



**37 Weeks/740 Hours**  
Course details



# PERSONAL SUPPORT WORKER



STUDENT SUPPORT COMMUNITY



## Employment opportunities and salary

- ✓ Attendant for persons with disabilities
- ✓ Client care attendant
- ✓ Domestic housekeeper
- ✓ Community Service Worker
- ✓ Residential Counsellors

C\$18,33/ hour

Avg. Base Hourly  
Rate (CAD)

Source: [jobbank.gc.ca](http://jobbank.gc.ca)  
[And payscale.com](http://payscale.com)

- ✓ Home aide
- ✓ Personal support worker
- ✓ Residential support worker
- ✓ Addiction worker
- ✓ Community Outreach Worker

**HEALTHCARE  
FACULTY**

C\$40,201 year

Avg. Base Hourly  
Rate (CAD)

**NOC codes:**

- Community Service Worker: 4212
- home support workers, housekeepers and related occupations: 4412



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# PERSONAL SUPPORT WORKER



## Program Summary

Our Personal Support Worker (PSW) Certificate program helps our students master the required personal and occupational qualities needed to care for people living at home, hospitals, senior homes and in long-term care facilities. Students will learn to identify and respond to the physical and emotional needs of clients/residents. Both clinical and community placements are also included in this program to provide students with "real life" work experience.



## Learning Focus

- PSW Foundation
- Safety and Mobility
- Body Systems
- Assisting with Personal Hygiene
- Abuse and Neglect
- Household Management, Nutrition and Hydration
- Clinical Placement (Facility)
- Assisting the Family, Growth and Development

- Assisting the Dying Person
- Assisting with Medications
- Cognitive and Mental Health Issues and Brain Injuries
- Health Conditions
- Clinical Placement (Community)
- Care Planning/ Restorative Care/ Documentation/ Working in the Community



## What do personal support worker do?

Personal support workers (PSWs) are responsible for providing short- or long-term care for patients and serving as companions for those who are lonely, as well as helping them with activities of their day-to-day lives. Personal support workers are health professionals who are "unregulated," as there are no set guidelines which they follow. These support workers are employed primarily in senior homes, private care facilities, doctors' offices, and some clinics, and some also work in private homes. Their work often revolves around providing physical care for senior citizens, including tasks such as cleaning, laundry, and recreation activities. Although educational requirements are not strict for this position, many employers prefer applicants who have a degree, certification, or some experience or background work in health care.

# PERSONAL SUPPORT WORKER



## PSW Foundation

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. Students will be introduced to the role and scope of responsibilities of PSWs, including the variety of settings, work relationships, stress and time management.

Hours

45

## Safety and 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. This module will also discuss body mechanics.

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## 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 PSW. These body systems are: the musculoskeletal, digestive, urinary, integumentary, reproductive, cardiovascular, respiratory, nervous, and endocrine.

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## Assisting with Personal Hygiene

PSWs must have the knowledge, skill, and sensitivity to provide appropriate assistance to another person, since a significant number of clients for whom they provide service have disabilities that affect their ability to look after their personal hygiene. The Personal Support Worker will assist clients with all activities or routines of daily living.

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## Abuse and 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 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. PSW identify the concept of abuse and are able to recognize both causes and indicators.

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## 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. Nutritional needs include planning balanced nutritious menus, shopping, safe handling of food, storage, and specific cooking techniques. Students will have the opportunity to practice and demonstrate skills in a lab environment.

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## Assisting the Family, Growth and Development

This module builds a foundation for students to understand family characteristics in terms of structure, functions and roles. The influence of cultural values, practices, religious beliefs on family relationships will be emphasized as central to the PSWs ability to provide effective support. The stages of growth and development throughout the life cycle are also discussed.

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# PERSONAL SUPPORT WORKER

## 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 and their family and friends.

Hours

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## Assisting with Medications

The PSWs ability to assist a client with medication is essential in supporting client independence. Students gain basic knowledge of the drugs used in the treatment of common diseases and disorders, including drug classification, use, and directions for use of these medications. Students will identify purposes of medication, required instruction about medications to be administered.

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## Cognitive and 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.

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## Care Planning/ Restorative Care/ Documentation/ Working in the Community

This module identifies the support to be provided and the significance of the support to the client, and of the need for the support. Supporting the client to relearn/regain routine abilities and issues of the rights of the client as a receiver of support will be presented. As members of the support team, PSWs will learn about implementing parts of the care plan and communicating information accurately.

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## Health Conditions

As the result of an ongoing condition, many clients will require the assistance of another person in order to accomplish routine activities of living. They will likely assist the client in a variety of activities, and must be able to interpret and carry out the instructions of clients and professionals involved with the client so the client receives the maximum benefit from their assistance.

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## 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.

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## Clinical Placement (Facility)

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 and become more self-confident. 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.

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## Contact us

<https://computeck.edu/>  
**(416) 321-9911**

