills
- Experience browsing the Web
- Experience sending and receiving e-mail

It is strongly recommended the student who does not have basic computer skills, seek help from the Commons IT Support Help Desk and the Learner Support Centre as soon as possible.

If students are communicating electronically with the professor, they are expected to use Web CT or MyCampus. Professor will not respond to any personal email sources such as MSN or Yahoo.

Note about student tracking in Web CT:
Web CT or the course web site automatically records all student activities, including the:
- First and last access to the course
- Pages accessed
- Number of quizzes completed
- Number of conferencing messages read and posted

This information will be used as a means of evaluating student participation. Students can view this information on their own by clicking on the My Progress icon.

If the College computers are “down or not working” resulting in the inability to meet a required deadline, the student must obtain written, dated documentation of the problem from the Commons IT Support Help Desk, to give to the professor. This must be done within 24 hours of the deadline.

The Commons IT Support Help Desk can be reached at 905-721-3333 or at ITsupport@dc-uoit.ca. Information about the Help Desk hours can be found on MyCampus.

Health Care Learning Centre

The Health Care Learning Center is a state of the art low- moderate fidelity learning facility, which is utilized by all of our health care programs including personal support worker, practical nursing, collaborative nursing, and paramedics. The 20 bed lab is the location for all lab based courses where students learn how to put theory into practice, and learn the skills necessary to care for the client population. Students attend classes in the Health Care Learning Center, however we also offer Independent Practice Review Hours. During these open practice hours, students are encouraged to independently attend the lab to practice their skills. Upper level students are available during these times to assist students with equipment, and offer feedback on the skill being practiced.

Policy of Health Care Learning Centre/Interprofessional Centre of Excellence in Simulation

Learning experiences in the Health Care Learning Centre/Interprofessional Centre of Excellence in Simulation [“the lab”] are treated similarly to clinical experiences in health programs at Durham College and UOIT, requiring conduct and dress equivalent to that expected in clinical settings. All persons participating in learning sessions in the lab – SW206/207 - are expected to conduct themselves as professionals at all times. The following policies related to preparation for learning experiences, behavior during learning experiences, and presentation of self including details of appropriate attire for a professional clinical experience must be adhered to:
**Expected Conduct and Comportment**

All students are expected to:

1. Demonstrate behavior that consistently indicates respect for the worth and dignity of each other while accepting responsibility for all actions consistent within their role.
2. Demonstrate honesty, even when a mistake has been made. Report any accident or incident immediately to the professor/facilitator so that appropriate measures can be taken.
3. Utilize clear, accurate and professional communication skills in all interactions and maintain confidentiality.
4. Demonstrate receptivity to feedback; utilize suggestions/recommendations to facilitate own learning and growth as a professional
5. Be familiar with and adhere to the Health Care Learning Centre and the Interprofessional Centre of Excellence in Simulation policies and procedures.
6. Arrive prepared to participate in the learning sessions in the lab. This includes completion of all required learner preparation as per course syllabus, arriving on time, adhering to the dress code, and bringing all the necessary equipment from student PSW equipment kits.

**Dress Code**

Students are expected to wear professional attire to the lab. Students should expect to dress for learning in this setting according to the dress code in place for clinical placements that do not require uniforms. The following elements are required:

1. Student ID badge is to be visible at all times on the upper body.
2. Royal Blue Scrubs must be worn at all times while working at the bedside. No coats or hooded sweaters are allowed to be worn under the lab coat. All dress wear must be of an appropriate length as to be considered suitable for a professional healthcare environment. Undergarments, including bra straps, must not be visible at any time.
3. Proper footwear is required, including closed toe and heel shoes with a low profile heel when working at the bedside (Worker’s Compensation requirement).
4. Maintain hair in such a manner that it is clean, neat, and under control. Long hair must be tied back. A simple rule is: if hair can be tied back, it must be tied back. Barrettes and combs must be professional in appearance.
5. Use cosmetics in moderation. This is a scent free area. Male students with beards should ensure that facial hair is kept clean and tidy.
6. Keep nails short and clean with no nail polish. False nails are not permitted (infection control requirement).
7. Limit jewellery to a plain wedding band, Medic-Alert bracelet or necklace, one pair of plain, small stud earrings and a watch capable of indicating seconds. All other visible body jewellery is to be removed.
8. No gum chewing or food allowed in the lab.
9. No caps, hats or scarves allowed to be worn at the bedside.
10. No personal electronic devices (i.e. cell phone, i phone etc.) are permissible in the lab unless specified by the course lead. If allowed, personal electronic devices are NEVER to be used for personal communication during lab time. Laptop computers are only to be used when directed by the course lead and are NEVER to be used for reasons not specifically related to the material being presented.
11. Students who follow specific dress requirements for cultural or religious reasons are invited to speak directly with the technologist/course professor to ensure that their needs are met within this policy.

**Resources:**
- Collaborative BScN Practicum Handbook 2009/2010
- PSW Practicum Handbook 2009
- UOIT Laboratory Safety Manual for General Operations
- Durham College Practical Nursing Consolidation Manual 2010
- UOIT/DC Collaborative BScN Program- Student Expectations for Mental Health Practicum 2009-10

As in clinical settings, students who do not adhere to these policies will be asked to leave the lab. Since lab attendance is mandatory for success in the PSW Program, the result may be that students put themselves at risk for not being successful. If a student has questions about this policy, he or she is invited to meet with the Associate Dean.
Criteria for use of personal technology during clinical, laboratory, and classroom activities

It is essential that all students conduct themselves when using technology in a professional and appropriate manner at all times. The following guidelines apply to the use of any technology (computers, including laptops, PDAs, i-pods and i-phones, and other electronic devices):

- It is expected that professional behavior and proper technology etiquette will be observed at all times when using cell phones, i-pods, PDA’s, laptops, or other electronic devices in the classroom, lab, or clinical setting.

- These devices may be used only when authorized by faculty and for clinical or classroom activities, not personal use.

- When faculty request that students close laptops or turn off other electronic devices to focus attention on a learning activity, it is expected that students will respond promptly to this direction.

- No personal phone conversations or texting is allowed at any time or under any circumstance while in a patient area or during designated clinical hours. Silence the phone by placing it in “airplane mode” or “silence mode”. A formal written warning that will remain in the student’s file will be given for the first violation of using the electronic device for socializing during clinical/lab time. A clinical/lab/course failure will be given for the second violation, whether this occurs in the same course or in another course.

- For combined cell phone /PDA appliances, students are expected to have the equipment turned off if agency policy requires it and to go to an area designated for cell phone use when accessing information on their PDA when needed. All students are expected to discuss use of electronic devices with their clinical faculty and to strictly adhere to Program and clinical agency requirements. Students are only permitted to use electronic devices in the laboratory or clinical setting when specifically approved by the clinical or supervising faculty person.

