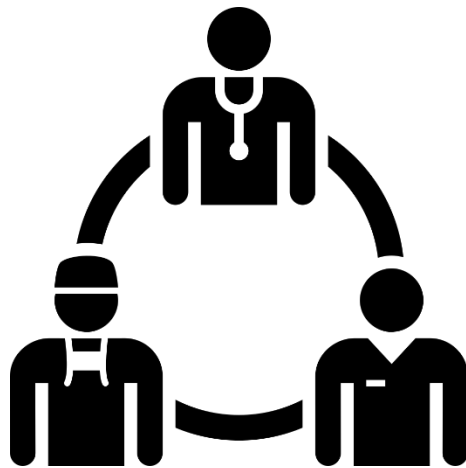


Get Set for PSW



Canada

**EMPLOYMENT
ONTARIO**

Ontario



Outline:

Session	Topics
1	<ul style="list-style-type: none">• What is a PSW?• Career exploration: outlook, salaries, work settings, education and skill requirements
2	<ul style="list-style-type: none">• Skills for Success• Test your skills
3	<ul style="list-style-type: none">• Work ethic, confidentiality• Team work / working with others• Problem solving• Communication
4	<ul style="list-style-type: none">• Organizational skills & time management• Stress management
5	<ul style="list-style-type: none">• Budgeting to prepare for school• Budgeting once employed
6	<ul style="list-style-type: none">• Numeracy• Measurement• Inventory• Understanding paystubs
7	<ul style="list-style-type: none">• Document use• Charts, graphs & process diagrams• Accessibility for Ontarians with Disabilities Act (AODA)
8	<ul style="list-style-type: none">• Equipment• Training & continuous learning• Health precautions
9	<ul style="list-style-type: none">• Anatomy• Illness & disease
10	<ul style="list-style-type: none">• Grammar, Spelling, Punctuation• Professional Writing
11	<ul style="list-style-type: none">• Resumes• Cover letters• Job interviews
12	<ul style="list-style-type: none">• Microsoft Word
13	<ul style="list-style-type: none">• Microsoft Excel
14	<ul style="list-style-type: none">• Culminating Project

Introduction

In this learning series, you will learn skills that will help you begin a journey towards becoming a personal support worker (PSW). The first step in this journey is determining what skills you already have and what skills you can improve.



ACTIVITY

Complete the assessment package. The purpose of this assessment is to determine what tasks you can already complete independently and what skills you will upgrade during this learning series. Feedback will be provided to you during session 2.

When you have completed the assessment, make sure your name is on the package and hand it to your facilitator.

Learning Styles

It is also important to understand how you learn best.

There are 3 learning styles:

1. **Visual:** understanding and learning best when information is presented visually through written information, pictures, charts, graphs, etc.
2. **Auditory:** Understanding and learning best when information is presented in an auditory manner. Hearing information through voice, music, sounds, etc.
3. **Kinesthetic:** Understanding and learning best when information is presented through experience. Using ones hands or bodies to experience concepts being taught.





DISCUSS

Why is it important to understand how we learn best?

Why is understanding the different types of learners important when learning new things?



ACTIVITY

Complete the learning style survey provided by your facilitator to determine what type of learner you are. When completed, make sure your name is on it, and hand it to your facilitator.



LEARNER PLANS

The learner plan is a tool for yourself and your facilitator to use, to plan and monitor your goal, learning activities, milestones, additional supports required and referral results.

Review your learner plan and complete the following tasks:

1. On page 1, print your first and last name in the box labelled "*learner*".

A. GOAL PATH and OALCF COMPETENCIES

Learner:

2. On page 1, print your learning style in the box labelled "*what is the learner's learning style?*"

What is the learner's learning style?

3. On the last page, sign your name in the box labelled "*learner*" and print today's date in the box labelled "*date*" to the right.

I agree to the content of this Learner Plan.		
Learner:	<input type="text"/>	Date: <input type="text"/>

When you have completed these tasks, hand your learner plan to your facilitator. We will review your learner plan on a regular basis throughout the learning series. At the end of the learning series, you will be provided with a copy of your learner plan.

Milestones

Milestones are activities you will complete during the program. They allow you to demonstrate your ability to successfully complete specific tasks related to your goal.

In this learning series, you will complete 2 milestones. As you saw on your learner plan template, you will complete the following milestones:

- a) Milestone 41: Read clock faces and calculate elapsed time. Successfully completing this milestone will confirm your ability to manage and calculate elapsed time.
- b) Milestone 29: Complete a course registration form. Successfully completing this milestone will confirm your ability to complete documents.



SESSION 1

In this session, you will develop the following skills for success:

Collaboration	You will work collectively with your classmates to prepare pros and cons lists for various work settings.
Communication	You will practice your verbal communication skills while discussing various work settings.
Digital	You will practice the use of technology to research PSW jobs.
Numeracy	You will compare PSW salaries in various settings.
Reading	You will find, read and understand information about PSW career outlook and salaries.
Writing	You will document information about PSW career outlook.

What is a PSW?

PSW stands for PERSONAL SUPPORT WORKER. A PSW is a front line health care professional in Ontario, who provides direct care to the elderly or ill patients in a wide variety of settings.

A PSW's job description will vary, depending on the setting. In general, there are some common duties:

Personal Care:

- Eating
- Bathing
- Grooming
- Dressing
- Toileting

Support Health Care Team:

- Assist other members of your team
- Clean equipment
- Measure & report vital signs (heart rate, temperature, blood pressure)

Family Support:

- Cook meals
- Clean kitchen
- Clean bathroom
- Sweep and/or vacuum

Social Support:

- Help clients when they go out
- Play card games
- Go for a walk with a client

Housekeeping:

- Make beds
- Deliver meds
- Check supplies

The ultimate goal of a PSW is to improve the client's quality of life while:

- Providing care in a kind, sensitive and understanding manner
- Using responsible judgement
- Honouring the client's confidentiality
- Expressing empathy; an understanding of the client's emotions

Depending upon where you work, you will call the person you are caring for a patient or a client. The clients might be:

- Older adults
- People with disabilities
- People having surgery or whom had surgery
- People with mental health problems
- People needing rehabilitation
- Mothers, newborns, children
- People requiring specialized care

Due to Canada's aging population, the need for PSWs is growing faster than average employment growth. Therefore, PSWs have positive career outlooks at present.

