

Detailed Program Overview: Supportive Care Assistant

Module 1 – Professionalism

Micro-certificate Competencies	Module Description	Lesson Outcomes	Work Placement Competencies
<ol style="list-style-type: none"> 1. Understand the role of the Supportive Care Assistant within the interprofessional team. 2. Engage with the client and interprofessional team members to support client well-being. 3. Demonstrate professionalism, and accountability and confidentiality to the client, families, interprofessional team members, and employers. 	<p>As a Supportive Care Assistant, it is important to understand your role within the interprofessional team. You will engage with the client and interprofessional team members to support the client's well-being by demonstrating professionalism, accountability and confidentiality to the client, families, interprofessional team members, and employers. This module provides the background information and skills needed to provide professional client-centred assistance.</p> <p>The topics that you will explore in Module 1 are:</p> <p>Lesson 1 Role of the Supportive Care Assistant Lesson 2 Working within an Interprofessional team Lesson 3 Professionalism and Accountability Lesson 4 Conflict Resolution Lesson 5 Confidentiality</p>	<p>Lesson 1</p> <ol style="list-style-type: none"> 1. Understand the role of the Supportive Care Assistant within the interprofessional team. 2. Engage with the client and interprofessional team members to support client well-being. 3. Demonstrate professionalism, accountability and confidentiality to the client, families, interprofessional team members, and employers. <p>Lesson 2</p> <ol style="list-style-type: none"> 1. Describe the role and responsibilities of a Supportive Care Assistant within an interprofessional team. 2. Identify and outline how the Supportive Care Assistant role is accountable to and is collaborative within the interprofessional team. 3. Describe how to set personal and professional boundaries when working with clients. <p>Lesson 3</p> <ol style="list-style-type: none"> 1. Describe strategies and skills necessary to support client well-being through professional and accountable practices. 2. Define professionalism. 3. Define and provide examples of accountability. <p>Lesson 4</p> <ol style="list-style-type: none"> 1. Define and describe conflict resolution skills and apply this knowledge to supporting client and family well-being. 	<ol style="list-style-type: none"> 1. Understand the role of the Supportive Care Assistant within the interprofessional team. <ul style="list-style-type: none"> ▪ identify self by first and last name and role as a Supportive Care Assistant) student. ▪ practice according to the competencies and expectations of the Supportive Care Assistant student. ▪ accept guidance and constructive feedback from preceptor/mentor/supervisor and other members of the interprofessional team. ▪ demonstrate awareness of personal and professional boundaries with clients and the interprofessional health care team members. 2. Engage with the client and interprofessional team members to support client well-being. <ul style="list-style-type: none"> ▪ demonstrate respectful, collaborative communication with staff, clients, and liaison. ▪ utilize problem solving and conflict resolution strategies in collaboration with preceptor/mentor/supervisor and other members of the interprofessional team. 3. Demonstrate professionalism, and accountability and confidentiality to the client, families, interprofessional team members, and employers.



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		<ol style="list-style-type: none">2. Identify problem-solving and conflict resolution skills and strategies to use within the team and with the clients and their families.3. Explain the role of dignity, preferences, privacy, and safety in supporting a safe and nurturing work environment. <p>Lesson 5</p> <ol style="list-style-type: none">1. Understand the importance of confidentiality and privacy2. Recognize circumstances in which seeking advice from a supervisor is necessary.3. Understand an overview of the Personal Information Protection and Electronic Documents Act (PIPEDA).	<ul style="list-style-type: none">▪ demonstrate accountability through attendance and punctuality.▪ adhere to employer dress policy.▪ recognize practice limitations and ask for assistance when necessary.▪ demonstrate fitness to practice (including but not limited to cognitive, physical, psychological, or emotional conditions)▪ demonstrate confidentiality, including but not limited to personal communication, storage of information, and disposal of placement documents.
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Module 2 - Client and Family-Centred Assistance

