

COURSE OUTLINE			
TERM: Fall 2024		COURSE NO: HCA 106	
INSTRUCTOR:		COURSE TITLE: Personal Care and Assistance	
OFFICE:	LOCAL:	SECTION NO:	CREDITS: 3.0
EMAIL:	@capilanou.ca		
OFFICE HOURS:			
COURSE WEBSITE:			

Capilano University acknowledges with respect the Lil'wat7úl (Lil'wat), xʷməθkʷəy̓əm (Musqueam), shíshálh (Sechelt), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) people on whose territories our campuses are located.

COURSE FORMAT

20 x 6.5 instructional hours, in person and/or online, see elearn and HCA student manual for details. Minimum 120 instructional hours.

COURSE PREREQUISITES/CO-REQUISITES

None

CALENDAR DESCRIPTION

This practical course offers students the opportunity to acquire personal care and assistance skills within the parameters of the HCA role. The course comprises class and supervised laboratory experiences, which assist the student to integrate theory from other courses to develop caregiver skills that maintain and promote the comfort, safety, and independence of clients in community and facility contexts.

REQUIRED TEXTS AND/OR RESOURCES

Wilk, M. J., (2022) *Sorrentino's Canadian Textbook for the Support Worker* (5th ed.). Elsevier: Toronto, Ontario. This is bundled with a workbook.

Murray, K. (2020) *Integrating a Palliative Approach: Essentials for Personal Support Workers* [Textbook] (2nd ed.). Life and Death Matters: Victoria, BC

Murray, K. (2020) *Integrating a Palliative Approach: Essentials for Personal Support Workers* [Workbook] (2nd ed.). Life and Death Matters: Victoria, BC

COURSE STUDENT LEARNING OUTCOMES

On successful completion of this course, students will be able to do the following:

1. Perform personal care skills in an organized manner ensuring the comfort and appropriate independence of the client:
 - Organize and implement care according to client needs.
 - Encourage independence of the client as much as possible.
 - Encourage client communication and engagement during personal care.
 - Maintain client privacy and dignity.
 - Assist the client with personal hygiene and grooming.
 - Assist the client with movement and ambulation.
 - Use aids to promote comfort, relaxation, and sleep.
 - Take and record vital signs accurately (temperature, pulse, respirations).
 - Assist the client with eating and drinking.
 - Assist the client with medication as per the client's care plan. (HCAs are not permitted to administer medication by any method without regulated health professional authorization).
 - Provide specialized, sensitive care for the dying client in line with palliative care principles.

2. Apply an informed problem-solving process to the provision of care and assistance:
 - Observe the client and situation.
 - Observe for changes in the client's health status.
 - Identify priorities for care within the care plan.
 - Use appropriate health care team members as resources to augment one's own problem-solving and decision-making.
 - Follow the care plan for each client.
 - Conduct caregiving or assisting activities.
 - Reflect on and evaluate effectiveness of care or assistance.
 - Carry out recording requirements.
 - Use creativity and flexibility when required to adapt care and assistance to a variety of contexts.

3. Provide personal care and assistance within the parameters of the HCA role:
 - Comply with the legal parameters of practice for the HCA role.
 - Collaborate with other members of the health care team.
 - Use appropriate lines of communication.
 - Demonstrate dependability, reliability, honesty, and integrity.
 - Adhere to the client's activities of daily living (ADL) and care plan.

4. Provide care and assistance in ways that maintain safety for self and others in a variety of contexts:
 - Wear safe and appropriate clothing, including identification.
 - Observe the environment prior to commencing care.
 - Adjust the environment, as appropriate, to ensure safety and promote efficiency.

- Organize time and equipment for safety and efficiency.
- Adhere to the principles of body mechanics.
- Adhere to the principles of medical asepsis and infection-control practices.
- Recognize and make wise choices in situations of potential risk to self or others.
- Exhibit flexible and adaptable behaviour in a variety of contexts.
- Recognize and respond appropriately to emergency situations.

COURSE CONTENT

NOTE: All skills are taught in such a way that recognizes all care contexts (complex care, community care, and acute care).

Care Activities

The care activities in the skills list below include both tasks and restricted activities.

Tasks: care activities that HCAs are educated and trained to perform as part of their assigned HCA role.

Restricted activities: higher-risk care activities outlined in health professional regulations that an HCA cannot perform without authorization by a regulated health professional (such as a registered nurse). This process requires client-specific delegation and is limited by the boundaries permitted by legislation and the regulated health professional's regulatory college.

