

## **Providing Person- Centered Care & Comfort**

**Winter 2022**

**Instructor:** **Carla Hambley**

**Number of credits:** 5

**Course Hours:** 75

**Theory:** 29

**Lab:** 46

## HCA 123: Providing Person-Centred Care and Comfort

During this course, you will learn the basic care skills that will allow you to give safe and efficient care to your clients. Providing personal grooming and hygiene care to your clients is an intimate and highly personal experience. During the theory and lab elements of this course, you will learn to approach this care in a professional and compassionate manner.

Safe lifting and transferring techniques are important for client and staff comfort and safety.

Opportunities to practise safe lifting, transferring, and client positioning will be provided for in both lab and practicum settings.

Many of the clients you will be providing care for are unable to control their bladder and bowels; as a result, they use adult incontinence briefs. Other clients are unable to reach the toilet or commode on their own. You will learn a professional, caring, and compassionate approach to assisting clients with their elimination needs.

Mealtimes are a traditional time for friends and families to gather and enjoy both good food and good company. This course will teach the principles of safely assisting clients to eat and provide guidelines for creating a safe, clean, and socially inviting dining environment.

Throughout this course, you will use the *Health Care Aide Provincial Curriculum Learner Guide*, the *Lab Skills Guide*, and your *Mosby's Canadian Textbook for Support Workers*, 4th Edition, with the accompanying workbook and *Mosby's* online skill videos.

Read, learn, practise, and enjoy.

## INSTRUCTOR INFORMATION

### Carla Hambley

Phone (Office): (780) 791-8932  
Office: CC187C  
E-mail: [Carla.hambley@keyano.ca](mailto:Carla.hambley@keyano.ca)

## OFFICE HOURS

The Instructor is available for student consultation in office by appointment from Monday to Friday. Please contact your Instructor at the email above or contact the Nursing Office at (780) 791-4889 to arrange a time.

## COURSE OUTCOMES

Upon successful completion of the course, the student shall be able to:

1. Describe knowledge of providing person-centred care and comfort within the HCA role in the following skill areas: client grooming and personal hygiene, bathing, bed making,

assisting with elimination, client mobility, positioning, transfers, and lifts, assisting at mealtimes and with food safety, and using basic knowledge of body systems.

2. Define evidence-informed practice and guidelines for assisting with each of the activities of daily living skills.
3. Describe the importance of the client's strengths needs, rights, preferences, and expectations, and their willingness and ability to participate in their care.
4. Demonstrate ethical person-centred care related to assisting with activities of daily living skills and following the client care plan in the acute and continuing care settings (home care, long-term care, and supportive living).
5. Identify knowledge of the collaborative teams' roles and responsibilities within the assistance of each of the activities of daily living skills.
6. Describe key elements of the palliative care approach that can be applied to the planning, implementation, and assistance of activities of daily living skills.
7. Demonstrate competence (knowledge, skills, behaviours, and attitudes) by applying evidence-informed practice and guidelines when assisting with activities of daily living skills.
8. Apply the principles of professional and accurate communication through instruction, delivery, reporting, and documentation of activities of daily living skills.
9. Apply communication techniques and strategies that support diverse clients displaying responsive behaviours when assisting with activities of daily living skills.
10. Demonstrate client and personal safety by recognizing and responding to safety hazards, near misses, reporting abuse, following infection prevention and control principles, conducting client transfers, and handling and operating health equipment safely.

## EVALUATION

HCA students **must achieve** a minimum final grade of **70%** in each course and **pass** the provincial HCA Examination to graduate from the HCA Program and receive the Government of Alberta HCA Provincial Curriculum Certificate.

## GRADING SYSTEM

Descriptor	Alpha Scale	4.0 Numeric Scale	Percentage
Excellent	A+	4.0	96-100
	A	4.0	90-95
	A-	3.7	85-89
Good	B+	3.3	80-84
	B	3.0	76-79
	B-	2.7	72-75
Satisfactory	C+	2.3	68-71
	C	2.0	64-67
	C-	1.7	60-63
Poor Minimum Pass	D+	1.3	55-59
	D	1.0	50-54
Failure	F	0	0-49

## ONLINE COURSE INFORMATION

Due to the pandemic, COVID-19, this course will be delivered in an online format. Instructors will deliver course material by utilizing different platforms that best suits the course. Online resources may include Microsoft Teams, ZOOM, virtual simulation, Adobe Connect, and/or Voice-Over PowerPoint Presentations. Courses will remain interactive throughout the semester and may include video lectures, forum discussions and virtual group projects. Evaluation criteria will be listed in each course syllabus.