- Students are expected to be respectful to the patient at all times and to ensure that their entire attention is focused on the patient when they are in the patient’s room. If a student is using the PDA at the bedside, he or she should be sure to apologize for the interruption in care and explain how this will help in their nursing care.

- Faculty, hospital, or community agency staff may ask to see what programs you are using at any time.

- The use of an electronic device such as a PDA allows students to retrieve information quickly and unobtrusively. Students must protect the confidentiality of patient information at all times in accordance with healthcare and privacy legislation.

- Students are expected to keep careful physical control of the device at all times.

- Just as other medical equipment may act as a reservoir for microorganisms and contribute to the transfer of pathogens, so may PDAs and other handheld electronic devices. Be sure to disinfect / decontaminate them as needed.

- Students who violate patient privacy with respect to technology may be subject to charges of legal privacy infractions by the clinical agency or client.
Academic Honesty

Student Rights and Responsibilities
As a member of the college community, the student has both rights and responsibilities. The college has a duty to provide an environment which promotes learning. The student has the right to due process and the responsibility to respect the rights of others. The student will be encouraged to use critical thinking, participate in team building, share responsibility for her/his own learning. (See also Durham College Student Handbook – Student Rights and Responsibilities.)

Critical Thinking
Critical thinking includes the interpretation of ideas, appraisal of evidence for and against arguments and the determination of what is reasonable and unreasonable. The student will be encouraged to employ critical thinking because this type of thinking leads to the problem-solving and decision-making skills which are the basis for effective personal support worker practice. You will be expected to research material and articles and will want, therefore, to become familiar with the Durham College Library.

Team Building
Personal Support Workers are members of the interdisciplinary health care team. Learning experiences will be planned to foster the co-operative spirit, communication skills, sharing and mentoring which are the foundations of team work.

Citizenship
Students who attend learning activities, who are punctual, come prepared, participate in a positive, constructive manner; follow established guidelines and who demonstrate consideration and caring for themselves, their peers, teachers and others are considered “good citizens”. Because citizenship is valued by the college community and the health care profession, it will be assessed on an ongoing basis throughout the personal support workers program. As citizens of Durham College, students and staff have a mutual responsibility to uphold the key values of the college in their dealings with each other.

Insurance Coverage
Students are entitled to Worker’s Compensation coverage or private insurance coverage while placed in the practicum setting. All injuries requiring medical treatment must be reported to the practicum teacher immediately. A Durham College Accidental Injury form must be completed. Additional documentation may also be required. Please consult with your practicum teacher, program coordinator or the health nurse for further information. Please refer to Practicum Guide

References
Students frequently request professional or personal references for employment. Because of the number of students enrolled in our programs and the frequency of requests, references will be provided by the college upon completion of the program in which the student is registered, following the Reference Policy.
Academic Integrity

Academic integrity refers to the pursuit of scholarly activity in an open, honest and responsible manner. Acts that undermine academic integrity, such as plagiarism, cheating and misrepresentation of work, contradict Durham College’s core values.

To ensure the highest academic standards, students are accountable for the work they produce, and student work must be the product of his or her efforts. Durham College has purchased a license with Turnitin.com, an online service to detect unoriginal work and citation errors. The Academic Integrity Policy and Procedure documents (http://www.durhamcollege.ca/academicpolicies) provide a comprehensive explanation of Durham College’s expectations regarding academic integrity.

Requirements For Promotion

Evaluation and Promotion
Academic courses are evaluated using a variety of methods such as tests, essays, labs, written or verbal assignments, in-process activities, group work and/or final examinations. The evaluation criteria for each course are noted in its course outline. Students are advised to familiarize themselves with these criteria early in the semester. Please refer to the Grading and Promotion Policy and Procedures documents (http://www.durhamcollege.ca/academicpolicies) for a complete overview of grading and promotion practices.

Academic Probation
Students who are not progressing satisfactorily according to criteria published in their respective program guides may be placed on academic probation, at the discretion of the school Dean or designate. Such students may be allowed to continue their studies on a Letter of Permission (an academic student contract) which will specify conditions which must be met to continue in their programs. Students who do not meet the conditions of their academic probation may be required to withdraw from full-time studies.

Students must have a cumulative program G.P.A. between 1.5 to 1.99 to continue under academic probation.
Aegrotat

Aegrotat refers to a ‘compassionate pass’ in a course in which, due to emergency circumstances related to health and wellness, a student was unable to complete all of the evaluation requirements. Emergency circumstances that may warrant the designation of an Aegrotat include, but are not limited to: injury, illness and/or bereavement. Documentation supporting the request for an Aegrotat designation may be required.

The awarding of an Aegrotat credit is noted in a student’s transcript as AEG and is therefore not included in the calculation of a student’s grade point average. A student shall receive Aegrotat standing only once in a five year period.

Further information about Aegrotat standing can be found in the Aegrotat Policy and Procedure documents (http://www.durhamcollege.ca/academicpolicies).

Missed Final Examinations

A final examination is a discretely designed assessment administered in Week 15 of a 14 week semester. Students who, as a result of non-emergency circumstances, miss one or more final examinations during a single examination period may be eligible to apply to defer/reschedule the writing of these assessments.

To be eligible, students must have no less than a cumulative 1.5 GPA, apply for consideration using the appropriate forms and pay a fee. This privilege can only be used by a student once in a five-year period. External accreditation requirements, the availability of appropriate examination facilities and other constraints necessitate that not all courses will be eligible.

For more details, students should speak with their Student Liaisons or review the Missed Final Examination Policy and Procedure documents (http://www.durhamcollege.ca/academicpolicies).
Field Placement

Practicum
The practicum includes experiences in various institutional and community health care settings and the practice of psychomotor skills in the Health Care Learning Centre. Practice in HCLC provides the student with a beginning level of competence as a basis for practicum experiences.

Placements are located at various hospitals and agencies throughout the Durham and surrounding regions.

Placements are randomly assigned and students are responsible for all transportation and associated costs in travelling while attending placement. Changes to the assigned placement will not be permitted. Placement settings are determined by availability and will vary each term.

Pre-Practicum Requirements:
To be eligible for the field placement component of this program you must (at your expense) provide:
- Clear (no convictions) and current Criminal Reference Check with Vulnerable Sector Screening. If you cannot provide a clear Criminal Reference Check with Vulnerable Sector Screening you may not be accepted for placement by a field placement agency. Criminal Reference Checks with Vulnerable Sector screening must be obtained from your local police station. Note: you may be required to obtain additional Criminal Reference Checks with Vulnerable Sector screening in order to meet field placement agency requirements;
- Current Canadian Heart and Stroke Foundation Basic Rescuer Certificate in CPR (Level C) certificate;
- Current standard first aid certificate; and
- Entry immunization form completed by a health-care provider.

