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Renison University College
Affiliated with the University of Waterloo
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Renison University College Land Acknowledgement

With gratitude, we acknowledge that Renison University College is located on the traditional territory of the Anishinaabeg, Hodinohsyó:ni, and Attawandaran (Neutral) 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 from mouth to source. Our active work toward reconciliation takes place in all corners of our campus through research, learning, teaching, community building and outreach. We are guided by the work of our Reconciliation and Restoring Steering Committee and Anti-Racism and Decolonization SpokesCouncil, as well as the [University of Waterloo's Office of Indigenous Relations](#).

Winter 2023

Course Code: SOCWK365R

Course Title: Social Work in Health Care

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

Instructor: Toni Lemon

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/s of Social Work in the Canadian health system context.
 - Understand patients' experience of the health system and analyze the driving factors behind those experiences.

- Describe the diverse roles of Social Workers across the health system.
 - Critically examine social policy in relation to the impact in patient experience, the health care system, and Social Work Practice.
- B. Analyze and describe key concepts that impact patient experience, health outcomes, and Social Work practice in health care.
- Examine key concepts related to Social Work practice in health care.
 - Critically reflect on the health care system from various viewpoints including patient, family and caregiver, political and Social Work perspectives.
- 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

Please see material available in LEARN.

Course Requirements and Assessment

Note: All due dates are Thursdays by 11:59pm (except for in-class presentations). Please see late submission policy below.

Assessment	Date of Evaluation	Weighting
Critical Reflection Journals	Top 5 of 8: <ul style="list-style-type: none"> • Journal #1 due Jan 19 • Journal #2 due Jan 26 • Journal #3 due Feb 2 • Journal #4 due Feb 9 • Journal #5 due Mar 2 • Journal #6 due Mar 9 • Journal #7 due Mar 16 • Journal #8 due Mar 30 	35%
Patient Experience Report	Feb 16	25%

Social Work in Health Care Presentation	Weekes 10, 11, 12	25%
Health Policy Analysis & Course Reflection	April 8	15%
Total		100%

Critical Reflection Journals – 35%

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

A Critical Reflection Journal question/questions will be provided at the end of the classes noted below. The question will also be released on LEARN

Please submit the journal in the related drop box by Thursday, 11:59pm.

Journal #	Released in Class	Due by 11:59pm
1	Jan 16	Jan 19
2	Jan 23	Jan 26
3	Jan 30	Feb 2
4	Feb 6	Feb 9
5	Feb 27	Mar 2
6	Mar 6	Mar 9
7	Mar 13	Mar 16
8	Mar 27	Mar 30

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 or through developing a video in LEARN. Aim for about 3-4 minutes in length.

You may change your submission format throughout the semester.

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.

Patient Experience Report – 25%

Due Feb 16 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 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 and conclusion
- 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 and in material covered in class.

The Patient Experience Interview Summary will be graded based on:

- Balanced and fact-based summary of the patient experience
- Commentary and insight into the role of social work in relation to the patient story - How did/could Social Work roles assist in this patient experience?
- Demonstration of understanding of 2 course concepts and connection to the patient story
- Thorough and insightful self-reflection related to the interview experience.
- Readability/flow/format (including appropriate citations and references).

Social Work in Health Care Presentation – 25%

Presentations will be scheduled based on sign-ups in weeks in weeks 9, 10, and 11. This assessment may be performed individually or in self-selected groups of up to 2 students.

Slides are due in the drop box in LEARN before the start of the class you are presenting in.

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. The presentation will include information about the organization, its clients/patients, its services, the role of the Social Worker. The presentation should include information about the types of skills and knowledge the Social Worker uses and challenges they face and may also include other information such as any advice the interviewee may have for new Social Workers or what a day in their life in the role looks like, or other interesting and relevant information. Students should consider the information gathered in relation to course concepts and must include a reflection on their experience of the interview and information learned.

This presentation will take place live in front of the class and students must attend to receive the grade. In groups, all group members will receive the same grade unless there are extenuating circumstances which will be evaluated by the instructor.

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 20 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 the start of the class in which they are presenting. 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
- Have fun and smile

The instructor or class may ask the group questions following the presentation.

Please review the rubric in LEARN and additional assignment information provided in class.

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)

Health Policy Analysis & Course Reflection – 15%

Due April 6 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.

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Part 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, create a Word document with the following headings and complete each section:

- Name of Policy
- Link to Policy
- Policy Summary - In 250-500 words, explain the purpose of the policy and key elements focusing on the areas that most impact patient experience or Social Work roles.
- Health Equity Impact - Identify 3 specific patient groups this policy impacts positively and/or negatively and describe the impact/s.

- Social Work Impact - Describe how this policy may impact Social Work practice and what type/s of Social Work roles may be impacted.
- Observations & Opinion - Provide a brief summary of what stood out to you in this policy and your analysis. Were there any elements that surprised you? Are there ways you think this policy could be improved/enhanced to impact the health of patients more positively?

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

Notes:

- Ensure the policy is a current/active policy.
- Consider a policy that links to your patient experience interview and/or Social Worker interview.
- Review the Health Equity Impact Assessment material from class to help identify specific patient populations impacted by the policy.
- Consider both positive and negative impacts on both the patient experience and the Social Work role.
- For the purpose of the assignment, a 'policy' may include any policy, regulation, or law at the federal, provincial, or municipal level. For long pieces of legislation, a section of the document may suffice. Please contact me by email if you would like confirmation that a specific document meets the requirements for this assignment.

