



Camosun College campuses are located on the traditional territories of the Lək̓ʷəŋən and WSÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.

Learn more about Camosun's [Territorial Acknowledgement](#).

# COURSE SYLLABUS

COURSE TITLE: HCA 171 – Practical Experience in Complex Care 1  
CLASS SECTION: X24F1  
TERM: 2024F  
COURSE CREDITS: 3 (60 hrs)

---

## INSTRUCTOR DETAILS

NAME: Leanne Robb  
EMAIL: [LangloisC@camosun.ca](mailto:LangloisC@camosun.ca),  
OFFICE: [Click or tap here to enter text.](#)  
HOURS: [Click or tap here to enter text.](#)

*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

This introductory instructor-led practice experience provides students with an opportunity to apply knowledge and skills from other courses in the program to individuals in a multi-level or complex care setting. A portion of this clinical experience will be devoted to working with individuals with dementia. Opportunity will be provided for students to gain familiarity and begin to build confidence with the role of the HCA within a complex care facility.

PREREQUISITE(S): All of:  
B- in HCA 161  
CO-REQUISITE(S): n/a  
PRE OR CO-REQUISITE(S): n/a

---

## COURSE LEARNING OUTCOMES / OBJECTIVES

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

1. Provide person-centred care and assistance that recognizes and respects the uniqueness of each individual client
  - a. Describe the characteristics of caring interactions in a variety of contexts
  - b. View each client as a whole, unique individual
  - c. Respect the individuality, diversity, and dignity of clients and families
  - d. Support the autonomy and independence of clients and their families
  - e. Encourage clients to be involved in their own care, make choices, and participate in decisions about their care and activities, as they are able
  - f. Display cultural sensitivity and cultural humility when interacting with clients and families from diverse backgrounds and cultures
  - g. Provide culturally safe and sensitive care
  - h. Display a non-judgmental approach in all aspects of care provision
  - i. Encourage clients to share their thoughts, feelings, and preferences
  - j. View the client as an individual possessing a wealth of experience, knowledge, and wisdom
  - k. Encourage family involvement, as appropriate, in the care of their family member

- l. Recognize and report potential or suspected abusive or neglectful situations (including client's self-neglect) promptly to a health professional for appropriate action
2. Use an informed problem-solving approach to provide care and assistance that promotes the physical, psychological, cognitive, social, and spiritual health and well-being of clients and families
  - a. Evaluate the client and situation using informed observation, reflection, and communication
  - b. Observe changes in the client's health status and report these changes to the appropriate regulated/licenced health care professional
  - c. Identify priorities for care within the care plan
  - d. Use knowledge of health, healing, human needs, and human development to guide choices and actions
  - e. Use knowledge of the interrelationship between the physical, psychological, cognitive, social, and spiritual dimensions of health to guide choices and actions
  - f. Discuss the importance of the family in health and healing
  - g. Use appropriate health care team members as resources to augment one's own problem-solving and decision-making
  - h. Follow the care plan for each client
  - i. Carry out recording requirements in a timely fashion
3. Provide person-centred care and assistance for clients experiencing complex health challenges
  - a. Base choices and actions on a sound understanding of normal anatomy and physiology and common changes associated with aging
  - b. Base choices and actions on a sound understanding of common challenges to health and healing
  - c. Base choices and actions on a clear understanding of the interrelationship of the physical, psychological, cognitive, social, and spiritual dimensions of health and healing
  - d. Organize, administer, and evaluate care and service for clients with complex health challenges
  - e. Assist clients and families to maintain independent functioning within their capabilities
4. Provide person-centred care and assistance for clients experiencing cognitive and/or mental health challenges
  - a. Organize, administer, and evaluate care and assistance for clients experiencing cognitive and/or mental health challenges
  - b. Base choices and actions on an understanding of the factors that influence behaviours
  - c. Use an informed problem-solving process when caring for or providing assistance for individuals experiencing cognitive and/or mental health challenges
  - d. Demonstrate appropriate interactions with clients experiencing cognitive, behavioural, and psychological impairment
5. Interact with other members of the health care team in ways that contribute to effective working relationships and the achievement of goals
  - a. Recognize and respect diversity within the health care team
  - b. Use caring, respectful communication with all members of the health care team
  - c. Seek clarification, guidance, and assistance from other health care team members when needed
  - d. Contribute observations and information to care-planning sessions
  - e. Communicate changes in the client's health status to the appropriate health care team member so that the care plan is kept current
  - f. Communicate with confidence and appropriate assertiveness
  - g. Offer support and assistance to other health care team members as appropriate
  - h. Use appropriate lines of communication in accordance with agency, facility, or employer standards and policies
  - i. Approach problems or conflict in a non-threatening way
  - j. Respond non-defensively to feedback, even when provided in a critical or confrontational manner

