



DEPARTMENT OF ANIMAL SCIENCE

COURSE OUTLINE – WINTER 2016

AH242 ETHICS AND CLIENT RELATIONS – 1 (3-0-1)

INSTRUCTOR:	Rhonda Shaw	PHONE:	(780) 835-6702
OFFICE:	AS 137	E-MAIL:	rshaw@gprc.ab.ca
OFFICE HOURS:	See Posted Schedule		

PREREQUISITE(S)/COREQUISITE:

- Must be registered in the GPRC Animal Health Technology Program
- AH144

REQUIRED TEXT/RESOURCE MATERIALS:

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

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.

CREDIT/CONTACT HOURS:

1 (3-0-1) 8 weeks, 32 Hours

DELIVERY MODE(S):

Lab

Lecture / Guest Speakers

TRANSFERABILITY: (if applicable)

** 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

GRADING CRITERIA:

GRANDE PRAIRIE REGIONAL COLLEGE			
GRADING CONVERSION CHART for ANIMAL HEALTH PROGRAM			
Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A⁺	4.0	90 – 100	EXCELLENT
A	4.0	85 – 89	
A⁻	3.7	80 – 84	FIRST CLASS STANDING
B⁺	3.3	77 – 79	
B	3.0	73 – 76	GOOD
B⁻	2.7	70 – 72	
C⁺	2.3	67 – 69	SATISFACTORY
C	2.0	63 – 66	
C⁻	1.7	60 – 62	MINIMAL PASS*
F	1.3	55 – 59	FAIL
	1.0	50 – 54	
	0.0	0 – 49	
WF	0.0	0	FAIL, withdrawal after the deadline
			*overall grade point average has to be 2.0 or higher to be successful in the AHT program.

EVALUATIONS:

EXAMINATIONS	Mark Distribution
A. Quizzes & Assignments	35%
B. Midterm Exam	25%
C. Final Exam	35%
D. Lab Participation	5%
	100%

A minimum of 60% must be obtained in order to successfully pass AH 242.

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.

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 as soon as possible 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.

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the College Policy on Student Misconduct: Plagiarism and Cheating at https://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf

**Note: all Academic and Administrative policies are available at <https://www.gprc.ab.ca/about/administration/policies/>

COURSE SCHEDULE/TENTATIVE TIMELINE:

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: Stress Management

Upon successful completion of this Learning Outcome Guide, you will be able to identify causes and symptoms of stress and develop stress management skills.

C. Module 3: 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.

D. Module 4: Team Building

Upon successful completion of this Learning Outcome Guide, you will be able to describe and demonstrate team building.

E. Module 5: Euthanasia & Grief

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

F. Module 6: Animal Welfare and Ethics

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

YEAR: 2015/2016

