

Course Schedule

IMPORTANT: ALL TIMES EASTERN - Please see the [University Policies \(/d2l/common/dialogs/quickLink/quickLink.d2l?ou=672065&type=content&rcode=uWaterloo-2724433\)](#) section of your Syllabus for details

Week	Module	Topic(s)	Activities and Assignments		End/Due Date	Weight (%)
Week 1	Module 1	Introduction to SOCWK 220R / SWREN 220R CASW Code of Ethics Ethical dilemmas in social work practice, and a decision making model (to manage dilemmas)	Introduce Yourself			Ungraded
			Groups for Discussions will be created by Technical Support		Check after Wednesday, May 12, 2021 at 4:30 PM	
			Discussions:	Activity 1	Tuesday, May 18, 2021 at 4:00 PM	1%
				Activity 2	Tuesday, May 18, 2021 at 4:00 PM	2%
Activity 3	Tuesday, May 18, 2021 at 4:00 PM	1%				
Week 2	Module 2	Ecological Systems' Theory Introduction to Generalist Eclectic Direct Social Work Practice	Discussions:	Activity 1	Tuesday, May 25, 2021 at 4:00 PM	2%
				Activity 2	Tuesday, May 25, 2021 at 4:00 PM	1%
Week 3	Module 3	<ul style="list-style-type: none"> The Strengths Perspective Common Factors theory Important aspects of the worker-client experience 	Discussions:	Activity 1	Monday, May 31, 2021 at 4:00 PM	1%
				Activity 2	Monday, May 31, 2021 at 4:00 PM	1%
				Activity 3	Monday, May 31, 2021 at 4:00 PM	1%
Week 4	Module 4	<ul style="list-style-type: none"> Motivation Communication Problem solving 	Discussions:	Activity 1	Monday, June 7, 2021 at 4:00 PM	1%
				Activity 2	Monday, June 7, 2021 at 4:00 PM	1%
Week 5		There is no new content this week.	Assignment 1 Assignment questions will be released from the dropbox on Wednesday, June 2, 2021 at 12:00 a.m.		Friday, June 11, 2021 at 4:00 PM	20%
Week 6	Module 5	Introduction/overview of basic, multiculturally sensitive counselling skills Attending and empathy skills	Discussions:	Activity 1	Monday, June 21, 2021 at 4:00 PM	2%
				Activity 2	Monday, June 21, 2021 at 4:00 PM	1%

Spring 21			SOCWK 220R Online		Activity 3	University of Waterloo Monday, June 21, 2021 at 4:00 PM	1%
Week 7	<u>Module 6</u>	Observation skills	<u>Discussions:</u>	Activity 1	Monday, June 28, 2021 at 4:00 PM	2%	
				Activity 2	Monday, June 28, 2021 at 4:00 PM	1%	
	<u>Module 7</u>	Questions - Opening communication	<u>Discussions:</u>	Activity 1	Monday, June 28, 2021 at 4:00 PM	1%	
				Activity 2	Monday, June 28, 2021 at 4:00 PM	1%	
Week 8	<u>Module 8</u>	Active listening skills	<u>Discussions:</u>	Activity 1	Monday, July 5, 2021 at 4:00 PM	1%	
	<u>Module 9</u>	Noting and reflecting feelings	<u>Discussions:</u>	Activity 1	Monday, July 5, 2021 at 4:00 PM	1%	
				Activity 2	Monday, July 5, 2021 at 4:00 PM	1%	
Week 9	<u>Module 10</u>	The 5-stage interview process					
Week 10		There is no new content this week.	<u>Assignment 2</u>		Friday, July 23, 2021 at 4:00 PM	40%	
Week 11	<u>Module 11</u>	Counselling the culturally diverse	<u>Discussions:</u>	Activity 1	Monday, July 26, 2021 at 4:00 PM	1%	
Week 12		There is no new content this week.	<u>Assignment 3</u> Assignment questions will be released from the dropbox on Wednesday, July 21, 2021 at 12:00 AM.		Friday, July 30, 2021 at 4:00 PM	15%	

There is no final examination for this course

Official Grades and Course Access

Official Grades and Academic Standings are available through [Quest \(https://uwaterloo.ca/quest/\)](https://uwaterloo.ca/quest/).