6. Communicate clearly, accurately, and sensitively with clients and families in a variety of community and facility contexts
  - a. Demonstrate an ability to write and speak English in a manner that can be easily understood
  - b. Use appropriate volume, tone, and vocabulary
  - c. Use language and a communication style that is appropriate to the client, family, or situation
  - d. Adapt to a client's and family's unique background, respecting the impact of diversity on communication
  - e. Observe common courtesies such as addressing the client and family members by name of choice
  - f. Identify barriers to communication and make efforts to improve communication
  - g. Describe the relationship between self-awareness, self-concept, and communication
  - h. Recognize how perceptions influence one's reality and experience of situations
  - i. Interact in a manner that respects the rights, needs, interests, and preferences of others
  - j. Use touch appropriately and respectfully
  - k. Use humour appropriately and respectfully
  - l. Recognize non-verbal communication
  - m. Use non-verbal attending skills including eye contact, body positioning and attentive facial expression
  - n. Use active listening skills
  - o. Maintain appropriate interpersonal and professional boundaries
  - p. Use appropriate self-disclosure
  - q. Use effective approaches to conflict management
  - r. Demonstrate an understanding of the stressors experienced by clients and families as they are reflected in communication patterns
  - s. Recognize abusive communication and report in accordance with agency, facility, or employer standards and policies
7. Provide personal care and assistance in a safe, competent, and organized manner
  - a. Wear safe and appropriate clothing, including identification
  - b. Evaluate the client and the environment prior to commencing care
  - c. Adjust environments, as appropriate, to ensure safety and promote efficiency
  - d. Adhere to the client's care plan
  - e. Organize and implement care according to client needs
  - f. Organize time and equipment for safety and efficiency
  - g. Adhere to the principles of body mechanics
  - h. Adhere to the principles of medical asepsis and infection-control practices
  - i. Report, verbally and in writing, unsafe work environments
  - j. Encourage client communication and engagement during personal care
  - k. Maintain client privacy and dignity
  - l. Assist the client with personal hygiene and grooming
  - m. Assist the client with movement and ambulation
  - n. Use aids to promote comfort, relaxation, and sleep
  - o. Identify basic dietary requirements related to the client's health needs and preferences
  - p. Use appropriate techniques, strategies, and assistive devices to safely assist clients who require support with eating and drinking
8. Recognize and respond to own self-development, learning, and health-enhancement needs
  - a. Identify own learning needs for both personal and professional development
  - b. Invite feedback from other health care team members related to own performance
  - c. Identify and utilize opportunities to learn from clients, families, and colleagues
  - d. Reflect on own choices and behaviours as they contribute to physical, psychological, cognitive, social, and spiritual health
  - e. Strive to demonstrate healthful lifestyle and self-care practices

- f. Apply self-reflection and self-appraisal processes in order to recognize and respond to self-development needs
- 9. Perform the caregiver role in a reflective, responsible, accountable, and professional manner
  - a. Adhere to the expectations and guidelines established in one's job description
  - b. Clarify one's own role to others when necessary
  - c. Demonstrate dependability, responsibility, accountability, reliability, honesty, and integrity
  - d. Reflect on one's own values, beliefs, and standards in relation to caregiving practice
  - e. Recognize how one's own beliefs, values, standards, and cultural background may be different from, or similar to, those of clients and families
  - f. Recognize how one's own beliefs and values influence one's responses to clients, families, and situations
  - g. Maintain a non-judgmental position when faced with difficult or unusual client or family situations
  - h. Advocate on behalf of the rights, needs, interests, and fair treatment of clients and their families
  - i. Maintain client and family confidentiality
  - j. Set appropriate personal boundaries in interactions with clients and family members
  - k. Reflect on the benefits and challenges of the HCA role

#### REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

Sorrentino's Canadian Textbook for the Support Worker, Fifth Edition (2022) by Sorrentino's, Remmert & Wilk. Elsevier.

Integrating a Palliative Approach: Essentials for Personal Support Workers, Second Edition (2020) by Murray. Life & Death Matters.

#### 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	OTHER NOTES
April 2 <sup>nd</sup> – April 12th	Clinical Experience	

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](#).

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

#### EVALUATION OF LEARNING

**A grade of COM is required to complete HCA 171**

DESCRIPTION	WEIGHTING
Self Reflection	Pass/Fail
Clinical Hours	Pass/Fail
<b>TOTAL</b>	Pass/Fail

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.

<https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf>

Please see <https://camosun.ca/sites/default/files/2021-05/e-1.5.pdf> for information on the Standard Grading System, and the Competency-Based Grading System!

## COURSE GUIDELINES & EXPECTATIONS

---

All assignments must adhere to Camosun College student conduct and academic integrity policies. Review the course outline/assignment specifications closely to determine if you are permitted to use generative AI. It is your responsibility, as the student, to be clear on when, where, and how the use of generative AI is permitted. If you use generative AI, you must cite its usage. Failing to cite the use of generative AI is academic misconduct. In all other aspects of your work, the use of generative AI will be considered a breach of academic integrity and Academic Policy E-1.13 Academic Integrity will be applied. If you are uncertain if you have used GenAI and/or cited appropriately, please speak with your instructor.

### In Class Assignments 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 Manual (Section 5.4); <https://legacy.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 specified. 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. Assignments submitted more than 3 days late may not be accepted. All assignments must be submitted to be successful in HCA 171.

## SCHOOL OR DEPARTMENTAL INFORMATION

---

**Students are required to read and are accountable for following College policies and guidelines as described in the School of Health and Human Services and/or Program Student Handbooks.**

**School of Health and Human Services Handbook:** <https://camosun.ca/hhs-handbook>

**Program Handbook:** <https://camosun.ca/hca-handbook>

## 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](https://camosun.ca/services).

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

Support Service	Website
Ombudsperson	<a href="https://camosun.ca/services/ombudsperson">camosun.ca/services/ombudsperson</a>
Registration	<a href="https://camosun.ca/registration-records/registration">camosun.ca/registration-records/registration</a>
Technology Support	<a href="https://camosun.ca/services/its">camosun.ca/services/its</a>
Writing Centre	<a href="https://camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills">camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills</a>

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 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

Camosun College is committed to achieving full accessibility for persons with disabilities. Part of this commitment includes arranging appropriate academic accommodations for students with disabilities to ensure they have an equitable opportunity to participate in all of their academic activities. If you are a student with a documented disability and think you may need accommodations, you are strongly encouraged to contact the Centre for Accessible Learning (CAL) and register as early as possible. Please visit the CAL website for more information about the process of registering with CAL, including important deadlines: <https://camosun.ca/cal>

### 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 (see [policy](#)). Please visit <https://camosun.ca/services/forms#medical> 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](https://camosun.ca/services/sexual-violence-support-and-education). To contact the Office of Student Support: [oss@camosun.ca](mailto: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.