Regulated vs. Unregulated Workers

PSWs are important members of health care teams. A health care team is a group of people working together to meet a client's needs. Every health care team includes regulated and unregulated workers.

Regulated Workers	Unregulated Workers
<ul style="list-style-type: none">• Self-Governing.• Has a professional organization called a college, which sets education and license requirements.• The college establishes the scope of practice, codes of ethics and standards of conduct for its members.	<ul style="list-style-type: none">• Does not have a professional college.• No official requirements for educational programs.• No code of ethics.
E.g. Nurses, doctors	E.g. PSWs, health care aides, support workers

Work Settings

PSWs can work in various settings that may include:

- Patients' homes
- Long-term care facilities
- Supportive house settings
- Group homes
- Hospitals
- Educational facilities
- Mental Health centres
- Hospices



ACTIVITY

As a group, discuss and complete the pros and cons chart below for each work setting.

Setting	Pros	Cons
Home Care		
Long-Term Care		
Support Homes		
Hospitals		
Educational Facilities		



DISCUSS

Where can you work as a PSW in your community?

PSW Salaries

PSW salaries vary greatly across Ontario. Factors that affect a PSW salary can include:

- Experience
- Location
- Continuing education
- Specific skills required by the employer
- Language abilities; being bilingual or multi-lingual

Related Jobs

PSW is a newer job title that started being used in Ontario in the late 1990s and early 2000s. The term PSW is primarily used by employers in job postings. However, there are a variety of other position titles that can, and sometimes do replace it. Some of these alternate job titles include:

- | | |
|--|------------------------------|
| • Health care aide | • Home at last attendant |
| • Perioperative support assistant | • E-shift support worker |
| • Personal care aide | • Support services attendant |
| • Continuing care assistant | • Companion aides |
| • Health care assistant | • Attendant services worker |
| • Patient care assistant | • Personal care attendant |
| • Home support worker | • Senior care provider |
| • Homemaker | • Guest attendant |
| • Respite worker | • Client care attendant |
| • Community support worker | • Resident assistant |
| • Home health & personal care aide advisor | |

Regardless of the job title, the general work description, education required, and duties are usually identical to those of a PSW job posting.

Career Outlook

Career or employment outlook is a prediction of the change in the number of people employed in a specific job over a set period of time. When choosing a career or job, it is important to take into consideration whether there will be jobs available in your chosen field.

National Occupational Classification (NOC)

The NOC system is Canada's national system of organizing and describing occupations. Every occupation in the Canada job market is assigned a 5-digit code called the NOC code. Using this code, you can research information about your chosen occupation such as, salaries, career outlook, job descriptions, education required, etc.

The NOC code associated with PSW and home support worker is **44101**.



ACTIVITY

Access the Canada job bank labour market information page.

<https://www.jobbank.gc.ca/explorecareers>

- Search for personal support worker or NOC 44101
- Choose a specific occupation.
- Select the province of Ontario.
- Complete the chart below.

Occupation	
NOC	
Wages	
Outlook	
Where can you work?	
Number of job postings in your area	

Education / Experience Requirements	
Skills Required	



DISCUSS

Share your findings with the group. Did your findings differ from others?

How can you decide which setting you will like best?

1. Volunteer in different settings – volunteering will give you experience for your resume.
2. Determine which setting you will be more successful in based on your work and personal goals.

Education Requirements

Working as a PSW will usually require completion of a PSW certificate program. PSW certificate programs can be completed in anywhere from six months to two years. There are part time and full time options available at various colleges and school boards throughout the province of Ontario.



ACTIVITY

Using a search engine, find 2 different schools in your community that offer a PSW certificate program. Complete the chart below.

School	Tuition	Length of Program	Other Notes

In Ontario, once you have completed a PSW program, you can upgrade your clinical qualifications to become a Registered Practical Nurse (RPN). Upgrading your qualifications can have several benefits including higher pay and great job satisfaction. Bridging programs are available to help you upgrade your qualifications. A bridge program is a formal partnership between two post-secondary schools. A bridging program will allow your PSW education to count towards your RPN diploma.

Various Ontario colleges offer PSW bridging programs. Some of these colleges include:

- Mohawk College (Hamilton)
- Fleming College (Peterborough)
- Algonquin College (Nepean)
- Centennial College (Scarborough)
- Niagara College (Welland)
- Conestoga College (Kitchener)
- Seneca College (Toronto)

SESSION 2

In this session, you will develop the following skills for success:

Digital	You will practice your digital skills while using a computer to research the 9 skills for success.
Reading	You will find, read and understand information about skills for success that will help you prepare for a PSW job.
Writing	You will document information about skills for success and their role in a PSW job.

Skills for Success

There are 9 skills for success that people need for work. The 9 skills for success include:

1. Adaptability
2. Collaboration
3. Communication
4. Creativity and innovation
5. Digital
6. Numeracy
7. Problem Solving
8. Reading
9. Writing



Skills for Success profiles outline the importance of the skills for everyone.



ACTIVITY

Access the government of Canada Skills for Success webpage.

<https://www.canada.ca/en/services/jobs/training/initiatives/skills-success.html>

- Click on the “Learn about the skills” box
- Explore the 9 skills for success by clicking on each skill to read a description
- Complete the chart on the following page
 - In the “tasks that might be completed” column, list 2 tasks you might complete as a PSW that will require you to use that skill successfully

Skill for Success	Tasks That Might be Completed
Adaptability	1. 2.
Collaboration	1. 2.
Communication	1. 2.
Creativity & Innovation	1. 2.
Digital	1. 2.
Numeracy	1. 2.
Problem Solving	1. 2.
Reading	1. 2.
Writing	1. 2.



