



## NACC Personal Support Worker (PSW) 2022

The Personal Support Worker program at triOS is **31 weeks. It includes a 12-week clinical placement.** The PSW program at triOS enables you to develop the clinical and administrative skills required to provide personal support services to patients and their families, clients, and residents in the community, at home, in hospitals or in long-term care facilities.

In this program, students will benefit from a variety of workshops and training including Gentle Persuasive Approach (GPA), Intramuscular/Subcutaneous Insulin Administration (IM/SQ), and CPR (HCP - Healthcare Provider Level / BLS - Basic Life Support) / First Aid Training.

### Program Benefits

- ✓ Supervised Clinical Placements
- ✓ Half Day Classes
- ✓ Job Placement Assistance
- ✓ CPR (HCP-Healthcare Provider Level / BLS-Basic Life Support) / First Aid Training
- ✓ Gentle Persuasive Approach Course
- ✓ Intramuscular/Subcutaneous Insulin Administration Workshop
- ✓ National Association of Career Colleges (NACC) curriculum that maps to the Ontario provincial-approved training standard

### Here's a look at some of the courses included in this program:

#### PSW Fundamentals

PSW Foundations, Safety and Mobility, Body Systems  
You will learn about the PSW role and scope of responsibilities, safety as it relates to both the client and the worker, as well as the basics of anatomy and physiology.

#### PSW Theory

Assisting with Personal Hygiene, Abuse & Neglect, Household Management, Nutrition and Hydration, Care Planning Restorative Care, Documentation, Working in the Community

Learn about personal hygiene as it relates to personal safety, self-esteem and dignity, concepts of family violence and abuse, assisting clients with their nutritional needs and household activities. With specific focus on supporting clients to relearn/regain routine abilities.

#### PSW Theory Continued

Assisting with the Family, Growth and Development, the Dying Person, Medications, Cognitive and Mental Health Issues and Brain Injuries, Health Conditions

Concept of dying as a part of life and the possible impact of life-threatening illness on clients and their families. Understanding PSW's role in assisting with medications, introduction to common psychiatric conditions, substance abuse, cognitive impairment, and brain injuries. Concepts of assistance as they relate to the general effects.

#### Workshops & Training

**Gentle Persuasive Approach (GPA)** designed to train healthcare workers in techniques used to effectively provide client centered dementia care

**Intramuscular/Subcutaneous Insulin Administration (IM/SQ)** designed to prepare students with a background in the healthcare profession to develop the knowledge, skills, and attitudes necessary to perform IM/SQ Insulin injection procedures

**CPR (HCP - Healthcare Provider Level / BLS - Basic Life Support) / First Aid Training.**



## Employment and Wage Outlook for Careers in this field:



Employment Rate based on 2022 contactable triOS graduates employed in a related field within 12 months.

Source: workingincanada.gc.ca

NOC Code: 4412/44101, 3413/33102 - \*\*Wage data based on NOC Code 3413 and rounded down to the nearest dollar. Average wage doesn't reflect the starting salary but represents the middle value between lowest to highest wages. Local (or regional) income may vary. Last updated in Jan 2024.

### Career Opportunities

Patient Care Attendant  
Personal Care Attendant  
Home Support Worker  
Unit Aide  
Private Caregiver

### Employers Who Have Hired triOS Grads



### Some Other Employers Include:

- Extendicare
- Sprucedale Care Centre
- Burton Manor
- Strathmere Lodge LTC
- Sienna Senior Living
- Greenway Retirement Residence

**“Study and learning at triOS was an excellent experience. It helped me open up into new opportunities and lead me into a great career. My experience in this school is well worth it!”**

-Roberto B.,  
triOS College Personal Support Worker Graduate

# NACC Personal Support Worker 2022

NOC Code: 3413/33102

Certificate Program Length:

**31 Weeks**

Student Success Strategies Career Management	<b>2 Weeks</b>
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PSW Foundations Safety & Mobility Body Systems	<b>5 Weeks</b>
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Assisting with Personal Hygiene Abuse & Neglect Household Management, Nutrition and Hydration Care Planning Restorative Care, Documentation, Working in the Community Assisting the Family, Growth and Development Assisting the Dying Person Assisting with Medications Cognitive and Mental Health Issues and Brain Injuries Health Conditions Gentle Persuasive Approaches in Dementia Care	<b>11 Weeks</b>
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Standard First Aid/CPR (HCP–Healthcare Provider Level / BLS-Basic Life Support)	<b>1 Week</b>
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Clinical Placement (Facility) Clinical Placement (Community)	<b>12 Weeks</b>
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## Program highlights include:

- Registered and Approved NACC Certificate
- Industry-Relevant Workshops
- Career Services
- Job Search Assistance
- Alumni Program Benefits

## Admission Requirements:

1. Student has an Ontario Secondary School Diploma or equivalent, OR  
Is 18 years of age or older on or before the program begins AND can pass a qualifying test that has been approved by the Superintendent. \*
2. The approved qualifying test for this program is the Wonderlic test. A passing score for this program is 11.
3. Student must provide a Clear Medical Certificate within 45 days of the commencement of study.
4. Student must provide a clear Vulnerable Sector Check within 45 days of the commencement of study.
5. If English is not a student's first language, they must provide proof of English competency.