Micro-certificate Competencies	Module Description	Lesson Outcomes	Work Placement Competencies
<p>1. Respect the client's unique physical, cognitive, psychological, cultural, social, and spiritual needs when providing assistance.</p> <p>2. Support clients' rights to privacy, dignity, respect, and confidentiality.</p> <p>3. Understand the need for empathy towards each client in recognizing that each client is unique and may experience health challenges differently.</p>	<p>As a Supportive Care Assistant, you will demonstrate respect for the clients and families you work with by providing client and family-centred supports. This module provides the background information and skills to provide supportive client-centred care. You will reflect on your own attitudes, beliefs, skills, knowledge, and actions and understand how this may impact the assistance you provide through exploring the concepts in this module.</p> <p>The topics that you will explore in Module 2 are:</p> <p>Lesson 1 Client and Family-Centred Support Lesson 2 Culture and Diversity Lesson 3 Empathy Lesson 4 DIPPS (Dignity Independence Privacy Preference Safety) Lesson 5 Client Advocacy</p>	<p>Lesson 1</p> <ol style="list-style-type: none"> Describe client and family-centred care. Identify and outline how this approach maintains respect for the client's unique physical, cognitive, psychological, cultural, social, and spiritual needs when providing assistance. <p>Lesson 2</p> <ol style="list-style-type: none"> Describe culture as foundational to recognizing and celebrating the client and family's values, norms, ethnicity, and lived experiences. Identify and outline how culture and diversity shape the client's unique physical, cognitive, psychological, cultural, social, and spiritual needs when providing assistance. <p>Lesson 3</p> <ol style="list-style-type: none"> Describe empathy as a way to provide client and family-centred assistance that recognizes that each situation is unique, and clients and their families may experience health challenges differently. Identify and outline how empathy will support the client and their family in experiencing their care in a uniquely dignified manner. <p>Lesson 4</p> <ol style="list-style-type: none"> Describe Dignity Independence Privacy Preference Safety related to supporting the clients' rights to privacy, dignity, respect, and confidentiality. 	<ol style="list-style-type: none"> Respect the client's unique physical, cognitive, psychological, cultural, social, and spiritual needs when providing assistance. <ul style="list-style-type: none"> provide assistance that is culturally safe, demonstrating sensitivity to diversity. demonstrate respect for the client's physical, cognitive, psychological, cultural, social, and spiritual needs when providing assistance. Support clients' rights to privacy, dignity, respect, and confidentiality. <ul style="list-style-type: none"> demonstrate principles of privacy, dignity, respect, and confidentiality in relation to clients. obtain consent to provide assistance. Understand the need for empathy towards each client in recognizing that each client is unique and may experience health challenges differently. <ul style="list-style-type: none"> demonstrate empathy in verbal and non-verbal communication. recognize the need for advocacy to ensure support that is safe, compassionate, and empathetic. demonstrate an understanding of the unique health challenges of each client.



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		<p>2. Explain how the basic tenets of care, dignity, independence, preferences, privacy, and safety improve the client's quality of life.</p> <p>Lesson 5</p> <p>1. Describe client advocacy in the context of supporting the clients' rights to privacy, dignity, respect, and confidentiality.</p> <p>2. Explain how advocacy can influence a client's quality of life.</p>	
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Module 3 - Communication

Micro-certificate Competencies	Module Description	Lesson Outcomes	Work Placement Competencies
<ol style="list-style-type: none"> 1. Demonstrate inclusive practice when interacting with clients, families, and other interprofessional team members. 2. Show respect for clients and their families' beliefs, values, and rights while responding to situations with honesty, humility, and integrity. 3. Understand the importance of communication and relaying information appropriately. 	<p>As a Supportive Care Assistant, you will demonstrate inclusive practice skills when interacting with clients, families, and other interprofessional team members. This will involve respecting the clients' beliefs, values, and rights while responding to situations with honesty, humility, and integrity. You will also begin to understand the importance of communication and relaying information appropriately. This module provides the background information, skills, and effective communication techniques to provide inclusive client-centred support. You will learn about the importance of clear, respectful communication, including the client, family, and interprofessional team members. You will reflect on your own attitudes, beliefs, skills, knowledge, and actions and understand the impact of the assistance you provide in this role.</p>	<p>Lesson 1</p> <ol style="list-style-type: none"> 1. Describe the elements of effective communication. 2. Explore strategies of active listening. 3. Discuss practices to increase the effectiveness of communication. <p>Lesson 2</p> <ol style="list-style-type: none"> 1. Identify common barriers to communication and tips to overcome them. 2. Discuss the role that emotions play in effectively communicating with others. 3. Explain what non-verbal cues are and how they can positively and negatively impact communications. <p>Lesson 3</p> <ol style="list-style-type: none"> 1. Explain the importance of effective communication when working as a team. 2. Discuss key aspects of effective team communications. 3. Understand communication barriers and how to overcome them. <p>Lesson 4</p> <ol style="list-style-type: none"> 1. Describe inclusion and inclusive practice. 2. Describe stereotyping. 3. Identify and outline how your role as a Supportive Care Assistant provides holistic, inclusive care for clients and their families. 4. Define social isolation, loneliness, and solitude. 	<ol style="list-style-type: none"> 1. Demonstrate inclusive practice when interacting with clients, families, and other interprofessional team members. <ul style="list-style-type: none"> ▪ engage the client and family as part of the interprofessional team. 2. Show respect for clients and their families' beliefs, values, and rights while responding to situations with honesty, humility, and integrity. <ul style="list-style-type: none"> ▪ demonstrate respectful, collaborative communication to support the client and families' beliefs, values, and rights. ▪ respond to clients, families and other interprofessional team members with honesty, humility, and integrity. 3. Understand the importance of communication and relaying information appropriately. <ul style="list-style-type: none"> ▪ demonstrate effective communication skills when interacting with clients, families, and other interprofessional team members. ▪ report information clearly, concisely, and appropriately to the preceptor/mentor/supervisor and other members of the interprofessional team.