Procedures and regulations for obtaining criminal record search documents are controlled by the RCMP and the Government of Canada. These procedures and regulations may change at any time without notification. Sault College will endeavour to notify students of any changes when they come to our attention. As of March 1, 2011 the following reflects the current procedures and regulations of the RCMP with regard to Vulnerable Sector Verifications.

The RCMP identified a means to enhance vulnerable sector checks to make the searches more rigorous. In the interest of public safety, the enhancements were quickly implemented to protect vulnerable members of society.

As a result of the enhancement, a Vulnerable Sector Verification now requires the submission of fingerprints whenever the gender and date of birth of an applicant match to an existing pardoned sex offender record. This is not an accusation of criminality, but a requirement for a thorough verification to confirm identity and protect personal privacy. This process will take at least four months.

This is an excerpt from the RCMP web site: http://www.rcmp-grc.gc.ca/cr-cj/vulner/faq-eng.htm

The Practicum Agreement
Durham College maintains a signed agreement with each of the practicum agencies utilized by students in the Personal Support Worker program. This contractual agreement describes the relationship that exists between all parties as well as their respective obligations and responsibilities and outlines the terms under which the agency will accept students into its clinical areas for experience. Once signed, the agency is listed in the College’s Liability Insurance Policy which covers bodily injury, property damage and malpractice to specific limits outlined in the policy.
All clinical placements are organized by the Practicum Office and students MAY NOT arrange their own placements. The Practicum Office has pre-existing relationships and agreements with our affiliated partners for placements. Our partners will only accept students for placements that are arranged through our office.

Although many of the terms are similar in each agreement, there are specific items included as deemed appropriate by the individual agency and College. Each agreement recognizes that the agency has its unique policies and regulations and expects both faculty and students to function in accordance with them. Certain protective health measures such as entrance physical examinations, chest x-ray, proper immunization, and/or special tests are expected of all College students, faculty and staff prior to the experience in the agency.

**Practicum and Scheduling Policies**
The practicum experiences are in a variety of agencies, and with a variety of age/developmental levels because we believe such exposure will allow the student to develop the ability to transfer learning to new situations.

Similarly, because of the opportunities they provide for different experiences, evening shifts may be scheduled.

Students are expected to be available for practicum **between 0545 and 2300 hours**. (Consolidation may include night shifts only with permission of Program Coordinator). Traditionally, practicum days for Semester I are Thursday and Friday starting week 8.

Each student will be required to complete a practicum information sheet which must remain current throughout the program. It is the responsibility of the student to keep this information updated with the Practicum Officer.

***Please refer to Practicum Guide for other policy/procedures related to practicum.***

**Please Note:** Students must have a G.P.A. of 2.0 and a passing grade in all courses to attend semester 2 practicum.

<table>
<thead>
<tr>
<th>Documentation Submission Due Dates:</th>
</tr>
</thead>
<tbody>
<tr>
<td>September Intake -Semester 1– Friday October 7, 2011</td>
</tr>
<tr>
<td>May Intake-Semester 1- Friday June 8, 2012</td>
</tr>
</tbody>
</table>
Health Policies and Guidelines

Students in any Health program require annual Health Information updates. Students are required to submit certified medical documentation to the Practicum Office prior to going into a practicum setting. Any student who does not meet these requirements by the specified date, will be removed from the upcoming placement, and will be withdrawn from PSWL 1500 (lab) and respective practicum course in which they have registered.

1. IMMUNIZATION

A completed Entry Immunization Form must be on file in order to be eligible to attend the practicum placement portion of your program. No student is allowed in placement if the form remains incomplete.

The Entry Immunization Form indicates the immunizations and health requirements in placement sites legislated by provincial public health acts. These forms are sent to each student at time of registration and are a requirement as a term of acceptance into the placement part of your program.

The form can take up to 3-4 weeks to complete and may require more than one physician visit. If you do not have access to a physician, the Campus Health Centre can accommodate, by providing a physician to complete the form. Please call the Campus Health Centre for an appointment or with your questions regarding completion of this form.

The Immunization Entry Form indicates the immunizations that are legislated as requirements for practicum:
- Measles/Mumps/Rubella
- Diphtheria/Tetanus
- Poliomyelitis
- Hepatitis B
- Varicella (Chicken Pox)
- Influenza vaccination
  - The vaccine is strongly recommended and may be required by certain practicum agencies. The vaccination is important for protecting students, families and clients from contracting influenza. Students should retain proof of their vaccination as they may be asked to provide it for the practicum agency.

  - Two Step Tuberculosis Skin Test
    - Mandatory for all 1st year students.
    - For returning students, one-step testing is mandatory each subsequent year of study while in the program. Documentation of the test can be provided by a Physician or other Health Care Professional. If you have a positive conversion, proof of a follow-up chest x-ray must also be submitted.

2. ILLNESS

Durham College has a responsibility to the practicum agencies concerning infection control. Consequently, the Health and Wellness Centre’s nursing staff monitors and/or makes medical referrals when the student/staff members’ health status has been assessed as a potential risk to clients in the practicum setting.

The student is responsible for assessing his/her ability to attend practicum placement. When reporting off due to illness, students are to comply with the established policy for each agency. When the student is unable to attend 2 or more consecutive days of practicum placement, the student must consult with the Practicum Instructor regarding clearance to return to practicum placement. Students must submit to their Practicum Instructor, a note signed by a Physician or other Health Care Professional.

If illness or injury occurs while in a practicum segment, the Practicum Instructor should be contacted for further direction.
The following must be reported to the Health Services prior to attending a practicum placement:
1. Flu-like symptoms (i.e. gastro-intestinal upset, diarrhea, nausea and vomiting)
2. Rashes
3. Open or weeping wounds
4. Suspected exposure or diagnosed communicable disease (i.e. measles, chicken pox)
5. Musculoskeletal injury
6. Conjunctivitis (pink eye)
7. Respiratory symptoms/illness

A) Communicable Disease Contact: If you suspect you have been in contact with a communicable disease, notify the Health and Wellness Centre. Depending upon the disease, the student may be recommended or required to notify other sources for preventative reasons (i.e. hospital, public health dept.). These situations will be assessed on an individual basis.

B) Diarrhea: Any staff/student with diarrhea cannot attend a hospital or nursing home placement that day. If symptoms of diarrhea persist longer than 24 hours, follow-up through the Health Nurse is required. Situations and the need for stool specimens will be assessed on an individual basis.

