



Student Handbook

Academic Year 2018 – 2019

2018 – 2019

Health Care Aide

This handbook is designed to assist you in meeting your career goals to help ensure that your learning experience at NorQuest College is a positive one. We would appreciate any feedback that you can provide to your instructor about your learning experience and about the Program. Your comments will help us continue to provide quality education for our students. Once again, we wish you every success in achieving your career goals!

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Table of Contents

Introduction to the Health Care Aide Program	1
Message from the Dean’s Office	1
Message from the Instructional Team	1
Mission, Vision and Values	1
Mission	1
Vision	1
Values	1
NorQuest College Phone Numbers	2
Student Service Locations	2
HCA Department Office Information.....	3
Contact Information for Students	3
Course Instructor (HCA Office).....	3
Program Administration (HCA Office)	3
Program Chair (HCA Office)	4
Student Mentor (HCA Office)	4
Office of the Registrar (Main Floor, HT)	4
Student Navigator (Office of the Registrar, Main Floor, HT).....	5
Centre for Growth and Harmony (Nurses’ Office 1-101, Main Floor, SCFL)	5
Technical Support (Tutorial Centre, 2 nd Floor, SCFL)	5
Student Services	5
Lockers	6
Parking	6
Transportation Options	6
Release of Personal Information	7
Changes to Personal Information.....	7
Student Rights and Responsibilities	7
Student Rights.....	7
Student Responsibilities	8
Health Care Aide Program Information	9
Program Overview.....	9
Program Learning Outcomes.....	10
Program Materials	10
Program Assessment	10
Process of Evaluation.....	10
Grading System	11
Clinical Performance Assessment.....	11

Course Final Exams	11
Student Progress Notes.....	11
Lab Practice.....	12
Lab Safety.....	13
Dress Code for Lab and Clinical Settings.....	13
Uniforms	13
Footwear.....	13
Personal Hygiene and Grooming.....	14
Jewellery.....	14
Services to Students with Disabilities.....	14
Program Evaluation	14
Health Care Aide Clinical Practicum Information	15
Clinical Outcomes.....	15
Integrated Clinical Practicum I (Supportive Living (SL))	15
Integrated Clinical Practicum II (Long term Care (LTC))	18
Clinical Practicum Requirements.....	21
Clinical Checklist	22
Safe Clinical Practice.....	22
Clinical Expectations	23
Coffee and Lunch Breaks.....	23
Workers' Compensation Board (WCB) Coverage for Students.....	23
Program Standard Practices and Procedures	24
Emergency Procedures.....	24
Evacuation and Lockdown	24
Elevators.....	25
Exiting Procedures.....	25
Training Drills	25
Questions and Information	26
Student General Conduct	26
Classroom Conduct.....	27
Scent-Free Environment.....	27
Examinations.....	28
Exam Proctor.....	28
Missed Exams	29
Late Arrival to an Exam.....	29
Exam Deferrals	29
Identification for an Exam	29
Academic Honesty	29

Release of Exam Marks	30
Exam Protocol.....	30
Attendance.....	31
Mandatory Attendance	31
Absence Notification	31
Academic Performance and Learning Improvement Plans	31
Student Mentor.....	32
Program Completion	32
Withdrawal from Program.....	33
Student Appeals.....	33
Convocation	34
Obtaining HCA Credentials.....	34
Transcripts	37
Official Student Transcript	37
Unofficial Transcript.....	37
Release of Personal Information	37
Student Identification Cards	38
MyQuest/MyMail.....	38
Technical Support	39
Community Resources	39
NorQuest College Policies and Procedures.....	39
Health Care Aide Pledge	40

Introduction to the Health Care Aide Program

Message from the Dean's Office

Welcome to NorQuest College! We are very pleased that you have chosen NorQuest College as the starting point for your Health Care Aide (HCA) career. At NorQuest College, you will find highly qualified HCA instructors, an effective provincial curriculum, and a supportive learning environment. As a graduate of the NorQuest College HCA Program, you will have a skill set that is in demand across the province, country, and worldwide.

This is a challenging program. You can expect to study and work hard. When you graduate and become employed as an HCA, you will have the opportunity every day to make a difference in someone's life.

This year, we move into our new Singhmar Centre for Learning (SCFL). We retrofitted the old tower and now call it Heritage Tower (HT).

Message from the Instructional Team

Congratulations on your decision to pursue a career as an HCA through the NorQuest College HCA Program. The instructional team and Program staff wishes you success in reaching your goals.

Mission, Vision and Values

Mission

The HCA Program offers accessible, outcome-based, adult education, which prepares students for employment and careers development in the health care sector.

Vision

The HCA Program has a reputation for the following:

- Excellence in education
- A variety of program delivery options
- Market-driven, innovative programming
- High employer demand for graduates

Values

These values guide our actions and decisions as we fulfill our mandate and achieve our mission:

We value people

- We treat students with fairness and respect
- Our staff members are highly qualified and committed to students success

We value learning

- Our programs and services are accessible and responsive
- We promote lifelong learning for our students and staff
- We provide an enabling and inspiring learning environment

We value our role in the learning system

- Our program area and student support and development provide a foundation for success
- Innovative delivery models and partnerships enhance the Program and services

NorQuest College Phone Numbers

NorQuest College Main Line	780-644-6000
NorQuest College Toll Free Line.....	1-866-534-7218
Computer Commons	780-644-6085
Counseling Services.....	780-644-6130
Centre for Growth & Harmony (Health Services)	780-644-6155
Library and Information Services.....	780-644-6070
Student Services	780-644-6130
Office of Student Judicial Affairs.....	780-644-6490
Students' Association.....	780-644-6250

Student Service Locations

Library (Tutorial Centre)	2 nd Floor, SCFL
Bookstore.....	1-091, Main Floor, SCFL
Student Association	1-114, Main Floor, SCFL
Office of the Registrar.....	Main Floor, HT
Centre for Growth & Harmony (Nurse's Office).....	1-101, Main Floor, SCFL
Counselling Services (includes Social Workers)	1-101, Main Floor, SCFL
Office of Student Judicial Affairs.....	OSJA@norquest.ca

HCA Department Office Information

Location:	Room B107 Health Education Centre 102 Ave 10704 – 102 Avenue Edmonton, AB
Mailing Address:	10215 – 108 Street Edmonton, AB T5J 1L6
Phone Numbers:	Reception: 780-644-6370 Fax: 780-644-6384

Contact Information for Students

Course Instructor (HCA Office)

The course instructor is responsible for the following activities:

- Course and exam schedule
- Monitoring and recording student progress
- Entering grades into the College system
- Responding to student questions pertaining the course
- Approving final course grades
- Ensures student accommodations are in place

You should contact the course instructor for the following:

- Questions about the program content and materials, including exams
- Questions regarding grades
- Course and classroom policies and procedures
- Request for exam deferrals
- Missing class or lab days
- Grade issues

Program Administration (HCA Office)

Program administrative staff is responsible for the following:

- Maintaining Student records and database updates
- Maintaining Program information
- Ensuring your clinical requirements are removed from the checklist
- Letters required for attendance, rent subsidies, etc.

You should contact Program administrative staff for the following:

- If you are having difficulty contacting a faculty member
- If you wish to make an appointment with the Program Chair
- General program information
- If you require a letter stating your enrolment

Program Chair (HCA Office)

The Program Chair is responsible for the following:

- Overseeing all program activities
- Program staff and program evaluation
- Assignment of faculty and program staff
- Program policies
- Ensures clinical requirements are completed

You should contact the Program Chair for the following:

- Concerns about the Program or curriculum
- Concerns about exams
- Issues not satisfactorily addressed by other program faculty or staff
- Issues with clinical requirements

Student Mentor (HCA Office)

The Student Mentor is responsible for the following:

- One-on-one remedial assistance for theory/labs/clinical
- HCA Re-Entry Course (XHLT 1110)

You should contact the Student mentor for the following:

- Concerns about your progress in the Course

Office of the Registrar (Main Floor, HT)

The Office of the Registrar is responsible for the following:

- Registering students into the Program
- Updating student information
- Course fees
- Maintaining student records
- Posting grades on PeopleSoft
- Auditing student records for Graduation

You should contact the Office of the Registrar for the following:

- Program/course registration issues
- Paying tuition and fees

Student Navigator (Office of the Registrar, Main Floor, HT)

The Student Navigator is responsible for the following:

- Advises and assists students in setting career goals, academic abilities, etc.
- Advises and assists students in study requirements and tutoring needs
- Refers students to campus resources (counselling, financial assistance)

You should contact the Student Advisor for the following:

- Guidance regarding the program, student goals, and re-entering the program
- Have questions or need assistance in accessing Campus resources

Centre for Growth and Harmony (Nurses' Office 1-101, Main Floor, SCFL)

The Health Services Office is responsible for the following:

- Ensuring immunizations are complete and entered into PeopleSoft

You should contact Health Services for the following:

- Bring in your Immunization Form and help with immunization questions (Note: The Health Services area does not give immunizations).