Problem-Solving When Carrying Out Caregiving Procedures

- Planning and implementing care based on the client's needs, the established care plan, and agency policies.
- Observing the client and the situation prior to commencing care.
- Identifying unsafe environments or situations.
- Establishing priorities for care with consideration to client acuity.
- Seeking assistance, if necessary, to maintain the safety of the client and the care provider.
- Organizing equipment and supplies to efficiently complete care activities.
- Checking equipment for safety and functionality.
- Reporting equipment malfunction.
- Performing the procedure(s).
- Maintaining client privacy and dignity.
- Encouraging independence and self-care as much as possible.
- Cleaning equipment after use and returning to appropriate place.
- Tidying the client's environment.
- Evaluating effectiveness of the procedure and care.
- Reporting and recording actions, results, and observations.
- Responding appropriately to emergency situations.

Asepsis and Prevention of Infection

- Microorganisms and the spread of infection.
- Principles and practice of medical asepsis.
- Routine practices.
- Hand washing.

- Gloving.
- Isolation precautions.
- Doffing and donning personal protective equipment (PPE).

Promoting Comfort and Rest

- Admitting a client to a facility.
- Promoting comfort, rest, and sleep.

Promoting Personal Hygiene

- Oral hygiene.
- Bathing — bed bath, tub baths, and showers.
- Providing perineal care.
- Assisting with grooming and dressing (e.g., hair care, shaving, changing clothing).
- Morning and evening care.
- Back massage and skin care.
- Using pressure relieving devices.

Moving, Positioning, and Transferring a Client

- Body mechanics.
- Turning and moving a client in a hospital or regular bed.
- Using positioning devices.
- Transferring a client to a stretcher.
- Moving a client to the side of a bed and assisting them to sit.
- Transferring a client from a bed to a chair or wheelchair and back.
- Transferring a client from a wheelchair to a bath chair or toilet.
- Using mechanical lifts including ceiling lifts.
- Cleaning of equipment.

Bedmaking

- Making a closed bed.
- Making an open bed.
- Making an occupied bed.

Promoting Exercise and Activity

- Bed rest.
- Assisting with ambulation.
- Assisting with walking devices, especially safe use of walkers with resting seats.
- Assisting with wheelchairs.
- Dealing with falls.

Assisting with Dietary Intake

- Serving meals in ways that encourage normalizing interactions.
- Assisting clients with eating and drinking.
- Using appropriate techniques and strategies to safely assist individuals experiencing difficulty biting, chewing, or swallowing.
- Using adaptive utensils.

- Observing and recording intake and output.

Promoting Urinary and Bowel Elimination

- Using bedpans and urinals.
- Toileting techniques.
- Using commodes.
- Assisting the client with urinary and bowel incontinence.
- Using urinary incontinence products.
- Assisting the client with condom catheter drainage.
- Assisting the client with an established catheter (must have client-specific delegation from a regulated health professional to perform any restricted activities).
- Emptying drainage bags.
- Collecting urine specimens.
- Factors affecting bowel elimination.
- Assisting with bowel training.
- Administering enemas and suppositories (must have client-specific delegation from a regulated health professional to perform any restricted activities).
- Assisting the client with an established ostomy (must have client-specific delegation from a regulated health professional to perform any restricted activities).
- Collecting stool specimens.

Hand and Foot Care

- After assessment of the client by a regulated health professional, HCAs may assist with hand and foot care tasks limited to:
 - Observing for any changes and reporting to the supervisor.
 - Nail clipping for clients without chronic diseases like diabetes without swollen feet, without compromised skin, or without compromised nail integrity.
 - Soaking, massaging, and applying lotion to hands and feet as per the care plan.

Compression Stockings

- After assessment of the client by a regulated health professional, HCAs may apply and remove compression stockings as per the care plan.
- Wash and dry stockings as per care plan.

Measuring Vital Signs

- Measuring height and weight.
- Measuring body temperature.
- Monitoring pulse and respirations.
- Being familiar with differing types of equipment.
- Reporting and recording vital signs.

Heat and Cold Applications

- Knowing policies and procedures of facility or agency.
- Theory of heat and cold applications.
- Safety considerations and checks.

Medications

General Information Regarding Medications

- Types of medications (capsules, tablets, ointments, suppositories, liquids, drops, inhalers).
- Common abbreviations used with medications.
- Critical “rights” of assisting with medications.
- Reading medication labels.
- Roles and responsibilities, legal implications of actions.
- Observing the client for unexpected effects (recognizing what is not normal for the client and reporting it).
- Individual’s right to refuse medication.
- Documentation as required by the care plan.

