PERSONAL SUPPORT WORKER PROGRAM STUDENT MANUAL

2015-2016
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Welcome to Confederation College and thank you for choosing our Personal Support Worker Program. We hope your time in our program will be a pleasant and rewarding learning experience. You have chosen a great, rewarding career!

Please read through this program manual carefully. It provides you with all the important information to help you be prepared for and successful in our program. Learning is enhanced when the learner is motivated and has an active role in the learning experience. Take the time to be aware of the following policies and guidelines on: confidentiality, individual program courses, grading system, student success plans, field work and clinical practice, as well as lab and placement requirements.
PERSONAL SUPPORT WORKER CERTIFICATE PROGRAM

PROGRAM DESCRIPTION

The Personal Support Worker Program is designed to provide the student with the knowledge and skill to meet the expectations of this role. Based on the individual needs of each person that they support, the Personal Support Worker (PSW) assists persons with the tasks of daily living, such as: home management, personal care, and family responsibilities, social and recreational activities. These services are provided in homes and apartments in the community, in long-term care facilities, congregate housing settings, in the workplace and in educational facilities. This program is intended to meet the Ministry of Health guidelines established by its Long Term Care Division.

PROGRAM COURSE HOURS

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Hours</th>
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</thead>
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<td>First Semester:</td>
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<tr>
<td>CS007</td>
<td>Persuasive Writing</td>
<td>45</td>
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<td>PW101</td>
<td>Supportive Care Theory I</td>
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<td>PW106</td>
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<td>PW107</td>
<td>PSW Practice I: Clinical (Community)</td>
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<td>Second Semester:</td>
<td></td>
<td></td>
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<tr>
<td>PW201</td>
<td>Supportive Care Theory II</td>
<td>45</td>
</tr>
<tr>
<td>PW230</td>
<td>Assisting Clients Across the Lifespan II</td>
<td>45</td>
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<tr>
<td>PW206</td>
<td>PSW Practice II: Lab</td>
<td>36</td>
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<td>PW207</td>
<td>PSW Practice II: Clinical (Long-Term Care)</td>
<td>80</td>
</tr>
<tr>
<td>PW208</td>
<td>PSW Clinical: Consolidation</td>
<td>160</td>
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</tbody>
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COURSE DESCRIPTIONS

CS007 - College Writing Essentials
With a focus on current issues, this course will help learners to express themselves clearly, correctly and persuasively in written form. Learners will also engage in analytical reading and critical thinking through assigned readings and discussions on a variety of topics. The course will also help learners to effectively compile and present research in essay form according to the APA style of documentation.

PW101 - Supportive Care Theory
This course is designed to provide the learner with information that will enable them to provide support to the consumer/client in their role as Personal Support Worker. The learner will be introduced to the basic concepts of care that guide their role as a member of an interprofessional team. This course will support the knowledge that is required during clinical and throughout the Personal Support Worker program.

PW102 - Professional Growth
This course will examine the concepts of legislation, consumer rights, and ethics of care in relation to the role and scope of practice for the Personal Support Worker. It will introduce the learner to different types of health care agencies. It will also explore concepts of teaching and learning, as well as time and stress management that will provide a base that will enhance their success. This course will support the knowledge that is required during clinical and throughout the Personal Support Worker program.
PW128 – Helping Relationships
This course introduces the learner to the concepts of establishing and maintaining helping relationships with clients and their families through a professional, therapeutic approach. It explores the knowledge and skills required to effectively communicate in a variety of situations, understand and maintain professional boundaries and become a respectful, caring member of the interprofessional health care team.

PW130 – Assisting Clients Across the Lifespan I
This course begins to introduce the learner to the concepts of assisting clients across the lifespan, by exploring the general understanding of the structure and function of the human body. Understanding structure of the human body and how it relates to our functions lays a foundation for the learner to identify common diseases and conditions that will help them to provide the care that each client needs. This course will support the knowledge that is required during clinical placements.

PW106 - PSW Practice I: Lab
This course will provide the learner with an opportunity to practice in a simulated placement setting, concepts and knowledge learned in the classroom. This course will consist of hands-on practice.

PW107 - PSW Practice I: Community Clinical
This course will provide the learner with an opportunity to apply in a supervised placement, knowledge and concepts learned in the classroom and lab. This course will consist of: independent learning and clinical experience within a community setting.

PW201 - Supportive Care Theory II
This course is designed to provide the learner with information that will enable them to examine the role of Personal Support Worker when providing assistance to the consumer/client with health challenges. The learner will explore the concepts involved in providing optimal support and care. Topic areas examined will include care for the individual, assisting with the family, common medical disorders, mental health conditions and issues, and death and dying.

PW230 – Assisting Clients Across the Lifespan II
This course continues to introduce the learner to the concepts of assisting clients across the lifespan, by exploring the general understanding of growth and development. Understanding the physical, cognitive, social, and personality domains of development lay a foundation for the learner to understand self and others, and provide care to meet the needs of people of all ages. This course will support the knowledge that is required during clinical placements.

PW206 - PSW Practice II: Lab
This course will provide the learner with an opportunity to practice in a simulated setting the concepts and knowledge learned in the classroom. The course will consist of hands-on laboratory practice in preparation of clinical placement in a long-term care setting.

PW207 – PSW Practice I: Long-Term Care Clinical
This course will provide the learner with an opportunity to apply in a supervised placement, knowledge and concepts learned in the classroom and lab. This supervised clinical experience will take place in a long-term care facility.

PW208 - Clinical: Consolidation
This clinical experience provides the learner with an opportunity to integrate the knowledge and skills acquired throughout the program under a preceptorship program in a long-term care facility.
Please read the “Plagiarism and Cheating Policy” in the Charter of Students’ Rights and Responsibilities in the Confederation College Student Handbook (2015/2016).

**GRADING SYSTEM**

The grading policy outlined below applies to the following core Personal Support Worker courses: PW101, PW102, PW 128, PW 130, PW201, and PW230

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Percentage Attained</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>80 - 100%</td>
</tr>
<tr>
<td>B</td>
<td>70 - 79.9%</td>
</tr>
<tr>
<td>C</td>
<td>60 - 69.9%</td>
</tr>
<tr>
<td>F</td>
<td>less than 60%</td>
</tr>
</tbody>
</table>

PW106, PW206 Credit (overall 60% or higher) /Fail (Overall 59% or lower)
PW107, PW207, PW208 Credit (Satisfactory) /Non-Credit (Unsatisfactory)

Through a recent program review, the PSW course outlines are currently being updated and as a result, the grading system may be subject to change.

**Challenge Exams**

When a student fails to achieve a passing grade in a core personal support worker course, the student’s performance will be reviewed by the faculty and the manager.

One upgrading opportunity in core personal support worker courses will be allowed per academic semester. This opportunity to write a challenge exam will be based on achievement of a minimum of 50% and good attendance (as evidenced by the student having attended 80% of the course hours).

The final grade for students who are allowed to upgrade will be 60% (C) if successful.

Please note: because only one upgrading opportunity (challenge exam) is allowed per academic semester, a student who fails two or more core courses in the semester will not be eligible to write a challenge exam and will be asked to leave the program.

**College Email & Blackboard**

Students are encouraged to check their college email and course Blackboard site on a daily basis. Instructors will be utilizing these methods of communication on a regular basis to disseminate important information.
PROGRAM GUIDELINES

Student Success – Personal Support Worker Program

- A student is eligible for continuation within the Personal Support Worker Program when he/she has successfully met the objectives of a specified portion of the program – this includes theory, laboratory theory, laboratory practice and clinical course work.

- In order to progress to the next semester of the Personal Support Worker Program, students must achieve a passing grade of 60% in the courses taken in the previous semester. As well, students are directed to review Confederation College’s grading system policies, which also apply to continuation in the Personal Support Worker Program.

- Students who are at risk for not meeting the learning outcomes for a particular theory course may be given a Student Success Plan. Students are invited to meet with their Professor if they are having difficulty with a particular theory course.

- A student may be requested to withdraw from the Personal Support Worker Program if they have not met the program requirements for a particular semester.

- Policies for the program are reviewed annually by the Chair, Coordinator and Professors.

- A student is eligible for graduation when he/she has successfully completed all the courses required of the program (communication course and core courses)

- If you are a student with a disability who may require academic accommodation, it is your responsibility to register with the Student Success Centre and discuss your needs with your faculty early in the semester. It is strongly recommended that students contact the Student Success Centre as early as possible in order to ensure that accommodations can be put in place in a timely manner.

- Students must ensure they have met all program requirements, including general education and communication courses prior to graduation.

Student Success Plan Policy
(Learning Challenges and Non-Adherence to Program Policies)

Introduction
The following policy details how the Professor or Clinical Instructor will manage ongoing behaviours that impede success in either the laboratory practice and/or clinical practice settings.

Verbal Discussion:
The Clinical Instructor will meet with the student to verbalize their concerns with the student’s performance, and offer strategies for success. A poor performance in the clinical setting is correlated with one or more learning outcomes (see each individual field and clinical course outline). The Clinical Instructor initiates anecdotal notations.
Student Success Plan
If the same learning challenge persists or the student demonstrates additional non-adherence to a program policy, the Clinical Instructor will initiate a Student Success Plan accompanied by a reasonable review date. The Clinical Instructor will also initiate a referral for additional laboratory practice if appropriate. The student will engage in the collaborative Student Success Plan process with their Clinical Instructor.
SCHOOL OF HEALTH AND COMMUNITY SERVICES
Student Success Plan

Student Name: ___________________________  Program: ___________________________

Professor Name: ___________________________  Date: ___________

Behaviours Impeding Success

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Student Comments Relating to the Above

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Student/Professor Collaborative Plan

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Date of Review: ___________

Outcome of Review:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

I recognize that the above behaviours may impede my success and that this plan is intended to
support my ability to be successful.

________________________________________________________________________

Student Signature  Professor Signature

________________________________________________________________________

Date  Date

Copies for the following individuals: 1 Student; 2 Professor; 3 Coordinator


**Absenteeism on Quiz/Test/Exam Days (Laboratory Theory/Practice and Clinical Practice)**

_The following policy refers to all courses in the Personal Support Worker._

1. On a quiz/test/exam day, you must be in class promptly at the scheduled class time.

2. Students must leave all bags, cell phones, hats etc. at the front of the classroom during tests.

3. Students arriving late for a quiz/test/exam will not be allowed to enter the classroom once the quiz/test/exam has begun. The student may write the quiz/test/exam at a later date at the discretion of the course Professor.

4. A student that completely missed the quiz/test/exam and did not notify the Professor **prior** to the start time of the quiz/test/exam without a valid reason will be given a grade of zero.