Contact the Health office by phone at 780-644-6155 or e-mail healthservices@norquest.ca

Technical Support (Tutorial Centre, 2nd Floor, SCFL)

The Computer Commons is responsible for the following:

- Assisting students having difficulties accessing the College website, MyMail, MyQuest, Moodle

You should contact Computer Commons for the following:

- All issues regarding the College website, MyMail, MyQuest, Moodle
- Your password has timed-out

Contact Computer Commons by phone at (780)644-6085

Student Services

Student Services is responsible for the following:

- All services students require during their time at NorQuest

You should contact Student Services for the following:

- Learning Supports (as early as possible)
- Library
- Safety and Wellness
- Assessments
- Exam accommodations
- Counseling
- Financial Aide

Contact Student Services by phone at (780)644-6130

Lockers

Lockers are available for registered students. You must register for a locker at the NorQuest College Bookstore. There is a non-refundable fee charged each term for lockers. Rentals are first come/first served. You must renew your locker rental every term.

You must empty your locker prior to your final practicum. Non-registered lockers have the lock cut and the contents removed and discarded.

Parking

College parking is for staff use from Monday to Friday, 7:00 am – 5:0 pm. Unauthorized vehicles parked in these lots during this time are towed at the owner's expense.

Limited weekday, daytime parking is available in Lot G for a cost. Register your vehicle at the College bookstore. Students with disabilities can make special parking arrangements. Parking is available at various public lots near the Downtown campus. Students are responsible for finding their own long-term parking in other parking lots.

Paid street parking is available and you make payment at the various ePark meters situated around the College perimeter. Parking Enforcement monitors street parking regularly. The College does not make change for parking meters.

Evening and weekend parking is available for a flat fee. Evening is after 5:00 pm and in Lots E and G across from Heritage Tower.

Transportation Options

NorQuest College encourages the use of public transportation. NorQuest College is easily accessible by Edmonton Transit. Bus stops are within walking distance of the downtown campus. The City of St. Albert, Spruce Grove, and Sherwood Park also stop at some of these bus stops. The LRT Corona station is at Jasper and 107th Street.

Students can purchase bus passes and tickets at the NorQuest College Bookstore. Monthly bus passes are for sale from the 23rd of each month. A valid student ID is required for the purchase of the student monthly pass. Eligible full-time students are enrolled automatically in the U-Pass program.

Release of Personal Information

The College will not release your personal information. The College will not discuss your information with family members or anyone else said to represent you, unless you provide the College with specific written permission. This written permission must include the person's name and the type of information to release.

Changes to Personal Information

If your personal information changes (i.e. name change, address change, etc.), inform the Office of the Registrar and the program area. You may change the information on MyQuest. You are responsible for ensuring that the College has your appropriate documentation in a timely manner. Even after you complete the Program, you should update the College if you change your information to ensure you receive all alumni information.

Student Rights and Responsibilities

NorQuest College is committed to maintaining high standards of academic performance and integrity, as well as appropriate non-academic conduct in order to foster a learning environment conducive to the personal, educational, and social development of its students. As members of the NorQuest learning community, we invite students to participate fully in an environment that is genuinely respectful, inclusive, engaging, and supportive.

To ensure that all members of the NorQuest community benefit equally from the maintenance of a positive learning environment, the College has adopted a statement of student rights and responsibilities. It intends to act as a guide to effective community membership. The statement also informs the development and implementation of student related policies, procedures, and practices governing student conduct at NorQuest College.

Student Rights

Students have the right to:

- an educational environment that is safe, secure and conducive to learning, and that protects students from discrimination, harassment, indignity, or injury.
- the protection of their privacy according to College policy and existing privacy legislation.

- reasonable and legitimate access to statements of College policies and procedures.
- due process and procedural fairness in any investigation of alleged improper student conduct or alleged violations of College Policy.
- freedom of inquiry, expression, belief, political association, and assembly, provided that they are lawful, and do not interfere with the rights of others or with the effective operation of the College or violate College policy.
- reasonable and legitimate access to College buildings and facilities.
- membership in an independent Students' Association, and to participation in its governance and activities, subject only to its by-laws.
- timely and accurate information about the content and requirements of their courses and programs.
- the availability of their instructors for assistance outside of scheduled class periods at mutually agreeable times and through mutually acceptable modes of communication.
- reasonable and supervised access to their official records as contained in their permanent file.
- consult any written submission for which a mark has been assigned and to discuss the submission with the examiner.
- request an impartial review of any grade.

Student Responsibilities

Students have a responsibility to:

- assist in making the College learning community respectful, safe, and inclusive by personally refraining from and discouraging in others, conduct that threatens or endangers the health, safety, well-being, or dignity of any person.
- exercise their rights and freedoms with integrity, respectful for the rights of others, and acceptance of accountability for their words and actions whether acting individually or as a member of a group.
- abide by all relevant College policies and participate in related procedures, as required.
- familiarize themselves with academic regulations, including graduation and program completion requirements.
- comply with the policies of any employer or host organization where the student is involved in a work placement, site visit, practicum, or clinical placement.
- respect the property of others, including the College's buildings and facilities.
- abide by the Code of Student Conduct, which requires they conduct themselves honestly in their academic work and responsibly in their non-academic behaviour.

- comply with all requirements set out in course outlines, assignments, tests, and examinations.
- adhere to class attendance policies and notify instructors in a timely manner of unavoidable absences.
- participate in class activities, as instructed.
- respect the instructor's right to determine course content, instructional methodology, and evaluation.
- respect the instructor's right to manage the classroom and to set norms for acceptable behaviour.
- maintain timely and respectful communication with the appropriate College offices and personnel whether in person or through electronic means.

Health Care Aide Program Information

Program Overview

The HCA curriculum integrates knowledge, skills, and attitudes that contribute to your ability to be successful in your role as a health care professional. The Program uses the Alberta Provincial Government Curriculum and meets the skills and knowledge competencies identified by the Province of Alberta.

An HCA trained in the Provincial Curriculum will work in a manner that reflects "*Best Practices*" in basic client care in a variety of care settings including, but not limited to the following:

- Home Care
- Community Care
- Continuing Care
- Supportive Living
- Stable Acute Care
- Mental Health Services

Upon successful completion of the program, you will receive the following:

- A NorQuest College Certificate
- An official NorQuest College Transcript
- A Health Care Aide Graduate pin

Program Learning Outcomes

The purpose of the HCA Provincial Curriculum is to prepare learners for certification at an entry level of practice in a variety of care settings. Graduates of the HCA Program will demonstrate the ability to do the following:

- Describe the role and responsibilities of the HCA within the Alberta health care system and within Provincial legislation.
- Provide safe, ethical, and respectful client-centred care within the role of the HCA.
- Communicate effectively with supervisors, co-workers, clients, and families.
- Apply skills and knowledge based on best practice guidelines across a variety of care settings to clients with diverse needs.
- Honour client individuality, culture, and diversity.
- Develop helping relationships with the client and the client's family.
- Promote wellness, client independence, and self-care.
- Organize workload and follow client care plans.
- Work safely following agency policy, procedures, and government legislation.
- Document care and observations accurately using legal guidelines and agency policy and procedures.

Program Materials

Each student will receive the following materials:

- Textbook bundle which includes:
 - Textbook
 - Workbook
 - DVD's
- HCA printed Curriculum Study Guide
- Lab and Practicum Skills Checklist
- Lab Kit
- Watch
- NorQuest Scrubs (2 sets)
- Clinical Identification and holder

Program Assessment

Process of Evaluation

Evaluation includes the following:

- Multiple-choice course exams that are completed on-line

- Lab skills performance assessments
- Clinical practicum performance assessments

Grading System

All HCA courses, except the Clinical Practicum courses are graded on an alpha scale. The passing grade for these courses is B- (70%). The Clinical Practicum courses (HLTH 2004 and HLTH 2010) are Pass/Fail courses and graded with a "P" for pass or "F" for fail. The Office of the Registrar posts the official course grades. You can view your grades on MyQuest.

