ALGONQUIN COLLEGE

Area of Interest: Health Sciences

Personal Support Worker

Ontario College Certificate

Program Code: 6307X01FPH

1 Year

Ottawa - Perley Health Campus

Our Program

Make a difference in the lives of others.

The one-year Personal Support Worker Ontario College Certificate program, delivered over 28 weeks, prepares you for an in-demand career in the healthcare field.

As a frontline care-provider, you develop the ability to engage with persons and families of various ages and health-related needs to promote healthy living. Learn how to assist clients with their daily personal care needs, such as nutrition, bathing, dressing, toileting, and household management.

You benefit from clinical field placements in healthcare settings, where you integrate theoretical principles into practice. As a valuable member of the healthcare team, you develop effective working relationships and participate in the delivery, reporting, and documentation of care to:

- provide safe, compassionate, person-centred care
- encourage independence
- enhance and maintain quality of life

After graduating, you may find employment as a Personal Support Worker in a variety of settings such as:

- retirement homes
- long-term care facilities
- home care agencies
- private homes
- hospitals

SUCCESS FACTORS

This program is well-suited for students who:

- Enjoy working with people of all ages and cultural backgrounds.
- Have effective communication and interpersonal skills.
- Work effectively as a member of a team.
- Are comfortable using computers and other forms of technology.
- Possess strong time management and organizational skills.

Employment

Graduates may find employment as personal support workers functioning under the supervision of Registered Nurses and/or Registered Practical Nurses in retirement homes, long-term care facilities, community health agencies and acute-care settings.

Learning Outcomes

The graduate has reliably demonstrated the ability to:

- Work within the personal support worker role in various care settings in accordance with all applicable legislation, standards, employer job descriptions, policies, procedures and guidelines.

- Practice professionally, and be accountable for one`s own actions by applying problem-solving, self-awareness, time management and critical thinking to the provision of care as a personal support worker, whether working independently or as a member of a team.

- Practice as an engaged member of the interprofessional team to maintain collaborative working relationships for the provision of supportive, safe, responsive and competent client-centred care within care settings.

- Provide person-centred care, based on ethical principles, sensitive to diverse personal and family values, beliefs, cultural practices and other needs, which follows the plan of care.

- Establish and maintain therapeutic relationships with clients and their families using effective communication skills to build a genuine, trusting and respectful partnership, in accordance with professional boundaries, employer policies, confidentiality, and privacy legislation.

- Identify relevant client information within the roles and responsibilities of the personal support worker using observation, critical thinking, and effective communication skills to report and document findings.

- Create, promote and maintain a safe and comfortable environment for clients, their families, self and others by implementing current infection prevention and control measures, emergency and first aid procedures, and best practices in pandemic planning that are in keeping with the plan of care, all applicable legislation, and employer policies and procedures.

- Assist clients across the lifespan with activities of daily living by applying fundamental knowledge of growth and development, psychological concepts, common alterations in functioning, health promotion, disease prevention, rehabilitation and restorative care, and holistic health care.

- Assist the client with medication following the client`s plan of care, and if a delegated act, under the supervision of a regulated health professional or done by exception under the most accountable person and in accordance with all applicable legislation and employer policies.

- Assist with household management services and instrumental activities of daily living in accordance with the plan of care and considering the preferences, comfort, safety and autonomy of clients, families and significant others.

- Assist and support clients who are caregivers, considering individual and family choices, professional boundaries and the direction of the plan of care.

- Identify, respond to and report potential, alleged, suspected or witnessed situations of abuse, and/or neglect, as required by all applicable legislation, including the Retirement Homes Act, 2010 and the Long-Term Care Homes Act, 2007, and as required within the employers` job description for the personal support workers.

- Assist with the provision of holistic health care and advocacy for culturally safe and spiritually sensitive palliative and end-of-life care to clients and to their families and significant others from diagnosis through to death and bereavement, and in accordance with clients` choices and the plan of care.

- Provide client-centered and client-directed care to individuals experiencing various mental health illness and challenges, cognitive and intellectual impairments, and/or responsive behaviours by using supportive approaches and evidence-based practices to promote positive and safe behaviours in clients.

- Identify and apply discipline-specific practices that contribute to the local and global community through social responsibility, economic commitment and environmental stewardship.

