

## Health Care Aide (HCA)/Personal Support Worker (PSW) Blended Delivery Program Information

First Nation communities across Canada are seeking education that is relevant, accessible, and culturally safe, to meet significant health human resource shortages for Health Care Aides (HCAs)/Personal Support Workers (PSWs). With a national not-for-profit regulated SE Career College, a longstanding commitment to working in partnership with First Nation communities and organizations, and over 15 years of experience developing and delivering e-learning. SE Health is uniquely positioned to respond to the health and educational needs of First Nation communities.

SE Health has been a trusted name in Canadian health care since **1908**, and is a national leader in responding to client, family, and system needs. As an award-winning not-for-profit and charitable organization, SE Health is known for its track record of social innovation.

SE Career College of Health strives to be the **GOLD STANDARD** for HCA/PSW education. To achieve this goal, we have developed our own HCA/PSW program that was approved by the Ontario Ministry of Advanced Education and Skills Development. Created by a team of industry experts, our program exceeds the Ontario Personal Support Worker Program Standards.

SE Career College of Health has developed our own HCA/PSW programs by a team of industry experts. Ontario Ministry of Advanced Education and Skills Development have approved our PSW course and deemed the courses to exceed Ontario Personal Support Worker Program Standards.

This gold standard program forms the foundation of our Indigenous HCA/PSW program, which is supported by our FNIM Program team and informed by current and previous Indigenous HCA/PSW training. We have designed a program which works in direct partnership to third party funder organizations. We are confident the programs meet training needs in a culturally safe manner and minimizes student time away from their community. Graduates of our Indigenous HCA/PSW Program receive a certificate from our Ottawa-based SE Career College, which is a not-for-profit regulated school. SE Career College has successfully delivered four (4) cohorts of the Indigenous blended delivery HCA/PSW program, one (1) cohort of the Indigenous HCA in-person program and three (3) refresher HCA/PSW trainings to date.

We recognize that accessing existing certified trainings for community-based workers is a challenge for many reasons, including: geography, climate, distances, family responsibilities, and cost. The expense for travel, accommodations, and meals can be very costly for communities. In addition, it is difficult to retain students in a program if extended periods of absence from communities are required. Using a blended delivery approach to training, minimizes these struggles to accessing certified trainings.

Potential SE FNIM HCA/PSW Blended Delivery Program candidates must have the following admission criteria:

1. Grade 12 secondary school diploma or equivalent, or a General Educational Development (GED) certificate OR be of mature student status;
2. 18 years of age or older and attain a passing score on an English Literacy and Competency examination;

3. An up-to-date immunization and physical fitness form (to be completed by a licensed physician or nurse practitioner); Immunization for Hepatitis B and influenza is recommended: The student may not be able to complete the clinical placement unless immunization for Hepatitis B and influenza is documented.
4. Submit a recent (within 6 months) Criminal Record, Vulnerable Sector and Child Abuse Checks (all students MUST obtain a copy of each).

## **HCA/PSW Diploma Course Descriptions**

### **HCA/PSW Supporting Courses**

#### **Food Handler's Certification**

Provincially approved Food Handler's Certification Programs are comprehensive food safety training program designed for the food service industry. The program is provincially recognized as meeting the requirements for food safety training for food service industry workers. HCA/PSW students will receive a province-specific Food Handler's Certificate.

#### **WHMIS 2015 Certificate**

This course is designed to provide an understanding of the core elements of the Workplace Hazardous Materials Information System (WHMIS) that applies to all workplaces where hazardous materials are used. Students will complete this course on-line offered by a province-specific occupational health and safety organization.

#### **Standard First Aid with CPR-C and AED**

Students will complete the St. John Ambulance Standard First Aid and Cardiopulmonary Resuscitation (CPR) course, which includes the latest first aid and CPR guidelines. The course includes injury prevention content, CPR, and automated external defibrillator (AED) training.

#### **Foundation for On-line Learning**

Students are supported to understand and develop the skills they need for on-line learning. Students are educated in the use of electronic devices to access their on-line learning. Students also receive training on the use of specialized software used in on-line learning such as GoToTraining, and on accessing the SE FNIM Program's online course platform @YourSide Colleague for their blended delivery HCA/PSW course.