Clinical Performance Assessment

Clinical Practicum evaluation assesses your ability to apply the knowledge, skills, attitudes, and concepts presented in the Program. The clinical assessments are a Pass/Fail grade. In order to pass, you must achieve a satisfactory clinical assessment in both the clinical assessment courses. Your clinical instructor will assess you based on the General and Specific Learning Outcomes of HLTH 2004 and HLTH 2010.

Course Final Exams

Each course has a final course exam on the theory portion. Course exams are supervised, multiple-choice exams done on-line using a computer. All exams are at the completion of the course. To be successful, you must achieve a final grade of B- (70%) or higher in the course. Students are permitted only one (1) rewrite of the course exam. You cannot continue to the next course if you do not achieve the required passing grade.

If you are unsuccessful in the rewrite of an exam, you may meet with the Program Chair. If you are unsuccessful twice in the same course, you will be withdrawn from the Program for "lack of academic progress". Students are limited to rewrites for only three (3) courses. If a rewrite is required on a fourth course, you will be withdrawn.

If you are withdrawn for lack of academic progress, you can reapply to the HCA Program. You must arrange for an interview with the Program Chair or designate prior to readmission. You can discuss your options with the Student Advisor.

Remedial assistance is available. If you require extra study skills or lab skills practice, discuss this with your instructor. Your instructor may make a referral for remedial assistance.

Student Progress Notes

Your class, lab, and clinical instructors record notes on your progress. Your instructor may meet with you during the program to discuss your progress. You sign the progress notes after discussion. Even if you disagree with the notes, your signature confirms only that your instructor discussed the information with you.

During clinical, your instructor discusses your progress with you as required. There is a formal final evaluation in the Supportive Living clinical and a mid-term and final evaluation in the long-term care clinical.

Lab Practice

All lab classes are mandatory. You must come prepared for each lab session by having reviewed the theory and skills. This means you arrive for the day's lab prepared with the supplies needed for lab sessions. Arriving at lab practice without the appropriate lab kit and not in the NorQuest uniform will not permit you admittance until properly attired. Missed lab time due to not being prepared, will result in a lab assignment and make-up lab time.

You will receive all the supplies you will require for the labs in each course. The cost of these supplies is included in your program fees. If you waste, or use up your supplies and require more, you will have to purchase these supplies from the College Book Store. Only bring the supplies you require for each lab.

Personal lab supplies you must bring are:

- Wash cloth
- Towel
- Comb/brush
- Baggy clothes
- Shorts/tank top
- Anti-perspirant
- Toothbrush
- Toothpaste
- Mouthwash
- Nail file
- Nail clippers

You will be required to participate in the role of a client, caregiver, and observer. It is important that you understand the principles involved in the performance of each skill. All students will have the opportunity to practice skills in the laboratory setting.

All students are responsible for ensuring the lab is clean at the end of the lab. The expectation is that students leave their working area in the lab clean and tidy:

- Bed linens are straightened
- Overbed tables are over the bed
- Supplies are put away

You should plan to review, practice, and prepare the skills for the next lab. To be successful, you must consistently practice your skills at home as well as in the lab.

If a member of the instructional team assesses your lab skill(s) and you are unable to demonstrate the lab skills competently, you should practice the skill at home, attend another

practice lab skills lab, and demonstrate the skill again. If you are unable to demonstrate competency after the second assessment, you will attend a case conference with your instructor to develop a *Learning Improvement Plan*. When demonstrating lab skills, you will be required to demonstrate all components of that particular skill.

Use the beds for practicing or guided practice only. Treat the mannequins with respect and cover them at all times. No food or drinks allowed in the lab. Keep cell phones and all electronic devices in your locker at all times.

Lab Safety

The lab represents a client's environment and you should practice your skills as though you were on a clinical site.

Use the mechanical lifts only with direct supervision of an instructor or instructional assistant. If direct supervision is unavailable when you are practicing client skills such as lifts/transfers, mechanical lifts, etc., you are required to use a model or mannequin; you must not use another student.

Dress Code for Lab and Clinical Settings

Infection control and safety are important aspects of professional HCA practice. In order to maintain a safe and healthy learning environment, please follow these dress-code requirements: These requirements are similar to those found in agency policy manuals.

Uniforms

- Students in labs and clinical practice are required to wear their NorQuest College uniform. The uniform must be clean, wrinkle-free, and in good condition. You must discuss any deviation from this uniform for religious or cultural reasons with the Program Chair.
- You may wear short or ¾-length T-shirts under uniforms. The T-shirt must be a colour that coordinates with the uniform.
- Headscarves, for religious purposes, are allowed; however, they must be tucked into the uniform so they do not pose a safety hazard or infection control risk when providing care.

Footwear

- Shoes must be predominately white, clean, and in good repair. Shoes should have non-slip, quiet soles, flat or low heels, with closed toes and heels. Shoes cannot leave black scuffmarks on floors.

Personal Hygiene and Grooming

- You must practice personal hygiene and control of body odours. Use antiperspirant every day.
- Wear cosmetics in moderation.
- Nails must be clean and trimmed. No artificial or long nails allowed. Nail polish must be in good repair and be clear or pale in colour.
- Hair must be clean, controlled, off the face, and in no way, compromise client safety.
- All beards and moustaches must be clean and neatly trimmed or the face must be clean-shaven.
- NorQuest College is a scent-free environment. Please do not wear perfumes or colognes.

Jewellery

- You may only wear a plain, flat wedding band; but no other rings.
- Small, plain earrings are acceptable. Do not wear dangling earrings.
- Do not wear bracelets. Medic Alert bracelets are an exception; however, a breakaway neck chain is preferred.
- A watch with a second-hand sweep is part of the dress uniform. All students are supplied a lapel watch as part of their course materials.

Services to Students with Disabilities

Please refer to the NorQuest College Calendar for information. Students who have not declared a disability prior to the start of classes may not be able to access their choice of accommodation. You can obtain further information regarding accommodation from Student Support Specialists.

Program Evaluation

It is important for NorQuest College that you receive quality programs and services and are able to find employment related to your education. In order to determine if the College is successful in meeting both goals, we ask you to provide anonymous and confidential feedback regarding the College and the Health Care Aide Program. Requests for feedback will usually be in survey form, although, periodically, you may be asked to participate in an in-person focus group. The College's Research and Reporting Services for analysis receives the surveys immediately after. Program staff and instructors do not see the original surveys. A summary of the results is provided to the Program Chair. We request you to complete the following surveys:

- Instructor survey
- Clinical Instructor Survey (last day of clinical)

- Graduate Follow-Up Survey – approximately six (6) months after graduation. The Research and Reporting Services will phone you to determine if you are working in your chosen field.

The College uses the survey information to assess performance.

Health Care Aide Clinical Practicum Information

Clinical Outcomes

Integrated Clinical Practicum I (Supportive Living (SL))

40 hours 1 Credit

Course Description

Under the direction of a regulated health-care professional, students will work in a Supportive Living (SL) site providing care and support for clients. This clinical practicum may be completed under the direct supervision of a professional nurse who is fulfilling the role of clinical instructor or under the indirect supervision of the clinical instructor through a mentored practicum experience.

Clinical Practicum I Program Outcomes

1. Describe the role and responsibilities of the HCA within the Alberta health-care system.
2. Provide safe, ethical, and respectful client-centred care within the role of the HCA.
3. Communicate effectively with supervisors, co-workers, clients, and families.
4. Apply skills and knowledge based on best practice guidelines across a variety of care settings to clients with diverse needs.
5. Honour client individuality, culture, and diversity.
6. Develop helping relationships with the client and the client's family.
7. Promote wellness, client independence, and self-care.
8. Organize workload and follow client care plans.
9. Work safely following agency policy, procedures, and government legislation.
10. Document care and observations accurately using legal guidelines and agency policy and procedures.

General Learning Outcomes

Students completing this clinical practicum will consistently demonstrate competency in the best practice theory and skills learned in the following program courses:

1. HLTH 2011: Working Safely and Effectively as a Health Care Aide
2. HLTH 2012: Communications in the Health Care Environment
3. HLTH 2006: Structure and Function of the Human Body – Health and Chronic Illness
4. HLTH 2013: Providing Client Care and Comfort

Specific Learning Outcomes (SLOs)

Students completing the practicum will:

1. Demonstrate an understanding of interdisciplinary team members and their roles within the health care system.
2. Complete daily assignment of tasks appropriate to the HCA within the health care team.
3. Participate in the care planning process in facilities and community-based settings.
4. Following client care plans while completing client care.
5. Demonstrate time management, decision-making, and problem solving within the role of the HCA.
6. Demonstrate principles and skills related to creating a safe work environment.
7. Employ the principles of environmental safety in facilities and community-based settings.
8. Report safety hazards.
9. Utilize infection prevention and control principles.
10. Demonstrate the consistent use of best practice principles for hand hygiene, applying personal protective equipment, and caring for supplies and equipment.
11. Demonstrate knowledge of the legislation that governs health care in Alberta and how that legislation relates directly to the HCA role, responsibilities, and scope of practice in the province of Alberta.
12. Demonstrate best practice principles of use and application of restraints.
13. Examine principles of body mechanics.
14. Demonstrate best practice principles of grooming and personal hygiene.
15. Demonstrate best practice principles of assisting clients with elimination.

