Renison University College Land Acknowledgement

With gratitude, we acknowledge that Renison University College is located on the traditional territory of the Attawandaron (also known as Neutral), Anishinaabeg, and Haudenosaunee peoples, which is situated on the Haldimand Tract, the land granted to the Six Nations that includes ten kilometres on each side of the Grand River.

Winter 2022

Course Code: SOCWK365R
Course Title: Social Work in Health Care

Class Times/Location: Mondays, 6:30pm – 9:20pm, REN0402

NOTE: Classes may be held remotely via Zoom. Please see the Announcements in LEARN for directions.

Instructor
Instructor: Toni Lemon
Office: N/A
Office Phone: please email
Office Hours: please email for appointment
Email: tlemon@uwaterloo.ca

Course Description
Analysis of social work in the medical setting, concentrating on identification and treatment of emotional, family, and community aspects of illness. Emphasis is on the concrete application of professional social work to health care while comparing medical and social work values and concepts of illness.

Course Objectives and Learning Outcomes

Upon completion of this course, students should be able to:

A. Explain the role of social work in the Canadian health system context.
• Critically examine social policy in relation to the impact on patient experience, the health care system, and social work practice.
• Describe the diverse roles of Social Workers across the health system.

B. Analyze and describe key concepts that impact individual and population health and wellness in relation to social work practice in health care settings.
• Examine key concepts related to social work practice in health care.
• Critically reflect on the health care system from various perspectives including patients, family and caregivers, health care professionals, political, and others.

C. Build upon and demonstrate social work skills.
• Demonstrate effective communication skills including delivering a professional presentation and writing concise, professional reports.
• Demonstrate key social work competencies including interview skills, connecting the dots to form critical analysis, and self-reflection.

Required Text
• There is no required text for this course. Readings and preparations for each week are provided in LEARN.

Readings Available on LEARN
• Readings and preparations for each week are provided in LEARN.

Course Requirements and Assessment
NOTE: All due times are by midnight (11:59pm) on the day noted.

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Date of Evaluation</th>
<th>Weighting</th>
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</thead>
<tbody>
<tr>
<td>Critical Reflection Journals</td>
<td>Top 5 of 8:</td>
<td>35%</td>
</tr>
<tr>
<td></td>
<td>Journal Wk 2 due Jan 23</td>
<td></td>
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<tr>
<td></td>
<td>Journal Wk 3 due Jan 30</td>
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<td>Journal Wk 4 due Feb 6</td>
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<td>Journal Wk 5 due Feb 13</td>
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<td>Journal Wk 7 due Mar 6</td>
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<td></td>
<td>Journal Wk 8 due Mar 13</td>
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<tr>
<td></td>
<td>Journal Wk 9 due Mar 20</td>
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<tr>
<td></td>
<td>Journal Wk 10 due Mar 27</td>
<td></td>
</tr>
<tr>
<td>Patient Experience Report</td>
<td>Feb 13</td>
<td>25%</td>
</tr>
<tr>
<td>Social Work in Health Care Presentation</td>
<td>See sign up dates weeks 9, 10, 11</td>
<td>25%</td>
</tr>
<tr>
<td>Health Policy Analysis &amp; Course Reflection</td>
<td>April 8</td>
<td>15%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>100%</td>
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</tbody>
</table>
Assessment 1  
Critical Reflection Journals – 35%

There are 8 opportunities to submit a Critical Reflection Journal. The top 5 grades will count toward your grade.

Each week has a focus question for the journal submission related to the material covered that week. The question can be found in LEARN and will be released at the end of class that week.

The submission for each week is due the following Sunday before midnight (by 11:59pm).