Medication Assistance

Medication assistance includes activities taught in the HCA curriculum that an HCA could perform if assigned by a regulated health professional and as indicated in the client’s health care plan, for a client who is able to direct their own care. These include:

- Reminding the client to take their medication.
- Reading the medication label to the client.
- Providing the medication container to the client.
- Opening blister packs or dosettes.
- Loosening or removing container lids.
- Recapping the device or closing the medication container or bottle.
- Placing the medication in the client’s hand.
- Steadying the client’s hand while the client places medications in their mouth or administers their own eye drops, nasal sprays, or other medication.
- Using an enabler (such as a medicine cup, spoon, or oral syringe) to assist the client in getting the medication into their mouth.
- Supervising clients during self-administration.
- Providing the client with water or other fluids for rinsing the client’s mouth or to help them swallow medication.

Medication Administration

Medication administration includes restricted activities taught in the HCA curriculum that an HCA could *only* perform if delegated by a regulated health professional to perform for a specific client, and as indicated in the client’s care plan. These include:

- Applying a transdermal patch.
- Administering prescription ear or eye drops.
- Inserting a rectal suppository or enema.
- Applying a prescription cream or ointment.

Dispensing, compounding, and administering medication are considered **restricted activities** in British Columbia. Restricted activities are performed by regulated health professionals, such as registered nurses and licensed practical nurses, who have the restricted activity outlined in their profession-specific regulation.

A regulated health professional (registered nurse) *may* in some circumstances, through delegation to a specific individual, authorize an HCA to perform medication administration for a specific client, within the boundaries permitted by legislation and the regulated health professional's regulatory college, as well as the education, training, and competency of the individual HCA.

Assisting with Oxygen Needs

- General precautions for the safe use of oxygen.
- Application and removal of nasal prongs.
- Dealing with oxygen tubing.
- Recognizing oxygen concentrators, tanks (compressed oxygen), and liquid oxygen.
- Turning on and off the nebulizer.

A regulated health professional must authorize an HCA to make any adjustments to oxygen, as administering oxygen is a restricted activity.

Home Management

- Applying agency policies and procedures.
- Observing the home for safety risks (for client and caregiver).
- Fire hazards and safety precautions.
- Maintaining safety and medical asepsis in the home setting.
- Using common cleaning agents, following Workplace Hazardous Materials Information Systems (WHMIS) plan.
- Using body mechanics in a home environment.
- Dealing with emergencies in the home.
- Community resources and supports.

EVALUATION PROFILE

To achieve credit in this course a student must:

1. Identify relevant information from a case study and perform the appropriate care skills in a correct and professional manner, while being directly observed by the instructor for the purpose of being evaluated.

A rubric will be used to ensure the critical elements have been achieved. If the student is unsuccessful at demonstrating the critical elements of the skills, one retest will be permitted.

2. Achieve a minimum average of 70% on the three quizzes.

GRADING PROFILE

Credit/No Credit

Incomplete Grades

Grades of Incomplete "I" are assigned only in exceptional circumstances when a student requests extra time to complete their coursework. Such agreements are made only at the request of the student, who is responsible to determine from the instructor the outstanding requirements of the course.

Late Assignments

Assignments are due at the beginning of the class on the due date listed. If you anticipate handing in an assignment late, please consult with your instructor beforehand. Marks will be deducted for the late submission of assignments. The penalty for a late submission is 10% for each day. All assignments must be submitted in order to receive credit for the course.

Missed Exams/Quizzes/Labs etc

Make-up exams, quizzes and/or tests are given at the discretion of the instructor. They are generally given only in medical emergencies or severe personal crises. Some missed labs or other activities may not be able to be accommodated. Please consult with your instructor. Accommodations can be made to honour community needs or traditional practices.

Attendance

Students are expected to attend all classes and associated activities. A student who misses 10% of classes will be placed on Program Probation pending a faculty review, and may not receive credit for this course. If you are ill or caring for someone who is ill and/or need to self-isolate, please contact the instructor so that we can ensure that you are able to complete the course. See also the student manual regarding attendance, which applies to all courses in the HCA program.

English Usage

All assignments are marked for correct English usage, proofreading, and formatting. At the instructor's discretion, any assignment not reaching these standards may be returned for revision and resubmission.

Electronic Devices

Cell phones must be turned to vibrate or silent mode during class sessions unless being used as part of an in-class activity. Students that use their phones to call or text in class will be given one warning. If this behaviour continues, instructors may ask the student to leave the class. Students will receive a written warning that will go on their file. Use of cell phones during tests could be construed as cheating and the student may receive a score of zero. For privacy issues, no photographs can be taken in class, lab or clinical without the instructor's permission.