16. Demonstrate best practice principles for positioning, transfers, and lifts utilizing proper body mechanics.
17. Describe safe food practices during preparation and servicing of client meals and nourishments.
18. Demonstrate knowledge of identification and prevention of food hazards.
19. Demonstrate best practice principles to meet a client's nutritional needs based on their care plan.
20. Demonstrate best practices of effective communication methods that promote the helping relationship.
21. Demonstrate knowledge of how culture may affect communication in the helping relationship.
22. Demonstrate best practices in assertive communication strategies.
23. Demonstrate effective communication skills for telephone conversations.
24. Demonstrate the ability to effectively utilize communication aids and strategies to promote the helping relationship with clients who have speech and language disorders.
25. Demonstrate skills while using communication aids and strategies that promote the helping relationship with clients who have eye disorders and vision problems.
26. Demonstrate ability to maintain confidentiality of the client's chart.
27. Demonstrate knowledge of employer policies regarding the use of legal abbreviations used in documentation.
28. Demonstrate best practices and legal guidelines of narrative charting.
29. Demonstrate documentation following best practices and "DATA".
30. Demonstrate principles of accurate observation in documentation.
31. Demonstrate best practices when recording and reporting in documentation.
32. Demonstrate best practice principles while assisting a client with bathing.
33. Demonstrate best practice principles of bed making.
34. Demonstrate best practice principles while assisting clients with mobility.

Integrated Clinical Practicum II (Long term Care (LTC))

160 hours 5 credits

Course Description

Under the direction of a regulated health-care professional, students will work in a long-term care setting providing care and support for clients. This clinical practicum may be completed under the direct or indirect supervision of a College instructor or on-site mentor.

Clinical Practicum II Program Outcomes

1. Describe the role and responsibilities of the HCA within the Alberta health-care system.
2. Provide safe, ethical, and respectful client-centred care within the role of the HCA.
3. Communicate effectively with supervisors, co-workers, clients, and families.
4. Apply skills and knowledge based on best practice guidelines across a variety of care settings to clients with diverse needs.
5. Honour client individuality, culture, and diversity.
6. Develop helping relationships with the client and the client's family.
7. Promote wellness, client independence, and self-care.
8. Organize workload and follow client care plans.
9. Work safely following agency policy, procedures, and government legislation.
10. Document care and observations accurately using legal guidelines and agency policy and procedures.

General Learning Outcomes

Students completing this clinical practicum will consistently demonstrate competency in the best practice theory and skills learned in the following program courses:

1. HLTH 2011: Working Safely and Effectively as a Health Care Aide
2. HLTH 2012: Communications in the Health Care Environment
3. HLTH 2006: Structure and Function of the Human Body – Health and Chronic Illness
4. HLTH 2013: Providing Client Care and Comfort
5. HLTH 2014: Providing Complex Care Needs
6. HLTH 2002: Assist with Medication Delivery
7. HLTH 2015: Special Activities for Diverse Clients

Specific Learning Outcomes (SLOs)

Students completing the practicum will:

1. Demonstrate an understanding of interdisciplinary team members and their roles within the health care system.
2. Complete daily assignment of tasks appropriate to the HCA within the health care team.
3. Participate in the care planning process in facilities and community-based settings.
4. Following client care plans while completing client care.
5. Demonstrate time management, decision-making, and problem solving within the role of the HCA.
6. Demonstrate principles and skills related to creating a safe work environment.
7. Employ the principles of environmental safety in facilities and community-based settings.
8. Utilize infection prevention and control principles.
9. Demonstrate the consistent use of best practice principles for hand hygiene, applying personal protective equipment, and caring for supplies and equipment.
10. Demonstrate knowledge of the legislation that governs health care in Alberta and how that legislation relates directly to the HCA role, responsibilities, and scope of practice in the province of Alberta.
11. Demonstrate best practice principles of use and application of restraints.
12. Examine principles of body mechanics.
13. Demonstrate best practice principles of grooming and personal hygiene.
14. Demonstrate best practice principles of assisting clients with elimination.
15. Demonstrate best practice principles for positioning, transfers, and lifts utilizing proper body mechanics.
16. Describe safe food practices during preparation and servicing of client meals and nourishments.
17. Demonstrate knowledge of identification and prevention of food hazards.
18. Describe safe food practices during preparation and serving of client meals and nourishments.
19. Demonstrate best practices of effective communication methods that promote the helping relationship.

20. Demonstrate knowledge of how culture may affect communication in the helping relationship.
21. Demonstrate best practices in assertive communication strategies.
22. Demonstrate effective communication skills for telephone conversations.
23. Demonstrate the ability to effectively utilize communication aids and strategies to promote the helping relationship with clients who have speech and language disorders.
24. Demonstrate skills while using communication aids and strategies that promote the helping relationship with clients who have eye disorders and vision problems.
25. Demonstrate ability to maintain confidentiality of the client's chart.
26. Demonstrate knowledge of employer policies regarding the use of legal abbreviations used in documentation.
27. Describe the role of employer policies and procedures in documentation.
28. Demonstrate documentation following best practices and "DATA".
29. Demonstrate principles of accurate observation in documentation.
30. Demonstrate best practices when recording and reporting in documentation.
31. Demonstrate best practice principles while assisting a client with bathing.
32. Demonstrate best practice principles of bed making.
33. Demonstrate best practice principles while assisting clients with mobility.
34. Demonstrate best practice principles when assisting with medication delivery.
35. Demonstrate knowledge of strategies to create a safe environment for the client with a diagnosis of dementia living in a community or continuing care facility.
36. Demonstrate best practice care strategies to provide individualized care to the client diagnosed with dementia.
37. Demonstrate knowledge of the role of the family in the care of the client diagnosed with dementia.
38. Demonstrate best practice principles of wound care.
39. Demonstrate best practice principles of nasogastric, gastrostomy care, and tube feeds.
40. Demonstrate best practice principles of urinary catheters and drainage systems.
41. Demonstrate best practice principles of ostomy care.
42. Integrate knowledge of the circulatory, respiratory, and nervous systems when measuring client's vital signs.

43. Demonstrate best practice principles of measuring vital signs, observing pain, and measuring height and weight.
44. Demonstrate best practice principles of specimen collection.
45. Demonstrate best practice principles of assisting with respiratory care and oral suctioning.

When clinical opportunities are available, the student will:

46. Demonstrate best practice principles of infant care.
47. Integrate knowledge of human growth and development with care needs of children.
48. Demonstrate knowledge of best practice principles when assisting with childcare.
49. Demonstrate knowledge of best practice principles when assisting clients with physical disabilities and developmental delays.
50. Demonstrate knowledge of the HCA role and responsibility working with clients diagnosed with a mental health disorder.
51. Demonstrate knowledge of best practices related to the HCA role and responsibilities in providing end-of-life care.

Clinical Practicum Requirements

There are two (2) clinical practicum courses in the HCA Program. These courses offer clinical experience in which you apply the knowledge, skills, and attitudes learned in the classroom and lab to a workplace setting. To be successful in the clinical experiences, you will be required to demonstrate safe, competent, and integrated client care. There will be an assessment of your achievement of general learning outcomes.

You will follow the same behaviour expectations in the clinical practices as is expected for the classroom and lab settings.

Clinical practice requires you to be on the unit and prepared to work; and **attendance for all days in both clinical practicums is mandatory** in order to achieve a successful completion. If for some reason, you must miss a clinical day, you may be required to make up this missed time at your cost. Unexcused absences from clinical may result in withdrawal. Illness in excess of two (2) days may result in a withdrawal from the Program. You may reapply to repeat the practicum later. All costs incurred will be the responsibility of the student.

NorQuest College does not guarantee you placement in the clinical setting of your choice or near where you live. We do guarantee a clinical site within 100 km of your home.