5. Students who are ill on a quiz/test/exam day may be required to submit, to their course Professor, a “Medical Certificate” prior to the consideration of a rewrite.

6. On a quiz/test/exam day, students are responsible for notifying their course Professor via telephone or email of their medical absence prior to the beginning of a quiz/test/exam.

7. Students may not be granted permission to write quizzes/tests/exams at alternative times/dates in order to accommodate travel plans, work schedules or other commitments.

8. In order to maintain the integrity of evaluation and an objective assessment of student learning, students who write an exam at a later date due to a medical absence, will be required to generally wait one to two weeks to write their quiz/test/exam or until the course Professor is able to create an alternate quiz/test/exam.


Introduction

The Chair, Program Coordinator, Professors, Lab Technologists, Lab Technicians and Clinical Instructors (hereby referred to as “the faculty”) of the Personal Support Worker program at Confederation College, view facets of social networking to be both positive and progressive when used to enhance academic learning in a professional and ethical manner. The faculty respects the rights of students to make use of social networking sites as a medium for self-expression, when such self-expression is considered to be professional and ethical.

For the purposes of this directive, social networking will be defined as, but is not limited to, such venues as Facebook (including personal group Facebook pages), Myspace, Twitter and blogs, snap chat, group chats, and communication will refer to all media related interchanges (e.g. written, audio, photographs and video). As future Personal Support Workers (PSWs), it is essential that all PSW students at Confederation College adhere to, and respect the confines of this directive.

In the interest of academic and behavioural integrity, PSW students engaging in the use of social networking will be held accountable to Confederation College’s policies entitled “Academic Integrity” (Policy # 5-5-01), “Use of Information Technology” (Policy # 5-5-05), and the “Student Code of Conduct” (Policy # 5-5-02).

PSW students must also be aware, that employers may screen a potential employee for social networking activity.

Social Networking Directive

PSW students engaging in social networking will adhere to the Personal Support Worker Program – Social Networking Directive. Failure to adhere to the Personal Support Worker – Social Networking Directive will result in disciplinary action as deemed appropriate by the Chair and/or Associate Dean of the School of Health, Negahneewin, and Community Services up to and including expulsion from the program depending on the severity of the occurrence(s).

1. PSW students engaging in the use of social media will be professional, ethical and respectful while communicating in reference to Confederation College and the PSW Program; PSW faculty and students; and in reference to the students’ clinical learning environment (e.g. community or nursing units).

2. Students will not use social networking sites as a means to disparage Confederation College and the PSW Program; PSW Program faculty and students; or the College’s clinical learning partners (e.g. community or nursing units).
3. PSW students engaging in the use of social networking will be professional, ethical and respectful of Confederation College’s support staff, faculty and students from other program areas, as well as all invited guests to either the classroom or the College environment.

4. PSW students engaging in the use of social networking will not practice the use of disrespectful language (e.g. obscenities, profanity and racism); will not use vulgar, unkind or discrediting language; will not discuss topics which the PSW profession would regard as disrespectful or dishonourable; and will uphold the confines of Confederation College’s Respect Campaign.

5. At no time will the PSW students take or post pictures onto social media while in any clinical learning environments (including hospital, nursing units, school labs)

6. PSW students will not use social networking sites to harass, bully or intimidate PSW Program faculty, students, or students from other program areas.

Use of Technology during Field or Clinical Practice Experiences Policy

Students are not permitted to carry mobile devices that generate text messages, record voices or take photographs (e.g. an iphone, blackberry, cell phone or other such devices) while in the field or clinical practice setting. Students are only permitted to use mobile devices during coffee or meal breaks taken off the unit floor.

Students found with such devices on their person will be asked to leave the field or clinical practice setting, and report to their Clinical Instructor. If issues are unresolved, the Chair and Associate Dean of the School of Health, Negahneewin, and Community Services may then become involved. Students who require an electronic device for learning purposes (that does not generate text messages, record voices or take photographs) will have an identified Individual Educational Plan filed with the Student Success Centre.

Learning Challenges

Students with an identified Individual Educational Plan (IEP) are highly encouraged to meet with their Laboratory Theory and Practice Professor and their Clinical Instructor at the beginning of each clinical period to discuss strategies for success. Students who have an IEP should also meet with their Learning Strategist on a regular basis to discuss success, challenges and opportunities.

Communication

Students are required to check their Confederation College email on a daily basis. Professors will communicate via email and telephone numbers only – texting between students and Professors will be considered unprofessional and unacceptable. Online “Blackboard” sites are attached to all courses and should be reviewed regularly for information sharing and updates.
Lab, Clinical, and Field Placement

Field and Clinical Confidentiality Policy –
Personal Support Worker Program

The Confederation College Personal Support Worker Program recognizes the individual's right for privacy with respect to information gained by Professors, Clinical Instructors, and students during field and clinical practice experiences.

Confidentiality extends to everything that is learned during the field of clinical practice experience. It extends to both important and seemingly unimportant information. This information includes, the identity of all contacts, any identified problems, its cause and its treatment, everything that the patient/resident/client, family or friends disclose, the economic state, living conditions, any domestic difficulties, etc.

Information about a patient/resident/client in placement contact may be shared only when it is essential for the continuity of care and during conferences and/or discussions with a Clinical Instructor relating to meeting educational objectives. Such information is not to be shared outside of these educational confines.