C) Respiratory: Respiratory symptoms reportable include a fever of greater than 38 degrees and a new or worsening cough or shortness of breath. Reporting through the Campus Health Centre of these symptoms is required for clearance to placement facility (Source: Directive to All Ontario Acute/Non-Acute Care Facilities Under Outbreak Conditions, ACO -03-05, Oct. 22, 2003).

***PLEASE NOTE: Notes from a physician must state that a student is able to perform all activities related to a practicum placement without limitation in order for a student to return to practicum. If limitations exist, the student must meet with the course professor and/or year coordinator to determine if he/she is able to return to practicum. Practicum settings have the right to determine if a student is fit for practice. All student placements require that students are able to provide direct care in accordance with the course requirements.

3. MANAGEMENT OF PERSONS WITH EXPOSURE TO BLOOD OR BODY FLUIDS

Definition of "Exposure:" Exposure encompasses situations such as a break in the integrity of the skin due to needle stick injury, scratches, bites, lacerations and contact as a result of splashing with blood or other body fluids to which standard precautions apply.

(A) If an Exposure Occurs, Immediately Apply First Aid
1. Instruct the person to press cuts or punctures of the skin to make it bleed.
2. Wash the area with soap and water.
3. If eye(s) splashed, rinse with tap water or saline with eye(s) open.
4. If mouth is affected, spit out suspected fluid and rinse with water.
5. If splashed and contact with skin occurs, wash area with soap and water, then assess the integrity of the skin contacted.

(B) Reporting and Post-Exposure Management

Students and staff members should report exposures immediately after they occur, because certain interventions that may be appropriate, for example: prophylaxis against Hepatitis B, must be initiated promptly to be effective.

The exposed student/staff should:
1. notify their immediate supervisor (i.e. practicum professor/faculty advisor)
2. see a physician within 12 hours of the exposure for initial evaluation, treatment as needed, counselling and follow-up.
3. follow the policy of the agency in which the exposure occurred.
4. notify the Health and Wellness Centre at DC/UOIT.
5. complete the DC/UOIT Accidental-Injury form. [www.uoit.ca/froms/accidentinjury/]
4. TRAVEL OUTSIDE CANADA

All students/staff travelling outside of Canada and the United States are asked to consult with the Health Nurse prior to the trip. Depending upon the destination and physical assessment, upon return, the Health Nurse may require stool specimens before you would be able to return to your placement setting. This is a precaution to rule out transmission of dysentery or a salmonella infection.

A completed Entry Immunization Form must be on file in order to be eligible for the practicum placement portion of the program. Appointments may be made during the summer months with the Health & Wellness Centre. There may be applicable fees for immunizations.

THE HEALTH & WELLNESS CENTRE IS LOCATED IN THE ATHLETIC COMPLEX

THE CAMPUS HEALTH CENTRE IS LOCATED IN THE ATHLETIC COMPLEX

Hours of Operation:
Monday - Friday 9am to 5pm
PH: 905.721.3037

INSURANCE COVERAGE/WORKERS COMPENSATION

Students on unpaid placement are entitled to Worker's Compensation type coverage or private insurance purchased through the Ministry of Training, Colleges and Universities (MTCU). All students must complete a work/education placement agreement form prior to commencing Practicum placement.

INCIDENT REPORTS

An incident is an event, which actually or potentially affects the safety of an individual or individuals. This does not include personal injury to the student.

Incident Reports should be seen as valuable learning tools which aid in evaluation of existing policies, procedures, equipment, etc., and help ensure and maintain safety of client, student, visitor and staff. All agencies involved will use the information for quality assurance purposes and to assess trends.

The student must report all incidents immediately to the assigned nurse(s), and to the assigned Practicum Instructor. Incidents which are reportable include, but are not limited to: medication and treatment errors, resident/client falls, and equipment failures. Incident Reports are required to be completed for actual errors.

The Student will:
1. Ensure the safety of the resident/client.
2. Report the incident to the assigned nurse or the preceptor and the Practicum Instructor.
3. Follow the agency policies.
4. Chart an objective, factual account of the incident with the assistance of the preceptor and/or the Practicum Instructor.
5. Inform the client/resident of the error.
6. Under the direction of the co-assigned preceptor or Practicum Instructor, complete the factual account of the event on the agency Incident Report.
7. Complete the DC/UOIT Incident Report. If an agency report is completed, the student must complete a DC/UOIT report and notify the Practicum Instructor.
ACCIDENTAL INJURY

Any student/staff sustaining an injury during class, or at a practicum placement, must fill out the Accidental Injury Report. Any accidental injury may result in a Workers' Compensation Claim. Please discuss this with your Practicum Instructor immediately and provide copies of written documentation to your Program Coordinator within 24 hours of injury.

Format for Completing an Accidental Injury Report:

1. Notify the Practicum Instructor of the accident/injury immediately.
2. Complete the Accidental Injury Report within 24 hours following the injury. http://www.durhamcollege.ca/forms/accidentinjury/ The form must be filled out by the injured person.
3. If injury/accident occurs on a practicum placement, also notify the placement agency of the injury, then follow the agency's policy.
4. If required, the Workplace Safety and Insurance Board [WSIB] form, “Employers’ Report of Injury/Disease Form 7” will be completed by the student with the assistance of the practicum Coordinator the following business day.
   The WSIB form is to be completed if the work related injury has caused the student to:
   - Be absent from their regular work and/or
   - Require modified work and/or
   - Obtain Health Care

   The law requires the WSIB form to be completed within 3 calendar days after the injury.
   If you have any questions about whether a WSIB form should be completed call Mary Sich the Practicum Officer at 905-721-2000 Ext. 2199.