- Journal Wk 2 due Jan 23
- Journal Wk 3 due Jan 30
- Journal Wk 4 due Feb 6
- Journal Wk 5 due Feb 13
- Journal Wk 7 due Mar 6
- Journal Wk 8 due Mar 13
- Journal Wk 9 due Mar 20
- Journal Wk 10 due Mar 27

The purpose of the Critical Reflection Journals is to engage in critical analysis and self-reflection related to course concepts from that week of course material. Note that this is not a counselling or personal journal. Please write the journal with a professional tone. Writing in first person is appropriate and encouraged.

More information on how to write effective critical reflections can be found here: https://uwaterloo.ca/writing-and-communication-centre/critical-reflection

There are 2 options for the format of the Critical Reflection Journal submissions: Written: Submit a Word document in the drop box. Aim for 300-500 words in length.

Video: Submit a video such as a link to a YouTube saved file. Aim for about 3-4 minutes in length.

See the rubric in LEARN for information on grading. Consider the following when completing your submission:

Completeness – Did you answer all aspects of the journal question posed?
Knowledge/Understanding – Did you clearly demonstrate understanding of information from that week’s materials in the entry? Consider using a variety of sources including course readings/videos from that week, from earlier in the course, and class discussions.

Depth of Analysis – Did you connect the knowledge from the course readings to your personal experience or make connections with your world or the news/current events?

Depth of Reflection – Did you reflect on what this analysis means to you personally and how you view or approach this topic? Consider providing specific examples.

While structure/grammar is not part of the rubric, the submissions must be comprehensible and clear to review. The journal should be written in first person and be specific to yourself and your reflections. Citations and references are not required for the Critical Reflection Journals.

Assessment 2  
Patient Experience Report – 25%
Due Feb 13 before midnight (by 11:59pm).

The purpose of the Patient Experience Report is to understand the patient experience of the health care system and demonstrate Social Work skills including interviewing, report writing, connecting the dots and critical analysis. The Patient Experience Report is a summary of an interview with a patient/client of the health care system related to their experience. The summary also includes a self-reflection on your experience conducting the interview and your interview skills. Students will demonstrate understanding of the importance and role of patient experience in the health system and how this links with social work practice in health care. Students will also practice and reflect on their interview skills. For successful completion, students will use effective interview and report writing skills and will connect the dots between key concepts and the individual experience of patients. For the Patient Experience Interview Summary, format requirements include: • 1100-1700 word report • Double spaced, 12 point font, professional writing tone • Include an introduction outlining what is included in the report • Use of headings/sub-headings for each section is encouraged • Include APA formatted citations and references. • Include a title page which includes the report title (Patient Experience Report), your name, student number, and date of submission.

Use a pseudonym for the interviewee and any identifying elements of the story. Please see the rubric for information on how the report will be graded. Please review the detailed directions for the Report in LEARN.


Assessment 3
Social Work in Health Care Presentation – 25%

Presentations will be scheduled based on sign-ups in weeks 9, 10 and 11. This assessment may be performed individually or in self-selected groups of up to 3 students.

Slides are due in the drop box in LEARN before midnight (by 11:59pm) the day BEFORE the scheduled presentation.

The purpose of the Social Work in Health Care Presentation is to understand the diversity of Social Work roles in the health care system and to demonstrate use of Social Work skills such as interviewing, presentation skills, and critical analysis. The Social Work in Health Care Presentation is a presentation to the class, providing information gathered through an interview with a Social Worker currently working in health care related to their role and including information about the organization, its services and the types of patients it supports. Students will also reflect on what they learned from the interview. This
presentation will take place live in front of the class either in person or remote depending on the class circumstances.

For successful completion, students will use effective interview and presentation skills as well as connecting the dots and self reflection.

Social Work in Health Care Presentation, format requirements include:

- Maximum 15 minute presentation (whether in a group or individual)
- Presentation may include one video clip of no more than 3 minutes in length
- Presentation must use slides (e.g. PowerPoint, Canva, other) (no slide number minimum or maximum); slides must be submitted in the appropriate drop box by midnight the day before the scheduled presentation. If in a group, each group member must submit the same group slide presentation.
- Title, name/s of presenter/s and student number/s should be on the first slide of the PowerPoint.
- APA citations and references are required as needed with a reference slide at the end.
- In a group, each person must present a roughly equal portion of the content
- Ensure the presentation is engaging and interesting with the purpose of information the audience (of your classmates) about the material.
- Have fun and smile.