The Personal Health Information Act (PHIPA) 2004 allows students to access personal health information as agents of an institution. Students must comply with the rules set by the organizations in which they practice. Students must support the confidentiality of health information at all times. Data collection sheets, make the connections forms, reflective LEARN assignments, etc. should not contain patient/resident/client names, instead refer only to patients/residents/clients as Mrs. P. M or Mr. A. G., etc. All written work sheets containing specific client data must be shredded after submission to the Clinical Instructor.

Students are permitted to access electronic or paper based records of the patients/residents/clients who have been assigned to them by their Clinical Instructor or preceptor.

Students are not permitted to access electronic or paper based records of patients/residents/clients who have NOT been assigned to them by their Clinical Instructor or preceptor.

*If a student accesses any information or records of any unassigned patients/residents/clients, they will be immediately removed from their current clinical placement with possible failure from that clinical placement. Should they be found to breech the same policy twice, expulsion from the program will be a recommendation.

*If a student breaches confidentiality pertaining to field or clinical practice experience, they will be immediately removed from their current clinical placement with possible failure from that clinical placement. Should they be found to breech the same policy twice, expulsion from the program will be a recommendation.
If a placement organization refuses to take a student back after a breech has been committed, or for safety reasons, the student will be unsuccessful in their clinical placement. As per the Academic Dispute Resolution Policy (#5-1-02), “decisions made by a clinical or professional agency cannot be appealed by the student”.

Any misuse of information shall be considered a breach of confidentiality and disciplinary action will be taken as deemed appropriate by their immediate faculty member. If issues are unresolved, the Chair and Associate Dean of the School of Health, Negahneewin, and Community Services may then become involved. Should they be found to breech the same policy twice removal from the program will be a recommendation.

The magnitude of this responsibility is emphasized by the fact that some institutions require that Professors, Clinical Instructors, students and other allied health care professionals sign a pledge of confidentiality.
Field Work and Clinical Practice Requirements Policy

Introduction

Prior to each academic year, semester or field work/clinical practice rotation, all Personal Support Worker students (here-by known as “student”) must adhere to all Confederation College and agency specific clinical practice requirements. All students are responsible for ensuring that all clinical requirements are current and complete and copies given to the health center and Program Coordinator, at the beginning of each school year (during orientation day in September). Failure to comply with the “Field Work and Clinical Practice Requirements Policy” will result in the student being unable to attend field work or clinical practice, thus jeopardizing their ability to complete the PSW Program.

It is the student’s own responsibility to have all clinical requirements current and prepared for the beginning of each school year—there is zero tolerance for students not being prepared with all clinical requirements in September.

Students will be randomly assigned to various clinical placements and as such all students of the PSW program are expected to be available to work outside of regular academic hours that will include days, evenings, and weekends. Students should be prepared with alternative arrangements for day care, work schedules, and transportation while in clinical placements to ensure that clinical placement time is not missed for personal reasons.

*Students are responsible for all additional costs incurred for college and clinical site parking as well as added costs incurred to meet the necessary clinical requirements of the PSW program. Please refer to the Confederation College PSW website for ancillary costs (costs which are already included in tuition fees) and estimated additional costs per year for the PSW program.

First Aid and CPR – HCP (Health Care Provider level)

At the beginning of each academic year, students must provide evidence of a valid CPR, with valid Health Care Providers Level. This level of CPR includes instruction in adults, children, infants, one and two rescuers, and automated external defibrillators (AED). Annual CPR Health Care Provider Level recertification is mandatory, as well, it is the student’s professional responsibility to confirm that their certification is valid at all times. Fees associated with obtaining CPR Health Care Provider Level certification or recertification is incurred by the student.

Mask Fit Testing

The minimum standard for mask fit testing is every two years. It is highly recommended, that for students with significant facial changes (e.g. weight gain or loss) between academic years or semesters, be re-tested to ensure a proper fit of specialized masks. Students with significant facial hair (e.g. beards or moustaches) will have difficulty obtaining a proper mask fit. Mask fit testing is for your protection when caring for patients/residents/clients in isolation. Fees associated with obtaining mask fit testing or re-testing is incurred by the student.
Note: If you do not have a current Mask Fit and your clinical placement is considered in an “outbreak” situation you will not be allowed to enter your facility and will lose clinical hours thus jeopardizing your ability to graduate.

Confederation College Health Centre does do Mask Fit testing (appointments are required so book well in advance), Superior Safety in Thundery Bay, or your place of employment may offer Mask Fit testing to you. Fees associated with obtaining mask fit testing or re-testing is incurred by the student (approximately $25-30).

**Criminal Reference Check (Vulnerable Screen)**

On the day of orientation in September, all students must produce a copy and have a current (for the entire school year) Criminal Record Check (CRC) which includes a Vulnerable Sector Screen. The CRC (Vulnerable Sector Screen) is not Confederation College’s policy however it is the policy of our field/clinical partners for all learners who enter their respective environments.

There will be zero tolerance for students who have not complied with the CRC (Vulnerable Sector Screen) requirements. Failure to comply with the CRC (Vulnerable Sector Screen) requirements will jeopardize your ability to enter into a field placement or clinical practice experience. Failure to comply with the CRC (Vulnerable Sector Screen) requirements will also jeopardize your ability to complete program requirements. Students are requested to begin the process of obtaining a CRC (Vulnerable Sector Screen) early, as the application process may take between 8-12 weeks to process and complete.