DISCUSS

Share your findings with the group. Did you choose different tasks than your classmates?



ACTIVITY

Access the government of Canada Skills for Success webpage.

<https://www.canada.ca/en/services/jobs/training/initiatives/skills-success.html>

- Click on the “Skills assessment” box
- Click on “Skills for Success Mobile App”
- Click on “Test Your Essential Skills”
- Complete at least 3 of the tests



DISCUSS

What did you learn about yourself? Are there skills you think you need to upgrade? What were your strengths?

SESSION 3

In this session, you will develop the following skills for success:

Adaptability	You will practice your ability to adjust your behaviour when solving workplace problems and dealing with conflict.
Collaboration	You will work collectively with your classmates to complete task-based activities and solve workplace problems with a mutual goal.
Communication	You will share and receive information both verbally and written to enhance your ability to assist patients.
Creativity & Innovation	You will practice your ability to develop and apply problem-solving techniques when working in a PSW role.
Problem Solving	You will practice your ability to identify, work through and solve problems in a PSW work setting.
Reading	You will find, read and understand information from various sources.
Writing	You will practice your writing skills while using a variety of methods to share information.

Work Ethic

Work ethic is defined as the principle that hard work is valued/important or worthy of reward.

A strong work ethic is desired by employers in all occupations. It is an important part of being successful in your career.



DISCUSS

How do you think employees can display strong work ethic?



ACTIVITY

As a group, make a list of unethical behaviours in the workplace you have experienced or witnessed.



VIDEO:

Watch the video clip, “The Office – Business Ethics” and discuss as a group what disciplinary action should be taken, if any for the behaviour discussed in the clip.

<https://youtu.be/-wR2huzk4HQ>

Confidentiality

Confidentiality is defined as the state of keeping or being kept secret or private.



DISCUSS

How do you define confidentiality?



DISCUSS

Why is confidentiality important in your occupation as a PSW?



SCENARIO PRACTICE

You are at the grocery store when you run in to a friend you have not seen since you started your new job as a PSW for a home care agency. You tell your friend about your new job. He then says, “Oh, I read in the paper that my old neighbour Jane Smith died, she had a home care worker from your agency, do you know how she died?”

How do you respond?



SCENARIO PRACTICE

You are working in a long-term care facility as a PSW. While you are helping a patient get to the dining room, she asks you to tell her the name of the patient who just left as she thinks she went to high school with her.

How do you respond?

Technology Confidentiality

In today's society, technology is being used to communicate with others in a variety of ways. While working as a PSW you may be required to communicate with patients, nurses, doctors, community organizations, as well as many others. When doing so, you must always consider confidentiality. You may want to ask yourself:

Who am I allowed to discuss this with?

What information am I allowed to send via email?

If you are unsure, speak to your employer for clarification. It is important to make sure you have read and understand all confidentiality and privacy policies provided by your employer.



Working with Others

As a PSW, you will work with a variety of people. Depending on the setting you choose to work in, you may need to work with:

- Doctors
- Nurses
- Radiologists
- Physiotherapists
- Dieticians
- Lab technicians
- Administrators
- Supervisors
- Other community resource staff

Teamwork is a key skill that is required in most job descriptions. It is a skill that must be used on a regular basis. You must be able to get along with others, whether they are co-workers or superiors. When you work well with others, productivity and workplace morale improve.



DISCUSS

Teams have a common goal. When working as a PSW, what will the common goal(s) be for yourself and your teammates?



VIDEO

Watch the video and discuss what each team does well and what they could have done better.

https://youtu.be/hf3C5rci_z4

	WHAT THEY DID WELL	WHAT THEY COULD HAVE DONE BETTER
Team # 1		
Team # 2		
Team # 3		

Being a good team member can include the following:

- Committing to a common goal or task
- Supporting your team members
- Show that you respect your team members
- Encourage your team members and praise their accomplishments
- Respect individual differences
- Be flexible
- Be positive



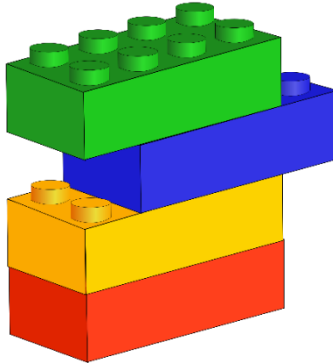
DISCUSS

If you had to work with a team member who was not pulling his weight, how would you handle the situation?



GROUP ACTIVITY

Split into groups of three. Each group will be given the same number of building block pieces. You will be given 10 minutes to build the tallest freestanding structure you can. The team that creates the tallest freestanding structure wins.



Challenge: Try the activity again, but you cannot speak to your team members.

Problem Solving

Problem solving is a skill we use every day, both in our personal lives and at work. As a PSW, you will have to solve problems on a daily basis.

E.g. A staff member calls in sick and has to be replaced or that staff member's workload has to be distributed

E.g. Your organization has run out of a specific supply that is needed for that day.

Problem solving is the process of working through a problem to find a solution. When we are trying to solve a problem, sometimes barriers get in the way. These barriers may include:

- Emotions
- Fear & anxiety
- Different learning styles



Emotions: Controlling your emotions can be very difficult when you are faced with a problem. In order to solve problems, you need to be able to think clearly and try not to let your emotions get in the way.

Fear & Anxiety: Many people think they cannot problem solve so they avoid it. Everyone has the ability to solve problems; you just need to build your skills so you can do so effectively.

Different Learning Styles: The way someone learns will affect how they solve a problem. If you do not understand your learning style, it can be a roadblock to being able to solve problems.

Problems can come in many shapes and forms. We are constantly solving problems. Some may be everyday problems, such as what to have for dinner, or how you are going to get to work. Other problems may be more complex. For example, how to change from a job you do not like to a career you have always dreamed about.