The Instructor or class may ask the group questions following the presentation. Please review the rubric in LEARN. The Social Work in Health Care Presentation will be graded based on:

- Clarity of description of the organization and its services
- Clarity of the description of the patients/clients of the organization/service
- Clarity of description of the role of Social Work in the organization/service
- Reflection on the role and connections to course concepts discussed
- Quality of presentation (flow, visual aids, content)

Students must be in attendance to receive a grade on this assignment. In groups, all group members will receive the same grade unless there are extenuating circumstances which will be evaluated by the Instructor.

Assessment 4
Health Policy Analysis & Course Reflection – 15%

Due April 8 before midnight (by 11:59pm).
The purpose of the Health Policy Analysis & Course Reflection is to understand how policy impacts the experience of patients, population health and the role of Social Work, and reflect on the course material overall. This final assessment will require use of the Social Work skills of writing, critical analysis, connecting the dots and reflecting. There are two parts to this submission.

1. The Policy Analysis submission provides a critical analysis of Canadian policy or legislation (federal, provincial, or municipal) that impacts the health and well-being of residents and/or the provision of social work services. Students will demonstrate understanding of the policy and its impact on patient experience and population health as well as the implications for Social Work practice. For the Health Policy Analysis Submission:
   - Use the Health Policy Analysis Template for the submission
   - Bullet points with professional writing style accepted
   - The Policy Analysis will be graded based on:
     - Clear, concise summary of the policy and its purpose
     - Balanced and complete analysis of the impact of the policy on specific populations
     - Clear and concise conclusions including impact on social work practice
     - Readability/flow/format

2. The Course Reflection may be completed as a written submission (est. 300-500 words) or as a video (est. 3-4 min video).

To complete the Course Reflection component, review the course material including your Critical Reflection Journals over the duration of the course.

Identify 2 key takeaways. What are they? Be specific and provide examples from the course. How will each of these impact you going forward?

The Course Reflection will be graded on thoroughness, specificity and completeness of the reflection.

The 2 elements of this submission may be submitted as separate files in the same drop box. Please see the rubric for more details.

Course Outline
Please see LEARN for readings. Order of course topics may be adjusted as needed due to transitioning between in person and remote classes. Please watch the LEARN Announcements for updates.

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topic</th>
<th>Readings Due</th>
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<tbody>
<tr>
<td>1</td>
<td>Jan 10</td>
<td>WelcomeCourse Outline ReviewWhat is Social Work in Health Care?Review: Critical Reflection Journals Assessment</td>
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<td>2</td>
<td>Jan 17</td>
<td>Canada’s Health System; Social Determinants of Health; Reflection Skills</td>
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<tr>
<td>Week</td>
<td>Date</td>
<td>Topic</td>
<td>Readings Due</td>
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<td>3</td>
<td>Jan 24</td>
<td>Peer Support &amp; Self Help; Interview Skills</td>
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<td></td>
<td>Review: Patient Experience Interview Assessment</td>
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<tr>
<td>4</td>
<td>Jan 31</td>
<td>Patient Experience Guest Speakers; Interview Skills</td>
<td>See LEARN</td>
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<td>(note: date may change depending on speaker availability)</td>
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<tr>
<td>5</td>
<td>Feb 7</td>
<td>System Navigation; Multi &amp; Inter Disciplinary Teams</td>
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<td></td>
<td>Review: Social Work in Health Care Presentation Assessment</td>
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<td>6</td>
<td>Feb 14</td>
<td>Social Work Trends</td>
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<td><strong>Feb 21</strong></td>
<td><strong>Reading Week</strong></td>
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<td>7</td>
<td>Feb 28</td>
<td>Social Work Guest Speakers</td>
<td>See LEARN</td>
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<td>(note: date may change depending on speaker availability)</td>
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<td></td>
<td>Review: Health Policy Analysis &amp; Course Reflection Assessment</td>
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<td>8</td>
<td>Mar 7</td>
<td>Health Policy</td>
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<td>9</td>
<td>Mar 14</td>
<td>Presentations; Policy Analysis</td>
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<tr>
<td>10</td>
<td>Mar 21</td>
<td>Presentations; Policy Analysis</td>
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<tr>
<td>11</td>
<td>Mar 28</td>
<td>Presentations; SW in HC in the news</td>
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<tr>
<td>12</td>
<td>April 4</td>
<td>Flex Class (additional presentations as needed)/Celebration</td>
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**Content Note:** Please note that this class and our classroom (either online or in person) provides an open space for the critical and civil exchange of ideas. Some readings and other content in this course may include topics that some students may find upsetting, offensive and/or traumatizing. I’ll
aim to forewarn students about potentially disturbing content and I ask all students to help to create an atmosphere of mutual respect and sensitivity.