During the PSW Program, students must have an annual CRC (Vulnerable Sector Screen) completed in order to be permitted into a field placement or clinical practice environment. An annual CRC (Vulnerable Sector Screen) must be available for review the beginning of each academic year and a copy will be kept on file. Positive results on the CRC (Vulnerable Sector Screen) will limit your ability to enter a field placement or clinical practice environment. It is at the discretion of the field placement or clinical practice environment, whether they will allow a student into their setting with a criminal background.

To be eligible for participation in a field placement or clinical practice experience a student must not have been convicted of any criminal offence for which the student has not yet been pardoned. An unpardoned criminal record will result in the student not being able to participate in a field placement or clinical practice experience, and therefore will prevent the student from completing the PSW Program. A recent and valid CRC (Vulnerable Sector Screen) is therefore required to enable the student to progress through the PSW Program.

**NB:** Procedures and regulations for obtaining criminal record search documents are controlled by the RCMP and the Government of Canada. These procedures and regulations may change at any time without notification. Confederation College will endeavor to notify students of any changes when they come to our attention. As of March 1, 2011 the following reflects the current procedures and regulations of the RCMP with regard to Vulnerable Sector Verifications.
The RCMP identified a means to enhance vulnerable sector checks to make the searches more rigorous. In the interest of public safety, the enhancements were quickly implemented to protect vulnerable members of society. As a result of the enhancement, a Vulnerable Sector Verification now requires the submission of fingerprints whenever the gender and date of birth of an applicant match to an existing pardoned sex offender record. This is not an accusation of criminality, but a requirement for a thorough verification to confirm identity and protect personal privacy. This process will take at least four months.

All fees associated with obtaining annual Criminal Record Checks (Vulnerable Sector Screen) are incurred by the student.

**Health Requirements (Immunization)**

Specific health requirements are mandatory for all students at Confederation College. Furthermore, specific health requirements for specific immunization/clinical testing are the requirement of the field work or clinical practice setting.

Before the day of orientation in September, all students must have completed the Student Health Record available from Confederation College’s Health Services Department, or online, at [http://www.confederationc.on.ca/healthcentre](http://www.confederationc.on.ca/healthcentre). Students must submit their completed Student Health Record to Confederation College Health Services.

Prior to entering a field work or clinical practice experience, students must ensure a current and thorough immunization record. All immunization and TB Skin testing information must be accurately noted on the Student Health Record. Accurate information includes the dates of each immunization. All mandatory immunizations must be current at all times and confirmed by blood serology (see below).

Students require the following immunizations and must be checked with the health center within Confederation College:

- Tetanus/Diphtheria/Polio or Tetanus/Diphtheria/Pertussis (Adacel) or Tetanus/Diphtheria
- MMR (Measles/Mumps/Rubella)
- Hepatitis B
- Influenza (Flu) Vaccine
- Chicken Pox (Varicella)

**Important Immunization Requirements!**

**Our clinical partners are requesting that every student obtain a blood serology** for MMR (measles, mumps, rubella), as a clinical requirement. All students will require this blood serology before they begin their clinical placements. You will be required to submit lab documentation proving immunity to Measles, Mumps, Rubella, Varicella, and Hepatitis B.
If you are a returning Thunder Bay student from 2015 (only), and have already completed blood serology you will not be required to complete another blood serology, HOWEVER you will be required to show proof of immunity and proof of any boosters you had obtained. You must complete any series of boosters that is required.

In addition, students also require,

- a two-step TB Skin test in year one of the PSW Program
- a one-step TB Skin Test in subsequent years of the PSW Program

*Students returning to the PSW Program must meet with the Health Services Department at Confederation College to determine if they require either a one step or two step TB Skin test and to update any required immunizations. A student with a positive result must have a chest x-ray. You will be able to get your TB Skin Test from the College Health Centre or from your family doctor, or any neighborhood walk-in-clinic. We require written proof of the test, so please insist on documentation prior to leaving the clinic.*

*Health Requirements (Immunization) applies to all students in the PSW Program, and to those students returning to a particular semester of the PSW Program (full or part time).*

*If a student cannot be immunized, the student will be unable to participate in field work or clinical practice experiences, jeopardizing their ability to complete the PSW Program. Clinical institutions have the right to prohibit admission/clinical placement to students who have not received immunization.*

*Clinical institutions have the right to prohibit admission/clinical placement to students who have not received an influenza vaccination. This will impact on the student’s field or clinical hours.*
CLINICAL PERSONAL APPEARANCE POLICY

This policy is designed for the following purposes:

- To foster a professional image
- To provide for the physical safety of the student and the client/resident
- To prevent the spread of infection
- To promote ease of work

The appearance of the Personal Support Worker student contributes to the impression formed by patients, the public and health care professionals.

Working in very close proximity with patients requires a very high standard of hygienic practices.

The need for such aesthetic practices is also complemented by the required implementation of medical asepsis in all personal grooming and attire as a means of minimizing the transmission of infection.

The personal support worker student shall be expected to respect the direction of faculty on such issues.

Failure to comply with clinical personal appearance policies will result in the student being sent home.

Personal Care

Oral care - Attention should be given to oral hygiene before and during clinical days. Thought should be given to the avoidance of tobacco and odor producing foods such as garlic prior to clinical.

Hair - Hair must be contained, clean, neat, conservative and up off the collar. Ponytails should be tucked up in a bun. Hair must not dangle in the face (bangs or loose hair). Hair must be a natural hair color.

