NORTHWESTERN POLYTECHNIC

SCHOOL OF APPLIED SCIENCE AND TECHNOLOGY

ANIMAL HEALTH TECHNOLOGY

COURSE OUTLINE – Winter 2023

AH242 Client Relations and Ethics for the VT – 1 (1.5-0-0.5) 32 Hours for 8 Weeks

Northwestern Polytechnic (NWP) acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR:	Rhonda Shaw	**PHONE:**	780-835-6702
OFFICE:	FAS 137	**E-MAIL:**	rshaw@gprc.ab.ca
OFFICE HOURS:	Contact instructor for appointment		

CALENDAR DESCRIPTION:

Skills in personal management, professionalism, and communications with clients, coworkers and employers will be taught. Students will learn to provide client education and grief counselling. The student is required to discuss relevant legislation and provisions with respect to ethics and jurisprudence. Discussion on codes of practice, animal rights are included.

PREREQUISITE(S)/COREQUISITE:

Must be registered in the NWP Animal Health Technology Diploma Program.

AH145

REQUIRED TEXT/RESOURCE MATERIALS:

Myers, *101 Communication Skills for Veterinary Teams,* Communication Solutions for Veterinarians, 2014

Course Pack

DELIVERY MODE(S):
Lab / Lecture / Guest Speakers

Quizzes, midterm and final exams will be supervised in-person. Students must have a computer with a webcam and reliable internet connection. Technological support is available through HelpDesk@nwpolytech.ca

COURSE OBJECTIVES & LEARNING OUTCOMES:

Module 1: Practice Philosophy/Client Relations/Hospital Interior

Upon successful completion of this Learning Outcome Guide, you will be able to describe and demonstrate practice philosophy/client relations.

Module 2: Conflict and Conflict Resolution

Upon successful completion of this Learning Outcome Guide, you will be able to describe and demonstrate conflict and conflict resolution skills.

Module 3: Animal Welfare and Ethics

Upon successful completion of this Learning Outcome Guide, you will be able to discuss animal welfare and ethics.

Module 4: Euthanasia & Grief

Upon successful completion of this Learning Outcome Guide, you will be able to identify and describe euthanasia and grief.

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page http://www.transferalberta.ca.

** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. **Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

EVALUATIONS:

EXAMINATIONS	Mark Distribution
A. Quizzes & Assignments	40%
B. Project	20%
C. Lab Participation	5%
D. Final Exam	35%
	100%

* A minimum of 60% must be obtained to successfully pass AH 245

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

AHT GRADING						
Alpha Grade	**4-point Equivalent**	**Percentage Guidelines**		**Alpha Grade**	**4-point Equivalent**	**Percentage Guidelines**
A+	4.0	90-100		C+	2.3	67-69
A	4.0	85-89		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		FAIL	1.3	55-59
B	3.0	73-76		FAIL	1.0	50-54
B-	2.7	70-72		WF	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

See course objectives for tentative timeline.

Course schedules are posted.

STUDENT RESPONSIBILITIES:

Enrolment at NWP assumes that the student will become a responsible citizen of the Institute. As such, each student will display a positive work ethic, take pride in and assist in the maintenance and preservation of Institute property, and assume responsibility for his/her education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting instructor expectations concerning attendance, assignments, deadlines, and appointments.

STATEMENT ON PLAGIARISM AND CHEATING:

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the Northwestern Polytechnic Calendar at https://www.nwpolytech.ca/programs/calendar/ or the Student Rights and Responsibilities policy which can be found at https://www.nwpolytech.ca/about/administration/policies/index.html.

**Note: all Academic and Administrative policies are available on the same page.

Additional Information:

For your safety and the safety of others there will be zero tolerance of anyone showing up for the sessions under the influence of alcohol or other medications which may cause physical impairment or disruptive behaviour. Sessions missed for the above reasons will be considered unexcused.

Attendance is mandatory at all labs and guest speaker sessions; a valid reason for absence is required. A 5% deduction off the overall course mark will occur for each unexcused absence in labs and / or guest speakers. In the case of known absences, the instructor is to be notified **prior** to the lab or guest speaker, followed by written documentation of absence from an acceptable third party (e.g. doctor). In the case of unexpected absences, the instructor must be notified, within 24 hours and documentation submitted.

Having a valid reason for missing a lecture, guest speaker, lab, quiz / exam does not change the student's responsibility to acquire the information dispensed during a lecture / lab, nor their obligation to finish required assignments / reports by the due date or quizzes / exams. A 0% grade will be assigned for any unexcused late or missed assignments. Exceptions to all the above are at the discretion of the instructor. Missed labs / guest speakers are not available for make-up.

Revision Date: Sept 2022