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	<p>The topics that you will explore in Module 3 are:</p> <p>Lesson 1 Effective Communication</p> <p>Lesson 2 Barriers to Communication</p> <p>Lesson 3 Team Communication</p> <p>Lesson 4 Applying Communication Skills to Inclusive Practice</p> <p>Lesson 5 Mental Health</p>	<p>5. Identify risk factors and strategies that address social isolation in an inclusive manner.</p> <p>Lesson 5</p> <ol style="list-style-type: none">1. Describe factors that may contribute to the increase of mental health concerns in the older adult.2. Define anxiety and depression.3. Describe how you can assist clients who are experiencing mental health problems.4. Define dementia and describe what you can do to be helpful when working with clients who have dementia.	
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Module 4 - Supportive Assistance

Micro-certificate Competencies	Module Description	Lesson Outcomes	Work Placement Competencies
<p>1. Practice safe, supportive assistance to promote client independence during activities of daily living.</p> <p>2. Implement practices to maintain a clean and organized client care environment.</p> <p>3. Demonstrate appropriate use of touch while providing supportive assistance.</p>	<p>In this module, you will learn how to provide personal support as part of your role of Supportive Care Assistant. You will learn how to practice safe and supportive assistance to promote client independence. Through lessons, demonstration videos, and practice at home, you will implement the proper supportive assistance techniques as per your role.</p> <p>The topics that you will explore in Module 4 are:</p> <p>Lesson 1 Promoting client independence</p> <p>Lesson 2 Appropriate use of touch</p> <p>Lesson 3 Maintain a clean and organized environment</p> <p>Lesson 4 Assisting with ambulation; use of aids</p>	<p>Lesson 1</p> <ol style="list-style-type: none"> 1. Explain the importance of respecting the independence and autonomy of clients. 2. Encourage independence, self-care, and self-esteem of the client as much as possible through caregiving or assisting activities. 3. Support clients' personal preferences and choices. 4. Understand the balance of power in supportive care relationships with clients. 5. Assist client with personal care in a safe, competent, and organized manner. <p>Lesson 2</p> <ol style="list-style-type: none"> 1. Describe what touch is, the benefits of touch, and the different zones of touch that a Supportive Care Assistant will be using. 2. Identify the different types of abuse. <p>Lesson 3</p> <ol style="list-style-type: none"> 1. Support the health care team by maintaining a clean and organized environment. 2. Assess the client and the environment before tidying. 3. Adjust environments, as appropriate, to ensure safety and to promote efficiency. 4. Understand the importance of cleaning equipment after use and returning to an appropriate place. <p>Lesson 4</p>	<ol style="list-style-type: none"> 1. Practice safe, supportive assistance to promote client independence during activities of daily living. <ul style="list-style-type: none"> ▪ employ safe practices to promote client independence during activities of daily living as per the Supportive Care Assistant student skills checklist. ▪ assist client with activities of daily living as per the SCA student skills checklist. ▪ identify client's ability to participate in their own care. 2. Implement practices to maintain a clean and organized client care environment. <ul style="list-style-type: none"> ▪ assist client, families and other interprofessional team members to maintain a clean and organized client care environment. 3. Demonstrate appropriate use of touch while providing supportive assistance. <ul style="list-style-type: none"> ▪ demonstrate appropriate use of touch while assisting clients during activities of daily living.