Beards and Mustaches - Facial hair is to be clean and neatly groomed. Students should maintain a beard at minimal length to ensure proper mask fitting for optimal infection control.

Grooming Products

i) Excessive and/or odorous perspiration may require considerable effort to manage. Unscented antiperspirants may prove helpful.

ii) More frequent washing, the use of deodorizing foot powders, and attention to footwear will assist in foot odor control.

iii) Application of make-up should be conservative, subdued and appropriate for daytime wear.

iv) The use of perfume, fragrances and after-shave products is prohibited in the clinical areas.

v) Nails must be clean, short, and filed smooth. Nail polish (colored or clear) is not allowed. Acrylic and gel nails are not allowed.
5. A watch with a means of counting pulses/seconds is a requirement. It should be of modest size and color. It may be a lapel watch or a wristwatch.
   i) Medical alert bracelets may be worn.
   ii) To ensure a professional appearance and for the safety of the patient and the student personal support worker, decorative jewelry, including necklaces, should not be worn. The following two exceptions are permitted.
   iii) Finger rings – a plain band may be acceptable to accommodate an individual’s strong beliefs or values.
   iv) Earrings – if worn, earrings should be small and smooth surfaced. Plain gold, silver, white or pearl studs are acceptable. Hoops or earrings that dangle are not allowed. The number is restricted to one earring per ear. No facial piercing.
   v) All visible body piercing rings must be removed. If unable remove, they must be covered with a flesh colored Band-Aid.
   vi) Tongue rings must be replaced with a clear spacer.

**Dress Code**

**Uniforms**

Uniforms must be solid burgundy in color (no prints allowed). Uniforms must be washable, neat, clean, opaque, professional looking, and neither clinging nor crinkly. Uniforms should be of comfortable fit to allow ease of movement in working. Uniforms must be washed between each clinical day. Uniforms must be wrinkle and lint free. A white sweater or short lab coat may be worn except when you are giving client care. Hoodies and sweatshirts are not allowed.

Students are required to wear the approved Confederation College and/or agency determined identification nametag(s) on the left side of their uniform at all times. One Confederation College name tag will be provided by the college. Lost or stolen name tags will be replaced by the student at their cost through the Computer Centre ($5-$10 fee).

Students are required to wear the approved program patch on the left sleeve of their uniform at all times. This program patch can be purchased from the Confederation College bookstore (2 patches are recommended for purchase).

White, closed-toe & heal footwear that are safe, comfortable, clean and intact are required for clinical practice. Visible labelling must be minimal. A leather shoe or athletic type shoe is required for proper support. The shoes chosen must be worn exclusively for clinical practice. Students must avoid wearing clinical shoes outside of their clinical practice environment.

Your uniform can be worn to your clinical placement, BUT cannot be worn after your shift is over, therefore you must bring a change of clothes. If you must leave the premises of your placements for any reason, you must change from your uniform into street clothes. This also includes your shoes for clinical; these shoes are only to be worn at your clinical placement.
Lab Appearance Policy

Lab appearance policies prepare the student for the responsibilities and professional expectations of the clinical environment.

1. All students attending lab must wear their uniform with a name tag.
2. Footwear, jewellery and hair recommendations as per the clinical uniform policy also apply to lab classes.

ATTENDANCE POLICIES

LAB

1. Skills practice laboratory is a compulsory prerequisite to clinical experience and all students are required to attend.
   Students who are unable to attend a lab are required to notify the lab teacher prior to the scheduled lab. Students are responsible for lab content taught in their absence, and must make arrangements with their lab teacher to attend extra lab time to practice missed skills prior to clinical or field placement.

2. At teacher discretion students may be removed from the clinical area if they have been absent from scheduled labs. Continued absenteeism may result in failure to complete the clinical outcomes for the semester and an unsatisfactory clinical evaluation.

3. Students are expected to be on time for all lab experience.

CLINICAL

1. Students should try to arrive to clinical placements 10-15 minutes in advance of their shift in order to be prepared and accounted for by the clinical instructor or their preceptor/ buddy. Unit staff and/or assigned client workloads may change – arriving a few minutes early may help the student accommodate for those changes.

2. Students are required to be present for all scheduled clinical experiences. Students who are ill are required to notify the placement area prior to the beginning of the shift.

Before the missed shift, students must:
   • Phone the unit, give your name, tell them you will not be coming in this shift, and please pass on to your preceptor (have his/her name available)
   • Get the name of the person you are speaking to.

When a student is absent from clinical he/she must contact the clinical instructor as soon as possible that day to let them know of the absence and if he/she will be in the next day.

Students who are ill may contact the College health nurse for advice (475-6169)
3. Students are not allowed to leave the clinical placement area during their shift unless it is an extenuating circumstance, which has been previously granted permission by instructor.

4. Students, who must leave the placement area before the completion of the experience because of illness, are to report to their clinical instructor or preceptor/buddy prior to leaving the unit.

5. A student injured while on clinical placement must notify the clinical instructor and preceptor/buddy immediately and complete the required documentation. (See Workplace Safety and Insurance Board Guidelines)

6. If a student has a communicable disease, the student is responsible for reporting this to his/her clinical instructor as it may affect eligibility to work in the clinical area. A note from a physician or health nurse may be required before returning to the clinical area. Placement policies govern ability to attend clinical.