It is the responsibility of the student to ensure access to these resources and participate in course content fully. If technical difficulties arise it is the responsibility of the student to contact their instructor as soon as possible to inform them of such. Where possible instructors will seek mutual resolution in the best interests of the class.

## USING LOCKDOWN BROWSER FOR ONLINE EXAMS

This course requires the use of LockDown Browser for online exams. Watch this [short video](#) to get a basic understanding of LockDown Browser and the optional webcam feature (which may be required for some exams).

Then download and install LockDown Browser from this link:

<https://ilearn.keyano.ca/course/view.php?id=28874#section-7>

To take an online test, start LockDown Browser and navigate to the exam. (You won't be able to access the exam with a standard web browser.) For additional details on using LockDown Browser, review this Student Quick Start Guide (PDF)

Finally, when taking an online exam, follow these guidelines:

- Select a location where you won't be interrupted
- Before starting the test, know how much time is available for it, and that you've allotted sufficient time to complete it
- Turn off all mobile devices, phones, etc. and don't have them within reach
- Clear your area of all external materials — books, papers, other computers, or devices
- Remain at your desk or workstation for the duration of the test
- LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

## **PROPOSED SCHEDULE**

Please refer to course schedule on Moodle. Course Schedule outlines class subject, and topics.

### **Please Note:**

Date and time allotted to each topic is subject to change.

## Performance requirements and student services

### **Student Responsibilities:**

It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the Keyano College credit calendar. The Keyano College credit calendar also has information about Student Rights and Code of Conduct. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

### **Student Attendance:**

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and notes that may be due.

### **Academic Misconduct:**

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own;
- The use of unauthorized aids in assignments or examinations (cheating);
- Collusion or the unauthorized collaboration with others in preparing work;
- The deliberate misrepresentation of qualifications;
- The willful distortion of results or data;
- Substitution in an examination by another person;
- Handing in the same unchanged work as submitted for another assignment; and
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on [ilearn.keyano.ca](http://ilearn.keyano.ca). Then print the certificate, sign it, and show it to each of your instructors. Your course work may not be graded until you show this signed certificate.

**Specialized Supports:**

The Student Services department is committed to Keyano students and their academic success. There are a variety of student supports available at Keyano College. Due to the continuing situation with the Covid-19 pandemic, the offered support services will be implemented differently this semester by being provided mostly virtually. In-person service can be requested as needed. All Alberta Health Services guidelines will be followed for in-person appointments—wear a mask, maintain two meters of physical distance, use hand sanitizer, and stay home if you are unwell.

All student services are available during Keyano business hours: Monday to Friday, 8h30-16h30.

**Accessibility Services:**

Accessibility Services provides accommodations for students with disabilities. Students with documented disabilities, or who suspect a disability, can meet with a Learning Strategist to discuss their current learning barriers and possible accommodations. Students who have accessed accommodations in the past are encouraged to contact us to request them for the semester. Please note that requesting accommodations is a process and requires time to arrange. Contact us as soon as you know you may require accommodations. For accessibility services supports and to book a virtual appointment, please contact [accessibility.services@keyano.ca](mailto:accessibility.services@keyano.ca).

Accessibility Services also provides individual and group learning strategy instruction for all students, as well as technology training and supports to enhance learning. Meet with a Learning Strategist to learn studying and test-taking strategies for online classes. Schedule an appointment with the Assistive Technology Specialist to explore technology tools for learning. Book an appointment today by emailing [accessibility.services@keyano.ca](mailto:accessibility.services@keyano.ca)

**Wellness Services:**

Wellness Services offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. All individual appointments will continue virtually.

Wellness Services welcomes students to participate in any of the virtual group sessions offered throughout the academic year addressing topics including mindfulness and test anxiety.

Individual virtual appointments can be made by emailing [wellness.services@keyano.ca](mailto:wellness.services@keyano.ca).

**Library Services:**

Library Services provides students with research and information supports as they engage in their studies. Library staff are available to support you both virtually and in person throughout the semester. For a detailed list of library supports and services, go to [www.keyano.ca/library](http://www.keyano.ca/library). For any inquiries, please email [askthelibrary@keyano.ca](mailto:askthelibrary@keyano.ca).

Begin your research with the [Library's FIND page](#). Search for sources using OneSearch, the Library's Catalogue, or by searching in a specific database selected from the [A-Z Database List](#).

Individual support with the Information Librarian is available virtually. Appointments can be requested by using the [Book A Librarian online form](#).

Research and Subject Guides are helpful resources when beginning your research or addressing other information needs. To view a subject or course specific guide, go to the Subject Guide webpage [here](#).