ACTIVITY

Make 2 lists of all the problems you think you have right now or might have in the future:

<u>Everyday Problems</u>	<u>Complex Problems</u>

Good problem solvers do 6 things:

1. Focus on the solution, not the problem.
2. Keep an open mind: consider all possible solutions.
3. View problems neutrally instead of as scary things.
4. Think laterally: change the direction of your thoughts and look at things in a new way.
5. Use positive language.
6. Simplify things: look for the obvious solution instead of making things more complicated.

When you come across a problem, follow these 6 steps:

1. Identify the problem.
2. Think about it.
3. Brainstorm solutions.
4. Select the best solution.
5. Implement the solution.
6. Evaluate the solution.



ACTIVITY

Think of a problem you may encounter while working as a PSW.

Problem:



Share your potential problem with the group. Choose one problem to work on as a group.

Now, complete the 6 problem solving steps:

Step 1	Identify the problem	
Step 2	Think about it	
Step 3	Brainstorm solutions	
Step 4	Select the best solution	
Step 5	Implement the solution	
Step 6	Evaluate the solution	

Communication

Communication is an important skill in the workplace because it permits productive and efficient operations.



DISCUSS

What are some ways you will communicate at work as a PSW?



ACTIVITY

For each statement below find someone in the group who matches then print their first name in the box to the right.

Took a bus today.	
Went grocery shopping in the past 2 days.	
Has at least one child.	
Plays a sport.	
Has a birthday this month or next month.	
Has a driver's license.	
Likes the current weather.	
Walked to class today.	



DISCUSS

Who did you approach first? Why?

Being practiced at talking about “everyday” topics, or using small talk can be helpful when you are communicating with new people.

Interpersonal communication is the process by which people exchange information, feelings and meaning through verbal and non-verbal messages:

- FACE-TO-FACE communication
- Not just about what is said, but HOW it is said
- Includes the non-verbal messages sent through tone of voice, facial expressions, gestures and body language

6 Examples of inappropriate body language include:

1. Avoiding eye contact
2. Bad posture
3. Extra body or hand and mouth movements
4. Invading personal space
5. Having a defensive stance
6. Unhappy face

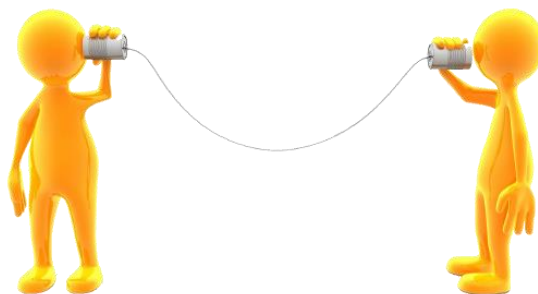
Active Listening

Listening is one of the most important skills you can have. You listen for a number of different reasons. You listen to obtain information, to understand others and to learn new things.

FACT

Research shows that we only remember 25-50% of what we hear. That means when you are talking to someone for ten minutes you only pay attention about ½ of the time.

Becoming a better listener will help you become more productive and avoid misunderstandings.



Active listening skills can include:

- a) Summarizing: Bringing all the things a speaker has said into a few statements.
- b) Clarifying: Checking what was said if you are not sure or missed something.
- c) Paraphrasing: Repeating back to the speaker in your own words.
- d) Using open questions: Asking the speaker open questions to get more information or encourage discussion.
- e) Encouraging: acknowledging what is being said with non-verbal cues and thanking a person for what he/she is saying to you.

Open vs. Closed Questions:

An **open question** usually begins with who, what, when, why, how or describe. It asks the respondent to think and reflect or give information. The respondent will give you information, opinions and feelings.

A **closed question** can usually be answered with a single word like yes or no, or a short phrase. Closed questions give you facts, are easy to answer, and are quick to answer.

Communication Barriers

When communication breaks down it is usually because of a barrier. Some barriers to communication include:

1. **Physical Barriers:** Things that get in the way of being able to see or hear well. These might include loud noises, hearing or vision impairments, illness, phone volume, messy penmanship.
2. **Perceptual Barriers:** When you see a situation through your own filters, which might include your own experiences, interests, upbringing, culture, or religion.
3. **Emotional Barriers:** Communication can be affected if the sender or receiver is feeling a strong emotion such as, anxiety, fear, anger, excitement or embarrassment.
4. **Language Barriers:** Communication can break down because of language differences, strong accents, speech problems, use of jargon or slang, incorrect spelling or grammar errors.



DISCUSS

Can you think of a time in your life when you experienced a communication break down? Which barrier do you think affected your ability to communicate effectively?

Everyone communicates in different ways. Some methods are more effective than others. If you feel that your way of communicating is not working, you can change it.

4 common communications styles include:

Aggressive:

An aggressive communicator is direct in expressing their needs, wants and opinions and gives no thought to other people's.

Assertive:

An assertive communicator clearly expresses their needs, wants and opinions in a way which is considerate of others.

Passive Aggressive:

A passive aggressive communicator indirectly makes sure that others are aware of their needs, wants and opinions and feels that these are more important than their own.

Passive:

A passive communicator does not express their needs, wants and opinions directly. They put others' needs above their own.



DISCUSS

What kind of communicator do you think you are?

Adaptability

Adaptability is your ability to react to change.



DISCUSS

Why might adaptability be important while working as a PSW?



ACTIVITY

While seated, cross your arms. Now uncross them, and cross them the other way.

Most of you will have crossed your arms the first time in the way that felt easy, or the way you usually cross your arms. When we repeat an action many times, our brain makes a strong pathway of connections. That is why it feels easy. When I asked you to change the way your arms were crossed your brain had to work harder to change the pathway of connections. Therefore, it maybe felt uncomfortable or difficult to switch your arms.



ACTIVITY

Gather up your things and find a new seat. When you arrive at your new seat, take a minute to settle in.



DISCUSS

How did it feel to have to move to a new seat? Would you rather go back to your original seat? Raise your hand if you feel uncomfortable now.