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	<p>Lesson 5 Assisting a client at mealtime</p>	<ol style="list-style-type: none">1. Describe what is ambulation, assisted ambulation, and the benefits of ambulation.2. Identify and set up mobility aids such as cane and walker3. Discuss safety considerations for ambulation.4. Assist the client with movement and ambulation, such as escorting or walking alongside the client.5. Recognize the parts of ambulation that are out of scope, such as lifts, transfers, or positioning and turning clients in bed.6. Understand basic body mechanics and demonstrate safe lifting techniques. <p>Lesson 5</p> <ol style="list-style-type: none">1. Safe food handling methods that would reduce the risk of spoilage or contamination.2. Assist with mealtime set up, resulting in an attractive and pleasant environment.3. Encourage socialization at mealtimes.4. Learn about dietary concerns such as special diets and allergies.	
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Module 5 - Infection Control and Safety

Micro-certificate Competencies	Module Description	Lesson Outcomes	Work Placement Competencies
<ol style="list-style-type: none"> 1. Demonstrate knowledge of the chain of infection as it relates to disease transmission and prevention. 2. Implement proper infection control measures to adhere to guidelines and policies. 3. Respond to safety hazards and unsafe situations. 	<p>In this module, you will learn how to demonstrate knowledge of the chain of infection related to disease and transmission. Through lessons, demonstration videos and practice at home, you will be able to implement proper use of personal protection equipment (PPE) to support your adherence to the guidelines and policies in various health care settings. As a Supportive Care Assistant, you need to know how to identify and respond to safety hazards and unsafe situations when dealing with your clients.</p> <p>The topics that you will explore in Module 5 are:</p> <p>Lesson 1 Chain of infection/disease transmission Lesson 2 Hand Washing Lesson 3 Personal Protection Equipment (PPE) Lesson 4 Safety Hazards & Unsafe Environmental Situations</p>	<p>Lesson 1</p> <ol style="list-style-type: none"> 1. Understand what an infection is and how it spreads. 2. Recognize the potential and importance of healthcare-associated infections for clients. 3. Outline what standard precautions are and when to use them. 4. Understand the basic principles and practices of infection control. <p>Lesson 2</p> <ol style="list-style-type: none"> 1. Explain how hand hygiene can promote wellness and physical health. 2. Demonstrate the proper technique for washing hands or completing hand rubbing. <p>Lesson 3</p> <ol style="list-style-type: none"> 1. Describe what personal protective equipment is and when you would be required to use it. 2. Understand the principles and practices of Transmission-based precautions and Standard Practices. 3. Demonstrate donning and doffing of all personal protective equipment. <p>Lesson 4</p> <ol style="list-style-type: none"> 1. Identify hazards in the work environment and how to protect themselves. 2. Outline procedures for reporting hazards. 3. Understand basic body mechanics and demonstrate safe lifting techniques. 	<ol style="list-style-type: none"> 1. Demonstrate knowledge of the chain of infection as it relates to disease transmission and prevention. <ul style="list-style-type: none"> ▪ demonstrate ways to break the chain of infection by using appropriate hand hygiene principles. ▪ demonstrate ways to break the chain of infection by maintaining a clean environment. 2. Implement proper infection control measures to adhere to guidelines and policies. <ul style="list-style-type: none"> ▪ demonstrate appropriate donning and doffing of PPE. ▪ adhere to agency policy and procedures regarding infection prevention and control. 3. Respond to safety hazards and unsafe situations. <ul style="list-style-type: none"> ▪ identify unsafe situations, that require interventions, and report appropriately to the preceptor/mentor/supervisor and other members of the interprofessional team. ▪ demonstrate appropriate use of (WHMIS) guidelines.



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	Lesson 5 Workplace Hazardous Materials Information System (WHMIS)	4. Explain how to take action in emergencies. Lesson 5 1. Standard WHMIS training per local and provincial standards.	
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