Your access to this course will continue for the duration of the current term. You will not have access to this course once the next term begins.

Contact Information

Your instructor uses the **Announcements** widget on the **Course Home** page during the term to communicate new or changing information regarding due dates, instructor absence, etc., as needed.

You are expected to read the announcements on a regular basis.

To ensure you are viewing the complete list of announcements, you may need to click **Show All Announcements**.

Discussions

A [General Discussion \(/d2l/common/dialogs/quickLink/quickLink.d2l?ou=672065&type=discuss&rcode=uWaterloo-58235\)](/d2l/common/dialogs/quickLink/quickLink.d2l?ou=672065&type=discuss&rcode=uWaterloo-58235) topic* has also been made available to allow students to communicate with peers in the course. Your instructor may drop in at this discussion topic.

Contact Us

Who and Why	Contact Details
<p>Instructor and TA</p> <ul style="list-style-type: none"> Course-related questions (e.g., course content, deadlines, assignments, etc.) Questions of a personal nature 	<p>Post your course-related questions to the <u>Ask the Instructor (/d2l/common/dialogs/quickLink/quickLink.d2l?ou=672065&type=discuss&rcode=uWaterloo-58234)</u> discussion topic*. This allows other students to benefit from your question as well.</p> <p>Questions of a personal nature can be directed to your instructor.</p> <p>Instructor: Jon Boyd</p> <p><u>jaboyn@uwaterloo.ca</u> (<u>mailto:jaboyn@uwaterloo.ca</u>)</p> <p>Your instructor checks email and the Ask the Instructor discussion topic* frequently and will make every effort to reply to your questions within 24–48 hours, Monday to Friday.</p>
<p>Technical Support, Centre for Extended Learning</p> <ul style="list-style-type: none"> Technical problems with Waterloo LEARN 	<p><u>learnhelp@uwaterloo.ca</u> (<u>mailto:learnhelp@uwaterloo.ca?body=Name:%20%0D%0AUser%20ID:%20%0D%0ACourse:</u>)</p> <p>Include your full name, WatIAM user ID, student number, and course name and number.</p> <p>Technical support is available during regular business hours, Monday to Friday, 8:30 AM to 4:30 PM (Eastern Time).</p> <p><u>LEARN Help Student Documentation (https://uwaterloo.ca/learn-help/students)</u></p>
<p>Learner Support Services, Centre for Extended Learning</p> <ul style="list-style-type: none"> General inquiries WatCards (Student ID Cards) Examination information 	<p><u>Student Resources (https://uwaterloo.ca/extended-learning/learn-online/student-resources)</u></p> <p><u>extendedlearning@uwaterloo.ca</u> (<u>mailto:extendedlearning@uwaterloo.ca?body=Name:%20%0D%0AUser%20ID:%20%0D%0ACourse:</u>)</p> <p>+1 519-888-4002</p> <p>Include your full name, WatIAM user ID, student number, and course name and number.</p>

*Discussions can be accessed by clicking **Connect** and then **Discussions** on the course navigation bar above.

Course Description and Learning Outcomes

Through the utilization of **readings and videos, lectures and discussions, activities and assignments**, students will gain knowledge and skills regarding the Canadian Association of Social Workers' Code of Ethics (2005); various theoretical frameworks guiding counselling practice; and basic multiculturally sensitive counselling skills.

Learning Outcomes

By the end of this course, students will be able to:

1. Describe and demonstrate social work values and principles, and their application to ethical counselling practice (readings, discussion, written assignments, activities, and journaling).
2. Identify, summarize, and appraise various theoretical frameworks that guide the practice of counsellors (assignment, discussion, activities, and client scenarios provided by the instructor).
3. Develop and engage in basic, multiculturally sensitive, counselling skills according to the Ivey model /and Sue and Sue (readings, discussion, viewing counselling videos, assignments, and activities).
4. Demystify the behaviors of a successful counselling session to become **a collaborative problem solving conversationalist** (view previous student role play counselling video; create own role play counselling video; and, write personal reflections about your experience completing this task).