   Students who have been absent from the clinical area will be required to provide a note from a physician to their clinical instructor prior to their return to the clinical area.

   Students are responsible for notifying their clinical instructor if they have a condition that puts the client/resident and/or their own health and safety at risk in the clinical area. Clinical institutions have the right to prohibit admission/clinical placement to students who have not received an influenza vaccination. This will impact on student clinical hours and therefore will impact your completion date. Please note: If a respiratory outbreak is declared, agencies will prohibit students without adequate immunization status (and/or mask-fit testing) from attending their facility.

7. All clinical and lab hours are compulsory.

   In PW106 and PW206, when a student misses a lab a Lab Referral sheet is completed and students are expected to attend an evening lab (or additional lab for Regional students). Evening lab days and times are posted early in the semester. Students will not make up the time they lost but are responsible to read the content and perform the skills in the evening lab that they missed. This may require bringing a fellow student to help you practice some skills like transfer and ambulation, bed baths, etc. A Lab Instructor will be present in the evening labs for help or clarification of content but not for teaching it. She/he will sign off the Lab Referral once suggested activities are completed and notify the PW106 or PW107 Lab teacher.

   In PW107, PW207, and PW208 Clinical there is zero tolerance for absenteeism. All hours missed will be made up – attached to the PW208 preceptorship placement. A new schedule will be developed with your preceptor to identify these additional missed hours and kept on file. Students should note that this will involve extending their consolidation period and may result in an additional course fee.

   Students missing 2 or more consecutive lab and/or clinical days require a doctor’s note.
1. Program Objectives

In order to successfully complete the Personal Support Worker Program, students must meet the Learning Outcomes for the program.

The specific practice outcomes for each semester relate to the theory currently being taught and help to form the criteria for meeting the learning outcomes for that semester. There are multiple components involved in evaluation of practice courses. (See course outlines.)

2. Clinical/Lab Performance

The student's clinical performance will be evaluated and discussed with him/her on an ongoing basis, at mid-term and at the end of the period. At that time the student's progress in meeting the outcomes for that particular period will be reviewed. All of the outcomes for each semester must be met by the end of that particular semester in order for the student to receive a credit in the practice course.

Students who are unsuccessful in any component of practice courses will be referred to the Promotion Committee. (See pages following for further information on the Promotion Committee).

At mid-term and the end of each period, the student will receive an evaluation of his/her progress in the clinical area. Please see page 5 of this manual and/or the individual course outline as to how the student's grade will be recorded on his/her transcript at the end of the semester.

Blackboard/College emails

Clinical and Field Placement notices for each semester are posted in Blackboard. It is the student’s responsibility to check Blackboard and their college email for any postings pertaining to clinical or field placement prior to shift.

Placement Interruption/Continuation Policy

At the discretion of the manager and approval of the Dean/Associate Dean, students who register for, but are unable to complete field placement/practicum in the time allotted, due to extenuating circumstances, may continue the experience in a subsequent semester without re-registering for the course. Please advise the manager if this situation applies to you.

In addition to any of the above, a student may be asked to withdraw from the clinical practice part of the program at any time, if his/her performance is such that it is unethical; not safe; and/or not in the best interest of the client.

Once a student has met a clinical outcome for any period, he/she is expected to maintain this satisfactory performance. See Protocol for Unsatisfactory Clinical Performance.
Appeals Procedure - refer to the Confederation College Student Handbook

Reasons for Referral to Promotion Committee - Students will be referred by their clinical teachers for unsatisfactory performance.

Referrals will be made when a student:

(a) receives one or more "Unsatisfactory" in any one Learning Outcome at the end of clinical rotation
(b) has been unable to demonstrate skills due to absences

CLINICAL PROMOTION – STUDENT SUCCESS PLAN

Clinical Evaluation

Students must successfully meet all semester-specific clinical outcomes at the end of each period, of each semester. They must show consistent growth and independence in clinical practice, including increasing responsibility, decision making and practical skill development. Student’s whose achievement of the clinical outcomes appears at risk; will engage in the collaborative Success Plan process with their clinical instructor

Student Success Process

1. When a behaviour is noted which may impact the student’s success in one or more clinical outcomes, a formal verbal discussion will occur between the student and the clinical instructor, Anecdotal records will be kept.

2. If the behaviour is not resolved and/or concerns for the student’s success are identified, a formal Student Success Plan will be written. Strategies for student success will be developed collaboratively. A reasonable date for review will be identified.

3. If the behaviour/s impending success continue up to the review date, either the Success Plan will be amended, or the student will be evaluated Unsuccessful for that clinical period.

“Grades assigned for co-ops, clinical placements, practicum, fieldwork and/or related seminar courses are appealable.” (Student Handbook 2013/14)

Refer to Academic Dispute Resolution Rationale and Guiding Principles in the Student Handbook: Unsatisfactory Clinical Evaluation.

Students, who do not agree with the recommendation/s, will then enter the next step of the Appeal Process. Please refer to the Student Handbook for further discussion of the Appeal Process.

Students, who are unsuccessful in the same learning outcome in consecutive periods, may not be permitted to continue in the Personal Support Worker Program.
COLLEGE OF NURSES INFECTION PREVENTION AND CONTROL STANDARDS

Ensuring the use of safe, effective and ethical infection prevention and control measures is an important component of PSW care. This Infection Prevention and Control practice standard is evidence-based and outlines practice expectations for all nurses and health care workers in all roles and practice settings.