**Late Work**
Written (or journal video) submissions must be made in the appropriate drop box in LEARN by the assigned due date/time. After that time, submissions will receive a penalty of 10% per day and are accepted up to 5 days after the due date. For clarity, submissions in LEARN identify the time of submission. Any submissions after the 11:59pm on the due date will receive a 10% penalty. The Social Work in Health Care Presentation will be scheduled during class. You will sign up for a time/date that works for you. Requests for extensions with reason must be made by email by noon the Friday before the submission/presentation date to be considered. Decisions on extensions are at the discretion of the Professor. If you require accommodations, you are encouraged to contact AccessAbility Services.

**Information on Plagiarism Detection**
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 alternate assignment.

**Attendance Policy**
Students are encouraged to attend. Classes involve many activities and discussions intended to support critical thinking, understanding, and analysis of the material. Attendance will not be taken. Students must attend class (either in person or remote) to complete the Social Work in Health Care Presentation assessment. Completion of some assessments, such as the Critical Reflection Journals, may include reflection on class discussions and activities.

**Final Examination Policy**
For Winter 2022, the established examination period is April 8-26. The schedule will be available early in the fall. Students should be aware that student travel plans are not acceptable grounds for granting an alternative final examination time (see: Final Examination Schedule https://uwaterloo.ca/registrar/final-examinations)

There is no final exam in this course.

**Accommodation for Illness or Unforeseen Circumstances:**
The instructor follows the practices of the University of Waterloo in accommodating students who have documented reasons for missing
quizzes or exams. See http://www.registrar.uwaterloo.ca/students/accom_illness.html

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. See the UWaterloo Academic Integrity webpage (https://uwaterloo.ca/academic-integrity/) and the Arts Academic Integrity webpage (https://uwaterloo.ca/arts/current-undergraduates/student-support/ethical-behaviour) for more information.

Discipline: Every student is expected to know what constitutes academic integrity, to avoid committing academic offences, and to take responsibility for their own actions. [Check the Office of Academic Integrity (https://uwaterloo.ca/academic-integrity) for more information.] 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 professor, academic advisor, or Academic Dean. When misconduct has been found to have occurred, disciplinary penalties are imposed under the University of Waterloo Policy 71 – Student Discipline. 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). For typical penalties check Guidelines for the Assessment of Penalties (https://uwaterloo.ca/secretariat-general-counsel/policies-procedures-guidelines/guidelines/guidelines-assessment-penalties).

Students should also be aware that copyright laws in Canada prohibit reproducing more than 10% of any work without permission from its author, publisher, or other copyright holder. Waterloo’s policy on Fair Dealing is available here: https://uwaterloo.ca/copyright-guidelines/fair-dealing-advisory. Violation of Canada’s Copyright Act is a punishable academic offence under Policy 71 – Student Discipline.