### **HCA/PSW Theory Courses**

#### **Introduction to Practice**

The course provides an introduction to the role of the HCA/PSW within the provincial health care system. Students will be introduced to the health care team and the roles and functions of HCAs/PSWs within the team. Students will also have opportunities to develop self-reflective skills required for competent practice and will be introduced to effective job-finding approaches

**Interpersonal Communication**

Interpersonal Communication focuses on the development of self-awareness, increased understanding of others, and development of effective interpersonal communication skills that can be used in a variety of caregiving contexts. Students will be encouraged to become more aware of the impact of their own communication choices and patterns. They will have opportunity to develop and use communication techniques that demonstrate personal awareness, respect, and active listening skills.

**Health and Healing: Concepts for Practice**

The course will provide students with the opportunity to develop a theoretical framework for practice. Students will be introduced to the philosophical values and theoretical understandings which provide a foundation for competent practice as a HCA/PSW. The course focuses on concepts of caring and a person-centered care approach, basic human needs and human development, and family, culture and diversity as they relate to human healing. Students will also be introduced to a problem-solving model that will be critical to their practice.

**Body Systems and Nutrition**

The course objectives are the body systems and the effects nutrition has on the human body. Students will also learn about growth and development, common alterations in functioning, disease prevention, health promotion and maintenance, rehabilitation, and restorative care

**Common Health Challenges: Body Systems**

This course introduces students to the normal structure and function of the human body and normal bodily changes associated with aging. Students will explore common challenges to health and healing in relation to each body system. Students will also be encouraged to explore person-centered practice as it relates to the common challenges to health and, in particular, to end-of-life care.

**Palliative Care**

The primary focus for this course is to introduce the students to end-of-life/palliative care. Students will develop an understanding of palliative care, as well as the skills to improve the quality of life of people with life-limiting conditions, and assisting their families. Students will come to understand the importance of treating physical symptoms and attending to psychological, social and spiritual needs of palliative care clients and their families. Students will learn that palliative care is appropriate for people of any age and may be integrated at any point in the disease trajectory, from diagnosis through the continuum of care to bereavement.

**Children with Complex Needs**

This course introduces students to caring for medically complex children. Students will understand the HCA/PSW role can involve caring for children with complex needs, including

nutritional needs of children, strategies for protecting children from injury, and managing disruptive behavior in children. Students will understand basic concepts and definitions related to developmental disabilities and have an overview of childhood diseases, syndromes and disorders. Students will have a better understanding of the medically complex child and the impact on families. This course has a strong focus on the needs of children and families who are involved with the Jordan's Principle Initiative.

### **Cognitive, Mental Health Issues, and Brain Injuries**

This course builds on content from other courses to assist students to explore concepts and caregiving approaches that will allow them to work effectively with individuals experiencing cognitive, mental health, or brain injury challenges. The emphasis is on supporting clients with dementia, recognizing responsive behaviors, and identifying person-centered care strategies.

## **Practice Experience Courses**

### **Personal Care and Assistance Skills Demonstrations**

This practical course offers students the opportunity to acquire personal care and assistance skills within the parameters of the HCA/PSW role. The course is comprised of class and supervised laboratory experiences, which will assist the student to integrate theory from other courses to develop caregiver skills that maintain and promote the comfort, safety, quality of life, and independence of individuals within the community and a variety of facilities.

### **Practice Education Experience 1: Long-Term Care/Multi-Level and/or Complex Care**

The course provides a supervised practical experience focusing on individuals in multi-level or complex care settings. This supervised practical experience course provides students with an opportunity to apply knowledge and skills from all other courses in the program. A portion of this practice experience will be devoted to working with individuals experiencing cognitive challenges. Opportunities will be provided for students to gain expertise and confidence with the role of the HCA/PSW within a continuing care facility.

### **Practice Education Experience 2: Community Care**

This practice course provides students with an opportunity to apply knowledge and skills from all other courses with individuals and families in a community setting. Opportunity will be provided for students to become more familiar with the role of the HCA/PSW within a Home Support Agency and to gain knowledge that will prepare graduates for employment in this setting. It is important that students understand the philosophy of community care settings and its emphasis on client choice and independence.