To access additional research resources, including Citation Guides (APA, MLA, Chicago, or IEEE), go to the [Research Help Library page](#).

The Loanable Technology collection is available to support students in their online learning pursuits. Items available for borrowing include mobile projectors, webcams, noise cancelling headphones, Chromebooks, and laptops. For an up-to-date list of technology available for borrowing, go to the Library's [Loanable Technology webpage](#).

### **Skill Centre:**

Skill Centre provides academic support services to students registered in credit programs at Keyano College in the form of tutoring, assignment/lab support, writing support groups, facilitated study groups, workshops, and study space. This service is free and is available for all Math, Sciences, Humanities and Trades courses offered at Keyano.

While most courses are being offered online, the Skill Centre will be offering mostly virtual services and in-person sessions as requested. Please email [Skill@keyano.ca](mailto:Skill@keyano.ca) to get in contact with our Academic Content Specialists. The Skill Centre is located in CC-119 at the Clearwater Campus.

For the most up to date information on how to book a session, please view the [Keyano Skill Centre homepage](#).

### **Academic Success Coaching:**

Academic Success Coaching offers you support and access to resources for your academic success to help you to find the Keys to your Success. The Academic Success Coach will work with you to develop an academic success plan, develop your study and time management skills, and connect you with the right resources here at Keyano.

[Academic.success@keyano.ca](mailto:Academic.success@keyano.ca) is the best way to access resources during virtual service delivery. The Academic Success Coach is located in the Skill Centre in CC-119 at the Clearwater Campus.

**E-Learning:**

Technology and internet will impact your online learning experience. It's important that you are able to watch an online video and other course materials, take online quizzes, and participant in a live class with your instructor and other students.

Keyano College operates in a Windows based environment and having the correct tools for online learning is important. Here's a list of recommended system requirements.

**Internet Speed**

Minimum Internet speeds of 5 Mbps.

Recommended Internet speeds of 25 Mbps (especially if you are sharing your internet at home). Check your internet speed with Fast.com.

**System requirements:**

Microsoft Windows	Apple
<p><b>Minimum Requirements:</b></p> <ul style="list-style-type: none"> <li>· A Windows 10 <b>computer/laptop</b></li> <li>· Minimum 4GB of RAM.</li> <li>· 10GB+ available hard drive storage.</li> <li>· Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees.</li> <li>· Microphone, webcam and speakers. A headset with a microphone is recommended.</li> <li>· System updates must be regularly installed.</li> <li>· Anti-Virus / Anti-Malware software</li> </ul>	<p><b>Minimum Requirements:</b></p> <ul style="list-style-type: none"> <li>· A Macintosh (V10.14 and above) <b>computer/laptop</b></li> <li>· Minimum 4GB of RAM.</li> <li>· 10GB+ available hard drive storage.</li> <li>· Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees.</li> <li>· Microphone, webcam and speakers. A headset with a microphone is recommended.</li> <li>· System updates must be regularly installed.</li> <li>· Anti-Virus / Anti-Malware software.</li> </ul>
<p><b>Recommended Requirements</b></p> <ul style="list-style-type: none"> <li>· 8GB of RAM</li> <li>· A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free.</li> </ul>	<p><b>Recommended Requirements</b></p> <ul style="list-style-type: none"> <li>· 8GB of RAM</li> <li>· A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free.</li> </ul>
<p>Chromebooks are <b>not</b> recommended as they are not compatible with testing lockdown browsers.</p> <p>A Microsoft Surface or iPad or iPad Pro may be possible alternatives in some program areas.</p>	



**Specific Department Requirements:**

Business and OA programs require Windows 10.  
Other programs may utilize Windows based tools as well.

**Computer Software**

Students will be able to get access to Microsoft Office 365 for free using Keyano credentials by [clicking here](#).

**Recording of Lectures and Intellectual Property:**

Students may only record a lecture if explicit permission is provided by the instructor or by Accessibility Services. Even if students have permission to record a lecture or lecture materials, students may not share, distribute, or publish any of the lectures or lecture materials, this includes any recordings, slides, instructor notes, etc. on any platform. Thus no student is allowed to share, distribute, publish or sell course related content (instructor, or students) without permission. It is important to recognize that the Canadian Copyright Act contains provisions for intellectual property. The [Academic Integrity Policy](#) provides additional information on Keyano College's expectations from students as members of the intellectual community.

**ITS Helpdesk:**

If you are having issues with your student account, you can contact the ITS Helpdesk by emailing [its.helpdesk@keyano.ca](mailto:its.helpdesk@keyano.ca) or calling 780-791-4965.