

COURSE SYLLABUS



COURSE TITLE: AHLT 104
CLASS SECTION: BX03
TERM: F2024
COURSE CREDITS: 1.5
DELIVERY METHOD(S): Blended

Camosun College campuses are located on the traditional territories of the Ləkʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.
Learn more about Camosun's [Territorial Acknowledgement](#).

INSTRUCTOR DETAILS

NAME: Kendal Adam
EMAIL: AdamK@camosun.ca
OFFICE: CHW 317
HOURS: M & T at Interurban campus by appointment

As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

CALENDAR DESCRIPTION

Restricted to students in Allied Health & Technologies programs.

In this course, students engage in activities that develop professionalism, reflective practice, cultural humility, and interpersonal communication skills essential to the role of allied health professionals. Students use dynamic learning experiences to practice compassionate, caring, and professional interactions with the public and the health care team.

PREREQUISITE(S): C+ in English 12; C in Camosun Alternative
CO-REQUISITE(S): N/A
EQUIVALENCIES: N/A

COURSE OBJECTIVES AND MAPPED PROFESSIONAL COMPETENCIES

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

- a) communicate professionally and in a culturally appropriate way with members of the public and health care team within their role and scope.
- b) respond professionally to human diversity and varied health conditions within the clinical environment
- c) discuss the necessity for allied health professionals to respond in a culturally safe manner, respecting and acknowledging the diverse personal histories of First Nations, Inuit and Métis peoples.
- d) demonstrate professionally appropriate responses to conditions preventing successful rapport in therapeutic and interpersonal relationships through reflection and discussion.

Sonography Canada Competencies:

- 1.1d Communicate with patient throughout examination, in manner appropriate to patient’s ability to understand.
- 1.1f Question patient to obtain relevant information regarding history and condition.
- 1.1i Communicate with patient's relatives and / or support persons.
- 1.1 j Communicate with other health care professionals.
- 1.1l Apply conflict resolution strategies.
- 1.2 b Record accurate and relevant medical history.
- 1.3a Use appropriate body language.
- 1.3 b Respond appropriately to non-verbal behaviours.
- 2.3 b Provide care for patient in a manner that is respectful of individual diversity.

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

Professional communication for Allied Health - Effective Communication for Health Professionals Elsevier eBook on VitalSource, 2nd Edition ISBN: 9780323681339

COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

WEEK or DATE RANGE	ACTIVITY or TOPIC	Assignments	Sonography Canada Competencies
Week 1 Sept 2	1.0 Introduction to AHLT 104 Course Content on D2L	Read Chapter 1 - Communicating in Healthcare	
In Person Activities	Labour Day – No Activities		
Week 2 Sept 9	<u>Chapter 1 - Communicating in Health Care</u> 2.0 Demonstrate maintaining rapport and confidentiality with patients 2.1 Identify elements of communication 2.2 Differentiate between verbal and nonverbal communications 2.3 Apply steps in effective communication 2.4 Define the responsibility of communication between healthcare worker and patient 2.5 Utilize empathy in patient care	Read Chapter 2 – Gathering Information Ch. 1 Quiz (opens 5pm Monday, closes 11:59pm Sunday)	1.1d, 1.1f, 1.1i, 1.3a, 1.3b, 2.3b
In Person Activities	Introduction to AHLT 104 Course Communicating in Health Care Discussion Period		

