

COURSE SYLLABUS



COURSE TITLE: HCA 130 – Interpersonal Communications
CLASS SECTION: X04
TERM: F2023
COURSE CREDITS: 3
DELIVERY METHOD(S): Face-2 Face

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: Heather Frame

EMAIL: frameh@camosun.ca

OFFICE: CHW 317

HOURS: As communicated in D2L plus by appointment. Please email to set up 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 Health Care Assistant

This course focuses on the development of self-awareness, understanding of others and effective interpersonal communication skills. Students will be encouraged to become more aware of the impact of their own communication choices and patterns.

PREREQUISITE(S): N/A

CO-REQUISITE(S): N/A

EQUIVALENCIES: N/A

COURSE DELIVERY

ACTIVITY	HOURS / WEEK	# OF WEEKS	ACTIVITY HOURS
Lecture			
Seminar			
Lab / Collaborative Learning			
Supervised Field Practice			
Workplace Integrated Learning			
Online			
		TOTAL HOURS	50

COURSE LEARNING OUTCOMES / OBJECTIVES

Upon completion of this course students will be able to:

- a) Identify the characteristics and qualities of effective interpersonal communications.
- b) Discuss the interrelationship between self-awareness, self-esteem, and perception as these relate to communication choices and patterns.
- c) Demonstrate effective, caring interpersonal communications with clients/residents, colleagues and others.
- d) Apply self-reflection and self-appraisal processes in order to increase own effectiveness in interpersonal contexts.

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

Sorrentino's Canadian Textbook for Support Workers, 5th Canadian Edition, (2022) by Sorrentino, Remmert & Wilk. Elsevier.

Integrating a Palliative Approach: Essentials for Palliative Care Workers, Katherine Murray, Life and Death Matters, Victoria, B.C. Second Edition, 2020 (Textbook and Workbook)

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
Week 2	Unit 1: The Communication Process	
Week 3	Unit 2: Caring & Support	
Week 4 & 5	Unit 3: Verbal & Nonverbal Communication	
Week 6	Unit 4: Perception	
Week 7 & 8	Unit 5: Feedback	
Week 9	Unit 6: Active Listening	
Week 9	Unit 7: Questions & Clarification	
Week 10	Unit 8: Paraphrasing	
Week 11	Unit 9: Expression of Feelings	

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
Week 11 & 12	Unit 10: Empathy	
Week 14 & 15	Unit 11: Self Disclosure & Professional Boundaries	
Week 16	Unit 12: Communication Styles	
Week 17 & 18	Unit 13: Conflict Resolution	
Week 19	Unit 14: Special Communication Needs: Communicating with Oriented Older Adults	
Week 21	Unit 15: Integration & Skills Review	

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

Note: Students must obtain 70% overall in HCA 130 in order to be successful in the course

DESCRIPTION	WEIGHTING
Exam 1	20%
Exam 2	20%
Exam 3	25%
Perception Checking Assignment	5%
Feedback Assignment	5%
Paraphrasing Assignment	5%
Empathetic Responding Assignment	5%
Self Disclosure Assignment	5%
Assertive Communication Assignment	5%
Communication Skills Review	5%
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](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

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

TEST & 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) for Test and Examination Procedures: <https://camosun.ca/hhs-handbook#practices>

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

Support Service	Website
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.

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

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.