Program of Study

Level: 01	Courses	Hours
ENL1813S	Communications I	42.0
HLT0303	Clinical Placement 1	65.0
HLT0366	Theoretical Principles for Activities of Daily Living (ADLs)	28.0
HLT0367	Lab Skills for Activities of Daily Living (ADLs)	56.0
HLT0368	Professional Practice of the PSW	28.0
HLT0369	Dementia Care and Mental Health	42.0
HLT0370	The Human Body Across the Lifespan	28.0
Level: 02	**Courses**	**Hours**
HLT0306	Palliative Care and End of Life	33.0
HLT0309	Clinical Placement 2	65.0
HLT0310	Consolidation Placement for the Personal Support Worker	105.0
HLT0371	Health Conditions and the Role of the PSW	44.0
HLT0372	Lab Skills for Health Conditions	33.0
Choose one from equivalencies:	**Courses**	**Hours**
GED6307	General Education Elective	42.0

Fees for the 2024/2025 Academic Year

Tuition and related ancillary fees for this program can be viewed by using the Tuition and Fees Estimator tool at https://www.algonquincollege.com/fee-estimator .

Further information on fees can be found by visiting the Registrar`s Office website at https://www.algonquincollege.com/ro .

Fees are subject to change.

Additional program related expenses include:

- Books and supplies cost approximately $500 for the program duration, while uniforms and shoes cost approximately $200.
- Additional expenses to meet clinical placement eligibility requirements cost approximately $300-$400.
- Students may have additional Clinical Placement related expenses and are responsible for all associated expenses; e.g., travel, parking, clinical lockers, and other expenses.

Admission Requirements for the 2025/2026 Academic Year

College Eligibility

- Ontario Secondary School Diploma (OSSD) or equivalent. Applicants with an OSSD showing senior English and/or mathematics courses at the Basic Level, or with Workplace or Open courses, will be tested to determine their eligibility for admission; OR
- Academic and Career Entrance (ACE) certificate; OR

- General Educational Development (GED) certificate; OR

- Mature Student status (19 years of age or older and without a high school diploma at the start of the program). Eligibility may be determined by academic achievement testing for which a fee will be charged.

Program Eligibility

- English, Grade 12 (ENG4C or equivalent).

- Applicants with international transcripts must provide proof of the subject-specific requirements noted above and may be required to provide proof of language proficiency. Domestic applicants with international transcripts must be evaluated through the International Credential Assessment Service of Canada (ICAS) or World Education Services (WES).

- IELTS-International English Language Testing Service (Academic) Overall band of 6.0 with a minimum of 5.5 in each band; OR TOEFL-Internet-based (iBT) Overall 80, with a minimum of 20 in each component: Reading 20; Listening 20; Speaking 20; Writing 20; OR Duolingo English Test (DET) Overall 110, minimum of 110 in Literacy and no score below 95.

Not sure if you meet all of the requirements? Academic Upgrading may be able to help with that: https://www.algonquincollege.com/access/ .

Should the number of qualified applicants exceed the number of available places, applicants will be selected on the basis of their proficiency in English.

Admission Requirements for 2024/2025 Academic Year

College Eligibility

- Ontario Secondary School Diploma (OSSD) or equivalent. Applicants with an OSSD showing senior English and/or mathematics courses at the Basic Level, or with Workplace or Open courses, will be tested to determine their eligibility for admission; OR

Application Information

PERSONAL SUPPORT WORKER
Program Code 6307X01FPH

Applications to full-time day programs must be submitted with official transcripts showing completion of the academic admission requirements through:

ontariocolleges.ca
60 Corporate Court
Guelph, Ontario N1G 5J3
1-888-892-2228

Students currently enrolled in an Ontario secondary school should notify their Guidance Office prior to their online application at https://www.ontariocolleges.ca/ .

Applications for Fall Term and Winter Term admission received by February 1 will be given equal consideration. Applications received after February 1 will be processed on a first-come, first-served basis as long as places are available.

International applicants please visit this link for application process information: https://algonquincollege.force.com/myACint/ .

