

CLASS SYLLABUS



COURSE TITLE: AHLT 104 – Professional Communication
CLASS SECTION: X01
TERM: F2023
COURSE CREDITS: 2
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](#).

<https://camosun.ca/about/covid-19-updates>

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable explanation in advance, you will be removed from the course and the space offered to the next waitlisted student.

INSTRUCTOR DETAILS

NAME: Lauren Nagy CMLA
EMAIL: NagyL@camosun.ca
OFFICE: CHW 317, online
HOURS: 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

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.

Note: Only open to students in Allied Health & Technologies programs.

PRE/CO-REQUISITE(S): One of: B in English 12; B in English First Peoples 12; B in ENGL 091 and ENGL in 093; B in ENGL 092 and ENGL 094; B in ENGL 103 and ENGL 104; B in ENGL 142; B in ELD 092 and ELD 094; B in ELD 097; B in ELD 103 and ELD 104.

CO-REQUISITE(S): N/A

EQUIVALENCIES: N/A

COURSE DELIVERY

ACTIVITY	HOURS / WEEK	# OF WEEKS	ACTIVITY HOURS
Lecture	1	14	
Seminar			
Lab / Collaborative Learning	1	14	
Supervised Field Practice			
Workplace Integrated Learning			
Online			
		TOTAL HOURS	28

COURSE LEARNING OUTCOMES

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

- communicate professionally and in a culturally appropriate way with members of the public and health care team within their role and scope.
- respond professionally to human diversity and varied health conditions within the clinical environment.
- 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.
- demonstrate professionally appropriate responses to conditions preventing successful rapport in therapeutic and interpersonal relationships through reflection and discussion.

COURSE OBJECTIVES AND MAPPED PROFESSIONAL COMPETENCIES

(also known as “sub-outcomes” or “learning objectives”)

CSMLS Competencies:

5.01 Practises effective communication with colleagues, patients/clients and other health care professionals: active listening · Verbal communication · Non-verbal communication · Written communication · Conflict management · Identifies barriers to effective communication · Uses technology appropriately to facilitate communication

5.02 Demonstrates effective teamwork skills

5.03 Demonstrates interdisciplinary/interprofessional team skills: · Communication · Collaboration · Role clarification · Reflection

5.04 Demonstrates adaptive skills when interacting with patients/clients

7.12 Respects the diversity, dignity, values, and beliefs of patients/clients and colleagues

7.13 "Demonstrates knowledge of interpersonal skills: · Recognizes signs of individual and group stress · Recognizes signs of patient stress · Exhibits empathy when assisting patients and colleagues"

8.01 Demonstrates knowledge of a dynamic environment; adapts and responds to change

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CoPC1,4,9 Participate in providing for the health care needs of the public, keeping the welfare and confidentiality of the patient paramount at all times, and respecting the dignity, values, privacy, and beliefs of the individual.

8.01 Demonstrates knowledge of a dynamic environment; adapts and responds to change

5.01 Write and speak clearly and concisely
 5.01 5.02 7.13 Practice effective communication and teamwork, including verbal and nonverbal communication skills, active listening, and conflict resolution
 5.01 5.02 7.12 Understand factors that may influence effective communication: Age, physical & mental condition, stress levels, fear, values, etc... Respect the diversity of patients and colleagues and use tools and strategies to communicate effectively.
 8.04 Understand the effectiveness of time management and establishing priorities
 5.04 7.13 Demonstrate the characteristics and qualities of caring, respect, courtesy, empathy and warmth. Recognize signs of patient stress and adapt to a variety of interactions with patients/clients.
 5.03 Practice within interprofessional teams, displaying effective skills in: communication, collaboration, role clarification and reflection

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. **Homework is to be completed by the Sunday after the lecture.**

WEEK or DATE RANGE	ACTIVITY or TOPIC
Week 1 Sept 5	Lecture: N/A Orientation Day
Week 2 Sept 12	Lecture: Introduction and overview Lab: Personality Type Test Homework: <ol style="list-style-type: none"> 1. Read Ch. 1: Communicating in Health Care 2. Ch. 1 Questions and associated video due Sept 17 @ 11:59pm
Week 3 Sept 19	Lecture: Communicating with Diverse Patient Groups Lab: Non-verbal communication activity Homework: <ol style="list-style-type: none"> 1. Read Ch. 4: Communicating with Diverse Patient Groups 2. Ch. 4 Questions & associated videos due Sept 24 @ 11:59pm
Week 4 Sept 26	Guest Speaker Artemis Fire (no lecture/lab) in CHW Cultural Centre
Week 5 Oct 3	Lecture: Gathering Information Lab: Active listening activity Homework: <ol style="list-style-type: none"> 1. Read Ch. 2 Gathering Information 2. Ch. 2 Questions due Oct 8 @ 11:59pm
Week 6 Oct 10	Librarian Guest Speaker Academic Integrity Quizzes Homework: <ol style="list-style-type: none"> 1. Upload proof of completion of Academic Integrity quizzes due Oct 15 @ 11:59pm 2. Cultural Presentation Step 1 due Oct 15 @ 11:59pm

