Community Support Worker - Student Guide

Welcome to Eclipse College! This guide will give you some information about the Community Support Worker Certificate Program and help you navigate through some common questions and issues about what your experience at Eclipse College will be like.

The CSW program provides career a fully certified Community Support Worker so you can apply for over 150 types of work that ranges from working with children, youth, adult, or teens. One of the most important parts of the program is to link you directly with employers who want to interview you for first your work placement and then as an employee.

During your time with Eclipse College, you will interact with caring instructors, explore the many avenues for a fulfilling career, meet amazing new people and work closely with other students who are on the same path you are on.

The CSW program is purposefully designed help you develop as a professional and sharpen your leadership skills. Leadership skills are very highly sought after by hiring managers across BC and you will be in a good position to both obtain excellent employment and be successful in your career.

Program Contact Information

Here is your primary contact for the program. If you have any questions, please email, or call Chelsea.

Role	Name	Email	Contact for...
Senior Advisor and VP	Chelsea Allan	info@eclipsecollege.com	Enrollment and Support

General Program Schedule

The program is designed to allow students to complete their Certificate in a shorter time so they can enter the job market fully prepared but at a faster pace.

All Eclipse College Certificate and Diploma programs run at specific scheduled times year-round. Each Course must have a minimum number of students enrolled to launch. The course you'll be involved in is a four-month Community Support Worker (CSW) Program with start dates and FAQ answered here: https://www.eclipsecollege.com/community-support-worker/.

Program Duration and Time Requirements

The CSW program is made up of 600 hours broken down as follows:

Instructor led courses:	480 hours (Live)
Work Experience	120 hours(Supervised)
Total	600

Overall, students should budget about 35-40 hours per week for participating in lectures, joining the projects with students from around the province, and participating in discussions.

Program Admission Requirements

To be eligible for the Community Support Worker Program, potential applicants must:
- ✓ Be interviewed by an Eclipse College Advisor
- ✓ Show they have the skills and ability to provide care and support to others
- ✓ Demonstrate they have appropriate English language skills
- ✓ Have access to the internet, a computer, and able to use Zoom and Microsoft WORD
- ✓ Have TB Test
- ✓ Be physically able to do the job
- ✓ Be able to pass a criminal record check with a vulnerable sector search
- ✓ Valid BC's Class 5 Drivers licence (you don't need your licence to go to school, however you will need one to be employed afterwards)

Instructional Delivery Methods

Program delivery will use a variety of type of instructional to help with learning:
- Instruction with Power Point and Video presentations
- Readings followed by participation in the form of discussion, response to others' questions and comments, response to instructor's questions and comments, analyzing and giving feedback.
- Case studies
- Viewing and critiquing/assessment of assigned multi-media/video
- Reflective and meaningful personal learning reports.
- Successful completion of evaluation activities and methods - which may include but are not limited to: Assignments, projects, essays, open book quizzes and participation.
- Observations of programs in action
- Observations of professional in action
- A self-directed speciality project called the Capstone Project
- Work experience

The Community Support Worker Program

CSW Program Length: 12 courses totaling 480 hours and a supervised work experience of 120 hours = 600 total program hours. The program is about 3 months in class full time with a work experience that follows course work.

CSW Courses at a Glance

Course 1 - Community Support Worker Foundations
This course introduces students to CSW professional activities, including a critical examination of the ethics, values and historical development of the profession and human services. Students learn a variety of models and theories related to CSW practice and examine how they can be applied to diverse populations.

Course 2 – Communication Skills
This course in communications enables the student to develop interpersonal communication skills to enhance their professional and personal relationships. In this course, students will also evaluate their own values, beliefs, and attitudes that influence their interpersonal and future professional communications.

Course 3 – Effective Writing
Effective writing is an essential professional skill for CSWs. The course strengthens student skills to prepare them to write at a professional level.

Course 4 – Health and Wellness
This course is designed to provide students with an understanding of the holistic health care needs of individuals in the community including those with illnesses as well as those with physical, emotional, and social challenges. Students are provided with the basic knowledge necessary to assist individuals who are unable to independently meet their health care needs.

Course 5 – Mental Health
This course looks at both traditional and more recent concepts of mental health and current approaches to working with clients. The course considers how the definition of mental health has evolved. The course also considers the mental health concerns of CSW's clients. Students may participate in the MHFA Basic training provided by the Canadian Mental Health Association

Course 6 – Professional Development
The course provides training in two areas:
A: Effective computer use / office skills.
B: First aid training - Emergency CPR-C

Course 7 – Addictions and Substances
This course provides students with an overview of theories and models in the field of substance abuse and best

supporting practice. Topics include: Types of substances (e.g. drugs); models of addiction, assessment, intervention and treatment for alcohol and other drug abuse; the impact of substance use on the individual, family and society in general; and ethical issues and challenges for CSW.