For further information on the admissions process, contact:

Registrar`s Office
Algonquin College
1385 Woodroffe Ave
Ottawa, ON K2G 1V8
Telephone: 613-727-0002
Toll-free: 1-800-565-4723
TTY: 613-727-7766
Fax: 613-727-7632

Contact: https://www.algonquincollege.com/ro

Additional Information

This full-time program is offered through the Ottawa or Pembroke campus. While the learning outcomes at the campuses are the same, the curriculum order and subject delivery are reflective of the local circumstances which can affect program delivery.

Clinical Placement Eligibility:
Placement agencies require proof of immunization, police check, and other requirements. It may take eight (8) weeks or more to obtain this documentation. It is strongly recommended to initiate a Police Records Check with a Vulnerable Sector Check (VSC), updates to immunization and immunization records, and CPR and First Aid certification before starting the program. It is the student`s responsibility to complete all eligibility requirements prior to placement. If you have not fulfilled all placement requirements by the required deadline there will be a delay in starting placement and your program progression could be negatively impacted.

Police Records Check with Vulnerable Sector Check (VSC) Documentation:
To be eligible for placement, you must submit proof of a clear Police Records Check with a Vulnerable Sector Check (VSC), which will be retained on your departmental file and used only for purposes related to your placement. If you register in the program without a clear VSC and as a result are unable to participate in placement, you will not be able to successfully progress in the program. A clear VSC is required at a minimum of every six months, and more often as required by the placement agencies.

Proof of Immunization:
Prior to placements you are required to submit proof of immunization and pre-placement health forms in order to comply with the legislation and regulations of the institutions which offer placement experiences. Required documentation includes a copy of immunization records and/or equivalent (bloodwork) that verifies proof of immunization to: hepatitis B, tetanus, diphtheria, polio and pertussis and measles, mumps, rubella and varicella, and includes a 2-step TB test.

Our health care partners may also mandate other vaccines, (e.g., COVID and/or influenzas vaccine) in order to attend placement.

For consideration of medical exemption related to immunizations and vaccines, documentation must be provided for review. Please note, if medically exempt from the flu vaccine, for example, facilities have the prerogative to require the flu vaccine in order to proceed with placement and can refuse students who do not have flu vaccine. Additionally, in the event of an influenza outbreak, learners must abide by the facility policies.

CPR and First Aid:
A current CPR Level C certificate and Standard First Aid is required prior to placement.

Other Clinical Requirements:
The Gentle Persuasive Approaches (GPA) Workshop, Workplace Health and Safety Awareness (WHMIS), and mask fit-testing are mandatory requirements to proceed to placement. Your program will provide an opportunity to complete GPA, WHMIS, and mask-fit testing during the program.

Additional Notes:
Clinical placements receive large numbers of health science students and there may be times during your program of study that require you to attend weekend and evening clinical experiences.

Many placement agencies are not within walking distance of the college. Students are required to provide their own transportation to and from placement.

Contact Information

Program Coordinator(s)

- Kerri-Ann Joice, mailto:joicek@algonquincollege.com , 613-727-4723, ext. 5362

Course Descriptions

ENL1813S Communications I

Communication remains an essential skill sought by employers, regardless of discipline or field of study. Using a practical, vocation-oriented approach, students focus on meeting the requirements of effective communication. Through a combination of lectures, exercises, and independent learning, students practise writing, speaking, reading, listening, locating and documenting information and using technology to communicate professionally. Students develop and strengthen communication skills that contribute to success in both educational and workplace environments.

Prerequisite(s): none
Corerequisite(s):none

GED6307 General Education Elective

Students choose one course, from a group of general education electives, which meets one of the following five theme requirements: Arts in Society, Civic Life, Social and Cultural Understanding, Personal Understanding, and Sciences and Technology.

Prerequisite(s): none
Corerequisite(s):none

HLT0303 Clinical Placement 1

Personal Support Workers provide care that aligns with the preferences, comfort, safety, and autonomy of clients and families. Students apply therapeutic communication and assist with activities of daily living in accordance with the client's plan of care. Through a supervised practical experience, students apply the principles of personal care, observation, and documentation while working with the inter-professional healthcare team in a clinical setting.

Prerequisite(s): none
Corerequisite(s):none

HLT0306 Palliative Care and End of Life

Palliative care contributes to the quality of life for persons with life-limiting conditions. Attitudes and cultural influences related to life, illness, death and loss are discussed. Students examine the impact of stress, principles of pain, theories of grief, and the final physical aspects of end-of-life. Students explore physical and psychological comfort measures, promotion of independence, therapeutic communication skills, and support available to the individual and family in the current healthcare system.

