



Course Syllabus

Course title: Professional Communication for Allied Health

Class section: AHLT - 104 - X01

Term: 2025W

Course credits: 1.5

Total hours: 30

Delivery method: In-Person

Territorial Acknowledgement

Camosun College respectfully acknowledges that our campuses are situated on the territories of the Łək̓ʷəŋən (Songhees and Kosapsun) and W̱SÁNEĆ peoples. We honour their knowledge and welcome to all students who seek education here.

Instructor Details

Name: Tarah Craig

Email: craigt@camosun.ca

Instructor Statement

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.

Instructor Office Hours

Office:	Hours:
CHW 317	By Appointment

Course Description

Course 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.

Prerequisites:

One of:

- C+ in English 12
- C in Camosun Alternative

Course Learning Outcomes / Objectives

Upon successful completion of this course, the learner will be able to

1. Communicate professionally and in a culturally appropriate way with members of the public and health care team within their role and scope
2. Respond professionally to human diversity and varied health conditions within the clinical environment
3. 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
4. Demonstrate professionally appropriate responses to conditions preventing successful rapport in therapeutic and interpersonal relationships through reflection and discussion

Course Competencies

CSMLS Competencies:

- 5.01 Practices 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

BCSLs CAMOSUN COLLEGE CLASS SYLLABUS ver. 1.1

- 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.

Course Materials

Title: Effective Communication For Health Professionals

Authors: Elsevier

Publisher: Mosby

Publication Date: 2020

Edition: 2

Digital Object Identifier (DOI): [9780323681322](https://doi.org/10.1016/B978-0-323-36813-2)

Course Delivery Hours

ACTIVITY	HOURS / WEEK	# OF WEEKS	ACTIVITY HOURS
Lecture	1	15	15
Lab/Collaborative Learning	1	15	15
		TOTAL HOURS:	30

Please be advised that Camosun College calculates an exam week within the semester

Course Schedule, Topics, and Associated Preparation / Activity

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	Other Notes
Week 1	Orientation, Course Expectations, Ice Breakers, Communicating in Healthcare	Assigned: Chapter 1 Reading Quiz
Week 2	Librarian Visit - Class in CTEI-124B - Library Services and Academic Integrity	Assigned: Academic Integrity Proof of Completion
Week 3	Gathering Information	Assigned: Chapter 2 Reading Quiz
Week 4	Diversity in Healthcare	
Week 5	?Artemis Fire Visit - Indigenous Guest Speaker	Assigned: Reflective Writing Assignment

Week or Date Range	Activity or Topic	Other Notes
Week 6	Educating Patients	Assigned: Chapter 3 Reading Quiz
Week 7	Reading Break: Stress & Wellness (At Home Class)	
Week 8	Communicating Through Illness and Disorders?	Assigned: Chapter 5 Reading Quiz Assigned: Communicating with a Patient Who is Ill Project - Step 1
Week 9	?Felix O'Leary Guest Speaker - PWUD - Communicating Through Barriers	Assigned: Communicating with a Patient Who is Ill Project - Step 2
Week 10	Communicating Through the Grief Process (At Home Class)	Assigned: Chapter 7 Reading Quiz Assigned: Communicating with a Patient Who is Ill Project - Step 3
Week 11	Communicating in The Workplace	Assigned: Chapter 8 Reading Quiz Assigned: Communicating with a Patient Who is Ill Project - Step 4
Week 12	Bullying in the Workplace	Assigned: Final Reflective Writing Assignment
Week 13	Communicating with Ill Patients Showcase	
Week 14	Make Up Week	
Week 15	Final Exam Week - No Final Exam in This Course	

Evaluation of Learning: Weighted

DESCRIPTION	WEIGHTING
Chapter Reading Quizzes (6)	30%
Assignments (2)	
Reflective Writing Assignment (7.5%)	25%
Final Reflective Writing Assignment (17.5%)	
Communicating with a Patient who is Ill Project	25%
Participation	20%
TOTAL	100%

NOTE: Students must achieve at least a ("C+") or COM in all program courses.

Grade Reviews and Appeals

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 policy** for more information.

<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

The Centre for Accessible Learning (CAL) is part of Camosun's Student Affairs unit. CAL coordinates academic accommodations and provides related programs and services to students with documented disabilities.

Students who require academic accommodations are expected to request and arrange accommodations through CAL in a timely fashion. While we understand that not all accommodation needs are known to students at the beginning of a course, accommodations cannot be provided unless the proper process is followed through CAL and an accommodation letter has been released to the instructor. Students are responsible for providing CAL with the proper documentation prior to the beginning of a course.

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>

Please consult the CAL webpage for more information:

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

Artificial Intelligence: A Guide for Students

Generative Artificial Intelligence (GenAI) is an evolving technology that brings potential benefits but also substantial risks. While GenAI tools have the ability to transform how we work and learn, it is essential for the college community to adapt to these changes in a thoughtful and secure way.

When using GenAI tools, students should ensure proper citation and attribution guidelines are followed. This includes acknowledging AI assistance in reports, presentations, or any external communications. Clear citation helps build trust, ensures ethical use, and reduces the risk of misinformation or copyright issues.

For citation support visit the college's citation style guide.

<https://camosun.libguides.com/cite>

Artificial Intelligence: A Guide for Students

Visit the following website to learn about AI use in academic settings.

<https://camosun.libguides.com/artificialintelligence/home>

Course Guidelines & Expectations

Attendance

Students are expected to be on time; tardiness disrupts the class. When students are more than 5 minutes late (and/or the door is shut), they cannot enter the classroom until the class break period. Since lectures are online, please enter the ZOOM session without disruption and with volume muted. 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.