English Language Proficiency Requirements are ONE of the following:

- IELTS – Int'l English Language Testing Services – Minimum score of 5.5 with no subject test score lower than 5.5
- TOEFL – Test of English as a Foreign Language Internet based test (IBT) – Overall 80 with the minimum in each component: Reading 20; Listening 20; Speaking 20; Writing 20
- CAEL: Overall 60 No section below 60
- Canadian English Language Proficiency Index Program (CELPIP) General with a score of 7 (no section score below)
- Canadian Language Benchmark Tests with a score of 7 in each strand (not an average of 7)
- Duolingo English Test with a minimum score of 105
- Pearson PTE Academic with a minimum score of 46
- NACC Written Entrance Exam (passing score of 60)
- Evidence of successful completion of 2 consecutive years of full-time equivalent post-secondary study in English at a Canadian institution
- Evidence of successful completion of 2 consecutive years of full-time equivalent post-secondary study in English at an institution outside of Canada

\*Applicants from other Canadian provinces must be at least 19 years of age and a minimum of 1 year out of high school by the program start date and successfully pass an academic achievement test.

Please contact us for more detail regarding admissions requirements for international students.

## Accreditation Policy:

Like all post-secondary institutions in Ontario, triOS College reserves the right to accept or deny advanced standing into its programs.

### Note:

In order to continuously improve our programs, triOS College reserves the right to modify programs at any time. Program delivery order may vary depending on the program start date. This certificate program may not be available at all campuses. The program may have additional reading weeks, depending on the start date.

**You can find our Key Performance Indicators (graduation rate, employment rate, etc.) at [www.triOS.com/kpi](http://www.triOS.com/kpi).**

## Course Descriptions:

### Student Success Strategies

This course stresses the importance of developing non-technical skills to enhance personal, academic, and career success. The course will address strategies that are important for all adult learners, such as managing finances, maintaining health and wellness, understanding learning styles, setting goals, and honing practical study skills (such as memory, reading, and test-taking techniques). In addition, this course emphasizes strategies needed to succeed in your program, such as navigating technology efficiently, interacting and engaging with peers and facilitators/instructors, and managing learning time and space.

### PSW Foundations

The introductory module provides an overview of the scope of responsibilities of PSWs in a variety of settings. Students will learn about client entered versus client-directed care; and emphasizing the individuality of the client and his/her relationship with family, friends and others. Key topics include work relationships, stress and time management, interpersonal skills and communications, including conflict resolution and problem solving, and applicable legislation.

### Safety and Mobility

The second module covers safety as it relates to both the client and the worker. One of the fundamental activities of the PSW is that of assisting the client with routine activities of living. Students will learn about risks of unsafe equipment or settings and appropriate actions to take when unsafe situations are identified. Topics include infection control methods, body mechanics, and transferring and lifting techniques using equipment to increase safety and reduce client anxiety.

### Body Systems

This module will introduce the student to the basics of anatomy and physiology. Students will gain an understanding of human body systems in order to apply that knowledge in their daily work as a Personal Support Worker. These body systems are the musculoskeletal, digestive, urinary, integumentary, reproductive, cardiovascular, respiratory, nervous, and endocrine. Common disorders and age-related changes for each body system will also be covered.

### Assisting with Personal Hygiene

PSW's assist clients with all activities or routines of daily living. Students will learn how to care for the ill, disabled, injured and/or confused client. Frailness, dignity and levels of dependence will be considered. Personal hygiene includes oral care, perineal care, bathing, grooming, dressing, bed making, shaving, hair care, and skin care. It includes mobility considerations and involves personal safety, self-esteem and dignity. The foundation of this module is humanistic health care.

### Abuse and Neglect

This module introduces students to the concepts of violence and abuse, including its possible signs, and the appropriate actions and legal requirements if abuse is suspected. Personal beliefs and attitudes about family violence and abuse are examined, as is the concept of worker abuse of the client and, abuse of the worker. PSW will learn to recognize both indicators and causes, and the requirements of legislation, employer policy, and provisions of the service contract or support plan.

## **Household Management, Nutrition and Hydration**

Students will learn to assist the client with their nutritional needs, household activities, and household management according to client preferences, comfort and safety within employer guidelines as required. Nutritional needs include planning balanced menus, preparing shopping lists and shopping, safe handling of food, and storage and specific cooking techniques. The special dietary needs of certain clients and their cultural and religious preferences will all be addressed.