Prerequisite(s): none
Corerequisite(s):none

HLT0309 Clinical Placement 2

Personal Support Workers apply their knowledge and skills while caring for persons with alterations in health to promote quality of life. Students provide individualized, person-centered plan of care while maintaining a safe and comfortable environment. Students recognize and apply concepts of the disease process and the impact on quality of life, report and document relevant changes in health. Through supervised practical experience in a healthcare setting, student contribute as a member of the interprofessional health care team.

Prerequisite(s): HLT0303 and HLT0366 and HLT0367
Corerequisite(s):none

HLT0310 Consolidation Placement for the Personal Support Worker

The Personal Support Worker (PSW) applies fundamental knowledge and skills to provide supportive care to individuals across the lifespan incorporating growth and development, psychological, common conditions, rehabilitation and restorative care, and holistic health care concepts. Students provide ethical, person-centred, person-directed and culturally safe care in community, retirement homes, long-term care homes and/or hospital care settings. As a member of an interprofessional health care team, students collaborate to maximize the quality of life for persons with differing needs.

Prerequisite(s): HLT0306 and HLT0309 and HLT0368 and HLT0369 and HLT0370 and HLT0371 and HLT0372
Corerequisite(s):none

HLT0366 Theoretical Principles for Activities of Daily Living (ADLs)

Personal Support Workers use best practice strategies and person-centred approaches as they support the plan of care for all persons while applying relevant legislation and regulations. Students explore ways to respect each individual's personal and cultural preferences, dignity, independence, privacy, and safety when assisting with activities of daily living and household management to reach/maintain their optimal potential.

Prerequisite(s): none
Corerequisite(s):none

HLT0367 Lab Skills for Activities of Daily Living (ADLs)

Personal Support Workers enable individuals to meet their physical needs in relation to activities of daily living and household management. Integrating theory into practice, students develop psychomotor and professional skills and techniques to support individuals in a variety of care settings. Students practice professionalism, accountability, safety and communication skills through hands-on experience with ADLs and household management activities while maintaining infection control and proper body mechanics.

Prerequisite(s): none
Corerequisite(s):none

HLT0368 Professional Practice of the PSW

The personal support worker is expected to work in collaboration with the healthcare team adhering to all applicable policies, legislation, and regulations. Students explore professional expectations and boundaries within the role of the personal support worker and fundamental interpersonal, interprofessional, and therapeutic communication skills. Through discussions and activities, students examine collaborative professional relationships and person-centred care based on ethical principles, beliefs, cultural practices, and other needs.

Prerequisite(s): none
Corerequisite(s):none

HLT0369 Dementia Care and Mental Health

Personal Support Workers care for individuals and families living with a variety of brain-related challenges. Student explore best practices to promote safe ways of interacting with persons experiencing dementia, responsive behaviors and mental health challenges. Students examine changes in client perception including memory, judgement, organization, language and motor skills and best practices to promote optimal functioning for persons and families affected by brain-related challenges.

Prerequisite(s): none
Corerequisite(s):none

HLT0370 The Human Body Across the Lifespan

The human body is made up of systems that work together to support human functioning. Students examine body structures and functions identifying the normal stages of growth and development as it pertains to persons across the lifespan.

Prerequisite(s): none
Corerequisite(s):none

HLT0371 Health Conditions and the Role of the PSW

A fundamental understanding of common health conditions is required for the PSW to provide competent care for individuals. Students examine common alterations in functioning, health promotion, disease prevention, rehabilitation and restorative care, and holistic health care. As a member of the interdisciplinary healthcare team, PSW's provide input into the development and ongoing review of plan of care through observation and communication to promote healthy living.

Prerequisite(s): HLT0370
Corerequisite(s):none

HLT0372 Lab Skills for Health Conditions

Hands-on experience working in simulated environments provides a safe space for students to develop practical skills to care for individuals with differing health needs. Students practice essential skills such as documentation, observation, and health condition-specific care as directed by the plan of care, employer policies and applicable legislation. Students apply knowledge related to common health conditions to build their professional skills in providing person-centred care.

Prerequisite(s): HLT0366 and HLT0367
Corerequisite(s):none