WEEK or DATE RANGE	ACTIVITY or TOPIC	Assignments	Sonography Canada Competencies
Week 3 Sept 16	<p><u>Chapter 2 – Gathering Information</u></p> <p>3.0 Explain patient interview and its purpose 3.1 Prepare for a successful patient interview 3.2 Distinguish between subjective and objective information 3.3 Differentiate between open-ended questions and close-ended questions 3.4 Identify tools used to gather patient information 3.5 Demonstrate active listening 3.6 Recognize types of responses that support effective communication</p>	<p>Read Chapter 3 – Educating Patients</p> <p>Ch. 2 Quiz (opens 5pm Monday, closes 11:59pm Sunday)</p> <p>Cultural Project Step #1 Due (11:59pm Sunday)</p>	1.2b, 1.1d, 1.1f, 1.1i, 1.3a, 1.3b, 2.3b
In Person Activities	CH 1 Question Session Gathering Information Discussion Period		
Week 4 Sept 23	<p><u>Chapter 3 Educating Patients</u></p> <p>4.0 Explain the function of patient education 4.1 Assess patient’s learning, learning style, and health literacy 4.2 Describe how to ask sensitive questions 4.3 Provide information on requisition 4.4 Document in patient education 4.5 Obtain & verify consent</p>	<p>Read Chapter 4 – Communicating with Diverse Patient Groups</p> <p>Ch. 3 Quiz (opens 5pm Monday, closes 11:59pm Sunday)</p>	1.1d, 1.1f, 1.1i, 1.3a, 1.3b, 2.3b
In Person Activities	CH 2 Question Session Educating Patients Discussion Period		
Week 5 Sept 30	<p><u>Chapter 4 Communicating with Diverse Patient Groups</u></p> <p>5.0 Compare patient perspective in the healthcare system vs the perspective of the healthcare professional 5.1 Identify different cultural perspectives and how they affect delivery and receipt of healthcare 5.2 Examine health disparities related to race and ethnicity 5.3 Discuss sex and gender and key concepts related to gender identity 5.4 Apply best practices in healthcare and communications when providing services to patients of diverse sexual orientations 5.5 Evaluate healthcare considerations regarding religious diversity 5.6 Describe healthcare considerations regarding the treatment of patients across the lifespan</p>	<p>Read D2L Content</p> <p>Ch. 4 Quiz (opens 5pm Monday, closes 11:59pm Sunday)</p>	1.1d, 1.1f, 1.1i, 1.3a, 1.3b, 2.3b

WEEK or DATE RANGE	ACTIVITY or TOPIC	Assignments	Sonography Canada Competencies
In Person Activities	Truth & Reconciliation Day – No Activities		
Week 6 Oct 7	Library Introduction and APA Basics 6.0 Identify requirements to access Library resources 6.1 Demonstrate ability to access Library resources 6.2 Apply APA basic concepts to writing 6.3 Format citations and references according to APA guidelines 6.4 Utilize APA style for in-text citations and quotations 6.5 Edit written work for APA compliance and consistency		
In Person Activities	Librarian Visit CH 3&4 Question Session Communicating with Diverse Patient Groups Discussion Period	Read Chapter 5 – Communicating Through Barriers Academic Integrity/APA Submission	
Week 7 Oct 14	<u>Chapter 5 Communicating Through Barriers</u> 7.0 Navigate communications through language barriers and the use of interpreters 7.1 Adapt communication and interaction with patients who have auditory and visual impairments 7.2 Explain stress and its effects on the body 7.3 Identify common coping mechanisms and actions to help stressed patients 7.4 Define how to respond to challenging patients and workplace violence 7.5 Recognize signs of abuse and understand responsibility as a healthcare worker	Read Chapter 6 – Communicating Through Illness & Disorders Ch. 5 Quiz (opens 5pm Monday, closes 11:59pm Sunday) Cultural Project Step #2 Due (11:59pm Sunday)	1.1d, 1.1f, 1.1i, 1.3a, 1.3b, 2.3b
In Person Activities	Thanksgiving – No Activities		
Week 8 Oct 21	<u>Chapter 6 Communicating Through Illness and Disorders</u> 8.0 Communicate effectively with patients who are ill 8.1 Describe cancer, treatments, and considerations when interacting with cancer patients 8.2 Identify types of depression and consider factors when interacting with depressed patients	Read Chapter 7 – Communicating Through the Grief Process Ch. 6 Quiz	1.1d, 1.1f, 1.1i, 1.3a, 1.3b, 2.3b

WEEK or DATE RANGE	ACTIVITY or TOPIC	Assignments	Sonography Canada Competencies
	8.3 Recognize suicide ideation and Identify patients at risk for suicide 8.4 Discuss anxiety disorders and consider factors when interacting with anxious patients 8.5 Explain dementia and consider factors when interacting with patients with dementia 8.6 Differentiate between anorexia nervosa and bulimia nervosa and address challenges for communicating with patients with eating disorders 8.7 Understand autism spectrum disorder and address challenges for communicating with patients with this disorder 8.8 Acknowledge somatic symptom disorder and Consider factors when interacting with these patients	(opens 5pm Monday, closes 11:59pm Sunday)	
In Person Activities	Ch 5 Question Session Communicating Through Barriers & Illness and Disorders Discussion Period		
Week 9 Oct 28	Chapter 7 Communicating Through the Grief Process 10.0 Discuss loss and grief 10.1 Examine technology and medical advances, and Analyze attitudes and views on death 10.2 Explore psychological theories about the grieving experience 10.3 Implement measures to take when interacting with someone experiencing grief 10.4 Evaluate how spiritual beliefs, cultural perspectives, and age affect the grief experience 10.5 Explain the function of hospice care and how it differs from other areas of healthcare	Read D2L Content Ch. 7 Quiz (opens 5pm Monday, closes 11:59pm Sunday)	1.1d, 1.1f, 1.1i, 1.3a, 1.3b, 2.3b
In Person Activities	Ch 6 Question Session Communicating Through the Grief Process Discussion Period		
Week 10 Nov 4	<u>Indigenous Cultural Safety in Healthcare</u> 10.0 Explain the principles of Indigenous cultural safety in healthcare 10.1 Implement strategies to ensure respectful and culturally safe interactions with Indigenous patients 10.2 Evaluate healthcare practices and policies to address and prevent cultural biases and discrimination	Read Chapter 8 – Communicating in the Workplace	