You must make alternative childcare and transportation arrangements to attend clinical. You are responsible for all costs associated with your transportation and childcare. No matter what delivery you are taking, your clinical will be full-time weekdays; that is, **Monday to Friday, 6:45 am to 3:00 pm; or 2:45 pm to 11:00 pm**. There are no exceptions to this

schedule. You should plan to be on site and ready to work 15 minutes prior to the start of shift.

If you have concerns about client care, facility staff, or other students while in the clinical setting, you are to consult with your clinical instructor.

You must have completed the first four (4) courses prior to attending HLTH 2004: Integrated Practicum I and all the prerequisite courses prior to the HLTH 2010: Integrated Practicum II.

You must have your NorQuest College student identification with you at all times you are on the clinical site. This ID should be clearly visible and on your lapel. If you misplace your clinical ID, you will need to have it replaced the next day at the Office of the Registrar and at your expense.

You must arrive on time and be prepared to care for your assigned clients. This includes, but is not limited to, the following:

- Listening to the shift report
- Knowledge of your assigned clients
- Reviewing any pre-conference information with your instructor

Clinical Checklist

You must be able to present an up-to-date immunization record and a copy of a clear Police Information Check (PIC) with Vulnerable Sector five (5) weeks prior to HLTH 2004: Integrated Practicum I. If you do not have all requirements completed by this time, you will be withdrawn.

If you require assistance with your immunizations, or there is an issue, please discuss this with the Program Chair or Associate Chair.

Any previously withdrawn students returning to the Program must present another PIC. You must also contact NorQuest Health Services to confirm that your immunizations are still valid.

Safe Clinical Practice

You must assure client safety and maintain the confidentiality of the facility and its clients at all times. If your actions result in an actual or potential violation of safety or confidentiality policies, NorQuest College will remove you immediately from the practicum site and you could be withdrawn from the Program. Examples of safety violations include, but are not limited to, the following:

- Unsafe performance of skills
- Inadequate preparation for the practicum assignment
- Failure to notice a change in a client's status
- Failure to report a sudden deterioration in a client's status
- Inappropriate documentation or a lack of documentation
- Verbal, physical, emotional abuse, or neglect of clients
- Dishonesty regarding the treatments you did or did not, provide

Students in our Online (on-line) and regional deliveries who are not in an instructor-led clinical practicum are mentored by, and work with a staff person. In this setting, you may be required to research and provide care for more than four residents.

- You may practice only those skills in the clinical area that you have successfully demonstrated during labs.
- You must have an instructor supervise a skill that you perform for the first time in the clinical area.
- You may perform a skill in a clinical area without the direct supervision of the instructor **only** if the instructor has stated you can perform the skill independently.
- If you are unable to perform skills during the clinical practice, you will receive an unsatisfactory clinical evaluation and will not have passed the course.

Clinical Expectations

The last course of the Program is HLTH 2010: Integrated Practicum II. This is a 4-week clinical experience in a long-term care facility. The expectations of this clinical are as follows:

- During the first week of clinical, you are partners with an agency staff member. Expectations are that you care for one client by the end of this week.
- You will have additional clients in the second week. During the second week of clinical, expectations are that you care for at least one additional client for a minimum of two (2) clients. Please note that although the instructors will not necessarily be timing you, the expectation is that you will meet the clients' needs as per the care plan and the unit/floor routine.
- Be prepared when you come to clinical. You must complete client research and organizational plans prior to your shift.
- Your client care responsibilities will increase by one additional client as per your instructor's directives to a minimum of four (4) by the end of clinical practice. Failure to meet this goal will result in an unsatisfactory grade for the Clinical Practicum course.

Coffee and Lunch Breaks

You cannot leave the clinical practice site at any time during your shift. This includes coffee and lunch breaks. If you leave, and there is an accident/injury while you are off-site, WCB or insurance liability coverage does not cover you.

Workers' Compensation Board (WCB) Coverage for Students

You have Workers' Compensation Board (WCB) coverage while you attend NorQuest College. You continue to have this coverage when you are off-campus at a clinical practice placement site. If an injury or accident occurs, report it as soon as you are able to your instructor.

Program Standard Practices and Procedures

Emergency Procedures

Evacuation and Lockdown

This is a summary of the College's emergency procedures. Your instructor will give you a more detailed description of what to do in an emergency. Additionally, all students must read and be familiar with the Fire Alarm Procedures posted throughout the facilities. The College recommends that students inform their families of the emergency procedures.

Class Instructor

Your instructor will inform you in class on what to do in an emergency. Please listen carefully and remember what to do should an emergency happen. During an emergency, you are required to follow all emergency procedures and any direction from your Instructor or other College staff. Your instructor will inform you on where to muster (meet) after you have evacuated the building.

What to Do During an Evacuation

An evacuation order may come in one of two methods:

1. The fire alarm will sound
2. Fire Wardens and/or College Staff may go room-to-room and shout the order – **"Fire, Fire, Fire"**

Upon hearing either of these, immediately proceed out of the building using the nearest exit in a quick and orderly fashion. For your safety, you must leave the building immediately. Do not go back to your class/lab or to your locker to get any personal items. Once inside the building, move to the muster point so that your Instructor can be sure that everyone is out safely. During an evacuation, you may receive further direction from the Fire Wardens or College Staff.

You can recognize the Fire Wardens, as they will be wearing orange safety vests and orange hardhats. At no time are you to return to the building until given the "go ahead" to return.

What to Do During a Lockdown

The telephone system is the normal communication for a lockdown order. Telephones are in most offices, classrooms, and labs. These phones have external speakers and are much like a Public Address (PA) system. Alternatively, the order by regular phone, cell phone, word-of-mouth, or other method may be used for communication. In any case, the order is as follows:

- **"Emergency, Emergency, Emergency – Initiate Lockdown"**

Upon hearing this order, you are to quickly find "shelter-in-place" and remain there until the lockdown terminates.

To find "shelter-in-place", means you move to the closest enclosed unlocked, space (classroom, office, room, closet, etc.). Remember to help your fellow students. Disabled

students may require assistance to help them into shelter. Once in the enclosed space, follow the directions of your Instructor (if present) and:

- close and lock the doors (if equipped),
- close the window blinds,
- shut off all lights,
- move away from doorways and windows,
- shut off cell phones,
- stay low
- move behind furniture for added protection; and
- remain quiet.

You must stay this way until you hear and verify that the lockdown terminates. Under a lockdown situation, do not evacuate if you hear the Fire Alarm sound unless you see fire, smell smoke, or College staff direct you to evacuate.

Elevators

For your safety, **DO NOT** use elevators during an evacuation or lockdown. Always take the stairwells. During an evacuation, Fire Wardens will stay with any person who cannot negotiate the stairs. Fire Wardens will identify persons needing help and Emergency Responders will come and evacuate them. If you are in an elevator when the fire alarm activates, the elevator will go to a floor and open so you can exit.

Exiting Procedures

Should an emergency occur involving a violent or armed individual inside the building, police might be set up outside the building. If you exit a building or evacuate under these circumstances, hold both hands on top of your head as you exit.

Training Drills

Training drills are for your safety. You must take these seriously. During drills, we record any discrepancies or problem areas and reviewed for corrective action. The name of any person not taking the drill seriously, not adhering to emergency procedures, or disregarding direction from College staff will be recorded and disciplinary action may be taken.

The College will carry out practice training drills for both evacuation and lockdown of facilities.

Evacuation Training Drills

Evacuation training drills will occur unannounced via the sounding of the fire alarm system. During fire evacuation drills, the College will evaluate Fire Wardens on their duties and building evacuation time recorded. Local Fire Rescue Services evaluate our fire evacuation drills and as such, Fire Rescue Officers may be present.

Lockdown Training Drills

Lockdown training drills will occur at dates/times that are previously scheduled and communicated so that everyone is aware of the upcoming drill. The order to lockdown for a training drill will be easily understood that it is a training exercise. During lockdown training drills, the College will evaluate the effectiveness of the lockdown. Local Police Service will be invited to evaluate the effectiveness of our drills and as such, Police Officers may be present.

Questions and Information

Should you have any questions or need further information on our emergency procedures, please direct them to your Instructor.

Student General Conduct

In most fields of study, students benefit from sharing ideas with their classmates, friends, or family. Often during the exchange of ideas, an original idea can develop into a stronger or more complex idea. This is the benefit of classroom or online discussions between students. Therefore, students should read course materials before class and arrive with questions and ideas related to the topic taught. Distance students should stay in contact with their instructors and other distance students to develop and discuss ideas.

It is your responsibility to ensure you understand the Standard Practices for your program area and the College. You will have to accept any consequences associated with not following the policies, even if you have not read them.