Part 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.

Please see the rubric in LEARN and material discussed in class for more details.

Course Outline

Please see LEARN for information on readings.

Week	Date	Topic
1	Jan 9	Welcome, What is Social Work, What is Health Care?
2	Jan 16	Canada's Health System, Social Determinants of Health, Reflection Skills
3	Jan 23	Peer Support & Self Help
4	Jan 30	Patient Experience Panel, Interview Skills
5	Feb 6	System Navigation, Multi & Inter Disciplinary Teams
6	Feb 13	Social Work in Health Care Trends
	Feb 20	Family Day
	Feb 21 – 24	Reading Week
7	Feb 27	Social Work in Health Care Panel
8	Mar 6	Health Policy
9	Mar 13	Social Work in Health Care Presentations, Policy Analysis
10	Mar 20	Social Work in Health Care Presentations, Policy Analysis
11	Mar 27	Social Work in Health Care Presentations, Policy Analysis
12	Apr 3	Social Work in the News, Celebration, Flex Class

Content Note: Please note that this class and our classroom 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 or Incomplete Work

The Critical Reflection Journals, Patient Experience Report, and Policy Review & Course Reflection are due on Thursdays by 11:59pm. If needed, you have an automatically approved extension to the next day, Fridays by 11:59pm. For extension requests longer than that, the request must be made by email the day before the due date, Wednesdays by 11:59pm (24 hours before the due date). 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% per day cumulative deduction.

The Social Work in Health Care Presentation will be scheduled during class. You will sign up for a time/date that works for you. A flex date in Week 12 is scheduled for any presentations that must be rescheduled due to unforeseen circumstances (such as cancelling a class due to weather).

Decisions on extensions are at the discretion of the Professor.

If you require accommodations, you are encouraged to contact AccessAbility Services and speak with me.

Coursework Submission Policy

Written submissions will be made in the LEARN drop box.

Students should make every effort to submit their assignments on time. Late work will be deducted cumulatively at 10% each day that the assignment is late, including weekends. If a student anticipates a conflict with an assignment deadline or has concerns about completing the assignment, the student should contact the instructor as soon as possible once the realization is made.

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

Policy on Plagiarism

“Policy 71’s glossary defines plagiarism, in part, as “presenting, whether intentionally or not, the ideas, expression of ideas or work of others (whether attributed or anonymous) as one’s own in any work submitted whether or not for grading purposes”...

The Vice-President Academic and Dean has the authority to assess instances of plagiarism and the resultant penalties that are raised by an instructor. An instructor can propose a grade

penalty to the Vice-President Academic and Dean, who will decide whether to accept the penalty or initiate a formal inquiry.”

For additional information on how plagiarism is dealt with at Renison, review the policy from where the above text is copied: [Policy 71 - Student Discipline](#).

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. See Waterloo’s policy on [Fair Dealing](#). Violation of Canada’s Copyright Act is a punishable academic offence under [Policy 71 – Student Discipline](#).

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.

Electronic Device Policy

Students who choose to use electronic devices to support their learning may do so provided that the individuals in the class are not disturbed or prohibited from their own learning. Electronic devices should be used for the purposes of supplementing the learning experience and focus on topics being discussed in class. Phones should be kept on silent during the class.

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 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.

Communication Policy

Email, using the uWaterloo provided email address, is the approved method of communication for Renison. The Office 365 email that you use to login using your WatIAM login and password

is secure and confidential. Take caution when forwarding your WatIAM email to an external email service as confidential information forwarded to a third-party provider could be a data security breach and violation of FIPPA (Freedom of Information and Protection of Privacy Act) under which all students, staff, and faculty are bound by law.

Final Examination Policy

For **Winter 2023**, the established examination period is **April 13-28**. The schedule will be available early February. Students should be aware that student travel plans are not acceptable grounds for granting an alternative final examination time. See the [Final Examination Schedule](#).

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 [Accommodation due to illness](#).

Academic Integrity, Grievance, Discipline, Appeals and Note for Students with Disabilities

Academic Integrity: 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](#) and the [Arts Academic Integrity](#) websites for more information.

Renison University College is committed to the view that when a problem or disagreement arises between a faculty member and a student every effort should be made to resolve the problem through mutual and respectful negotiation. Most issues are resolved by a student/faculty meeting to discuss differences of opinion. It is only after this stage, when a common understanding or agreement is not obtained that further actions listed below could be taken.

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](#) website 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 or academic advisor. 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](#). For typical penalties check the [Guidelines for the Assessment of Penalties](#).

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, or Academic Advisor, 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): The website can be found at uwaterloo.ca/academic-integrity/

Accommodation for Students with Disabilities

[AccessAbility Services](#) is located in Needles Hall, Room 1401, and 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.

Students are encouraged to register with AccessAbility Services (AAS) at the start of each term if they require accommodations due to a disability. However, some students not connected to AAS may require accommodations later in the term. In that case, you should immediately consult with your instructor and/or your Academic Advisor.

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 / 519-888-4096
- [MATES](#): one-to-one peer support program offered by the Waterloo Undergraduate Student Association (WUSA) and Counselling Services
- [Health Services](#) – Student Medical Clinic: 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: 844-437-3247
- [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. Email: ok2bme@kwcounselling.com Phone: 519-884-0000

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.

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.

If you feel that you are experiencing the above from any member of the Renison community (students, staff, or faculty), 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.

For additional information see Renison's [Harassment, Discrimination, and Abuse](#) policy.