WEEK or DATE RANGE	ACTIVITY or TOPIC	Assignments	Sonography Canada Competencies
	10.3 Develop culturally appropriate communication techniques to enhance the delivery of care to Indigenous patients		
In Person Activities	Guest Speaker Artemis Fire in CHW Cultural Centre		
Week 11 Nov 11	<p><u>Chapter 8 Communicating in the Workplace</u> 11.0 Describe professionalism 11.1 Define FIPPA 11.2 Explain the format of a meeting 11.3 Apply ways to negotiate communication challenges and develop strategies when communicating with coworkers, physicians, managers, and regulatory agency personnel 11.4 Utilize effective techniques for communicating via telephone, email, or letters/memos</p> <p><u>Chapter 9 Documenting Patient Care</u> 11.5 Identify information found in the record 11.6 Explain the uses of the information in the health record 11.7 Clarify ownership of the health record and discuss the release of information 11.8 Apply best practices for documenting patient care</p>	<p>Read D2L Content</p> <p>Ch. 8/ 9 Quiz (opens 5pm Monday, closes 11:59pm Sunday)</p> <p>Cultural Project Step #3 Due (11:59pm Sunday)</p>	1.1j, 1.1l, 1.2b
In Person Activities	Remembrance Day – No Activities		
Week 12 Nov 18	<p><u>Stress & Wellness</u> 12.0 State the factors that help determine our health status 12.1 Differentiate between positive and negative stress 12.2 Understand how diet and exercise play important roles in our overall health 12.3 Describe ways to incorporate relaxation and stress relief techniques into patient education and for ourselves 12.4 Compare methods of coping with stress and determine which are appropriate in various medically related situations</p>	Read D2L Content	
In Person Activities	Ch 7/8/9 Question Session Stress & Wellness Discussion Period		

WEEK or DATE RANGE	ACTIVITY or TOPIC	Assignments	Sonography Canada Competencies
Week 13 Nov 25	Bullying in the Workplace 13.0 Identify bullying behaviors in the workplace and that bullying is occurring 13.1 Demonstrate effective communication techniques that address the immediate situation 13.2 Demonstrate effective communication technique and strategies that address the situation	Cultural Project Step #4 Due (11:59pm Sunday)	1.1j, 1.1l
In Person Activities	Stress & Wellness Question Session Bullying in the Workplace Discussion Period		
Week 14 Dec 2 In Person Activities	Cultural Project Presentations		
Week 15 Dec 9	<u>Exam week – No Activities or Exam!</u> 😊		

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced notice is required. Deadlines can be reviewed on the [CAL exams page](https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams). <https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams>

EVALUATION OF LEARNING

DESCRIPTION	WEIGHTING
Chapter Quizzes	50%
Professionalism (20%) & In Class Participation (80%)	10%
Cultural Group Project – Staged Steps (#1 – 10%, #2 – 20%, #3 – 20%, #4 – 50%)	40%
	100%

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the [Grade Review and Appeals](https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf) policy for more information.
<https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf>

COURSE GUIDELINES & EXPECTATIONS

ATTENDANCE

- * Students are expected to be on time to perform attendance. Tardiness disrupts the class so please enter the room quietly and without disruption.
- * If you are unable to attend in person activities, it is your responsibility to acquire all information given during

a class missed, incl. notes, hand-outs, assignments, changed exam dates and email the Instructor to notify them of your absence.

* Attendance of in person activities are mandatory and missed sessions will result in lost marks. If an absence must occur, please notify the instructor with as much advance notice as possible.

TEST AND EXAMINATION PROCEDURES

There are policies regarding written test and examination procedures including late arrivals and missed tests. Please see the Health and Human Services Student Handbook item 5.4 for Test and Examination Procedures at:

<http://camosun.ca/learn/school/health-human-services/student-info/index.html>

WRITTEN ASSIGNMENTS

Assignments are due before 2400 hours (midnight) on the assigned day unless otherwise specified.

