**Social Work**

Fall 2022

**SOWK 110A -  Introduction to Human Services and Basic Counselling**
*3 Credits – 3 hours per week*

Course Description

This course will introduce the student to the broad range of opportunities available in the Human Services field. Additionally, the course will introduce the student to basic professional counselling skills, preparing them to enter a professional helping role.

## Instructor

Instructor Name: Donna Pruski
Office location: CC205M
Phone number: 780.791.5128
donna.pruski@keyano.ca

## Office Hours

Monday: 11:00 AM - 12:00 PM
Tuesday: 12:00 PM – 1:00 PM
Wednesday: 3:00 PM – 4:00 PM
Thursday: 4:00 PM– 5:00 PM
Friday: 11:00 AM – 12:00 PM

## Hours of Instruction

Thursday 8:00 AM - 10:50 AM
Room SYNCEN 110

## Required Resources

Corey, M. & Corey, G. (2016). *Becoming a helper (8th* Ed).  Pacific Grove, CA: Brooks/Cole.

## Course Outcomes

This course will introduce students to basic counseling skills and the role of the helping profession in the context of social work practice.

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

- Describe how their values and beliefs impact their practice

- Describe characteristics of effective helpers

- Identify fundamental techniques used in the helping interview

- Identify and understand commonly used mainstream counselling theories

- Identify traditional and contemporary ways of helping and healing

- Demonstrate awareness and understanding of acculturation differences

- Identify differences in communication style

- Demonstrate basic counselling skills and interviewing skills: appropriate use of open and closed questions, paraphrasing, reframing, reflection, summarizing, clarification, confrontation, use of empathy and immediacy.

- Describe the elements of a holistic helping orientation.

This course will touch on topics that may be of a sensitive nature to some participants and may trigger some traumatic memories. Time has been set aside at the end of each day for students to debrief as a class. Debriefing will take the form of discussing the topics objectively and non-judgmentally, in an environment of learning and change. However, it is recommended that a student who continues to experience discomfort in the course, discuss their feelings with the instructor to address any residual issues which may otherwise impact their ability to complete the course or program.

| | |
|---|---|
| Written Assignment: Who am I as a Helper due September 29, 2022 | 20% |
| Midterm Exam October 13, 2022 | 25% |
| Interview assignment due November 17, 2022 | 30% |
| Final Exam TBA (during Exam Period December 8th - 19th) | 25% |
| **TOTAL** | **100%** |

*A grade of C- is required for progression.*

1. **Written Assignments: Who Am I as a Helper?**

   Reflective writing assignments are an opportunity for students to access, analyze, and review their learning and personal growth as they enter the field of Human Services.  The text has questions for that purpose at the end of each chapter.  The questions grow out of the major points developed in the chapter.  Once you have read the chapter, commit yourself to completing the required questions.  Use "I" statements to express your thoughts, feelings, and what knowledge you have gained through your life and within the course.  Your writing should be free flowing. Write whatever comes to mind rather than censoring your thoughts and writing.

   Student will receive written instructions in class.  **Due September 29, 2022**

2. **Midterm Exam**

   This midterm will cover Chapters 1-5 plus any additional material covered in class.  The exam may consist of multiple choice, short answers, long answers and true or false questions. A brief review will be completed in class.  **Due October 13, 2022**

3. **Interview Assignment**

   Students will work in dyads or triads to complete a series of live, video recorded interview sessions. Pairs will be assigned in class.

   Student will receive written instructions in class.  **Due November 17, 2022**

4. **Final Exam**

This exam will cover Chapters 6-10 and Chapters 12 and 13, plus any additional material covered in class.  The exam will consist of multiple choice, true or false questions, short answer and long answers essay questions. **TBD - During Final Exam Period December 8-19,  2022**

**Grading System**

| Descriptor | Alpha Grade | 4.0 Scale | Percent | Rubric for Letter Grades |
|---|---|---|---|---|
| Excellent | A+ | 4.0 | > 92.9 | Work shows in-depth and critical analysis, well developed ideas, creativity, excellent writing, clarity and proper format. |
|  | A | 4.0 | 85 – 92.9 |  |
|  | A- | 3.7 | 80 – 84.9 |  |
| Good | B+ | 3.3 | 77 – 79.9 | Work is generally of high quality, well developed, well written, has clarity, and uses proper format. |
|  | B | 3.0 | 74 – 76.9 |  |
|  | B- | 2.7 | 70 – 73.9 |  |
| Satisfactory **Progression** | C+ | 2.3 | 67 – 69.9 | Work has some developed ideas but needs more attention to clarity, style and formatting. |
|  | C | 2.0 | 64 – 66.9 |  |
|  | C- | 1.7 | 60 – 63.9 |  |
| Poor **Minimum Pass** | D+ | 1.3 | 55 – 59.9 | Work is completed in a general way with minimal support, or is poorly written or did not use proper format. |
|  | D | 1.0 | 50 – 54.9 |  |
| Failure | F | 0.0 | < 50 | Responses fail to demonstrate appropriate understanding or are fundamentally incomplete. |