Everyone responds to change differently. Some people welcome change, while others prefer to feel settled. There is no right or wrong way, however, it is important that you are able to adapt to what is needed at your job.



ACTIVITY

Review the situations below. Discuss and make notes on how a person might react to the situations if he is adaptable and not adaptable.

	Adaptable	Not Adaptable
Has to start working with a new team.		
The computer system is down; therefore, patient records cannot be accessed.		
New uniforms have been issued that are not flattering.		

In order to improve your adaptability skills, practice the following:

- a) Look for different points of view and try to understand them.
- b) Try out another person's way of doing a task.
- c) Be a learner. You will adapt better if you are willing to learn.
- d) Pretend you have a new job. When we start a new job, we tend to come ready to learn. If you maintain that attitude, you will adapt more quickly.
- e) Turn challenges into opportunities.

SESSION 4

In this session, you will develop the following skills for success:

Adaptability	You will learn skills to help you adapt to schedule changes and managing your time to fit everything in.
Collaboration	You will work collectively with your classmates to solve scenario-based problems.
Communication	You will practice your verbal communication skills while discussing organizational methods.
Creativity & Innovation	You will use your creativity and innovation skills to brainstorm organizational methods.
Digital	You will practice your digital skills while using online calendars.
Numeracy	Complete basic calculations using time.
Problem Solving	You will work through scenario based scheduling and time management issues.
Reading	You will find, read and understand information about organization.
Writing	You will document information in schedules and calendars.

Being a PSW is a busy job. It is physically and emotionally demanding. It is important to maintain good organization and time management while attending school to become a PSW and while you are working as a PSW.

Organizing Your Home

Keeping your home organized can be a difficult thing to maintain. The number one rule in organizing your home is that everything should have a place. If everything has a place, and you always put things back in their place, organization should be maintained.



If everything has a place, you will have less clutter. Less clutter reduces stress rates. There are many cost effective ways to keep your home organized. Some of them include:

1. Using a corkboard, or magnetic board to store important information such as bills, appointment cards, grocery lists and receipts. Once the information is no longer needed, make sure to throw it away or file it in the appropriate place.
2. Set up a mail station somewhere in your home. If you have one place you keep all mail coming into your home, you are less likely to lose or forget about a bill or important information.
3. File paperwork away once you are done with it. For example, after you pay a bill, file it for one year before shredding it. You do not need a fancy filing system, shoeboxes or an expanding file folder from the dollar store will work.
4. Store like items together. For example, in your kitchen, keep all dishes in one cupboard, and food in another. Within those cupboard categories store like items together as well. For example, keep all cans of soup together on one shelf in the food cupboard. This will make things easier to find.
5. Use colourful bins from the dollar store to organize children's toys into categories such as puzzles, books, cars, dolls, etc..
6. Use wasted space for storage. For example, store off-season clothing under your bed.

Clutter

Having less clutter in your home will create more organization and less stress. To eliminate clutter from your home, do not buy things you do not need. This will help your budget as well. If you have not used something in 6 months, sell it online or in a yard sale, or donate it.



VIDEO:

Watch the video, “7 Decluttering Mistakes to Avoid 2023 – How NOT to Declutter.”

<https://youtu.be/iFoc5il8Ogo>



DISCUSS

Do you agree with the decluttering tips? Do you use any of these tips already? Can you offer any other tips?

Donations

Often when we declutter our homes, we donate items we no longer use. There are many organizations in every community that accept donations.



ACTIVITY

Use a computer to research donation centres in your community. Find 3 and document their information in the space below. Share your findings with the group and discuss which organizations you feel most strongly about donating to.

Saving Space

There are many ways to save space or make more space in our homes if we do a better job of organizing things.

Often we save items, not because we still use them, but because they have sentimental value. For example, a child's artwork or first outfit. These things can take up lots of space in our homes. Consider taking a picture of each sentimental item and creating a photo album instead of keeping the actual items.



Storage Containers

Storage containers can sometimes be costly, especially larger ones. Use cardboard boxes when possible to save money. Some businesses such as grocery stores will give you cardboard boxes if you ask a staff member.

Sometimes you can use unconventional storage devices to stay organized. For example, you can use ice cube trays to store jewelry or office supplies such as paper clips or push pins.



DISCUSS

Can you think of other unconventional items we can use for storage and organization in our home?

Organizing on a Budget

When organizing your home you do not have to spend a fortune on organization supplies. There are many cost effective ways to keep yourself organized.



VIDEO:

Watch the video, “*MAGIC* Dollar Tree Organization for your ENTIRE home!”

<https://youtu.be/muamMOPBiRo>

Grocery Inventory

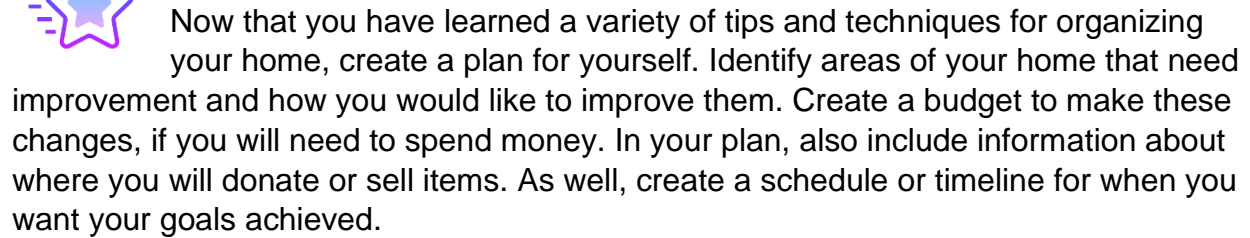
In order to keep your kitchen organized and keep your grocery bills down, keep an inventory of your food stock. Always have a grocery list started. When you use something up, add it to the list. When you shop, only buy what is on your list. Doing these things, will help you:

- keep less grocery clutter in your cupboards
- avoid wasting food because it's gone bad
- waste less money





ACTIVITY

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Time Management

Time management is the practice of using your time effectively.



Many people struggle with organization and time management skills. Your ability to organize and manage your time is important for many reasons:

- You will get more done
- Your life will be more balanced
- You will be able to set and achieve goals in a more efficient way
- You will be able to present yourself in a more professional way
- You will have more time to be flexible and creative
- You will be able to plan and prioritize your tasks and activities
- You will have more free time and less wasted time
- You will reduce clutter at home and at work, less clutter will help you decrease your stress



Stress

Stress is a state of mental or emotional strain or tension resulting from adverse or very demanding circumstances.



DISCUSSION

Do you currently feel stressed due to lack of time management or organization?



ACTIVITY

Use a search engine to search for an online stress test and complete the test.



DISCUSSION

What are some things we can do to reduce stress in our lives?

Keeping yourself organized and managing your time effectively can involve several strategies that might include:

1. Calendars

- a. It is important to use a day planner, calendar or agenda.
- b. You can use a paper calendar or an online calendar, or both.
- c. Make sure to enter all activities and events in your calendar, including all details such as location, start, and finish time.
- d. It is a good idea to set aside some time each week to review your calendar and make sure it is up to date.

2. To-do lists

- a. Create to-do lists and organize them in order of priority, with the most important task at the top of the list.
- b. Be sure to update and review your to-do lists on a regular basis, this could mean several times each day.

3. Schedules

- a. Set aside time each week to create a daily schedule or plan for the following week.
- b. Planning activities and estimating amounts of time each activity will take will keep your day flowing nicely.



The 24-Hour Clock

A 24-hour clock runs from midnight to midnight and is divided into 24 hours. The time is indicated by how many hours have passed since midnight.

12-hour am-pm clock	24-hour clock
12:00 midnight	0000
1:00am	0100
2:00am	0200
3:00am	0300
4:00am	0400
5:00am	0500
6:00am	0600
7:00am	0700
8:00am	0800
9:00am	0900
10:00am	1000
11:00am	1100
12:00pm	1200
1:00pm	1300
2:00pm	1400
3:00pm	1500
4:00pm	1600
5:00pm	1700
6:00pm	1800
7:00pm	1900
8:00pm	2000
9:00pm	2100
10:00pm	2200
11:00pm	2300
12:00 midnight	2400

Converting a 12-hour time to a 24-hour time can be done:

- When converting a time between 1:00pm and 11:59pm **ADD** 12 hours
- When converting a time between 12:00am (midnight) to 12:59am **SUBTRACT** 12 hours



ACTIVITY

Let's practice converting 12-hour time to 24-hour time. Complete the questions below.

1. 2:45pm = _____
2. 10:22am = _____
3. 9:36pm = _____
4. 1:13pm = _____
5. 7:56pm = _____



ACTIVITY

Use the calendar below to schedule the following activities for the current month:

- Your work schedule consists of day shifts from 8:00am – 4:30pm Monday through Friday. Your employer requires you to work 1 weekend every month. When you work the weekend, you get 2-week days off. Be creative and add your work shifts to your calendar.
- You like to use the free workplace gym twice a week for 1 hour.
- You need to grocery shop once a week in order to be prepared for making lunches. This task requires 2 hours of time including transportation.
- You go to book club the first Tuesday in every month from 7:00pm-8:00pm. On Saturday mornings, you babysit your neighbour's son from 8:30am-11:00am to earn some extra cash.

JUNE 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

Homemade
SCRIPT MADE EASY

Time Management Skills

Organization and time management go hand in hand. If you manage your time successfully, you will be more organized.

Multitasking is the ability to complete more than one task at once. This only works if you are completing tasks effectively. If you are re-doing tasks, you need to re-organize your time.

Because you are responsible for a number of tasks in each day, prioritizing your tasks is important. When you prioritize, you decide what the most important tasks are, and complete those tasks first.



ACTIVITY

In the space provided below, create two to-do lists. On the first list, write down everything you need to accomplish this week. On the second list, put the tasks in order of importance, with the most important task being at the top.

<u>List 1</u>	<u>List 2</u>

Calendars / Schedules

Using a calendar is very important when managing your time. Online calendars are used more often today. Using online calendars allows you to set alerts and reminders so you do not forget important events or obligations.

You may have to schedule appointments, work shifts and special event dates on a regular basis.

When creating calendar entries or scheduling yourself for events and appointments, you may want to consider the following:

- a) Leave free time in between appointments or events. This way your schedule will not get backed up too much if something runs late.
- b) Do not overbook yourself.
- c) Make sure to block the appointment or event time in a calendar of some sort. Include a reminder if possible so it is not forgotten.





SCENARIO PRACTICE

You are working part time at a nursing home. Your shifts this week are Tuesday, Thursday, and Saturday from 11:00am-7:30pm. You need to help your grandmother get her groceries on Wednesday morning. You have an appointment at the bank on Friday at 2:30pm. You are also due to go to the dentist. You would like to go this week to get it over with. When is the best time to schedule your dentist appointment? Use the schedule below to help you decide.

MON	TUES	WED	THURS	FRI	SAT	SUN
	Work: 1100-1930	AM: Take Grandma shopping	Work: 1100-1930	Bank: 1430	Work: 1100-1930	



SCENARIO PRACTICE

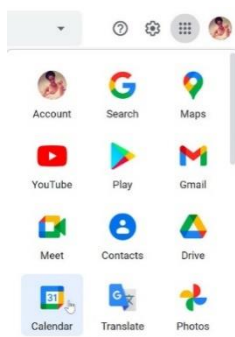
Using the same scenario as above, your boss calls and asks if you can work 4:00pm-9:30pm on Friday. Is this something you can fit into your schedule?