Assignments about patients, residents or clients must be completed using the individual's initials only. Unless otherwise directed by individual course outlines, assignments must be word processed, double spaced, font meeting APA 7th edition guidelines, with a title page and a reference list. Students requiring an extension for the due date of an assignment must negotiate with the instructor, at least 48 hours before the due date. Assignments submitted late without an approved extension will result in a 5% deduction in mark for each day late.

SCHOOL OR DEPARTMENTAL INFORMATION

Health & Human Services Student Handbook: <http://camosun.ca/learn/school/health-human-services/student-info/index.html>

General Practicum Information: <http://camosun.ca/learn/school/health-human-services/student-info/practicum-info.html>

Allied Health & Technologies Department Handbooks:

- Certified Medical Laboratory Assistant: <http://camosun.ca/learn/school/health-human-services/student-info/program-info/cmla.html>
- Diagnostic Medical Sonography: <http://camosun.ca/learn/school/health-human-services/student-info/program-info/sono.html>
- Medical Radiography: <http://camosun.ca/learn/school/health-human-services/student-info/program-info/mrad.html>

Students enrolled in Allied Health & Technologies Programs must achieve a minimum of 65% or a "COM" in each of their courses in order to use their course as a pre-requisite and progress in their program.

Students enrolled in Allied Health & Technologies Programs must participate in learning activities that include intimate and direct personal contact with their classmates during supervised practice. Students are training to perform the duties of a healthcare professional. These duties usually require constant, close physical contact with patients and clients. Students may be required to simulate and perform these activities on one another during this course. Students may also be required to use special hygiene practices and protective gear to protect themselves from the transmission of communicable diseases (like COVID-19). Risks associated with learning and performing the physical duties of a healthcare profession cannot be entirely eliminated by any amount of caution or protection. Students who refuse or are incapable of participating and performing these activities due to personal or medical limitations may only continue to participate in their course work when supported by officially registered accommodations or temporary medical advisory.

STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit camosun.ca/services.

Support Service	Website
Academic Advising	camosun.ca/services/academic-supports/academic-advising
Accessible Learning	camosun.ca/services/academic-supports/accessible-learning
Counselling	camosun.ca/services/health-and-wellness/counselling-centre
Career Services	camosun.ca/services/co-operative-education-and-career-services
Financial Aid and Awards	camosun.ca/registration-records/financial-aid-awards
Help Centres (Math/English/Science)	camosun.ca/services/academic-supports/help-centres
Indigenous Student Support	camosun.ca/programs-courses/iecc/indigenous-student-services
International Student Support	camosun.ca/international
Learning Skills	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills
Library	camosun.ca/services/library
Office of Student Support	camosun.ca/services/office-student-support
Ombudsperson	camosun.ca/services/ombudsperson
Registration	camosun.ca/registration-records/registration
Technology Support	camosun.ca/services/its
Writing Centre	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

Academic Integrity

Students are expected to comply with all College policy regarding academic integrity; which is about honest and ethical behaviour in your education journey. The following guide is designed to help you understand your responsibilities: <https://camosun.libguides.com/academicintegrity/welcome>

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.13.pdf> for Camosun's Academic Integrity policy and details for addressing and resolving matters of academic misconduct.

Academic Accommodations for Students with Disabilities

The College is committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, depression, learning, etc.). If you have a disability, the [Centre for Accessible Learning](#) (CAL) can help you document your needs, and where disability-related barriers to access in your courses exist, create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate academic accommodations you need without disclosing your diagnosis or condition to course instructors. Please visit the CAL website for contacts and to learn how to get started:

<https://camosun.ca/services/academic-supports/accessible-learning>

Academic Progress

Please visit <https://camosun.ca/sites/default/files/2023-02/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

Course Withdrawals Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit

<https://camosun.ca/registration-records/tuition-fees#deadlines>.

Grading Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal. Please visit <https://camosun.ca/sites/default/files/2021-07/e-2.8.pdf> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized Violence and Misconduct Policy: <https://camosun.ca/sites/default/files/2021-05/e-2.9.pdf> and camosun.ca/services/sexual-violence-support-and-education. To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-370-3841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <https://camosun.ca/sites/default/files/2021-05/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

Looking for other policies?

The full suite of College policies and directives can be found here: <https://camosun.ca/about/camosun-college-policies-and-directives>

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.