



DEPARTMENT OF ANIMAL SCIENCE

COURSE OUTLINE – WINTER 2018

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

16 Weeks

INSTRUCTOR:	Rhonda Shaw	PHONE:	780-835-6702
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OFFICE HOURS:	9am-4pm		

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

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: 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: (if applicable)

A list of institutions to which this course transfers (For example: UA, UC, UL, AU, GMU, CU, CUC, KUC. Please note that this is a sample and it must be replaced by your specific course transfer)

*Warning: Although we strive to make the transferability information in this document up-to-date and accurate, the student has the final responsibility for ensuring the transferability of this course to Alberta Colleges and Universities. Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at Alberta Transfer Guide main page <http://www.transferalberta.ca> or, if you do not want to navigate through few links, at <http://alis.alberta.ca/ps/tsp/ta/tbi/onlineSearch.html?SearchMode=S&step=2>

** 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

(The following criteria may be changed to suite the particular course/instructor)

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

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 Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at <http://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 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.

YEAR: 2018

