



DEPARTMENT OF ANIMAL SCIENCE

COURSE OUTLINE – WINTER 2021

AH 242 CLIENT RELATIONS AND ETHICS FOR THE VT – 1 (1.5-0-0.5) 32 HOURS

16 Weeks

INSTRUCTOR: Rhonda Shaw

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OFFICE Noted Faculty may be working from offices and from home for Winter 2021

HOURS: Semester.

WINTER 2021 DELIVERY:

Mixed Delivery – Remote and Onsite. This course is delivered remotely with some face-to-face/onsite components at the GPRC [Fairview] campus.

- For the remote delivery components: students must have a computer with a webcam and reliable internet connection. Technological support is available through helpdesk@gprc.ab.ca.
- For the onsite components: students must supply their own mask [and/or face shield] and follow [GPRC Campus Access Guidelines and Expectations](#).

Note: GPRC reserves the right to change the course delivery.

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 GPRC Animal Health Technology Program
- AH145

REQUIRED TEXT/RESOURCE MATERIALS:

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

Course Pack - Theory

DELIVERY MODE(S):

Lab

Lecture / Guest Speakers

MIXED USING D2L global software for Lecture purposes. The Brightspace learning management system, which is a cloud-based software used by GPRC, for online and blended classroom learning.

COURSE OBJECTIVES/LEARNING OUTCOMES:**A. 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.

B. 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.

C. Module 3: Animal Welfare and Ethics

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

D. 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:

GRADING CRITERIA:

GRADING CONVERSION CHART for ANIMAL HEALTH TECHNOLOGY

OVERALL GRADE POINT AVERAGE HAS TO BE 2.0 OR HIGHER TO BE SUCCESSFUL IN THE AHT PROGRAM.

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

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 in order to successfully pass AH242.

COURSE SCHEDULE/TENTATIVE TIMELINE:

As posted

STUDENT RESPONSIBILITIES:

Enrolment at GPRC assumes that the student will become a responsible citizen of the College. 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 College Calendar at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at <https://www.gprc.ab.ca/about/administration/policies>

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

ADDITIONAL INFORMATION: (optional)

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 of the above are at the discretion of the instructor.