**Proposed Schedule**:

| Wk | Date | Topics | Assigned reading |
|---|---|---|---|
| 1 | **Sept. 1** | Review of course outline and introduction to the course and textbook. Are the Helping Professions for You? | Chapter 1 |
| 2 | **Sept. 8** | Helper Know Thy Self | Chapter 2 |
| 3 | **Sept. 15** | Knowing Your Values | Chapter 3 |
| 4 | **Sept. 22** | Understanding Diversity | Chapter 4 |
| 5 | **Sept. 29** | **Written Assignment Due** Common Concerns of Beginning Helpers | Chapter 5; Written assignment due in class 20% |
| 6 | **Oct. 6** | The Helping Process | Chapter 6 |
| 7 | **Oct. 13** | **Midterm** | **Midterm exam 25% covers Chapter 1-6** |
| 8 | **Oct. 20** | Theory Applied to Practice | Chapter 7 |
| 9 | **Oct. 27** | Ethical and Legal issues facing Helpers; Confidentiality in Social Work Practice | Chapter 8 |

| 10 | Nov. 3 | Managing Boundary Issues; Review Interview Assignment | Chapter 9 |
|---|---|---|---|
| 11 | Nov. 10 | **Reading Day** | **No Classes** |
| 12 | Nov. 17 | **Interview Assignment Due**<br>Getting the Most From Your Fieldwork and Supervision | Chapter 10 |
| 13 | Nov. 24 | Working With Groups<br>Working in the Community | Chapter 11 & 12 |
| 14 | Dec. 1 | Stress, Burnout and Self-Care | Chapter 13 |
| Final | Dec.8-19 | **Final Exam date TBA** | **Final Exam 25% Covering Chapters 6-13** |

***Please Note:*** *Date and time allotted to each topic is subject to change.*

**Performance Requirements and Student Services**

**Student Responsibilities**

As a student, it is your responsibility to contact the Office of the Registrar to complete the required forms, including the Withdraw Course or Program or a Change of Registration form. Please refer to the important dates listed in the Academic Schedule in the [Keyano College credit calendar](#). The Keyano College credit calendar also has information about Student Rights and the Code of Conduct. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and the Code of Conduct Policies.

**Student Attendance**

Class attendance is helpful for two reasons: First, class attendance maximizes a student's learning experience. Second, attending class is an excellent way to keep informed of matters relating to the course administration (e.g., the timing of assignments and exams). Ultimately, you are responsible for your learning and performance in this course. It is the responsibility of each student to be prepared for all classes. Absent students are responsible for the material covered in those classes, and students must ensure they are ready for their next class, including completing any missed assignments and notes.

**Academic Misconduct**

Students are considered responsible adults and should adhere to the principles of intellectual integrity. Intellectual dishonesty takes many forms:

- Plagiarism or the submission of another person's work as their 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,
- Submitting unchanged work 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. To ensure your understanding of plagiarism, you may be required to complete an online tutorial and submit the certificate of completion.

### Online Learning

Technology and internet connectivity will impact your online learning experience. You may be required to watch online videos, take online quizzes, or participate in live online classes. Live/virtual courses will be hosted in Microsoft Teams or Zoom. For all course delivery types, you will access your course resources on Keyano's learning management system: Moodle (iLearn). Login in using your Keyano username and password. Keyano College operates in a Windows-based environment, and having access to the correct tools for online learning is essential. Here's a list of recommended system requirements.

### Internet Speed

Minimum download and upload speeds of 10 Mbps. Recommended download speeds of 25 Mbps and upload speeds of 10 Mbps (if you are sharing your internet at home). You can check your internet speed with Speedtest by Ookla.