Attendance in labs is mandatory. If a lab is going to be missed, you must notify your instructor by email at least one hour before the start of lab whenever possible. If a lab must be missed due to unforeseen circumstances or pre-arranged conditions, a make up lab can possibly be planned with the instructor. Please arrange with the instructor ahead of time so they are aware of your absence.

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.

Participation in Learning Activities

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 disease (like COVID-19). Risk associated with learning and performing the physical duties of a healthcare professional cannot be entirely eliminated by any amount of caution or protection. Students who refuse or incapable of participating and performing these activities due to personal or or medical limitations may only continue to participate in their course work when supported by officially registered accommodations or temporary medical advisory.

Written Assignments

Assignments are due by 23:59 on the assigned day unless otherwise specified. Unless otherwise directed by individual course outlines or assignment descriptions, assignments must be: word

processed, double spaced, font meeting APA 7th edition guidelines, with a title page and reference list in APA 7th edition format. Student requiring an extension for the due date of an assignment must discuss with the instructor, at least 24 hours before the due date. Assignment submitted late without an approved extension will result in a 10% deduction in mark for each day late, and will not be accepted after 7 days post due date.

Student Assessment

Students must achieve a minimum of 65% in order to pass this course and use it as a prerequisite. Detailed information regarding assignments will be available on D2L. Complete all assignments on time and submit by the designated due dates. Unless otherwise stated, all assignments will be submitted via D2L.

The use of AI generated tools is permitted ONLY for brainstorming and organizing your ideas. Its use will not be tolerated when passed off as original writings for class assignments. Any assignment that can be proven to have used AI tools in an unauthorized way will be treated as plagiarism and given a zero. (Camosun Academic Policy: <http://camosun.ca/learn/calendar/current/pdf/academic-policies.pdf>)

In emergency circumstances, a student may arrange to take an assessment before or after the scheduled time if the student would otherwise be unable to complete the program or course. Exceptions due to emergency circumstances, such as unavoidable employment commitments, health problems, or unavoidable family crises, require the approval of the instructor. Holidays or scheduled flights are not considered to be emergencies. The student may be required to provide verification of the emergency circumstance.

School or Departmental Information

Students are required to read and are accountable for the College policies (outlined below) and practicum guidelines as described in the School of Health and Human Services (HHS) and program handbooks.

DELETE THE HANDBOOKS THAT DO NOT APPLY TO THE COURSE MASTER

[CMLA Program Handbook](#)

[MRAD Program Handbook](#)

[SONO Program Handbook](#)

Clinical and Practice Placements in HHS

<https://camosun.ca/programs-courses/school-health-and-human-services/hhs-programs/practicums>

School of Health and Human Services (HHS)

<https://camosun.ca/programs-courses/school-health-and-human-services/information-health-and-human-services-students-1#top>

HHS Program Handbooks

<https://camosun.ca/programs-courses/school-health-and-human-services/information-health-and-human-services-students-1#program>

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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.

College Policies

Academic Integrity

Students are expected to follow the college's [Academic Integrity policy](#), and be honest and ethical in all aspects of their studies. To help you understand these responsibilities review the online [Academic Integrity guide](#).

The college's [Academic Integrity policy and supporting documents](#) detail the process for addressing and resolving matters of academic misconduct.

Academic Accommodations for Students with Disabilities

If you have a documented disability and need accommodations contact the Centre for Accessible Learning (CAL). CAL will arrange the appropriate academic accommodations so you can participate in all academic activities. Visit the [CAL website](#) for more information

Academic Progress

The [Academic Progress policy](#) details how the college monitors students' academic progress and what steps are taken if a student is at risk of not meeting the college's academic progress standards.

Acceptable Technology Use

The [Acceptable Technology Use](#) policy outlines how students are expected to use college technology resources, this includes using your own devices on the college's network. The use of the college resources in a way that violates a person's right to study in an environment free of discrimination, harassment or sexual violation is prohibited.

Course Withdrawals Policy

For details about course withdrawal see the [Course Withdrawals policy](#). Be aware of the [deadlines for fees, course drop dates, and tuition refunds](#).

Grading Policy

To learn more about grading see the [Grading Policy](#).

Grade Review and Appeals

The process to request a review of grades is outlined in the [Grade Review and Appeals policy](#).

Medical / Compassionate Withdrawals

If you have experienced a serious health or personal issue, you may be eligible for a [medical/compassionate withdrawal](#). The [Medical / Compassionate Withdrawal Request form](#) outlines what is required.

Sexual Violence

If you have experienced sexual violence on or off campus, you can get support from the Office of Student Support. The Office of Student Support is a safe and private place to talk about what supports are available and your options for next steps. Visit the [sexual violence support and education site](#) to learn more or email oss@camosun.ca or phone: 250-370-3046 or 250-370-3841.

Student Misconduct (Non-Academic)

Camosun expects students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Review the [Student Misconduct Policy](#) to understand the college's expectations of conduct.

Looking for other policies? See [Camosun College Policies and Directives](#)

Services and Supports

Services are free and available to all students.

Academic Supports	Enrollment Supports
Centre for Accessible Learning	Academic Advising
English, Math and Science Help Centres	Financial Aid and Awards
Library	Registration
Writing Centre & Learning Skills	Tuition and Fees
Health and Wellness	Applied learning
Counseling	Co-operative Education and Career Services
Fitness and Recreation	Makerspace
Office of Student Support	

The [Centre for Indigenous Education Centre and Community Connections](#) provides cultural and academic supports for Indigenous students.

[Camosun International](#) provides supports to international students.

[The Ombudsperson](#) provides an impartial, independent service to ensure students are treated fairly. The service is a safe place for students to voice and clarify concerns and complaints.

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

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 the course content or schedule. When changes are necessary the instructor will give clear and timely notice.