Respect for your fellow students and program staff is expected. You may discuss many controversial subjects and you are free to disagree with views presented by your instructor and fellow students; however, you must do so respectfully.

Audio recording of lectures for individual private study is permissible.

Turn off all cell phones and electronic devices during class, lab, and clinical times. Staff will not interrupt classes to deliver phone messages left at the main Program phone number unless it is an emergency. Answer all your messages at breaks and lunch.

Staff will not divulge any student information, including class times, student availability, or location of a student under any circumstances. If you have arranged for a visitor, you must inform the office staff that you expect someone and the approximate time of arrival.

To use the learning opportunities provided in the lab, all students must seriously take part in guided practice, role-playing, or simulations. The expectation is that you practice in the lab the professional behaviour that is learned during the program. Evaluation is based on your professionalism during class, lab, and clinical practice. Every student plays a role in creating a supportive atmosphere where everyone has an equal opportunity to practice newly acquired skills.

The College, all members of the College, and the College community has the responsibility to create and maintain a safe, non-threatening, and respectful campus environment. In particular, each person demonstrates respect for the dignity and individuality of all persons and will be bound by the following specific provisions:

- Promote an environment that is free of any form of harassment or discrimination. This includes zero-tolerance for demeaning postings on social media.
- Refuse to tolerate verbal or physical abuse or the threat of abuse.
- Refrain from behaviours that interfere or disrupt the learning, living, or work life of others. This includes the mature and responsible use of social media.
- Treat confidential information appropriately. This includes no sharing of client/student information from a clinical site or the College.
- Encourage others to feel welcome and safe.

During your clinical practicum, any act of dishonesty has the potential to cause irreparable damage. Mistakes happen, but making a mistake and covering it up, or documenting care that you have not completed is not tolerated and will result in immediate removal from the clinical area. Your program file will be assessed and a decision will be made as to whether or not you may remain in the program.

Classroom Conduct

Instructors/tutors are not required to repeat theory if you are absent. It is your responsibility to acquire the information delivered in your absence.

The expectation is that you will cooperate, respect others, and become an active participant in scheduled classroom discussions and prepared group activities. This involvement will enhance your success in the Program.

You should plan to study two to three hours every night. This study should include review, skill practice, and preparation for the next class. Reviewing instructional content and practicing skills on a continuous basis will help you to complete the program successfully.

You should arrive to class on time. The instructor locks the classroom door 15 minutes after the scheduled start of class and you cannot enter until the next break period. You are marked as a late arrival.

Scent-Free Environment

The HCA program maintains a scent-free environment. Do not wear perfumes or colognes in the classroom, lab, or clinical settings. Students wearing scents can be sent home for not following the policy.

Examinations

Examinations assess the mastery of course outcomes in all theory courses. Each course outline specifies the examinations you will be required to write and the passing grade required to meet course requirements.

All examinations are multiple-choice. All HCA exams are computer-based and on-line through Moodle. If you are taking the course at the downtown location, computer rooms will be booked for you to take the exam; otherwise, you will require a testing site with a computer in order to take the exam.

It is important to ensure you have already logged into MyQuest previously. Do not wait until your exam time to open MyQuest for the first time

In order to access Moodle, please follow the information on MyQuest.

It is the responsibility of the student to access and complete your exam within the period the exam is available.

When answering questions, please remember the following:

- Read each question carefully and choose the best response.
- Return any paper used to work out answers to the instructor or proctor when finished.

Exam Proctor

If you are a distance student and taking your exams off-site, which is not at NorQuest College, you require someone to proctor your exam. A Proctor will act as the supervisor for your exams. This person should be a person of good standing, and not a relative or friend. Make all arrangements for exam proctors through NorQuest College Assessment Services.

You will schedule a date and time with your proctor on when to take your exam within the period of the exam. Your instructor will supply your proctor with the exam password. Your proctor is then to open your exam with this password so you can take it.

If you are off-site and have an exam proctor, all the rules and procedures for exams are to be followed as if you writing the exam on-site.

Missed Exams

If you must be absent for the writing of a scheduled examination, you are required to notify the program office and the exam proctor prior to the exam start. Failure to notify will result in an exam grade of Zero (0). Please see Exam Deferrals for more information.

Late Arrival to an Exam

If you will be late for an examination, you are required to notify the program office and the proctor prior to the exam writing time. Failure to notify will result in an exam grade of Zero (0). If you have permission to arrive late, your exam will be administered in an area other than the room where the other students are writing. You are not given additional time to complete the exam.

Exam Deferrals

If you are **ill or under stress due to personal circumstances**, we advise you not to write a scheduled examination. You should notify the Program Office and your instructor/proctor **prior to the scheduled examination start**. Within 48 hours of your absence notice, you need to speak with the Program Chair (or designate) and **ask to reschedule (defer) your exam**. If you choose not to reschedule your exam and proceed to write while you are not well, you will be required to accept the mark obtained on the examination. Only in extenuating circumstances may the instructor, with the Program Chair's approval, agree to allow a student to write a supplemental exam.

If you request a deferral of the exam, you must complete a *Request for Deferral – Examination* form and **provide documentation** (e.g. medical note) to support your request for deferment. You must write a deferred examination no more than five days after the original examination date. Approval from the Program Chair is required if the deferment is greater than five days.

Identification for an Exam

You must present picture identification in order to write your examination. Your student card is the best identification for you to use. If you do not present identification and a program employee cannot verify your identity, the examination proctor will ask the individual to leave the examination room.

Academic Honesty

The expectation is that you will work on your own during an examination. Be aware that glancing at the work of your fellow students or exchanging glances with other students is not appropriate. You cannot share answers with other students during an examination. This is "cheating". Students found cheating:

- Will receive a grade of zero for the examination
- A memo is on the student's file.

If a student is caught cheating a second time in any program at the College, the student will be removed from the course for disciplinary reasons and a note placed on the student's file. **Withdrawal from a course will result in withdrawal from the program.**

Release of Exam Marks

You can view how you did on your exam immediately after you have completed your exam on-line and submitted it. You can view your official grade by logging into MyQuest. **You are not to phone the Program Office or approach the Program staff regarding the exam results.**

If you believe a mark is inaccurate, you must first approach your instructor to discuss the issue. If your instructor is unavailable, you may discuss the issue with the Program Chair and arrange to have a content expert address your questions, explain the rationale for the mark you received, and the level of understanding or skill you would need to demonstrate in order to obtain full marks. If you are unable to resolve the issue in this manner, you may contact the Office of Student Judicial Affairs and launch an Academic Grade Appeal.

The College has up to one week to post the marks on MyQuest. If a mark is not on MyQuest within the period, you must first approach your instructor to discuss the issue. If your instructor is unavailable, you may discuss the issue with the Program Chair or a Program team member.

Exam Protocol

Asking a Question

If you have a question, raise your hand and the examination proctor will come to you. The proctor will not tell you the answer to any of the exam questions, but will help you to understand a word or phrase you do not know if it is not part of the course vocabulary.

Examination Materials

Scrap paper will be available. You require a pen. Hand in all scrap paper used in the examination to the instructor/proctor upon completion of the examination.

Personal Belongings

Leave all personal belongings such as backpacks, purses, jackets, cell phones, and PDA's at the front of the classroom or with the examination proctor.

Washroom Break

It is highly recommended that you try not to leave the room during an examination. If you must leave to go to the washroom, an instructional team member must accompany you (if one is available). All belongings, including phones remain in the classroom.

Attendance

Mandatory Attendance

Clinical practice, any class with a guest speaker, labs, exams, and scheduled appointments all require your attendance and are mandatory. If you are absent for a mandatory attendance day, you must notify the instructor prior to the start of the class. This is to arrange the make-up of the missed labs and the completion of an assignment.

Students will be withdrawn from the HCA program if absenteeism from theory lectures results in the following:

- Below standard performance
- Lack of observed progress
- Insufficient time for evaluation

Absence Notification

You must always provide notice if you are going to be absent. In most cases, you will need to provide documentation (e.g. medical note) to support your absence. Call the instructor or instructional assistant to report your absences.

If you are going to be absent from a clinical shift, you are required to notify your clinical instructor before 0600 h. You are responsible for the communication of this information to your instructor. The contact number will be provided to you during orientation to the clinical site. You will be required to make up clinical days for any absence during clinical. Days absent in excess of two (2) for any reason, will result in withdrawal from the course.

Academic Performance and Learning Improvement Plans

Your success in learning is a shared responsibility between you and your instructor. Your instructor assesses your progress during the course of your program. If, at any time, you are having difficulty meeting course performance outcomes, you may be required to participate in a case conference. For minor concerns, the instructor may provide guidance and direction verbally, or in writing using a "*Learning Improvement Plan*", to advise you of any areas in which you need to improve.

