

DEPARTMENT OF ANIMAL SCIENCE
VETERINARY TECHNOLOGY
COURSE OUTLINE – Winter 2026

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

Northwestern Polytechnic 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@NWPolytech.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 Veterinary Technology Diploma Program.
AH145

REQUIRED TEXT/RESOURCE MATERIALS:

Course Pack



DELIVERY MODE(S):

Lab / Lecture / Guest Speakers

Quizzes and final exams will be supervised in person. Students must have a computer. Technological support is available through HelpDesk@nwpolytech.ca

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-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines		Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100		C+	2.3	67-69
A	4.0	85-94		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		D+	1.3	55-59
B	3.0	73-76		D	1.0	50-54
B-	2.7	70-72		F	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 their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting instructor expectations concerning attendance, assignments, deadlines, and appointments.

Veterinary Technology Program Attendance & Conduct Summary

- **Zero Tolerance for Impairment:** Attending labs, exams/quizzes, lectures, or guest speaker events under the influence of alcohol or impairing substances (including certain medications) is strictly prohibited. Violations result in unexcused absences and a mark of zero.
- **Mandatory Attendance:** Attendance is required for all exams, guest speakers and labs. Arriving late to labs, lectures, quizzes/exams will be considered an unexcused absence. Unexcused absences (at the instructor's discretion) result in:
 - **5% deduction** from the final course grade (labs/guest speakers)
- **Absence Approval:** Absences must be approved in advance or as soon as possible afterward with valid written documentation (e.g., doctor's note). Employment conflicts are not considered valid excuses.
- **Make-Up Policy:** Labs, lectures, and guest speakers cannot be made up. Missed assessments due to unexcused absences receive a grade of zero. Excused absences do not exempt students from required work or deadlines.
- **Exam Conduct:** No electronic devices (phones, smartwatches, headphones, tablets etc) are permitted during exams or evaluations. Having one present will result in immediate dismissal and a grade of 0%.
- **Further Guidelines:**
 - Spelling errors in exams/quizzes, assignments and medical records will result in a 0.5% deduction for each occurrence.
 - All handwritten materials that are submitted to the instructor must be using blue or black pen, no white out and using appropriate medical corrections.

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/polytechnic-leadership/policies-directory>

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

INFORMATION TECHNOLOGY

NWP servers may be monitored. Student accounts are visible via ABTutor and student activity on NWP networks may be monitored during supervised exams and/or anytime students are on NWP networks. The collection of and access to the personal information listed above as permitted by the *Freedom of Information and Protection of Privacy Act*.

Additional Information:

There is a 2-hour time limit for the final exam for this course AH 242.