Knowledge of clinical infection control practices is continually growing and changing. While the principles of infection control (prevention, transmission and control) do not change, specific clinical practices may evolve as a result of new evidence. For this reason, this practice standard provides broad statements and does not include specific clinical practice information. A nurse or personal support worker is also expected to consult appropriate resources for clinical advice and access resources in a timely manner. These resources may include, but are not limited to, an infection control practitioner, relevant nursing resources and guidelines from Health Canada and the Ministry of Health and Long-Term Care.

Returning and Withdrawing from the Personal Support Worker Program

A student wishing to return to the program is required to meet with the manager.

Students who wish to withdraw from the Personal Support Worker Program should make an appointment with the Program Manager, meet with an Academic Advisor in the Student Success Centre, and with a staff member in Registration Services.

ACCIDENT INSURANCE COVERAGE: STUDENTS ON UNPAID TRAINING PLACEMENTS

All students on unpaid training placements must complete a “Work/Education Placement Agreement – Post Secondary” form for each placement. Copies of the form are kept on file in the school for a period of one year after the student completes the program.

The Ministry of Training, Colleges and Universities funds workers’ compensation costs for postsecondary students in unpaid field placements and clinical programs if they are placed in organizations that have Ontario Workers’ Compensation coverage for their own employees, through the Workplace Safety and Insurance Act (WSIA).

Private accident insurance coverage is provided by the Ministry of Training, Colleges & Universities for students placed with employers who do not have Ontario Workers’ Compensation coverage for their own employees through WSIA.

Any injury, however minor, to a student during clinical/field placement must be reported by the student to the clinical/placement agency and to the clinical teacher/faculty advisor. The “Accident Report for Students on Unpaid Training Placements” must be completed by the student and the clinical placement agency, in conjunction with the clinical teacher/faculty advisor and forwarded to
Facilities Services, Confederation College within 24 hours of the accident.

The College will submit the appropriate documents to the Workplace Safety & Insurance Board (WSIB) or the private insurer when required. More details are available on request.
Insurance Information for Unpaid Training Placements!

1 Complete the Work/Education Placement Agreement.

Your placement coordinator will provide you with a copy of the "Work/Education Placement Agreement".

Complete section A.1. Include your local address, postal code & phone number if they are different from your home address, postal code and phone number.

Complete section A.3. Ask your placement coordinator for his/her contact information to use for completing A.3. Confederation College's address is: P.O. Box 398, Thunder Bay, ON P7C 4W1. If you are located at one of the regional campuses, include the name of the regional campus in the address line.

Ask your training (workplace) supervisor for assistance in completing section A.2, section B, and either section C or section D. (If the employer has Ontario workers' compensation coverage, complete section C; if the employer does not have such coverage, complete section D.)

When the form is complete, sign as "Training Participant". If you are under 19 years of age, you will need to get the signature of your parent or guardian. Ask your training (workplace) supervisor to sign as "Work Placement Employer".

Return the signed form to your placement coordinator at Confederation College. He/she will sign the last signature block as "Post-secondary Institution".

2 Know what accident coverage you have.

If you are injured during an unpaid training placement, and your placement employer has Ontario workers' compensation coverage, the Ontario Ministry of Training, Colleges and Universities will cover a broad range of costs associated with the injury through a special account with the Workplace Safety & Insurance Board. **There is no cost to your placement employer.**

If you are injured during an unpaid training placement, and your placement employer does not have Ontario workers' compensation coverage, the Ontario Ministry of Training, Colleges and Universities will cover many costs associated with the injury through a special private accident insurance plan. The plan does not provide the same level of coverage as workers' compensation coverage. **There is no cost to your placement employer.**

3 Share the information in this flyer with your training (workplace) supervisor.

Your workplace supervisor also needs to know what to do in case you are injured. Share this flyer with your training (workplace) supervisor. If he/she requires further information, please contact Marla Peurama, Manager, Health, Safety & Security at Confederation College at: by phone: (807) 475-6624, fax: (807) 622-5455, or e-mail: mpeurama@confederationc.on.ca
PERSONAL SUPPORT WORKER PROGRAM MANUAL AGREEMENT

Name: _________________________________________________________

Last                                         First

Date of Birth: ___________________________________

MM           DD           YYYY

Local Address: _______________________       Postal Code: _______

Phone Number: ______________________

Email Address: _____________________

If the above information changes it is your responsibility to notify the School of Health and Community Services Office (Room 277, Shuniah Building) as well as the Registrar’s Office.

I have received, read, and understand the Personal Support Worker (PSW) Program Manual. _____ (initial)

I hereby understand and agree to follow ALL content, policies and procedures within this PSW manual. _____ (initial)

I have read and understand all information pertaining to:

- The social media networking policy as stated in the PSW manual (pages 11-12). _____(initial)

- The filed and clinical confidentiality policy as stated in the PSW manual (pages 13-14). _____ (initial).

- Maintaining ALL current clinical requirements at all times during my school which will incur additional costs outside of my ancillary fees (pages 19-23). ______(initial)

- The Personal Appearance policy and that I may be sent home from clinical should I not be following this policy (pages 24-26)._______(initial)

- The attendance policy and am aware any missed hours from labs will be required to be made up during clinical placement (pages 32-34)._______(initial)

I agree to ensure that I am aware of any updates to this manual. ______ (initial)

Signature: ______________________       Date: ______________________