



Personal Support Worker Certificate

Certification Program | Course Length: 28 Weeks

Personal support workers have an important role in the health care system as they assist in providing safe and comfortable care to vulnerable clients. Students of the Personal Support Worker Certificate program at ABM College develop a wide variety of skills including medication administration, nutrition, palliative care, and more, with a focus on ensuring the safety, comfort, and well-being of clients with sensitivity and respect. Students also receive a comprehensive 12-week practicum placement to ensure they are ready to start their new career immediately.



Student-Focused Program

Instructors provide individual coaching to students to ensure they fully understand course material

Interactive Classrooms

An industry-experienced instructor offers a lively interactive classroom to make learning fun

Career Preparation

Students get job search assistance; resume preparation, interview simulations, references and more

Program Description

ABM College offers the Personal Support Worker (PSW) Certificate program at the Toronto-area campus, which is a comprehensive course that provides the necessary skills required for the care of individuals needing temporary or permanent assistance with their daily needs.

PSWs must develop a broad range of abilities. They must provide not only for the comfort, safety and well-being of their clients, but also demonstrate compassion and respect for those in their care.

Our Personal Support Worker program is offered on a flexible schedule and prepares students to work with the frail and elderly as well as individuals with physical disabilities. This program replaces previous programs for health care aides, home support workers, and attendant/respice workers. It was developed as part of the Ontario government's plan to reform long-term care and support services.



Learning Options

Classroom



Length of Program

28 Weeks Total
16 Weeks In-Class
12 Weeks Practicum



Location

Toronto Campus



Class Availability

Morning
Evening
Weekend

Career Opportunities

- Personal Support Worker
- Nursing Assistant
- Caregiver/Companion
- Residential Care Aide
- Health Care Attendant

Who Should Enrol?

Personal support workers are highly empathetic, compassionate, adaptable individuals who take initiative, have excellent communication skills, and remain calm under pressure. If you are nurturing, patient, honest, trustworthy, and care about others, this course may be the right choice for you.

ANTICIPATED SALARY RANGE

PERSONAL SUPPORT WORKER

\$35,000
AVERAGE ESTIMATED
STARTING WAGE
PER YEAR

\$58,000
AVERAGE ESTIMATED
EXPERIENCED WAGE
PER YEAR



*This estimate is based on available employment data at the time. Actual salary will vary based on numerous factors

Admission Requirements

Standard Admission

Students must meet ALL of these criteria:

1. Passed Grade 12 or Equivalent
2. Score of 15 or higher on Entrance Exam (Scholastic Wonderlic)
3. Successful interview with ABM College Administration
4. If student's first language is not English, Canadian Language Benchmark of 5 with SLE Language Evaluation Test (Accuplacer)

**All students must provide a current medical certificate, proof of Hepatitis B immunization, and clear criminal record check prior to admission.*

Contact Us

For more information and enrollment, contact an admissions advisor:

Toronto:

(416) 849-4200
abmcollege@gmail.com
705 Lawrence Ave Toronto, ON

Mature Admission

Students must meet ALL of these criteria:

1. At least 18 years of age prior to admission
2. Score of 15 or higher on Entrance Exam (Scholastic Wonderlic)
3. Successful interview with ABM College Administration
4. If student's first language is not English, Canadian Language Benchmark of 5 with SLE Language Evaluation Test





Course Components

1. PSW Foundations

This module provides an overview of the Personal Support Worker role in a variety of settings. Students will learn the principles of client-centered versus client-directed care, emphasizing the individuality of the client and his/her relationship with family, friends and others. This module introduces the concept of individuality of all persons, their experiences, rights, interests, beliefs, and needs. Students will be introduced to the role and scope of responsibilities of PSWs, including the variety of settings, work relationships, stress and time management, and applicable legislation. Consequences of exceeding the scope of the PSW role will also be covered. This module will also introduce students to interpersonal skills and communications, including conflict resolution and problem solving.

2. Safety & Mobility

This module deals with aspects of safety as they relate to both the consumer/client and the worker. One of the fundamental activities of the Personal Support Worker is assisting the consumer/client with routine activities of living. It is essential that the PSW provide assistance in a manner that is effective, safe and provides for client comfort. As part of this, the PSW must be aware of potential risks posed by unsafe equipment or settings and the appropriate actions to take if unsafe situations are identified. Infection control methods will be taught as infections can cause distress for both the consumer/client and the worker. This module will also discuss body mechanics as well as consistency in transferring, lifting techniques and the use of equipment to increase safety and reduce client anxiety, confusion and dependency. Students will also learn the importance of proper positioning in a bed or chair for the comfort and safety of the client.

3. 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.

4. Assisting with Personal Hygiene

Knowledge about the structure, function, ageing changes and common conditions of the skin is reinforced in this module. Personal care measures around the clock will be considered. A focus on humanistic health care will build the foundation of this module. Oral care, perineal care, infection control, bathing techniques, grooming, dressing, bed making, shaving, hair care, skin care and much more will be covered in this unit.

5. Abuse & Neglect

This module introduces students to the concepts of family violence and abuse, including its possible signs, as well as appropriate actions to be taken (including 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. Finally, abuse of the worker is discussed. Personal Support Workers identify the concept of abuse and are able to recognize both causes and indicators. They are able to identify the requirements of legislation and to respond in accordance with legislation, employer policy, and provisions of the service contract or support plan. They recognize that the PSW may also be the focus of abuse.

6. Household Management, Nutrition, and Hydration

In this module 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

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Course Components

include planning balanced nutritious menus, preparing shopping lists, shopping, safe handling of food, storage and specific cooking techniques. Special dietary needs of infants, pregnant and nursing mothers, persons with specific conditions (diabetes, feeding tubes, etc.) as well as persons with specific cultural and religious preferences will be addressed. Students will have the opportunity to practice and demonstrate skills in a lab environment.