## **Care Planning, Restorative Care, Documentation, Working in the Community**

This module identifies the support provided through the care plan or service contract to the client to relearn or regain routine abilities. They will understand its significance, and the rights of the client as a receiver of support and the purpose, methods, and persons involved in its creation. Student will also be introduced to working in the community health care environment, providing support to patients and families in communities, conducted in accordance with employer guidelines.

## **Assisting the Family, Growth and Development**

Students learn to understand family characteristics in terms of structure, functions, roles, lifestyles and relationships. The influence of cultural values, practices, religious beliefs as well as the effects of illness, stress, and disability on family relationships will be emphasized as central to the PSW's ability to provide effective support. This module also explores the stages of growth and development throughout the life cycle and the role of the PSW in providing respite to families.

## **Assisting the Dying Person**

In this module students learn about hospice, palliative and end-of-life care, the integration of a palliative approach to care, ways of being, communication and practical strategies to provide psychosocial support and physical comfort care for both the person and their family. This module addresses provincial palliative care competencies (2018-2020) including competencies for caring for First Nation, Inuit, Metis and urban Indigenous peoples.

## **Assisting with Medications**

Within the PSW scope of practice, students learn about medication administration versus assistance. They gain basic knowledge of the drugs used in the treatment of common diseases and disorders including use, classification, effects, and routes of administration. They identify purposes, required instruction, and cautions; and the importance of observation for both desired and undesired outcomes, as well as the procedures to be followed in the event of a concern or problem with medications.

## **Cognitive and Mental Health Issues and Brain Injuries**

This module introduces students to common psychiatric conditions such as affective disorders, schizophrenia, substance abuse, cognitive impairment, and brain injury. The possibility of multiple conditions such as Alzheimer's disease and depression will be discussed along with the role of the family caregiver and the importance of observation, documentation, and reporting in order to recognize changes in behaviour that can be related to psychiatric conditions or an increased risk of suicide.

## **Health Conditions**

Students are introduced to ongoing conditions and basic concepts of assistance, as well as the general effects on the person of common disabilities, conditions and diseases. Students will gain skill in the necessary techniques while focusing on the importance of providing support safely, effectively and comfortably. Concepts of maintenance, rehabilitation and restoration are discussed, as is the importance of the support team in providing assistance and training of these additional skills.

## **Gentle Persuasive Approaches in Dementia Care**

Gentle Persuasive Approaches (GPA) is a multi-disciplinary program designed for everyone who interacts with older adults in the workplace. Participants are guided to fully understand responsive behaviors in order to be able to respond effectively and appropriately in a workplace setting.

## **CPR & First Aid**

Upon successful completion of this course, students will achieve the Standard Level First Aid and Healthcare Provider (BLS-Basic Life Support) Level CPR. Participants are guided to fully understand responsive behaviours in order to be able to respond effectively and appropriately in a workplace setting. Upon successful completion of this course, students will achieve the Standard Level First Aid and Healthcare Provider (BLS Basic Life Support) Level CPR.

## **Career Management**

In this module, you will create and refine your résumé and LinkedIn Profile. You will write cover letters and learn the value of customizing cover letters to specific job postings. You will have the opportunity to apply this knowledge as you conduct a job search and write a cover letter tailored to an ideal job post. Through research, you will create a list of top employers and target current industry opportunities. You will learn about current methods for applying to job postings using technology. You will also gain an understanding of the job interview process, typical interview questions and possible responses, and expectations of both the interviewer and interviewee. In addition, you will engage in practical application of the interview process through role-play. Topics such as negotiating salary, self-management, and on-the-job success for placements and postgraduate employment will be also covered.

## **Clinical Placement (Facility)**

Clinical placement provides students with an opportunity to practice their new skills in a work setting. Students gain experience in a wider range of PSW skills, become more self-confident, and may receive offers of employment from the placement site. They spend time working in a facility setting for 100 hours under the supervision of their instructor and under a preceptor provided by the host site for 100 hours. The instructor will be available by phone and email during the placement.

## **Clinical Placement (Community)**

Clinical placement provides students with an opportunity to practice their new skills in a work setting. While on placement, students gain experience in a wider range of PSW skills, become more self-confident, and may receive offers of employment from the placement site. In this module the students will spend time working in a community setting under the supervision of a preceptor provided by the host site. The instructor will be available by phone and email at all times.

## **NACC PSW Exam**

In this module, students are prepared for writing the final NACC exam, through a comprehensive review of the two sets of Final Exam Evolve Questions, (approximately 319 questions). After the review session, they write the final NACC exam. Students must pass this final exam in order to work as a Personal Support Worker in the field.