Grievance: A student who believes that a decision affecting some aspect of their university life has been unfair or unreasonable may have grounds for initiating a grievance. Read Policy 70, Student Petitions and Grievances, Section 4. When in doubt, please be certain to contact the department’s administrative assistant who will provide further
assistance.

**Appeals:**

A decision made or penalty imposed under Policy 70, Student Petitions and Grievances (other than a petition) or Policy 71, Student Discipline may be appealed if there is a ground. A student who believes they have a ground for an appeal should refer to Policy 72, Student Appeals.

**Academic Integrity Office (uWaterloo):**
http://uwaterloo.ca/academic-integrity/

**Accommodation for Students with Disabilities:** AccessAbility Services, located in Needles Hall, Room 1401, 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 accommodations to lessen the impact of your disability, please register with AccessAbility Services at the beginning of each academic term.

**Intellectual Property.** Students should be aware that this course contains the intellectual property of the instructor, which can include:

- lecture handouts and presentations (e.g., PowerPoint slides)
- lecture content, both spoken and written (and any audio or video recording thereof)
- questions from various types of assessments (e.g., assignments, quizzes, tests, final exams)
- work protected by copyright (i.e., any work authored by the instructor)

Making available the intellectual property of instructors without their express written consent (e.g., uploading lecture notes or assignments to an online repository) is considered theft of intellectual property and subject to disciplinary sanctions as described in Policy 71 – Student Discipline. Students who become aware of the availability of what may be their instructor’s intellectual property in online repositories are encouraged to alert the instructor.

**Mental Health Support**
All of us need a support system. The faculty and staff in Arts encourage students to seek out mental health supports if they are needed.

**On Campus**
- Counselling Services: counselling.services@uwaterloo.ca / 519-888-4567 ext. 32655
- **MATES**: one-to-one peer support program offered by the Waterloo Undergraduate Student Association (WUSA) and Counselling Services
- Health Services Emergency service: located across the creek from Student Life Centre

**Off campus, 24/7**
- **Good2Talk**: Free confidential help line for post-secondary students. Phone: 1-866-925-5454
- **Empower Me**: Confidential, multilingual, culturally sensitive, faith inclusive mental health and wellness service.
- Grand River Hospital: Emergency care for mental health crisis. Phone: 519-749-4300 ext. 6880
- **Here 24/7**: Mental Health and Crisis Service Team. Phone: 1-844-437-3247
- **OK2BME**: set of support services for lesbian, gay, bisexual, transgender or questioning teens in Waterloo. Phone: 519-884-0000 extension 213

Full details can be found online at the Faculty of ARTS [website](#)
Download [UWaterloo and regional mental health resources (PDF)](#)
Download the [WatSafe app](#) to your phone to quickly access mental health support information
A respectful living and learning environment for all

Everyone living, learning, and working at Renison University College is expected to contribute to creating a respectful environment free from harassment and discrimination.

You may contact Melissa Knox, Renison’s external anti-harassment and anti-discrimination officer, by email (mnknox@uwaterloo.ca) or by phone or text (226-753-5669). Melissa is an employment and human rights lawyer and part-time Assistant Crown Attorney for the Ontario Ministry of the Attorney General. Melissa is experienced in case management, discipline and complaints processes, and works with organizations across Canada to foster safe, respectful, and inclusive work and learning environments through policy development, educational workshops, conflict mediation and dispute resolution, and organizational culture audits.

Harassment is unwanted attention in the form of disrespectful comments, unwanted text messages or images, degrading jokes, rude gestures, unwanted touching, or other behaviours meant to intimidate.

According to the Ontario Human Rights Code, discrimination means unequal or different treatment causing harm, whether intentional or not, because of race, disability, citizenship, ethnic origin, colour, age, creed, marital status, sex, sexual orientation, gender identity, and gender expression, or other personal characteristic.