Course 8 – Working with The Youth and Elderly

This course introduces students to the contemporary study of youth and the elderly from a lifespan perspective. In the first part of the course, students explore the challenges and the strengths of adolescence along with knowledge that can be applied to support healthy development of young people and the role of the CSW. The course also introduces students to working with the elderly and senior services. The course addresses range of theoretical perspectives on aging as well as services for the elderly and best practices.

Course 9 – Crisis Intervention

Crisis intervention is an immediate and short-term response aimed at assisting individuals in a crisis to restore equilibrium to their lives. This course provides students with an introduction to the theory and practical procedures of crisis intervention. Students will develop key skills and be exposed to crisis topics common to CSW situations, including crisis counselling, intervention, best practice, support services and legislation/ legal and ethical considerations.

Course 10 – Supporting Independence

This course explores basic medical and health care theory, concepts and terminology required to provide support to people in care. This course will present students with basic medical assistance information.

Students learn about the practical day to day needs and requirements of clients in care. Students are taught to motivate, teach and support the independence of persons in care with a variety of daily activities, including skin care, personal hygiene, dressing, grooming, mobility and feeding. Students will also learn professional boundaries and legal obligations related to providing support.

Course 11 – Working in Social Service Organizations

In this course students learn about how to work effectively in a social service/health care organization and how organizations function. Specific topics related to social service organizations include mission, motivation, perception, personality, emotions, communication, team dynamics, decision making, conflict and negotiation, power and organizational politics, leadership, organizational change and workplace culture. Time will be allocated for preparing students for their work experience placement.

Course 12 – Capstone Project

During the completion of the program, students will complete a capstone project under the supervision and direction of the course instructor. The program will target specific interests of the student and help them in the completion of the Practicum.

Practicum – Supervised Work Placement – 120 Hours

During the program, students will complete a Supervised Work experience for 120 under the supervision and direction the college coordinator and organization host. Students begin the selection of the placement in Course 1 Community Support Worker Foundations. Your Advisor has the full details of this program.

Textbook for the Program

<u>Mosby's Canadian Textbook and Workbook for the Support Worker</u>
Author: Sheila A Sorrentino; Mary J Wilk; Leighann N Remmert
Publisher: Brantford, Ontario: ©2018
Edition/Format: eBook: English: Fourth Canadian edition

Online Learning

Many of you may be new to online learning, and that's ok. It can be a bit challenging at first if you have never done it before, but in time it becomes easy. There are a few things to be familiar with to get you started. We do the courses on ZOOM

The online component of the program is broken up into three types of activities:

1) <u>Live online presentations from the Instructor:</u> Delivered over Zoom, we will hold periodic"lunch-and-learn" panel discussions with practitioners in the field of CED. Each of these discussions will be geared towards the content in a particular class.

2) <u>Course videos/projects/reading/research:</u> All our instructors have access to videos, assign reading and research and create projects that are used in the course. You will be able to view videos and complete projects at your own pace. You can return to thelectures at any time to refresh your memory.

3) <u>Course discussions:</u> Students are required to participate in discussions with small discussion groups on Zoom at scheduled times. When watching the lectures or thinking about the concepts during your daily work, the discussion forums on Zoom are a good place to ask questions andmake observations with your classmates.

Some advice...

The first rule of online learning is show up and participate. The online components of the program are extremely important, and this is where the majority of learning and assessments are completed.

You'll have to set aside time to watch videos. Read and do research and then participate in the discussion groups. If you start to fall behind it's easy to let the pace of the program slip away and then find that you have a significant amount of work to catch up on. So, just be consistent, stay ontop of it, and ask for help if something goes sideways.

Grading and Assessments

What we're looking for is that you are participating and learning, absorbing the information and growing as a professional over the course of the program. So, these are the things you will be graded on across the program:

Participation – Online Discussion: You will need to make comments in the online discussions, both on your own and in response to others. We want to see that you're actively "discussing" the content online with your classmates.

Participation – during Zoom Instruction: The participation grade is rolled into overall course grades.

Quizzes and Tests: For each course you will be tested on the content.

Program Graduation Requirements

To be eligible for a Community Support Worker Certificate, students must:
- ✓ Have successfully attended class and completed all the required program courses
- ✓ Maintained a "C" average in all courses required for the credential
- ✓ Achieve a passing grade in the work experience course