WEEK or DATE RANGE	ACTIVITY or TOPIC
Week 7 Oct 17	Lecture: Educating Patients Lab: "Shapes" communication exercise Homework: <ol style="list-style-type: none"> 1. Read Ch. 3 Educating Patients 2. Complete Ch. 3 Questions due Oct 22 @ 11:59pm 3. Cultural Presentation Step 2 due Oct 22 @ 11:59pm
Week 8 Oct 24	Lecture: Communicating Through Barriers Lab: Use of closed vs open-ended questions activity Homework: <ol style="list-style-type: none"> 1. Read Ch. 5 Communicating Through Barriers 2. Complete Ch. 5 Questions 3. Cultural Presentation Step 3 due Oct 29 @ 11:59pm
Week 9 Oct 31	Lecture: Communicating Through Illnesses and Disorders Lab: Critical thinking and prioritization exercise (Powerchart) Homework: <ol style="list-style-type: none"> 1. Read Ch. 6 Communicating Through Illnesses and Disorders 2. Work in your groups to complete Ch. 6 Mini-presentation due Nov 12 @ 11:59pm
Week 10 Nov 7	Lecture: Communicating Through the Grief Process Lab: Virtu-WIL Simulation Account Set-up Homework: <ol style="list-style-type: none"> 1. Read Ch. 7 Communicating Through the Grief Process 2. Complete Ch. 7 Questions due Nov 12 @ 11:59pm 3. Virtu-WIL/SimCan courses
Week 11 Nov 14	Ch. 6 Group Mini-Presentations Virtu-WIL Simulation #1 Homework: <ol style="list-style-type: none"> 1. Cultural Presentation Step 4 due Nov 19 @ 11:59pm 2. Upload debrief of SIM
Week 12 Nov 21	Lecture: Communicating in the Workplace Lab: Virtu-WIL Simulation #2 Homework: <ol style="list-style-type: none"> 1. Read Ch. 8 Communicating in the Workplace 2. Complete Ch. 8 Questions due Nov 26 @ 11:59pm 3. Cultural Presentation due Dec 3 @ 11:59pm 4. Upload debrief of SIM
Week 13 Nov 28	Virtu-WIL Simulation #3 Homework: <ol style="list-style-type: none"> 1. Reminder Cultural Presentation due Dec 3 @ 11:59pm 2. Upload debrief of SIM
Week 14 Dec 5	Cultural Presentations Homework: <ol style="list-style-type: none"> 1. Presentation Quizzes (if we run out of time to complete in-class) 2. Assignment 2: Reflection due Dec 10 @ 11:59pm
Week 15 Dec 12	No Exam

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 noticed is required. Deadlines can be reviewed on the [CAL exams page](http://camosun.ca/services/accessible-learning/exams.html). <http://camosun.ca/services/accessible-learning/exams.html>

STUDENT EVALUATION

DESCRIPTION	WEIGHTING
Assignment 1 (Ch. 6 Group Project)	15%
Assignment 2 (Reflection)	10%
Chapter Questions	35%
Cultural Presentation	20%
Professionalism and contributions (Participation/SIMs)	20%
TOTAL	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](http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf) policy for more information. <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

COURSE GUIDELINES & EXPECTATIONS

ATTENDANCE

- * Students are expected to be on time in order to perform attendance. Tardiness disrupts the class so please enter the room quietly and without disruption. When students are more than 5 minutes late (and/or the classroom door is shut), they cannot enter the classroom until the class break period.
- * If you choose not to or are unable to attend lecture it is your responsibility to acquire all information given during a class missed, incl. notes, hand-outs, assignments, changed exam dates etc. Email the instructor as a courtesy.
- * Attendance of labs are mandatory and missed sessions will result in lost marks. See the D2L for a full description of the lab assessments. If an absence must occur, please notify the instructor at least one hour before the start of lab
- * Missed exams cannot be made up except in case of documented illness (doctor's note required). The instructor must be informed that the students will be missing the exam before the exam start time.

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

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

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<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 <http://camosun.ca/students/>.

Support Service	Website
Academic Advising	http://camosun.ca/advising
Accessible Learning	http://camosun.ca/accessible-learning
Counselling	http://camosun.ca/counselling
Career Services	http://camosun.ca/coop
Financial Aid and Awards	http://camosun.ca/financialaid
Help Centres (Math/English/Science)	http://camosun.ca/help-centres
Indigenous Student Support	http://camosun.ca/indigenous
International Student Support	http://camosun.ca/international/
Learning Skills	http://camosun.ca/learningskills
Library	http://camosun.ca/services/library/
Office of Student Support	http://camosun.ca/oss
Ombudsperson	http://camosun.ca/ombuds
Registration	http://camosun.ca/registration
Technology Support	http://camosun.ca/its
Writing Centre	http://camosun.ca/writing-centre

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.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

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:

<http://camosun.ca/services/accessible-learning/>

Academic Integrity

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.13.pdf> for policy regarding academic expectations and details for addressing and resolving matters of academic misconduct.

Academic Progress

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/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 <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <http://camosun.ca/learn/fees/#deadlines>.

Grading Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Mandatory Attendance for First Class Meeting of Each Course

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the "Attendance" section under "Registration Policies and Procedures"

(<http://camosun.ca/learn/calendar/current/procedures.html>) and the Grading Policy at <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>.

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 <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/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: <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.9.pdf> and camosun.ca/sexual-violence. 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 <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

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.