On-line Communication

Students in the HCA program are expected to check their Cap email at least once per day. Instructors will use this email address for important program and course related communications. Students must respond to the instructors using **only** their Cap email. Emails from personal email addresses will not be accepted.

UNIVERSITY OPERATIONAL DETAILS**Tools for Success**

Many services are available to support student success for Capilano University students. A central navigation point for all services can be found at: <https://www.capilanou.ca/student-services/>

Capilano University Security: download the [CapU Mobile Safety App](#)

Policy Statement (S2009-06)

Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Academic Integrity, Academic Probation and other educational issues. These and other policies are available on the University website.

Academic Integrity (S2017-05)

Any instance of academic dishonesty or breach of the standards of academic integrity is serious and students will be held accountable for their actions, whether acting alone or in a group. See policy and procedures S2017-05 Academic Integrity for more information:

<https://www.capilanou.ca/about-capu/governance/policies/>

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Integrity Procedures.

Academic dishonesty is any act that breaches one or more of the principles of academic integrity. Acts of academic dishonesty may include but are not limited to the following types:

Cheating: Using or providing unauthorized aids, assistance or materials while preparing or completing assessments, or when completing practical work (in clinical, practicum, or lab settings), including but not limited to the following:

- Copying or attempting to copy the work of another during an assessment;
- Communicating work to another student during an examination;
- Using unauthorized aids, notes, or electronic devices or means during an examination;
- Unauthorized possession of an assessment or answer key; and/or,
- Submitting of a substantially similar assessment by two or more students, except in the case where such submission is specifically authorized by the instructor.

Fraud: Creation or use of falsified documents.

Misuse or misrepresentation of sources: Presenting source material in such a way as to distort its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; misrepresenting or manipulating research findings or data; and/or suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.

Plagiarism: Presenting or submitting, as one's own work, the research, words, ideas, artistic imagery, arguments, calculations, illustrations, or diagrams of another person or persons without explicit or accurate citation or credit.

Self-Plagiarism: Submitting one's own work for credit in more than one course without the permission of the instructors, or re-submitting work, in whole or in part, for which credit has already been granted without permission of the instructors.

Prohibited Conduct: The following are examples of other conduct specifically prohibited:

- Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer, or collecting the graded work of another student from a stack of papers);
- Falsifying one's own and/or other students' attendance in a course;
- Impersonating or allowing the impersonation of an individual;
- Modifying a graded assessment then submitting it for re-grading; or,
- Assisting or attempting to assist another person to commit any breach of academic integrity.

Sexual Violence and Misconduct

All Members of the University Community have the right to work, teach and study in an environment that is free from all forms of sexual violence and misconduct. Policy B401 defines sexual assault as follows:

Sexual assault is any form of sexual contact that occurs without ongoing and freely given consent, including the threat of sexual contact without consent. Sexual assault can be committed by a stranger, someone known to the survivor or an intimate partner.

Safety and security at the University are a priority and any form of sexual violence and misconduct will not be tolerated or condoned. The University expects all Students and Members of the University Community to abide by all laws and University policies, including B.401 Sexual Violence and Misconduct Policy and B.401.1 Sexual Violence and Misconduct Procedure (found on Policy page <https://www.capilanou.ca/about-capu/governance/policies/>)

Emergencies: Students are expected to familiarise themselves with the emergency policies where appropriate and the emergency procedures posted on the wall of the classroom.

DEPARTMENT OR PROGRAM OPERATIONAL DETAILS

Vision Statement

Graduates of the Health Care Assistant program achieve a competent level of practice as an entry-level care provider. Graduates use a caring, problem-solving approach to provide care giving assistance that promotes the physical, psychological, social and spiritual well-being of the client and resident. The graduates are able to communicate effectively with clients, residents, family members and the health team.

AI Use in the HCA Department

- The use of generative artificial intelligence tools is strictly prohibited in all course assignments unless explicitly stated otherwise by the instructor in this course. This includes ChatGPT and other artificial intelligence tools and programs. .
- Students are permitted to use artificial intelligence tools, including generative AI, to gather information, or review concepts. However, students are ultimately accountable for the work they

submit, and any content generated or supported by an artificial intelligence tool must be cited appropriately. Please speak with your instructor if you are unsure about AI use in your coursework.

- Students are permitted to use AI tools for formative work such as gathering information or brainstorming but may not use it on any assessed work or final submissions.
- ***Use of AI tools is not permitted during midterm exams and final exams in this course.***

Punctuality

Punctuality is essential in both classroom courses and practicum given the professional nature of the program. Please see the Punctuality and Attendance Policy in the HCA Student Manual.

Professionalism

All students are expected to maintain the program's standards of academic achievement and professional behaviour as described in the HCA Student Manual.