6. The student requiring emergency care will report to the Emergency Department; otherwise the student will be attended by his/her physician. The student does not utilize the hospital’s employee health services when injured

Workplace Safety and Insurance Board

The student must complete a work/education placement agreement for WSIB prior to commencing the Consolidation experience. In case of accident, the student is covered by WSIB. Students who have placements with employers outside the WSIB will be covered by private insurance purchased by the Ministry of Education and Training. Any accidents or injuries must be reported to the teacher within 24 hours of the injury.
School of Health & Community Services
Faculty of Health Sciences

Decision Tree for Interruption of Clinical Placement due to Health Concerns

Reporting Agency
(Hospital, Health, Unit, Agency, Staff)

Campus Health Centre
905-721-2000, x3037

“Reportable”
UOIT/DC takes direction from Regional Health Unit and/or reporting agency

Restrictions Required for Placement
NO

Students and Faculty Continue to Attend Placement

Restrictions Required for Placement
YES

Campus Health Centre and Practicum Coordinator verify student names and criteria to attend agency

Students and Faculty attend placement according to direction

Information Communicated:
1. Placement agency, contact name
2. Type of outbreak or emergency
3. Outbreak ‘suspected’ or ‘confirmed’
4. Name of student in placement
5. Procedures/care that the placement staff have been directed to follow and by whom

Practicum Coordinators
Mary Sich x2199
Tricia Kolar x2391
Lisa West x2408

Contact Placement Coordinator at Agency to Discuss

Contact Faculty Members at the Agency and all Level Program/Level Coordinators

Programs Covered by:
Mary: Dental, Practical Nursing, Personal Support Worker, Fitness & Health Promotion, Critical Care, Communicative Disorders Assistant
Lisa: Early Childhood Education, Addictions, Child & Youth Worker, Social Services Worker, Developmental Services Worker
Tricia: BScN
Academic Advising - Student Liaison

Durham College is committed to the success of every student during their educational experience. There are many resources available to support students on this journey. Academic Advising is a comprehensive service that is aimed towards meeting students’ needs, increasing student satisfaction, improving retention and enhancing the quality of academic life. Each school has a Student Liaison to facilitate academic success. These representatives can assist students to:

- identify career goals and make sound academic decisions.
- develop academic plans to promote success in the event of failed subjects or low grade point average (GPA).
- make decisions regarding full-time/part-time studies.
- review graduation requirements.
- set up academic plans with individual students upon request.
- find equivalent credits.
- transfer to another program.
- select electives and options; and
- access other college services to support student success.

While drop-ins may be possible for specific answers to short-term questions about courses, schedules, and procedures, it is advisable for students to set up one on one appointments with their Student Liaison. Appointments may be made in person or by phone. Please visit your School office for further information.

Your Student Liaison is:

Name: Nancy McGuire
Office #: Room SW106D, South Wing, Gordon Willey Building
E-mail address: nancy.mcguire@durhamcollege.ca
Telephone: 905-721-3066
Appointment time available: 8:30am - 4:00pm
CENTRE FOR STUDENTS WITH DISABILITIES

E-mail: disabilities@durhamcollege.ca

About the CSD
The Centre for Students with Disabilities (CSD) at Durham College provides services to students who are blind or have low vision, who are deaf or hard of hearing and those with physical, medical, psychiatric and learning disabilities. These services are designed in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act by ensuring that students with disabilities have equal access to all aspects of the academic environment. Our services are confidential.

Registering for Accommodations
Accommodations are organized in co-operation with the student and as required, with the faculty on an individual basis. They are based on review of the medical or psycho-educational documentation completed by the appropriate medical professional or psychologist familiar with the student’s particular diagnosis. The student is responsible for self identifying and submitting documentation of a permanent or temporary disability to the CSD in SW116. The documentation should outline the current impact of the disability. Assistance in obtaining the appropriate documentation may be available. Accommodations may include extra time and/or technology supports for tests and exams, assistance obtaining records of class lecture material, reduced course load, material in alternate format, assistive technology assessment and training and learning strategies.

Things to Remember for Tests and Final Exams
In order to receive test and exam accommodations through the CSD, students must have completed the CSD Registration process including providing appropriate documentation. This can be a timely process – contact the CSD as early as possible to ensure your accommodations and a seat in the test centre.

Test Registration forms are available on our CSD website – click on Test Centre Request Forms. The Test Registration forms are also available in the CSD Test Centre (Room B216) as well as our main CSD Office (Room SW 116).

Completed test forms and notifications to your professors, for each test, need to be submitted to the CSD Test Centre (5) business days before the scheduled test, in order to reserve a space. Accommodated tests cannot be guaranteed if a student submits the Test Center Form less than 5 business days in advance of the test date.

CSD Final Exam sign-up DEADLINES are ALWAYS several weeks BEFORE the final exam period. The deadlines as well as the CSD final exam information, explaining our online sign-up process, will be posted on the CSD website each term

It is the student’s responsibility to check their My Campus email address frequently as all important test and exam information including registration deadlines will be posted to My Campus.

The CSD may be unable to accommodate students who do not sign-up by the final exam sign-up deadline.

To Find Out More About CSD Services…
For further information please call 905-721-3123, drop by at SW116 to set up an appointment or visit our website at www.durhamcollege.ca/csd.
Student Academic Learning Services (SALS)

Success Matters Start Here! The staff and faculty at the Student Academic Learning Services Centre can help you achieve your educational goals.

You can use the centre to:

- Get peer tutoring help
- Learn how to study smarter, not harder
- Learn to manage your time and prepare for tests
- Improve your reading skills and take better notes
- Use 28 lab computers with learning software
- Increase your English proficiency
- Improve your writing skills
- Have a quiet space to do your work
- Access group study space
- Improve your marks from a ‘B’ to an ‘A’
The Library

The Library is here to help you succeed!

Stop by for help to research a topic, complete an assignment, or when you just need a quiet place to study. The Library on the north side of the Polonsky Commons is easy to find. Both wired and wireless computer access is available along with 10 small group study rooms and the Den in the basement for group work. Although food is not permitted in the library, drinks in covered containers are allowed and you can buy a Starbuck’s coffee to go at the Library Café.

Students & faculty at the Whitby now have a small branch library at their location. They may also use the North Oshawa campus library in person, via internet, or request books to be sent to them at Whitby.

Most of the Library's resources are in digital format and are available 24x7 through the Library's web page. You can access them from on or off campus by logging in with your student number and computer password. The digital resources include e-books, magazines, journals, newspapers, statistical databases.

Visit the library virtually at www.durhamcollege.ca/library to:
- Research a Topic,
- Find books and articles,
- Renew materials,
- Request an interlibrary loan,
- Book a group study room,
- Get online help from a librarian
- Check on the hours the library is open

Your campus photo ID card is also your library card and is required to check out books and Reserves.

The librarians work closely with your professors to provide class presentations directly linked to your assignments. Additional sessions on using specialized resources are also offered throughout the year and help is also available on the library website. You may contact the Reference staff by phone or e-mail, and you are always welcome to visit our Reference desk in person. We look forward to helping you!

Check the website for library hours.
Circulation desk (905) 721.3082
Reference desk (905) 721.2000 ext. 2390
reference@dc-uoit.ca
College Publications

At Durham College, several publications provide the information you need before you start classes.

Program Guide

Durham College’s Program Guides are a handy reference guide for everything students might want to know about their academic program. The program-specific guides provide essential information related to the program of study, policies, program requirements, faculty contact information, important dates, grading criteria, etc., as well as a starting point to help students find and navigate their way through academic and student support services.

