



**CAMOSUN COLLEGE**  
School of Health & Human Services  
Department: Continuing Care  
– Practical Nursing



**PNUR 125 Professional Communication 2**  
**Winter 2020**

**COURSE OUTLINE**

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The course description is available on the web:  
<http://camosun.ca/learn/calendar/current/web/pnur.html#pnur125>

*Ω Please note: This outline will not be kept indefinitely. Students are recommended to keep this outline for their records, especially to assist in transfer credit to post-secondary institutions.*

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**1. Instructor Information**

- (a) **Instructor** Carly Hall  
(b) **Office hours** By appointment  
(c) **Location** CHW 317  
(d) **Phone** 250-370-4247 **Alternative:**  
(e) **E-mail** hall@camosun.ca  
(f) **Website**

**2. Intended Learning Outcomes**

This course provides learners with an opportunity to develop professional communication skills with the older adults, and clients requiring end of life care. Interprofessional communication knowledge and skills are further developed.

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

- a) demonstrate communication strategies to use with clients who have sensory, language, and/or cognitive changes.
- b) describe and practice effective communication skills during critical incidents in a simulated environment.
- c) describe how to effectively communicate with clients and team members in end-of-life care.
- d) describe approaches to sharing information with clients and families in a respectful manner that is understandable, encourages discussion, and enhances participation in decision making.
- e) demonstrate use of various communication tools (e.g., SBAR)
- f) explore strategies to give and receive feedback effectively with other health team members.
- g) identify your own leadership style and how that may impact relationships with other health team members and clients.
- h) explain the relationship of communication and culture.
- i) identify challenges preventing effective communication across cultures.

- j) explore communication approaches that are compassionate, culturally safe, competent, and based on relationship centered care for all cultures with consideration for First Nation, Inuit and Métis clients, their families, and communities.

### 3. Required Materials

- [BCCNP Scope of Practice for LPNs \(2018\)](#)
- [BCCNP Professional Standards for LPNs \(2017\)](#)
- [Entry to Practice Competencies for LPNs \(2014\)](#)
- **Gerontological Nursing**. 9<sup>th</sup> Edition (2018) by Eliopoulos. Lippincott Williams & Wilkins
- **Canadian Fundamentals of Nursing**, 6<sup>th</sup> Edition (2019) by Potter, Perry, Stockert & Hall. Elsevier Canada
- **Interpersonal Relationships: Professional Communication Skills for Nurses**, 7<sup>th</sup> Edition (2016) by Arnold, E. & Boggs, K. Elsevier: Saunders

### 4. Course Content and Schedule

Class 1	Introduction; Communicating with Care and Respect
Class 2	Communicating with Older Clients with Sensory Deficits
Class 3	Communication Strategies for the Adult with Dementia
Class 4	Environmental Adaptations for the Adult with Dementia
Class 5	Communicating with SBAR
Class 6	Midterm Exam
Class 7	Reading Break
Class 8	Dealing with Agitation and Aggressive Behaviour
Class 9	Conflict Management: Dealing with Aggressive Behavior
Class 10	Communicating Respectfully with Families
Class 11	Culturally Competent Care
Class 12	Leadership styles/Team leading
Class 13	Final Exam

### 5. Basis of Student Assessment (Weighting)

Outline of Evaluations	Grade	Completion Date
Dementia Written Assignment	35%	Feb. 22, 2020
Mid Term Exam	30%	Feb. 14, 2020
Comprehensive Final Exam	35%	April 3, 2020

**See D2L for further details about the assessment strategies.**

**Students must achieve a minimum of 65% to pass Professional Communication 2.**

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 Manual for Test and Examination Procedures at [http://camosun.ca/learn/school/health-humanservices/documents/2017HHSSStudentHandbookSEPTEMBER2017\\_2.pdf](http://camosun.ca/learn/school/health-humanservices/documents/2017HHSSStudentHandbookSEPTEMBER2017_2.pdf)

#### 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, 12 font, Times New Roman font, 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.

## 6. Grading System

- Standard Grading System (GPA)
- Competency Based Grading System

## 7. Recommended Materials to Assist Students to Succeed Throughout the Course

## 8. College Supports, Services and Policies

### Immediate, Urgent, or Emergency Support



If you or someone you know requires immediate, urgent, or emergency support (e.g., illness, injury, thoughts of suicide, sexual assault, etc.), **SEEK HELP**. Resource contacts:

<http://camosun.ca/about/mental-health/emergency.html> or  
<http://camosun.ca/services/sexual-violence/get-support.html#urgent>

### College Services

Camosun offers a variety of health and academic support services, including counselling, dental, centre for accessibility, help centre, learning skills, sexual violence support & education, library, and writing centre. For more information on each of these services, visit Student Services at <http://camosun.ca/services>

### College Policies

Policies are available on the College website at <http://camosun.ca/about/policies>. Camosun strives to provide clear, transparent, and easily accessible policies that exemplify the college's commitment to life-changing learning. It is the student's responsibility to become familiar with college policies.

Education and academic policies include, but are not limited to, [Academic Progress](#), [Admission](#), [Course Withdrawals](#), [Grading](#), [Involuntary Health and Safety Leave of Absence](#), [Prior Learning Assessment](#), [Medical/Compassionate Withdrawals](#), [Sexual Violence and Misconduct](#), [Standards for Awarding Credentials](#), [Student Ancillary Fees](#), [Student Appeals](#), and [Student Penalties and Fines](#).

### Student Conduct Policy

The [Student Conduct Policy](#) provides clear expectations of appropriate academic and non-academic student conduct and establishes processes for resolution of conduct issues or the imposition of sanctions for inappropriate conduct. It is the student's responsibility to become familiar with the content of this policy.

## A. GRADING SYSTEMS

<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>

The following two grading systems are used at Camosun College:

### 1. Standard Grading System (GPA)

Percentage	Grade	Description	Grade Point Equivalency
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5
70-72	B-		4
65-69	C+		3
60-64	C		2
50-59	D		1
0-49	F	Minimum level has not been achieved.	0

### 2. Competency Based Grading System (Non GPA)

This grading system is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes.

Grade	Description
COM	The student has 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.
NC	The student has not met the goals, criteria or competencies established for this course, practicum or field placement.

## B. Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy at <http://www.camosun.bc.ca/policies/E-1.5.pdf> for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	<i>In progress:</i> A temporary grade assigned for courses that are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.