This online course was developed by Jon Boyd, with instructional design and multimedia development support provided by the Centre for Extended Learning. Further media production was provided by Instructional Technologies and Multimedia Services.

About the Course Author/Instructor

Course Author and Instructor — Jon Boyd

Professional Background

Jon Boyd has been a part-time instructor at Renison College, University of Waterloo since 1985. He is also a part-time instructor in the M.S.W. program at Wilfrid Laurier — Lyle S. Hallman Faculty of Social Work. He teaches courses in individual, family, and group therapy, as well as lifespan development. In addition, Jon maintains a small private practice, and is an approved adoption practitioner completing parenting assessments in Southern Ontario.



Educational Background

Jon completed his undergraduate degree (Bachelor of Arts — English) at the University of Guelph in Guelph, Ontario, and his M.S.W. degree from Wilfrid Laurier University in Waterloo, Ontario.

Materials and Resources

- Ivey, A., Ivey, M., & Zalaquett, C. (2018). *Intentional Interviewing and Counseling: Facilitating Client Development in a Multicultural Society* (9th ed.). Boston, MA: Cengage Learning.

For textbook ordering information, please contact the [W Store | Course Materials + Supplies](https://wstore.uwaterloo.ca/) (<https://wstore.uwaterloo.ca/>).

For your convenience, you can compile a list of required and optional course materials through [BookLook](https://wstore.uwaterloo.ca/course-materials/my-booklook.html) (<https://wstore.uwaterloo.ca/course-materials/my-booklook.html>) using your Quest userID and password. If you are having difficulties ordering online and wish to call the Waterloo Bookstore, their phone number is +1 519-888-4673 or toll-free at +1 866-330-7933. Please be aware that textbook orders **CANNOT** be taken over the phone.

Course Reserves

Course Reserves can be accessed using the **Library Resources** widget on the **Course Home** page.

Resources

- [Library services for co-op students on work term and extended learning students](https://uwaterloo.ca/library/services/co-op-students-work-term-and-extended-learning-students) (<https://uwaterloo.ca/library/services/co-op-students-work-term-and-extended-learning-students>).

Grade Breakdown

The following table represents the grade breakdown of this course.

Activities and Assignments	Weight (%)
Introduce Yourself	Ungraded
Discussion Forum Participation (Individually graded)	25%
Assignment 1: Social Work Code of Ethics and Theoretical Frameworks	20%
Assignment 2: Written Analysis	15%
Assignment 2: Video Submission	25%
Assignment 3: Diversity and Counselling	15%

Course and Department Policies

Late Assignments and Related Concerns

Assignments and discussion activities are due by the deadline that appears on the course schedule. Contact your instructor before the due date if you have a question or concern.

University Policies

Submission Times

Please be aware that the University of Waterloo is located in the **Eastern Time Zone** (GMT or UTC-5 during standard time and UTC-4 during daylight saving time) and, as such, the time that your activities and/or assignments are due is based on this zone. If you are outside the Eastern Time Zone and require assistance with converting your time, please try the [Ontario, Canada Time Converter](http://www.worldtimeserver.com/convert_time_in_CA-ON.aspx) (http://www.worldtimeserver.com/convert_time_in_CA-ON.aspx).

Accommodation Due to Illness

If your instructor has provided specific procedures for you to follow if you miss assignment due dates, term tests, or a final examination, adhere to those instructions. Otherwise:

Missed Assignments/Tests/Quizzes

Contact the instructor as soon as you realize there will be a problem, and preferably within 48 hours, but no more than 72 hours, have a medical practitioner complete a [Verification of Illness Form](https://uwaterloo.ca/campus-wellness/health-services/student-medical-clinic) (<https://uwaterloo.ca/campus-wellness/health-services/student-medical-clinic>).