Program Guides are distributed in print format to every registered student in the first class of the Fall semester and are available electronically on the college website. It is important that students read this guide at the beginning of their studies as it contains pertinent information for academic success and will be useful throughout the duration of the program.

Note:
- This guide is not intended to be a complete statement of all procedures, policies, rules and regulations at Durham College.
- The College reserves the right to change or cancel any provisions, requirements or subjects at any time.
- Student Liaisons and/or Faculty Advisors will assist in planning programs, but it is the student’s responsibility to meet the academic requirements for completion of certificates and diplomas.

Continuing Education Course Book

Continuing Education publishes course calendars – Fall, Winter/Spring, listing courses for credit towards Post-Secondary Programs, and personal and professional development. The same course outlines are used for full-time and Continuing Education courses.

Courses may be accessed through classroom setting, correspondence (distance education) or online courses (Internet).

If you are unable to access a day-time course (timetable conflicts, repeat of a course, etc.) or want to get a head start on your next semester, check out Continuing Education’s current course book and register at the Office of the Registrar early to ensure a seat is reserved for you.

Please check our website for comprehensive information @ www.durhamcollege.ca.
Scholarships, Bursaries and Awards

Scholarships: Scholarships are awarded to students who have achieved academic and personal excellence. Some scholarships are awarded solely on academic performance. Others are based on a combination of academic achievement and proven personal excellence including leadership and community involvement.

In-Course scholarships: In-Course scholarships are awarded to returning full-time students in post secondary programs who have demonstrated academic excellence in their studies. Students must have been registered in full-time studies in the same program in consecutive years to be considered. In-course scholarships are solely based on GPA and no application is necessary unless otherwise noted. Recipients are notified via MyCampus e-mail.

Bursaries: Bursaries may be available to full time post secondary students requiring additional financial assistance to cover their educational costs. When students’ personal and family resources are not sufficient to cover costs they are expected to apply for OSAP. Before applying for a bursary, students should investigate all other forms of financial assistance. Other resources may include scholarships, family support, student line of credit and part time employment.

Durham College supports access to post secondary education following these principles:

- No qualified Ontario student should be prevented from attending Ontario’s public colleges and universities due to lack of financial support programs.
- Students in need should have access to the resources they need for their postsecondary education.

Durham College Access Bursary Program: This bursary is available to Ontario students offered admission to a full time, first year program at Durham College.

Durham College Upper Year Student Bursary Program: Students must complete the Student Financial Profile application for consideration for bursary funding.

Awards: Awards may be based on scholastic achievement and/or financial need. There may be other requirements for qualification such as membership in certain organizations, enrollment in specific programs, leadership abilities and/or community service. Students must be in good academic standing to be considered.

Eligibility: Students who are currently enrolled full-time at Durham College are eligible to apply for scholarships and bursaries. Many awards have specific guidelines and students are advised to read all information about the award before applying.

Application process: Information on all scholarship, bursaries and awards for registered Durham College students including application, submission and deadline details will be posted on the DC Student tab of the MyCampus section of the college website. Students are advised to check MyCampus regularly for updates.

Unless otherwise noted, all students must complete the online Student Financial Profile application for consideration for bursary and award funding. Information, application instructions and submission deadlines for the Student Financial Profile may be found on the MyCampus website under the DC student tab. The student is notified of the application results via MyCampus email.

For further information on scholarships, bursaries and awards, please contact studentawards@durhamcollege.ca.

NOTE: Awards, amounts and availability are subject to change at the discretion of the Student Awards office or the donor. All awards are based on information available at the time of publication.
## Awards Open to Students in All Programs

<table>
<thead>
<tr>
<th>Title of Award</th>
<th>Award Value ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albis Award</td>
<td>$500</td>
</tr>
<tr>
<td>Business &amp; Professional Women of Durham Award – <em>In Course (Application Required)</em></td>
<td>$500</td>
</tr>
<tr>
<td>Campus Living Centre Residence Award</td>
<td>$250</td>
</tr>
<tr>
<td>Canadian Federation of University Women Oshawa and District Award</td>
<td>$500</td>
</tr>
<tr>
<td>CAW Family Auxiliary 27 Award</td>
<td>$250</td>
</tr>
<tr>
<td>Carpenters Union Local 397 Award</td>
<td>$800</td>
</tr>
<tr>
<td>Durham College Access Bursary</td>
<td>Various amounts</td>
</tr>
<tr>
<td>Durham College Alumni Association Award</td>
<td>$1200</td>
</tr>
<tr>
<td>Durham College Alumni Association Award – <em>In Course (Application Required)</em></td>
<td>$1000</td>
</tr>
<tr>
<td>Durham College Bursary</td>
<td>Various amounts</td>
</tr>
<tr>
<td>Durham College Endowed Award – <em>In Course</em></td>
<td>$1000</td>
</tr>
<tr>
<td>Durham College International Student Scholarship</td>
<td>$1500</td>
</tr>
<tr>
<td>Durham College Scholarship – <em>In Course</em></td>
<td>$500 or $1000</td>
</tr>
<tr>
<td>Durham Region Chairman’s Award</td>
<td>$1000</td>
</tr>
<tr>
<td>Durham Region Chairman’s Scholarship</td>
<td>$1000</td>
</tr>
<tr>
<td>Fairfax Financial Holdings Ltd. Scholarship</td>
<td>$3500</td>
</tr>
<tr>
<td>Garfield Weston Award</td>
<td>$2500 + Up</td>
</tr>
<tr>
<td>Greenbriar Foundation Award</td>
<td>$1000</td>
</tr>
<tr>
<td>Harold &quot;Pat&quot; Dooley Bursary</td>
<td>$1300</td>
</tr>
<tr>
<td>International Student Emergency Bursary</td>
<td>Various amounts</td>
</tr>
<tr>
<td>June White Memorial Entrance Award</td>
<td>$500</td>
</tr>
<tr>
<td>Lenovo (Canada) Inc. Access Awards</td>
<td>$500</td>
</tr>
<tr>
<td>Lifelong Learning Award – <em>In Course (Application Required)</em></td>
<td>$500</td>
</tr>
<tr>
<td>Lifelong Learning Bursary</td>
<td>$500</td>
</tr>
<tr>
<td>Lois and Gary Polonsky Award</td>
<td>$1000</td>
</tr>
<tr>
<td>Lois Sleightholm Award</td>
<td>$2000</td>
</tr>
<tr>
<td>Lois Sleightholm 21st Century Award</td>
<td>$1000</td>
</tr>
<tr>
<td>Marjorie Elizabeth Willoughby Award</td>
<td>$3000</td>
</tr>
<tr>
<td>Ontario Aboriginal Bursary</td>
<td>Up to $3000</td>
</tr>
<tr>
<td>Ontario First Generation Bursary</td>
<td>$3000</td>
</tr>
<tr>
<td>Ontario International Educational Opportunity Scholarship</td>
<td>$2500</td>
</tr>
<tr>
<td>OPG Employees’ and Pensioners’ Charity Trust</td>
<td>$1000</td>
</tr>
<tr>
<td>Oshawa B’Nai B’Rith Lodge Scholarship</td>
<td>$300</td>
</tr>
<tr>
<td>Oshawa Double B Sports Club Bursary</td>
<td>$800</td>
</tr>
<tr>
<td>Purdue Pharma Award</td>
<td>$800</td>
</tr>
<tr>
<td>Retired Teachers of Ontario District 28 Award</td>
<td>$500</td>
</tr>
<tr>
<td>Ross Mackie Award</td>
<td>$2000</td>
</tr>
<tr>
<td>UA Local 463 Award</td>
<td>$400</td>
</tr>
<tr>
<td>The Central East Community Care Assess Centre Award</td>
<td>$500 &amp; $750</td>
</tr>
<tr>
<td>Wordham Family Award</td>
<td>$3,000</td>
</tr>
<tr>
<td>Your Student Association Award</td>
<td>$400</td>
</tr>
</tbody>
</table>
### School of Health & Community Services