### Computer System Requirements

| Microsoft Windows | Apple (Mac) |
|---|---|
| **Minimum Requirements:**<br>1. Windows 10 Operating System or above<br>2. 4GB of RAM<br>3. 10GB available hard drive storage space<br>   a. Install the Microsoft Office 365 suite (~3GB) *<br>4. Microphone, webcam, and speakers (All modern laptops have these three accessories built-in.)<br>5. Windows has built-in anti-virus/malware software. It is essential to install system updates to keep your device secured regularly.<br><br>*Microsoft Office 365 is free to Keyano students. | **Minimum Requirements:**<br>1. Mac Operating System 10.14 (Monterey) or above<br>2. 4GB of RAM<br>3. 10GB available hard drive storage space<br>   a. Install the Microsoft Office 365 suite (~3GB) *<br>4. Microphone, webcam, and speakers (All modern laptops have these three accessories built-in.)<br>5. Mac has built-in anti-virus/malware software. It is important to install system updates to keep your device secured regularly.<br><br>*Microsoft office 365 is free to Keyano students. |
| **Recommended Upgrades**<br><br>• 8GB of RAM<br><br>• Regularly back up or synchronize your files, locally or with a cloud-based storage option.<br><br>OneDrive is the cloud-based storage option free to students after the setup of KeyanoMail and Microsoft 365. | **Recommended Upgrades**<br><br>• 8GB of RAM<br><br>• Regularly back up or synchronize your files locally or with a cloud-based storage option.<br><br>OneDrive is the cloud-based storage option free to students after the setup of KeyanoMail and Microsoft 365. |
| Tablets, iPads and Chromebooks are **not** recommended: they may not be compatible with the testing lockdown browsers and Microsoft Office 365. | |

### Specific Department Requirements

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

**Computer Software**

Students have access to Microsoft Office 365 and Read & Write for free using Keyano credentials.

**Recording of Lectures and Intellectual Property**

Students may only record a lecture if explicit permission is provided by the instructor or 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 course 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 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 have issues with your student account, you can contact the ITS Helpdesk by emailing its.helpdesk@keyano.ca or calling 780-791-4965.

**COVID-19** We are subject to provincial, and municipal bylaws, and policies. These decisions may change pending further direction from the Alberta Chief Medical Officer, Alberta Health Services, and other provincial guidelines. To protect yourself and others, get immunized, wash your hands, wear a mask, keep your distance (2m/6 ft) and remain home when feeling unwell. For the most recent COVID-19 information, please refer to albertahealthservices.ca/COVID.

**Specialized Supports** The Student Services Department is committed to Keyano students and their academic success. There is a variety of student support available at Keyano. All student services are available during Keyano business hours: Monday to Friday, 8:30 a.m. to 4:30 p.m. The College is closed on statutory holidays. If you require support outside of regular business hours, please inform the support service team, and they will do their best to accommodate your needs.

**Accessibility Services** provides accommodations for students living with disabilities. Students with documented disabilities or who suspect a disability can meet with an Access Strategist to discuss their current learning barriers and possible accommodations. Students who have accessed accommodations in the past are encouraged to contact the department to request accommodations for the following semester. Please note that requesting accommodations is a process and requires time to arrange. Contact the department as soon as you know you may require accommodations. For accessibility supports and disability-based funding, please book an appointment by emailing us at: accessibility.services@keyano.ca.

Accessibility Services also provides individual and group learning strategy instruction for all students and technology training and support to enhance learning. You can meet with an Access Strategist to learn studying and test-taking strategies. In addition, you can schedule an appointment with the Assistive Technology Specialist to explore technology tools for learning. Book an appointment today by emailing: accessibility.services@keyano.ca

**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 provide a safe and confidential environment for you to seek help with personal concerns. Our Wellness Navigator offers support with basic needs such as housing, financial and nutritional support, and outside referrals when needed. Wellness Services welcomes students to participate in group sessions that address topics including mindfulness and test anxiety throughout the academic year. Individual appointments can be made by emailing wellness.services@keyano.ca.

**Library Services:** provides students with research, information, and education technology supports as they engage in their studies. Library staff are available to help you online and in person throughout the semester. Librarians offer individual and small group appointments booked using the online [Book A Librarian calendar](). The Library also provides research and subject guides to help you with your studies. To view a subject or course-specific guide, check out the complete list of online [Subject Guides](). To start your research and access citation guides (APA, MLA, Chicago, or IEEE), visit the [Research Help page](). The Library's collections (including print and online materials) are searchable using OneSearch. The Library offers a Loanable Technology collection to support students accessing and using technology. For an up-to-date list of technology available for borrowing, visit the Library's [Loanable Technology webpage](). For a detailed list of library resources and services, go to [www.keyano.ca/library](). For all inquiries, please email [askthelibrary@keyano.ca]() or [chat with us online]().

**Academic Success Centre:** The Academic Success Centre at Keyano College (CC-119) provides **free** academic support services to registered students, such as tutoring, writing support, facilitated study groups, workshops, and study space. Academic Content Specialists are available in Mathematics, Science, Trades, Power Engineering, Upgrading/College Prep, Human Services, English, Humanities, and more. Students are encouraged to visit the Academic Success Centre to discuss study strategies and academic concerns. For additional information, please email [Academic.Success@keyano.ca]().

**Academic Success Coach:** The Academic Success Coach is located in the Academic Success Centre and works with students to develop academic success plans, time management skills, study strategies, and homework plans. For additional information, please email [Academic.Success@keyano.ca]().
965.