Email a scanned copy of the Verification of Illness Form to your instructor. In your email to the instructor, provide your name, student ID number, and exactly what course activity you missed.

Further information regarding Management of Requests for Accommodation Due to Illness can be found on the [Accommodation due to illness](https://uwaterloo.ca/registrar/current-students/accommodation-due-to-illness) (<https://uwaterloo.ca/registrar/current-students/accommodation-due-to-illness>) page.

Missed Final Examinations

Your faculty determines academic accommodation; therefore we advise you to speak with your professor if you anticipate being unable to fulfill academic requirements due to illness or other extenuating circumstances.

Further information about Examination [Accommodations](http://ugradcalendar.uwaterloo.ca/page/Acad-Regs-Accommodations) (<http://ugradcalendar.uwaterloo.ca/page/Acad-Regs-Accommodations>) is available in the Undergraduate Calendar.

Academic Integrity

In order to maintain a culture of academic integrity, members of the University of Waterloo community are expected to promote honesty, trust, fairness, respect, and responsibility. **If you have not already completed the online tutorial regarding academic integrity you should do so as soon as possible.** Undergraduate students should see the [Academic Integrity Tutorial](https://uwaterloo.ca/library/get-assignment-and-research-help/academic-integrity/academic-integrity-tutorial) (<https://uwaterloo.ca/library/get-assignment-and-research-help/academic-integrity/academic-integrity-tutorial>), and graduate students should see the [Graduate Students and Academic Integrity](https://uwaterloo.ca/library/get-assignment-and-research-help/academic-integrity/graduate-students-and-academic-integrity) (<https://uwaterloo.ca/library/get-assignment-and-research-help/academic-integrity/graduate-students-and-academic-integrity>) website.

Proper citations are part of academic integrity. Citations in CEL course materials usually follow CEL style, which is based on APA style. Your course may follow a different style. If you are uncertain which style to use for an assignment, please confirm with your instructor or TA.

For further information on academic integrity, please visit the [Office of Academic Integrity](http://uwaterloo.ca/academic-integrity/) (<http://uwaterloo.ca/academic-integrity/>).

Turnitin

Turnitin.com: Text matching software (Turnitin®) may be used to screen assignments in this course. Turnitin® is used to verify that all materials and sources in assignments are documented. Students' submissions are stored on a U.S. server, therefore students must be given an alternative (e.g., scaffolded assignment or annotated bibliography), if they are concerned about their privacy and/or security. Students will be given due notice, in the first week of the term and/or at the time assignment details are provided, about arrangements and alternatives for the use of Turnitin® in this course.

It is the responsibility of the student to notify the instructor if they, in the first week of term or at the time assignment details are provided, wish to submit the alternate assignment.

[Turnitin® at Waterloo](https://uwaterloo.ca/academic-integrity/integrity-waterloo-faculty/turnitinr-waterloo) (<https://uwaterloo.ca/academic-integrity/integrity-waterloo-faculty/turnitinr-waterloo>)

Discipline

A student is expected to know what constitutes [academic integrity](http://uwaterloo.ca/academic-integrity/) (<http://uwaterloo.ca/academic-integrity/>) to avoid committing an academic offence, and to take responsibility for his/her actions. A student who is unsure whether an action constitutes an offence, or who needs help in learning how to avoid offences (e.g., plagiarism, cheating) or about "rules" for group work/collaboration, should seek guidance from the course instructor, academic advisor, or the undergraduate Associate Dean. For information on categories of offences and types of penalties, students should refer to [Policy 71 - Student Discipline](https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-71) (<https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-71>). For typical penalties, check [Guidelines for the Assessment of Penalties](https://uwaterloo.ca/secretariat/guidelines/guidelines-assessment-penalties) (<https://uwaterloo.ca/secretariat/guidelines/guidelines-assessment-penalties>).