7. Care Planning/Restorative Care/Electronic Documentation/Working in the Community

This module builds on the materials presented in the introductory module PSW Fundamentals. It identifies the support to be provided and the significance of the support (and of the need for the support) to the client. Supporting the client to relearn/regain routine abilities and issues of the rights of the client as a receiver of support will be presented. The care plan or service contract is the framework within which the worker provides support to the client. The worker must know the purpose of planning, the ways in which planning is done and the persons (client, support workers, caregivers and professionals) who are involved. PSWs will learn about implementing parts of the care plan and communicating information accurately and without judgment, as members of the support team. Students will also be introduced to working in the community health care environment, providing support to patients and families in communities, including Individual Homes and Retirement Homes, Long Term Care Facilities, Acute Care Settings and Acquired Brain Injury Programs.

8. Assisting the Family/ Growth and Development

This module builds a foundation for students 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, disability on family relationships will be emphasized as central to the PSWs ability to provide effective support. This module also explores the role of the PSW in providing respite to and assisting families and their children, including those with special needs. Observation of selected commonly occurring conditions related to family functioning and life cycle events are included. A central focus is on the need for awareness of and sensitivity to family reactions to the presence of the PSW, family routines, preferences and involvement in decision-making. Assisting the family with specific practical approaches in balancing care giving and rest, skills related to infant and child care as well as assisting a child with special needs are addressed. The stages of growth and development throughout the life cycle are also discussed.

9. Assisting the Dying Person

In this module students discuss the concept of dying as a part of life and the possible impact of life threatening illness on the person and their family. Students will also examine personal beliefs about life threatening illness, dying and the provision of support to the dying person, their family and friends. Assisting the dying person to maintain a desired lifestyle and respecting their right to make decisions with regard to support are also discussed. Specific approaches within the scope of the support worker to reduce discomfort or pain (within the context of a plan of support/care) are covered. Care of the person at the time of death, care of the body after death, as well as any procedures that must be followed are discussed.

10. Assisting with Medications

Students gain basic knowledge of the drugs used in the treatment of common diseases and disorders including drug classification, use, therapeutic effects, side/adverse effects, brand/generic names, dosage forms, routes of administration, and directions for use of these medications. Students will identify purposes of medication, required instruction/information about medications to be administered, and cautions with regard to medications. Students will develop and demonstrate skill in reading and interpreting information on prescription containers and demonstrate assistance with oral/topical medications as well as eye, ear, and nose drops. The importance of observation for both desired and undesired outcomes

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Course Components

and procedures to be followed in the event of concern about or problems with medications will be discussed. PSWs are able to provide specific assistance with medications (oral, topical, eye, nose or ear drops) to the client, in keeping with the directions stated in the client care/support plan, and under the direction and monitoring of an appropriate person (health professional, caregiver or family member)

11. Cognitive/ Mental Health Issues and Brain Injuries

This module introduces students to common psychiatric conditions (affective disorders and schizophrenia), substance abuse, cognitive impairment, and brain injuries. The possibility of multiple conditions such as Alzheimer's disease and depression will be discussed. The role of the family caregiver as well as the importance of observation, documentation, and reporting will be reviewed.

12. Health Conditions

This module introduces students to basic concepts of assistance as well as the general effects on the person of common disabilities, ongoing conditions and diseases. Focusing on the importance of providing support safely, effectively and comfortably, students will gain skill in necessary techniques. Concepts of maintenance, rehabilitation and restoration are discussed, as is the importance of the support team in providing assistance. Activities that require additional training, who is responsible for providing the training and transferability of these additional skills, will be discussed.

13. Clinical Placement (Community)

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 during the placement. Students must meet the hour requirements and have a satisfactory rating with no critical deficiencies in all placement activities to pass the program.

14. Clinical Placement (Facility)

In this module the students will 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 an additional 100 hours. The instructor will be available by phone and email at all times during the preceptor-supervised portion of the placement. Students must meet the hour requirements and have a satisfactory rating with no critical deficiencies in all placement activities to pass the program.

Optional - Business Communication

This course helps students explore and understand the role of communication in professional business settings. Attention is given to workplace culture, interpersonal and team communication, technology, professional presentations, research, meetings, and professional writing grounded in communication and business theory.

Optional - Resume Writing & Professional Skills

Students work with a professional career counsellor to develop and optimize a professional resume to put forward for employers. Additional support in job searching, interview techniques, and other career transition skills are offered to ensure students have the best possible work prospects.

Testimonials

“ Our classes are very energetic and interactive; our instructor is so encouraging of us, and her instructions are always very clear! ABM College is very inviting, comfortable, and I can always count on past students – they have even taken the time to help me with my studies! ”

Ashley. R.

“ My professor was very knowledgeable of the curriculum she was handling, from classroom to laboratory. My clinical instructor was also very knowledgeable, helping me to experience actual work, very safe for me, my clients and others. I am very proud to have graduated from ABM College. ”

Cyrus Preglo

“ ABM College is a great school that gets you job ready once you graduate. The practicum placements they offer are with excellent companies. Anyone looking for an education and a school that actually gets you a job needs to study at ABM College! ”

Nona Penpillo

“ ABM College is the best college in the city. Management and staff are focused on helping students to achieve their career goals. If you want to be successful in your choice of learning, join the ABM College family! ”

Rona Labiuk



ABM College of Health and Technology

Calgary:

(403) 719-4300

#200, 112 28 Street SE Calgary, AB

Toronto:

(416) 849-4200

#205, 705 Lawrence Ave Toronto, ON

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