Course Syllabus

Course title: Practice Experience in Complex Care 1

Class section: HCA - 171 - X25W1

Term: 2025W

Course credits: 3

Total hours: 60

Delivery method: In-Person

Territorial Acknowledgement

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

Instructor Details

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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:
Room # N/A	By email appointment or with instructor at practice site

Course Description

Course 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.

Prerequisites:
All of:

- B- in HCA 161

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

Course Materials - Required

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

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

Course Delivery Hours

ACTIVITY	HOURS / WEEK	# OF WEEKS	ACTIVITY HOURS
Practice Experience			60
		TOTAL HOURS:	60

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
Wk 1	Monday – Friday, 30 hours practice experience	
Wk 2	Monday – Friday, 30 hours practice experience	

Evaluation of Learning: Competency

DESCRIPTION	COM / NC
Student Self Reflection – due Wednesday of week 2	COM
Instructor Evaluation	COM

COM	**COMPLETE**: The student has met the goals, criteria, or competencies established for this course, practicum, or field placement.
NC	**NOT COMPLETE:** The student has not met the goals, criteria, or competencies established for this course, practicum, or field placement
DST	The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.

NOTE: The Minimum passing grade for this course is "COM".

Camosun's Grading Systems
https://camosun.ca/registration-records/student-records/camosun-grading-systems

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.
https://camosun.ca/sites/default/files/2021-08/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 noticed 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-learningmPE

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

Test and Examination Procedures

There are policies regarding written tests and examination procedures including late arrivals and missed tests. Please see the **Health and Human Services Student Manual (Section 5.4)** for Test and Examination Procedures: https://legacy.camosun.ca/learn/school/health-human-services/student-info/index.html

Written Assignments
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 without prior approval by instructor.

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.

HCA 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

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

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.