<table>
<thead>
<tr>
<th>Award</th>
<th>Program/Field</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daryl and Cindy Austin Award</td>
<td>Any Health &amp; Community Services program</td>
<td>$750</td>
</tr>
<tr>
<td>Durham Filipino-Canadian Society and Dr. Gregorio Bayang Award</td>
<td>Dental Assisting/Dental Hygiene</td>
<td>$800</td>
</tr>
<tr>
<td>Dwayne Moses Memorial Award</td>
<td>Human Services Worker</td>
<td>$800</td>
</tr>
<tr>
<td>George &amp; Gennie Chaput Award for Excellence in Patient Care</td>
<td>Practical Nursing</td>
<td>$1000</td>
</tr>
<tr>
<td>Joyce Marshall Bursary -</td>
<td>Early Childhood Education</td>
<td>$500</td>
</tr>
<tr>
<td>Lovell Drugs Limited Award – In Course</td>
<td>Practical Nursing</td>
<td>$1000</td>
</tr>
<tr>
<td>Nursing Faculty Memorial Award</td>
<td>Practical Nursing</td>
<td>$500</td>
</tr>
<tr>
<td>Oshawa Community Credit Union Award</td>
<td>Alternates yearly between School of Business &amp; Information Technology students and School of Health and Community Services, Nursing Program students</td>
<td>To be determined</td>
</tr>
<tr>
<td>Victorian Order of Nurses Award – In Course</td>
<td>Practical Nursing - For outstanding commitment to patient care</td>
<td>$500</td>
</tr>
</tbody>
</table>

### Convocation Awards

<table>
<thead>
<tr>
<th>Award</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Founder's Cup</td>
<td>$200</td>
</tr>
<tr>
<td>Durham College Medal: Top Student – Three year Program</td>
<td>$500</td>
</tr>
<tr>
<td>Durham College Medal: Top Student – Two year Program</td>
<td>$500</td>
</tr>
<tr>
<td>Durham College Medal: Top Student – One year Program</td>
<td>$500</td>
</tr>
<tr>
<td>Durham College Medal: Top Student – Apprenticeship Program</td>
<td>$500</td>
</tr>
<tr>
<td>Governor General’s Academic Medal and W. Bruce Affleck Memorial Scholarship</td>
<td>$2000</td>
</tr>
<tr>
<td>President’s Leadership Award</td>
<td>$500</td>
</tr>
</tbody>
</table>
Transfer Guide
Diploma to Degree Pathways

Turn your Durham College diploma into a degree!!

If your post-secondary education plans include a diploma and a degree, you can take advantage of many degree completion programs offered through partnerships negotiated by Durham College with many universities, including UOIT, our campus partner.
A Durham College diploma can earn you credit toward a university degree. University admissions policies and partnership transfer agreements between Durham College and a number of universities facilitate university admission for Durham College graduates from specific programs by giving credit for college study. Graduates may receive credit for several courses or for a year or more toward a university degree. These opportunities are detailed, by program, on the Durham College Transfer Guide (http://www.durhamcollege.ca/EN/main/programs_courses/transferguide.php)
Interested students looking for further information are encouraged to consult with their program faculty or the admissions office of the receiving institution.
If you do not see your program on the chart, you may find pathway opportunities and information on collaborative programs, articulation agreements and credit transfers between Ontario universities and colleges available on the Ontario College University Transfer Guide website at www.ocutg.on.ca.
# PERSONAL SUPPORT WORKER PROGRAM

## PROGRAM OF STUDY 2011/2012

### SCHOOL OF HEALTH & COMMUNITY SERVICES

**29-Jun-11**

**-WEEKLY BREAKDOWN-**

### PERSONAL SUPPORT WORKER PROGRAM

<table>
<thead>
<tr>
<th>DEL. COURSE NAME</th>
<th>MOD</th>
<th>CODE</th>
<th>PREREQUISITES</th>
<th>COREQUISITES</th>
<th>HRS</th>
<th>LECT. PLMT.</th>
<th>LAB</th>
<th>ALT. FIELD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### SEMESTER 1

<table>
<thead>
<tr>
<th>COURSE NAME</th>
<th>MOD</th>
<th>CODE</th>
<th>PREREQUISITES</th>
<th>COREQUISITES</th>
<th>HRS</th>
<th>HRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANATOMY &amp; PHYSIOLOGY</td>
<td>1</td>
<td>BIOL 1503</td>
<td></td>
<td></td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>COMMUNICATION CONCEPTS</td>
<td></td>
<td>COMM 1505</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>COMPUTER LITERACY</td>
<td></td>
<td>COMP 1000</td>
<td></td>
<td></td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>PSW FOUNDATIONS</td>
<td></td>
<td>PSWF 1500</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>HLTH PROM. &amp; DEV. ACROSS LIFE</td>
<td></td>
<td>PSWH 1500</td>
<td></td>
<td></td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>PRACTICE LAB 1 (FIRST 7 WEEKS)</td>
<td>1</td>
<td>PSWL 1500</td>
<td></td>
<td>PSWL 1500</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>PRACTICUM (LAST 7 WEEKS)</td>
<td>2</td>
<td>PRAC 1500</td>
<td>PSWL 1500</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### SEMESTER 2