Online Calendars

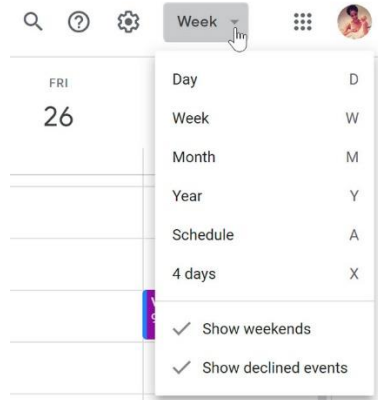
When you have an email account, usually you have access to an online calendar with your account. For example, if you have a Gmail account, you can use Google Calendars, or if you have an Outlook account, you have access to an Outlook calendar. These calendars have many useful features, including the ability to share your calendar with others, such as other members of your household. You can also access your calendar from any computer or mobile device.

Google Calendars

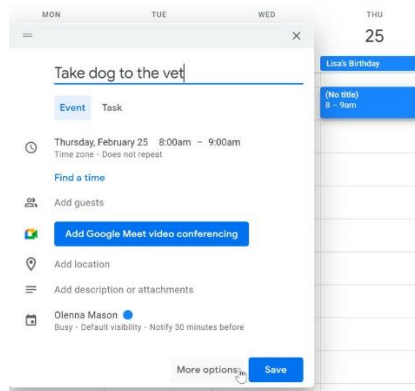
To access a Google calendar, you will need to be logged into your Google account. Once you are logged in, click the menu button in the top right corner of your browser window and select the calendar icon.



Once in your calendar, you have the ability to change the view. You can choose to see a single day, week, or month. To change the view, click on the button at the top right of your screen that indicates a current view. A drop down menu will appear. Select the view you would like.



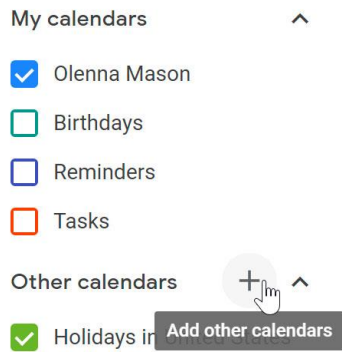
Each item on your calendar is called an event. You can add new events by clicking on a blank space on a specific date. A small box will appear. You can either type basic information in this box, then click save. Alternatively, you can click on “more options” to enter more details before saving the event.



Before saving your new event, you can add notifications so that you will receive a reminder before the event occurs.

You can create separate calendars to help you organize events or appointments for specific people. For example, if you are a mom of two and your children have multiple activities and events, you can create a calendar for each of them. If they are old enough, you can share that calendar with them so they can add events as well.

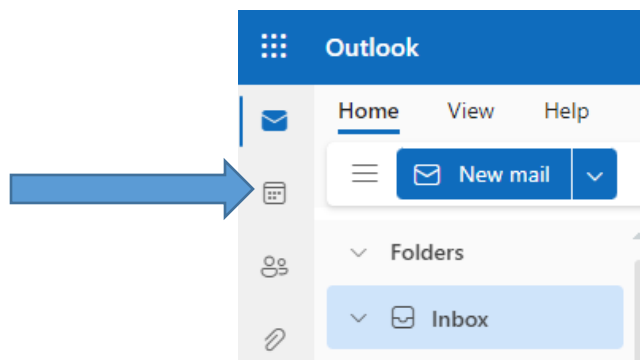
To create a new calendar, click on the plus sign to the right of “other calendars”. Then click “create new calendar”. A form will appear similar to creating a new event. You can now choose the name of the calendar, and sharing settings if you wish. Once the calendar has been created, you can start adding events to it.



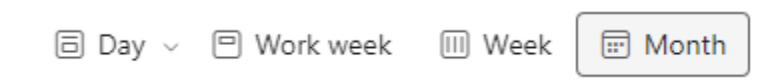
If you would like to share an existing calendar with someone, simply click on “settings”, then “sharing”. You can then send an invitation to share your calendar to someone else.

Microsoft Office Calendars

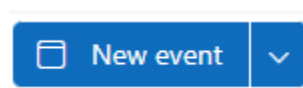
If you have an Outlook or Hotmail account, you have access to Microsoft Office Calendars. To access your calendar, log into your Microsoft Office account. Once you are logged in, you can click on the calendar icon on the left side of the window.



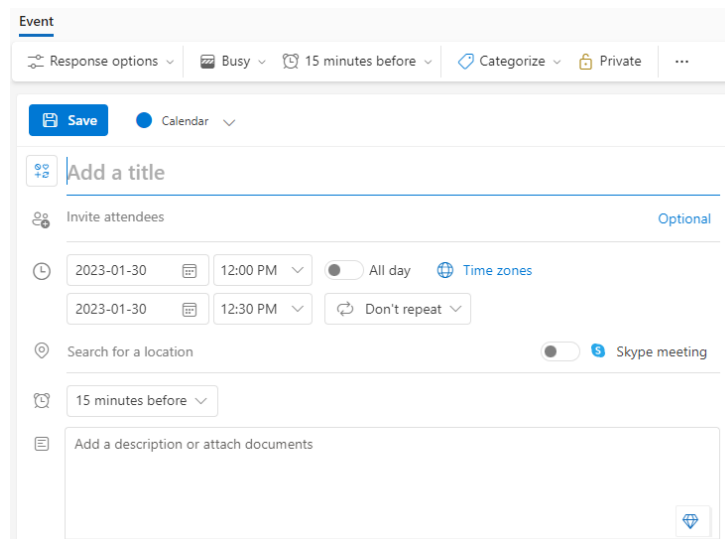
You can change the view by choosing the option of your choice along the top of your window.



To create a new event, click on the “new event” icon in the top left corner.

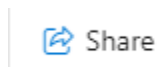


A box will pop up allowing you to add details about the event. You can add notifications, you can share the event with others and you can make the event an ongoing or repeating event. When you have added all necessary details, click “save”.