Appeals

A decision made or penalty imposed under [Policy 70 - Student Petitions and Grievances](https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-70) (<https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-70>), (other than a petition) or [Policy 71 - Student Discipline](https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-71) (<https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-71>), may be appealed if there is a ground. A student who believes he/she has a ground for an appeal should refer to [Policy 72 - Student Appeals](https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-72) (<https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-72>).

Grievance

A student who believes that a decision affecting some aspect of his/her university life has been unfair or unreasonable may have grounds for initiating a grievance. Read [Policy 70 - Student Petitions and Grievances](https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-70) (<https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policy-70>), Section 4. When in doubt please be certain to contact the department's administrative assistant who will provide further assistance.

Final Grades

In accordance with [Policy 46 - Information Management](https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policies/policy-46-information-management) (<https://uwaterloo.ca/secretariat/policies-procedures-guidelines/policies/policy-46-information-management>), Appendix A - Access to and Release of Student Information, the Centre for Extended Learning does not release final examination grades or final course grades to students. Students must go to [Quest](https://uwaterloo.ca/quest/) (<https://uwaterloo.ca/quest/>) to see all final grades. Any grades posted in Waterloo LEARN are unofficial.

AccessAbility Services

[AccessAbility Services \(https://uwaterloo.ca/accessability-services/\)](https://uwaterloo.ca/accessability-services/) located in Needles Hall, collaborates with all academic departments to arrange appropriate accommodations for students with disabilities without compromising the academic integrity of the curriculum. If you require academic accommodation to lessen the impact of your disability, please register with AccessAbility Services at the beginning of each academic term and for each course.

Accessibility Statement

The Centre for Extended Learning strives to meet the needs of all our online learners. Our ongoing efforts to become aligned with the [Accessibility for Ontarians with Disabilities Act \(AODA\) \(http://www.ontario.ca/laws/statute/05a11\)](http://www.ontario.ca/laws/statute/05a11) are guided by University of Waterloo accessibility [Legislation \(https://uwaterloo.ca/human-resources/accessibility/legislation\)](https://uwaterloo.ca/human-resources/accessibility/legislation) and policy and the [World Wide Web Consortium's \(W3C\) Web Content Accessibility Guidelines \(WCAG\) 2.0 \(http://www.w3.org/TR/WCAG20/\)](http://www.w3.org/TR/WCAG20/). The majority of our online courses are currently delivered via the Desire2Learn Learning Environment. Learn more about [Desire2Learn's Accessibility Standards Compliance \(http://www.d2l.com/accessibility/standards/\)](http://www.d2l.com/accessibility/standards/).

Use of Computing and Network Resources

Please see the [Guidelines on Use of Waterloo Computing and Network Resources \(https://uwaterloo.ca/information-systems-technology/about/policies-standards-and-guidelines/campus-network/guidelines-use-waterloo-computing-and-network-resources\)](https://uwaterloo.ca/information-systems-technology/about/policies-standards-and-guidelines/campus-network/guidelines-use-waterloo-computing-and-network-resources).

Copyright Information

UWaterloo's Web Pages

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Other Sources

Respect the copyright of others and abide by all copyright notices and regulations when using the computing facilities provided for your course of study by the University of Waterloo. No material on the Internet or World Wide Web may be reproduced or distributed in any material form or in any medium, without permission from copyright holders or their assignees. To support your course of study, the University of Waterloo has provided hypertext links to relevant websites, resources, and services on the web. These resources must be used in accordance with any registration requirements or conditions which may be specified. You must be aware that in providing such hypertext links, the University of Waterloo has not authorized any acts (including reproduction or distribution) which, if undertaken without permission of copyright owners or their assignees, may be infringement of copyright. Permission for such acts can only be granted by copyright owners or their assignees.

If there are any questions about this notice, please contact the University of Waterloo, Centre for Extended Learning, Waterloo, Ontario, Canada, N2L 3G1 or [extendedlearning@uwaterloo.ca \(mailto:extendedlearning@uwaterloo.ca\)](mailto:extendedlearning@uwaterloo.ca).