



**DEPARTMENT OF ANIMAL HEALTH TECHNOLOGY**  
**COURSE OUTLINE – WINTER 2014**  
**AH 242 ETHICS AND CLIENT RELATIONS – 2/32 HOURS**

**INSTRUCTOR:** Rhonda Shaw                      **PHONE:** 780-835-6702

**OFFICE:** FAS-137                                      **E-MAIL:** rshaw@gprc.ab.ca

**OFFICE HOURS:** 9:00am-4:00pm or as posted

**PREREQUISITE(S)/COREQUISITE:**

Students must complete and pass AH 144

**REQUIRED TEXT/RESOURCE MATERIALS:**

N/A

**CALENDAR DESCRIPTION:**

Skills in personal management, professionalism, and communications with clients, co-workers and employers will be taught. Students will learn to provide client education and grief counseling. The student is required to discuss relevant legislation and provisions with respect to ethics and jurisprudence

**CREDIT/CONTACT HOURS:**

**Course Code:** AH242

**Course Title:** Ethics and Client Relations

**Hours:** 32

**Credits:** 2

**DELIVERY MODE(S):**

Lecture and Lab  
Guest Speakers

**OBJECTIVES:**

- A. Practice Philosophy/Client Relations/Hospital Interior
- B. Stress Management
- C. Conflict and Conflict Resolution
- D. Team Building
- E. Euthanasia and Grief
- F. Animal Welfare and Ethics

**EXAMINATIONS:**

	<b>Mark Distribution</b>
A. Quizzes/ Assignments	35%
B. Midterm Exam	25%
C. Final Exam	35%
D. Lab Participation	5%
	<b>100%</b>

A minimum of 60% must be obtained in order to successfully pass AH242.

Attendance is mandatory at all labs and guest speaker sessions; valid reason for absence is required. A 5% deduction of the overall course mark will occur for each unexcused absence in labs and 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. In the case of unexpected absences, the instructor must be notified as soon as possible and documentation submitted. If possible find a classmate to switch with and notify the instructor with written documentation to be approved.

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 behavior. If you are on a standard or prescribed medication, please consult with your instructor prior to the session. Sessions missed for the above reasons will also be considered as missed without a valid excuse and result in a 5% deduction of final mark for every session missed.

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 given for any unexcused late assignments.

A valid reason requires prior notification of the instructor and acceptable third party written note (doctor, etc.). Exceptions to this are at the discretion of the instructor.

### **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:**

Refer to the Student Conduct section of the College Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at [www.gprc.ab.ca/about/administration/policies/](http://www.gprc.ab.ca/about/administration/policies/)\*\*

These are serious issues and will be dealt with severely.

## **COURSE SCHEDULE/TENTATIVE TIMELINE:**

### **Learning Outcome Guides**

#### **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

**TRANSFERABILITY:**

\*\* 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:**

<b>GRANDE PRAIRIE REGIONAL COLLEGE</b>			
<b>GRADING CONVERSION CHART</b>			
<b>Alpha Grade</b>	<b>4-point Equivalent</b>	<b>Percentage Guidelines</b>	<b>Designation</b>
<b>A<sup>+</sup></b>	<b>4.0</b>	<b>90 – 100</b>	<b>EXCELLENT</b>
<b>A</b>	<b>4.0</b>	<b>85 – 89</b>	
<b>A<sup>-</sup></b>	<b>3.7</b>	<b>80 – 84</b>	<b>FIRST CLASS STANDING</b>
<b>B<sup>+</sup></b>	<b>3.3</b>	<b>77 – 79</b>	
<b>B</b>	<b>3.0</b>	<b>73 – 76</b>	<b>GOOD</b>
<b>B<sup>-</sup></b>	<b>2.7</b>	<b>70 – 72</b>	
<b>C<sup>+</sup></b>	<b>2.3</b>	<b>67 – 69</b>	<b>SATISFACTORY</b>
<b>C</b>	<b>2.0</b>	<b>63 – 66</b>	
<b>C<sup>-</sup></b>	<b>1.7</b>	<b>60 – 62</b>	<b>MINIMAL PASS*</b>
<b>F</b>	<b>1.3</b>	<b>55 – 59</b>	<b>FAIL</b>
	<b>1.0</b>	<b>50 – 54</b>	
	<b>0.0</b>	<b>0 – 49</b>	
<b>WF</b>	<b>0.0</b>	<b>0</b>	<b>FAIL, withdrawal after the deadline</b>

\*overall grade average has to be 2.0 or higher to be successful in the AHT Program.

Created by: Rhonda Shaw

Date: December 20, 2013, 2013

Signature:

Approved by:

Date:

Signature: