



ORIGINAL COURSE IMPLEMENTATION DATE: September 2019
 REVISED COURSE IMPLEMENTATION DATE:
 COURSE TO BE REVIEWED (six years after UEC approval): February 2025
 Course outline form version: 05/18/2018

OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

Note: The University reserves the right to amend course outlines as needed without notice.

Course Code and Number: ACTA 30	Number of Credits: 0 Course credit policy (105)														
Course Full Title: Interpersonal and Communication Skills within Adult Care Settings Course Short Title: Communication Skills <i>(Transcripts only display 30 characters. Departments may recommend a short title if one is needed. If left blank, one will be assigned.)</i>															
Faculty: Faculty of Access and Continuing Education	Department (or program if no department): Continuing Education														
Calendar Description: Explore the skills required to effectively communicate verbally and non-verbally in adult care settings with individuals with dementia, other individuals living within the care setting, family members, and the health care team. Cultural diversity will also be explored. Validation Therapy will be highlighted to understand communication within dementia care.															
Prerequisites (or NONE):	None.														
Corequisites (if applicable, or NONE):	None.														
Pre/corequisites (if applicable, or NONE):	B or better in ACTA 20.														
Antirequisite Courses <i>(Cannot be taken for additional credit.)</i> Former course code/number: Cross-listed with: Dual-listed with: Equivalent course(s): <i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i>	Special Topics <i>(Double-click on boxes to select.)</i> This course is offered with different topics: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <i>(If yes, topic will be recorded when offered.)</i> Independent Study If offered as an Independent Study course, this course may be repeated for further credit: <i>(If yes, topic will be recorded.)</i> <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes, repeat(s) <input type="checkbox"/> Yes, no limit Transfer Credit Transfer credit already exists: <i>(See bctransferguide.ca.)</i> <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Submit outline for (re)articulation: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <i>(If yes, fill in transfer credit form.)</i> Grading System <input checked="" type="checkbox"/> Letter Grades <input type="checkbox"/> Credit/No Credit Maximum enrolment (for information only): 24 Expected Frequency of Course Offerings: At least once annually <i>(Every semester, Fall only, annually, etc.)</i>														
Typical Structure of Instructional Hours															
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Lecture/seminar hours</td><td style="text-align: center;">15</td></tr> <tr><td>Tutorials/workshops</td><td></td></tr> <tr><td>Supervised laboratory hours</td><td></td></tr> <tr><td>Experiential (field experience, practicum, internship, etc.)</td><td></td></tr> <tr><td>Supervised online activities</td><td style="text-align: center;">15</td></tr> <tr><td>Other contact hours: 30</td><td></td></tr> <tr><td style="text-align: right;">Total hours</td><td style="text-align: center;">30</td></tr> </table>	Lecture/seminar hours	15	Tutorials/workshops		Supervised laboratory hours		Experiential (field experience, practicum, internship, etc.)		Supervised online activities	15	Other contact hours: 30		Total hours	30	
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Total hours	30														
Labs to be scheduled independent of lecture hours: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes															
Department / Program Head or Director: Liana Thompson	Date approved: October 31, 2018														
Faculty Council approval	Date approved: November 30, 2018														
Dean/Associate VP: Sue Brigden	Date approved: December 3, 2018														
Campus-Wide Consultation (CWC)	Date of posting: December 12, 2018														
Undergraduate Education Committee (UEC) approval	Date of meeting: February 1, 2019														

Learning Outcomes:

Upon successful completion of this course, students will be able to:

1. Use communication strategies that are appropriate for different audiences including health care team, older adults, and family members.
2. Demonstrate effective communication skills through reflective practice.
3. Demonstrate effective communication skills through Validation Therapy.
4. Discuss and respond effectively to a range of emotions and responsibilities associated with end of life.

Prior Learning Assessment and Recognition (PLAR)

Yes No, PLAR cannot be awarded for this course because it prepares students for a specific work role.

Typical Instructional Methods (*Guest lecturers, presentations, online instruction, field trips, etc.; may vary at department's discretion.*)

Online lecture (face-to-face digital and independent viewing), online instruction, online discussion boards and quizzes, face to face practice.

NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.

Typical Text(s) and Resource Materials (*If more space is required, download Supplemental Texts and Resource Materials form.*)

	Author (surname, initials)	Title (article, book, journal, etc.)	Current ed.	Publisher	Year
1.	Best-Martini, E., Weeks, M.A., & Wirth, P.	Long-Term Care for Activity Professionals, Social Services Professionals, and Recreational Therapists	<input checked="" type="checkbox"/>	Geriatric Educational; 7 edition	2018
2.			<input type="checkbox"/>		
3.			<input type="checkbox"/>		
4.			<input type="checkbox"/>		
5.			<input type="checkbox"/>		

Required Additional Supplies and Materials (*Software, hardware, tools, specialized clothing, etc.*)**Typical Evaluation Methods and Weighting**

Final exam:	%	Assignments:	60 %	Field experience:	%	Portfolio:	%
Midterm exam:	%	Project:	%	Practicum:	%	Other:	%
Quizzes/tests:	40 %	Lab work:	%	Shop work:	%	Total:	100%

Details (if necessary):**Typical Course Content and Topic:**

- Effective verbal and non-verbal communication skills
- Health care team communication
- Professionalism within the care setting
- Professionalism with verbal and non-verbal communication
- Importance of effective communication skills with family members and the individual with dementia
- Effective listening skills and active listening
- Family's needs
- Communicating residents' progress effectively to the family members
- Collaboration in communication with family, health care team and residents
- Reflective practice
- Effective strategies for reflection on client progress within activity
- Validation Therapy
- Empathy towards the individual with dementia