The written "*Learning Improvement Plan*" aids both you and your instructor to identify the areas of concern. The instructor completes the first portion of the plan. The instructor will outline their assessment of your current level of performance in relation to the level of performance required to be successful in meeting the course/program objectives.

The second part of the plan, completed by the student, clearly identifies the actions you will take to improve your chances of successfully completing the course/program requirements. The instructor may work with you to develop this action plan, or refer you to a counselor to help you to identify potential obstacles and discuss strategies for overcoming these obstacles.

The goal of the plan is to outline areas of concern, steps to take in order to address those concerns, dates for reassessment and persons designated to reassess your progress, as well

as, resources available to you. It also outlines the consequences of not meeting the course/program objectives. If at any time you do not understand the expectations stipulated in the plan, please ask for clarification.

If the performance issue is of a more serious nature, or if you and your instructor are unable to identify the issues related to your lack of success, then a case conference is held. The case conference will include you, your instructor, the Program Chair (or Associate Chair), and a student advocate (usually a counselor). The case conference may include an academic strategist, or a student support specialist. The issues addressed determine the persons attending the case conference and the choice of person to chair the case conference.

During the case conference, your performance issues are discussed with you and strategies will be identified to help you become more successful. These items are included in the plan. It will be your responsibility to follow through on the plan.

Please note that a case conference may be initiated at any time in order to address either academic or behavioural concerns. All students are expected to act in accordance with the student code of behaviour and within the bounds of their role as a health care professional. If you are unable to meet course/program outcomes, the consequences stipulated in the plan will be implemented.

The Program Chair (or Associate Chair) may allow continuing in the program if the circumstances are ruled exceptional.

Student Mentor

Your instructor may identify areas of concern with your performance. Your instructor may request that you meet with the Remedial Mentor. The Remedial Mentor may:

- review theory and exams with you one-on-one; or
- may work one-on-one in lab to help strengthen your skills or make up a lab,
- provide one-on-one assistance in the clinical setting

The Remedial Mentor may also hold small or large group reviews if it is identified extra help and review is required. The remedial mentor also holds optional "Learning Lunch Hours" at specified times to help with theory review.

Program Completion

To complete the HCA Program successfully, you will need to meet these requirements:

- Complete all exams with a mark of 70% or greater.
- Achieve the General Learning Outcomes and Specific Learning Outcomes of the Program in both the lab and the clinical practice.
- Adhere to College Program policies.
- Successfully complete all clinical practicum requirements.

NorQuest College Instructors do not, and will not, provide work references or reference letters for students.

Withdrawal from Program

The Student, Instructor, Student Navigator, Program Chair or Associate Chair, or the College may initiate a withdrawal. If the student wishes to withdraw, they should consult their instructor or a Workplace Instructor. A "Withdrawal Form" is completed in order to be eligible for re-enrolment and fee refunds.

If you are unable to complete the program due to health or personal circumstances, you can withdraw and reapply to the Program when your circumstances change. Your admission to a course is dependent on available space.

If you submit a Withdrawal Form directly to the Office of the Registrar, the date the form is received is the official date for assessing academic penalty and refunds. If you leave the College without withdrawing, you will not be eligible for a refund and you will be responsible for any outstanding fees.

If the College owes you a refund, a cheque will be mailed to your permanent address within six (6) weeks of your withdrawal. If you owe fees or tuition, please note that you will not be able to reapply or access any College services until your account is up-to-date.

If you develop a health condition, or if a pre-existing health condition becomes unstable and places you or your client at risk, you will be required to obtain medical clearance from a physician in order to continue in the program. For female students, this may include pregnancy. Failure to do so will result in withdrawal from the program until you can obtain the clearance.

If you have not paid your tuition and/or fees by the mid-point of the term, the College will withdraw you from the Program. Prior to this withdrawal, the Student Financial Administrator would have thoroughly reviewed your situation and the Office of the Registrar would have notified you that you owe money and the consequences of non-payment. You would have been given ample time to resolve your non-payment situation prior to being withdrawn.

If you are withdrawn for non-payment of fees, all access to College Services is suspended. Computer Commons will not be able to restore or reset your access to your accounts (i.e. MyQuest/MyMail). You will have to contact the Office of the Registrar to have your account returned to good standing.

Student Appeals

Students have the right to appeal decisions and actions taken by College personnel. The appeal process is to ensure student's rights within College procedures and guidelines. Students have the right to just and equal treatment and the right to timely decisions based on due and reasonable process.

The Office of Student Judicial Affairs (OSJA) coordinates the administration of the Student Management Policy and the Student Judicial Affairs procedures. The OSJA also provides assistance and advice to students, staff, and faculty involved in dispute resolution.

The Student Management Policy and Student Judicial Affairs Procedures govern student academic and non-academic behaviour, performance, and integrity and provide a means for dispute resolution. The policy and procedures specifically govern dispute resolution

procedures in cases involving final grade appeals, academic and non-academic misconduct, and student grievances. You can contact the OSJA at 780-644-6490 or sjaoffice@norquest.ca. Please see MyQuest or the College Calendar for more information on the OSJA procedures.

Prior to contacting the OSJA, you are expected to consult with staff members directly involved in the area of concern. You are encouraged to seek third party advice, such as a counselor, to help clarify issues and to help seek resolution.

You must remember that there are timelines to filing an appeal.

Convocation

The College celebrates student success with annual Convocation ceremonies, which are held in May. All graduates and potential graduates may attend. All graduates or potential graduates who complete the program at the end of the spring term are invited to convocation. The invitation is sent to your MyMail account in February or March. You must apply by the deadline

Obtaining HCA Credentials

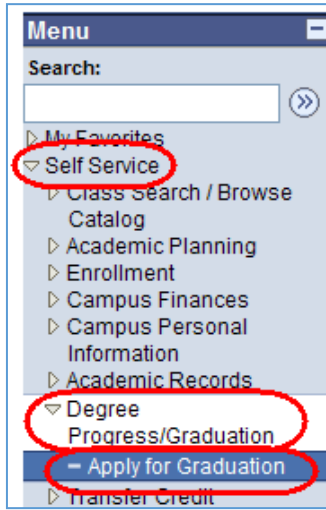
You must apply to graduate in order to receive your credential (certificate and transcript). You will receive notification from the Office of the Registrar of the deadline to apply. Your application is limited to the year in which you apply. If you are unsuccessful in the Program, and return to complete, you must apply to graduate again.

You use your MyQuest Account to obtain your credentials. The Office of the Registrar will assess your courses to ensure you meet the requirements to receive your credentials.

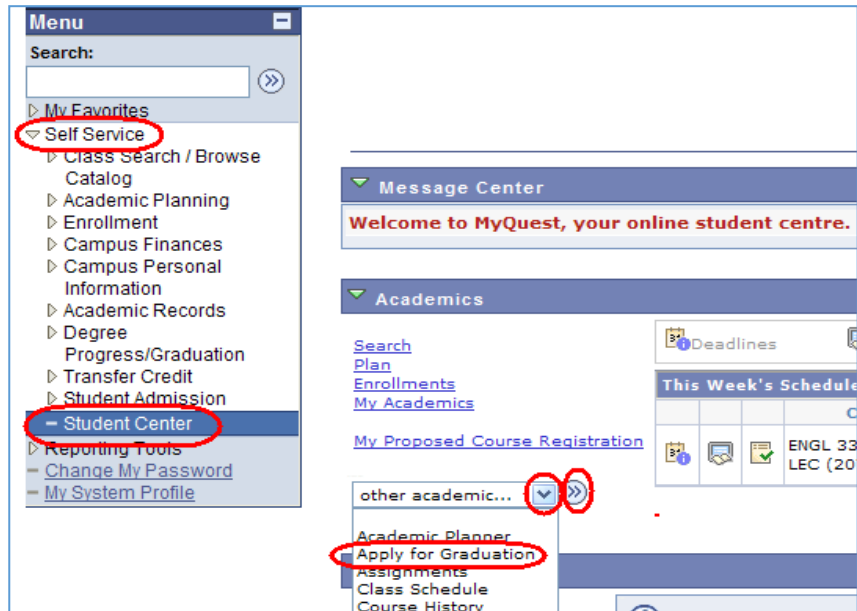
	Apply to Graduate
<p>Students who will be completing either a certificate or diploma program must apply to graduate.</p> <p>To apply to graduate:</p> <p>Click on Self Service from the main menu Click on Degree Progress/Graduation Click on Apply for Graduation</p>	<p>Self Service > Degree Progress/Graduation > Apply for Graduation</p>