<table>
<thead>
<tr>
<th>COURSE NAME</th>
<th>MOD</th>
<th>CODE</th>
<th>PREREQUISITES</th>
<th>COREQUISITES</th>
<th>HRS</th>
<th>HRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTH CHAL. &amp; SUPP. SPEC. NEEDS</td>
<td>3</td>
<td>PSWC 2500</td>
<td>BIOL 1503</td>
<td>PSWF 1500</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>PROFESSIONAL GROWTH ISSUES</td>
<td>3</td>
<td>PSWG 2500</td>
<td>BIOL 1503</td>
<td>PRAC 1500</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>PRACTICE LAB II</td>
<td>3</td>
<td>PSWL 2500</td>
<td>BIOL 1503</td>
<td>PRAC 1500</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>MENTAL HLTH &amp; C.O.G. IMPAIRMENT</td>
<td>3</td>
<td>PSWM 2500</td>
<td>BIOL 1503</td>
<td>PRAC 1500</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>FUNDAMENTALS OF HOSPICE PALLIATIVE CARE</td>
<td>3</td>
<td>PSWP 2500</td>
<td>BIOL 1503</td>
<td>PSWH 1500</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>LONG TERM CARE PRACTICUM (4 WEEKS)</td>
<td>4</td>
<td>PRAC 2500</td>
<td>BIOL 1503</td>
<td>PSWH 1500</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>COMMUNITY PRACTICUM (4 WEEKS)</td>
<td>4</td>
<td>PRAC 3500</td>
<td>BIOL 1503</td>
<td>PSWM 2500</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**NOTES:**

- **ELE - ELECTIVE** - Students may take one or many subjects, depending on the requirements of their program. **ELET** represents a typical subject load and is included in the total hours per week, to reflect the total hours per week required.
- **OPT1/OPT2/OPT3 - OPTIONS** - Students choose subjects. **OPT** subjects are included in total hours per week.
- **G - GENERAL EDUCATION** - Subjects marked at the left margin with **G** are "General Education" subjects.
Course Descriptions

SEMESTER 1:

ANATOMY & PHYSIOLOGY
BIOL 1503
This course will introduce students to the normal anatomy and physiology of the human body, as well, the normal changes associated with aging. The development of medical terminology will assist students to refine their communication skills and understanding. Medical terminology, a basic understanding of anatomy, physiology, and age-related change will contribute to the PSW’s ability to function within the health care environment.

COMMUNICATION CONCEPTS
COMM 1505
In this course students learn the concepts of communication essential to the PSW role. This includes writing, reading, listening and speaking skills. Students learn effective interpersonal skills, communication strategies, how to form helping relationships, and barriers to communication. The development of medical terminology will help the students refine their communication skills and understanding.

COMPUTER LITERACY
COMP 1000
This introductory course gives students the basic computer skills required to succeed in college.

PSW FOUNDATIONS
PSWF 1500
This course introduces concepts that are the basis for PSW knowledge, attitude and skill. Students explore health services in Ontario, values, beliefs, culture, relevant legislation, ethics, work environments, client-centered care and care plans, caring relationships, restorative care, and time and stress management. The focus is understanding the role of the PSW in the health-care team.

HEALTH PROMOTION AND DEVELOPMENT ACROSS THE LIFESPAN
PSWH 1500
Students learn concepts that help them maintain a safe and comfortable environment for clients, families and self. This includes universal precautions, WMIS, promoting mobility, household management, growth and development norms, relationships, dealing with family violence, and abuse.

PRACTICE LAB I
PSWL 1500
The Nursing Resource Centre Practice Lab is a simulated clinical setting where students begin to acquire the knowledge and proficiency required to perform selected psychomotor skills competently. A teacher and nurse technologist facilitate learning through demonstrations, practice, research, review and peer critique. This learning is essential to safe practice in the practicum area.

PRACTICUM
PRAC 1500
This course offers students the opportunity to practice the skills and concepts learned in PSW FOUNDATIONS (PSWF 1500) and the Practice Lab 1 course in long term care placements. Under the guidance of a faculty advisor, the student interacts with clients and their families experiencing life transitions. Students learn to apply theoretical concepts to maintain and promote health and healing. As well, students learn and practice healing actions.

SEMESTER 2:

HEALTH CHALLENGES AND SUPPORTING SPECIAL NEEDS
PSWC 2500
In this course students learn about common health challenges facing individuals across the lifespan. Topics include supportive strategies to assist the client with these challenges. Concepts of prevention, maintenance and rehabilitation are addressed. Students will also explore care of the individual with special needs, adaptive devices and available community resources.

PROFESSIONAL GROWTH ISSUES
PSWG 2500
This course builds on PSW FOUNDATIONS (PSWF 1500). The role of the PSW in the health-care team is explored further. Students learn to work in a team. Topics include conflict resolution, role of advocate, lines of communication, ethical issues, assertiveness training and job readiness skills. The student learns to work in the PSW role in an ethical manner and within the law.

PRACTICE LAB II
PSWL 2500
This course builds on PRACTICE LAB 1 (PSWL 1500). The student learns additional skills essential to the role of the PSW in the simulated Resource Centre. A professor and nurse technologist facilitate learning through demonstrations, practice, research, review and peer critique. This learning is
essential to safe practice in the practicum area.

MENTAL HEALTH AND COGNITIVE IMPAIRMENT
PSWM 2500
Students learn about common mental health challenges facing individuals across the lifespan. This includes cognitive impairment challenges such as dementia. Students will explore strategies around caring for these individuals and families, including different models of care, communication tools, managing challenging behaviours, and available community resources.

FUNDAMENTALS OF HOSPICE PALLIATIVE CARE
PSWP 2500
This is an introductory certificate education course that focuses on developing comfort around dying and death, familiarizing personal support workers (PSWs) with the domains of issues encountered by persons living with life-threatening illness, and promoting strategies to address identified issues. The ultimate goal of the program is to enable the PSW to develop therapeutic relationships that can facilitate a change in the illness experience for those living with dying.

LONG TERM CARE PRACTICUM
PRAC 2500
This course builds on the first PSW practicum experience. The student interacts in a long term care setting, under the guidance of a preceptor, with clients, family and the health-care team. In a work environment, students apply the theories and concepts learned throughout the program to clients experiencing health transitions and health challenges. This course gives the student practical work experience.

COMMUNITY PRACTICUM
PRAC 3500
This course builds on the LONG TERM CARE PRACTICUM (PRAC 2500) experience. Students interact in a community setting, under the guidance of a preceptor with clients, family and the health-care team. In a work environment, students apply the theories and concepts learned throughout the program to clients experiencing health transitions and health challenges. This course gives the student practical work experience.