OR

Click on **Self Service** from the main menu
Click on **Student Center**
Go to the **Academics** section of the Student Center page
Click on **the down arrow** next to 'other academic...'
Click on **Apply for Graduation** from the drop down list
Click on the **double arrows** in the circle



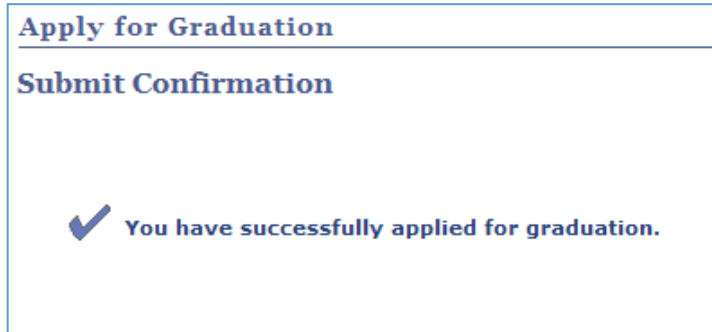
Self Service > Student Center > Academics > Apply for Graduation



Select program and degree:

Click on the **program name** that you will be graduating from

	<div style="border: 1px solid blue; padding: 10px;"> <h3>Select Program and Degree</h3> <p>Select the academic program in which you wish to apply for graduation by clicking on its description.</p> <p>Select an Academic Program</p> <p>Academic Program Physical Therapy Assistant Career Post-Secondary</p> <p>Degree Diploma</p> <p>Credit Physical Therapy Assistant</p> </div>
<p>Select graduation term:</p> <p>Click on the down arrow next to the Expected Graduation Term box</p> <p>Click on the term, that you expect to graduate in, from the drop down list</p> <p>Click the continue button</p>	<div style="border: 1px solid blue; padding: 10px;"> <h3>Select Graduation Term</h3> <p>The academic program listed below was selected to apply for graduation. If this is not correct, return to the previous page and select a different academic program.</p> <p>Select a valid term to apply for graduation by selecting a value from the dropdown. Only terms in which you are able to apply for graduation will be displayed.</p> <p>Program Physical Therapy Assistant Career Post-Secondary</p> <p>Degree Diploma</p> <p>Credit Physical Therapy Assistant</p> <hr/> <p>Select the appropriate term from the list below. If no values are found, you are not eligible to apply for graduation at this time.</p> <p>Expected Graduation Term ▼</p> <div style="border: 1px solid gray; padding: 2px; margin-left: 20px;"> <p style="border: 2px solid red; border-radius: 50%; padding: 2px;">2012 Fall Term</p> <p>2013 Spring Term</p> <p>2013 Winter Term</p> </div> <p>SELECT DIFFERENT PROGRAM CONTINUE</p> </div>
<p>Verify graduation data:</p> <p>Check that the program, the degree and the expected graduation term are correct</p> <p>If correct, click the Submit Application button</p> <p>If either the program or term is not correct, use one of the blue buttons to select a different program or select a different term.</p>	<div style="border: 1px solid blue; padding: 10px;"> <h3>Verify Graduation Data</h3> <p>Verify that all data is correct.</p> <p>If the academic program/degree is not correct, click the Select Different Program button to select a different value.</p> <p>If the term is not correct, click the Select Different Term button to select a different value.</p> <p>If everything is correct, click the Submit Application button to continue the process.</p> <p>Program Physical Therapy Assistant ← Career Post-Secondary</p> <p>Degree Diploma ←</p> <p>Credit Physical Therapy Assistant</p> <hr/> <p>Expected Graduation Term 2012 Fall Term ←</p> <p>SELECT DIFFERENT PROGRAM SUBMIT APPLICATION</p> <p>SELECT DIFFERENT TERM</p> </div>

<p>After you click the Submit Application button you will receive a confirmation message saying that you have successfully applied for graduation.</p>	
<p>To go back to the Student Center main page, click on Student Center either in the: main menu or in the go to... drop down list</p>	<p>Refer to the Student Center section of this User Guide for pictures.</p>

Transcripts

Official Student Transcript

The Office of the Registrar creates, maintains, and holds the official transcript of your academic record. Your transcript is confidential and cannot be released without your written consent.

The transcript includes your official name, address, student ID number, courses, grades, academic standing, and credential. Certificates and transcripts are mailed to the permanent address on record. **Please ensure that your address on record is your most recent one.**

Your official transcript is mailed to you upon graduation from the Program. Your HCA Certificate is sent at the same time. If you require additional copies, you can request them from the Office of the Registrar.

Unofficial Transcript

You can generate an unofficial transcript of the grades assigned for your courses at any time by accessing your MyQuest account.

Release of Personal Information

Your personal information will not be released, or discussed with your family members or anyone else said to be representing you unless you have provided the College with specific

written permission. This written permission must include the person's name and the type of information that may be released

If you require a letter from the Program regarding your attendance and registration for purposes of funding, subsidies, etc., you are to contact the Program Administrator with the request. You must sign a release of information prior to receiving the letter. The letter will be ready for pick-up at the end of the next business day.

Student Identification Cards

All new or returning students are issued NorQuest College photo ID cards. The Office of the Registrar issues these cards. This card is your Student Association and library card. You must display your ID card when you are taking an exam.

The Office of the Registrar issues the clinical practice photo ID. All on-campus and online students will receive their clinical ID at the same time as their College ID. All other students will receive their clinical ID from their instructors. You are required to have this ID card when you are on clinical practicum.

If you lose either your Student ID cards, you can get a replacement at the Office of the Registrar for a fee.

MyQuest/MyMail

MyQuest is the online student services centre. Once you apply, you are issued your lifetime MyQuest username and password. You can access MyQuest anywhere there is internet. The features include:

- Viewing your admission checklist and admission status in real-time
- Paying your fees online with a credit card
- Viewing your tuition and fees each term
- Viewing and printing your timetable
- Viewing your grades and printing an unofficial transcript
- Updating your address and contact information
- Printing an enrolment verification report
- Applying to graduate
- Viewing and printing your annual T2292A tax receipt

MyMail is the College e-mail used to communicate with you and is the official communication route for all student information. You can also communicate with instructors and College staff through your MyMail Account. Expect to check your MyMail account regularly so that you do not miss any College communication. Failure to read official College communications does not absolve you of not knowing and complying with the content of the official communication.

You should have accessed MyQuest prior to starting your course. You would have received communication through the mail informing you to access your account and giving you your login information. If you have not yet logged in, you should do so.

Technical Support

The Computer Commons provides technical and computer support for students. This department is located at the Downtown Campus on the 5th Floor, Main Campus. Students can use the drop in computers available there. The Commons is where students can receive support and instruction using the applications installed on the computers. Students can also receive help accessing the MyMail and MyQuest applications. Students can drop in anytime for help or contact the Department at 780-644-6085 or by e-mailing them at computercommons@norquest.ca. You can also call toll-free to 1-866-534-7218 and ask to transfer to Computer Commons.

You can also access videos and information on Campus Life that will help you access MyQuest and MyMail.

Community Resources

Students can access community resources by calling 2-1-1 in the Local Edmonton area and 780-482-INFO (4636) outside of Edmonton. For more information and for a list of available resources, please visit www.211edmonton.com.

NorQuest College Policies and Procedures

It is the student's responsibility to be aware of the College policies and procedures. The College Calendar has all College policies outlined. You can obtain a physical copy of the College Calendar through the Office of the Registrar. You can access an on-line, printable PDF copy through MyQuest.

Health Care Aide Pledge

- ❖ I solemnly promise to myself, my team members, and the clients I care for to diligently provide consistent and supportive care under the supervision of a regulated health care professional while implementing the care values I have learned in regards to compassionate care, accurate observation, reporting and recording, and ensuring comfort, support, and safety in any and all care situations I am permitted to work.
- ❖ I will uphold the legislation that guides me in regards to restricted activities, assigned tasks, confidentiality, and client protection in the Province of Alberta.
- ❖ I pledge to aid regulated health care professionals and associated team members in their work, and devote myself to the welfare of those in my care, while respecting religious beliefs, nationality, race, and social standing of all.
- ❖ I will work within my role of care and refrain from performing any care that requires additional education or a professional nursing license.
- ❖ I promise to promote dignity, independence, personal choice, and privacy for those to whom I provide care.
- ❖ I promise to uphold and promote the standards of Health Care Aide practices at all times and remain committed to the care of all individuals under my keeping.