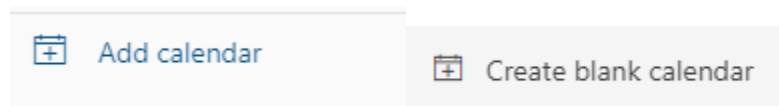


The screenshot shows the 'Event' creation interface. At the top, there's a 'Save' button and a 'Calendar' dropdown. Below this is a section for 'Add a title'. Underneath, there's an 'Invite attendees' field with an 'Optional' link. The main section contains date and time pickers for two instances: '2023-01-30' at '12:00 PM' and '2023-01-30' at '12:30 PM'. There are checkboxes for 'All day' and 'Time zones', and a 'Don't repeat' option. A 'Search for a location' field is present, along with a 'Skype meeting' toggle. A notification setting is set to '15 minutes before'. At the bottom, there's a text area for 'Add a description or attach documents'.

If you would like to share your entire calendar with someone else, click on the “share” icon along the top of your calendar window.



If you would like to create multiple calendars, you can click on the “add calendar” button on the left side of your calendar window. A box will pop up with additional options. You then click on, “create blank calendar”. Once you have chosen a calendar name, you can click on “save”.



ACTIVITY

Log in to your Google or Microsoft Outlook account. Open the calendar feature. Complete the following tasks.

1. Add 2 events to your calendar.
2. Share one event with your facilitator.
3. Create a new calendar called “Get Set for PSW”
 - a. Share this new calendar with your facilitator

Milestone 41

We have now discussed and practiced time management practices. Complete milestone 41: Read clock faces and calculate elapsed time. Successfully completing this milestone will confirm your ability to manage and calculate elapsed time.

Answer questions 1 through 10 on pages 3 and 4.

Please ensure that your first and last names as well as the date are on page 3.

When you have completed the milestone, your facilitator will collect it.



SESSION 5

In this session, you will develop the following skills for success:

Adaptability	You will learn skills to help you adapt to new shopping habits to save more money and prepare for unexpected costs.
Communication	You will practice your verbal communication skills while discussing and sharing information about budgets.
Digital	You will practice your digital skills while researching financial assistance resources.
Numeracy	Complete basic calculations to understand budgets.
Reading	You will find, read and understand information about financial security and resources.
Writing	You will document information gathered from your online research.

Budgeting

In order to prepare to attend a PSW program, you may need to adjust your budget. If you are attending school, you may not be able to work for several months. Alternatively, you may need to save to pay for tuition and other costs associated with the program. Once you start working, you will be able to adjust your budget again, to accommodate your new income.

What is a Budget?

A budget is a plan for how you are going to spend and save your money. It uses income and expense estimations to predict how much you will make and spend during a specific period of time.

It does not matter how much money one has, EVERYONE should use a budget. Budgets ensure we have money to pay for the things we need and help us save for the things we want.



DISCUSS

Do you use a budget now? How would you rank your current budgeting skills? Why do you think using a budget is important?



ACTIVITY

To test your current budgeting knowledge, use the link below to complete the budgeting knowledge quiz.

<https://www.practicalmoneyskills.com/learn/budgeting>



DISCUSS

How did you do?

Budgeting Vocabulary

Before you can begin creating a budget for yourself, you need to be familiar with the terms used on a budget.



ACTIVITY

Use a computer to search for budgeting vocabulary definitions and fill in the chart below. When everyone is done, share and discuss the definitions you have each found.

Income	
Expenses	
Fixed expenses	
Variable expenses	
Disposable income	
Gross income	
Net income	

Average	
Estimation	
Interest	
Debt	
Assets	
Inflation	
Liability	
Appreciate	
Depreciate	
Discretionary income	



ACTIVITY

Now that we have learned the difference between fixed expenses and variable expenses, let's test our knowledge. Below is a list of expenses. Put the expenses in the correct expense category in the chart below. Take the activity up as a group and decide if you agree on which category each expense should be in.

rent	electricity bill	child care	groceries	pet care
donations	gifts	entertainment	personal care	gas bill
property taxes	clothing	internet	cell phone	bus pass
mortgage payment	car payment	insurance	water bill	income tax
Netflix account	cigarettes	Tim Hortons	car maintenance	dental care

Fixed Expenses	Variable Expenses



DISCUSS

Can you think of some things that appreciate?

Can you think of some things that depreciate?

Getting Started

Understanding your financial situation is an important first step in creating a budget. Being aware of what your income and expenses are will help you create a realistic budget. Throughout the remainder of this learning series, we will be learning how to create an organized, balanced budget while following some common budgeting tips. Some of these tips include:

1. Do not spend beyond your means. If you do not have the income, do not purchase the expense.
2. Remember that every month is different.
3. Pay off your debts.
4. Trim your budget when you can.
5. Track your progress: Review your budget on a regular basis and make sure you are sticking to your plan.
6. Create a buffer in your budget: Do not spread yourself too thinly. Make sure you over estimate expenses so that you have money left over instead of not having enough.
7. Cut up your credit cards.
8. Try a cash budget if you are struggling to keep track of purchases.
9. Use a budgeting tool such as a spreadsheet, or app or website.
10. Set goals.

Spending Habits

Before you can create a budget, you must understand what kind of spender you are. Understanding your spending habits will help you to make changes so you can pay off debts, and save money.



DISCUSS

What kind of spender do you think you are? What spending habits do you have? Are they good habits or bad habits?



ACTIVITY

Are you a spender or a saver? Complete the true/false quiz below. Print T for true and F for false in the column to the right of each statement.

Statement	T/F
I am happy when I am saving money regardless of what the money is for.	
I am organized and responsible when it comes to money.	
I do not impulse shop, I always think about my purchases and research.	
I avoid credit cards.	
My friends and family sometimes call me cheap.	
I set financial goals and stick to them.	
I pay my bills the same day I receive them.	
I am happiest when I have large amounts of money in my bank account.	
When I shop, I only buy things on sale.	
I often say no to outings or activities that cost money with friends and family.	

If 6 or more of your answers are false, you are not a saver, you are a spender.



VIDEO:

Watch the video, “The 5 Types of Spenders: Which Are You? – The 3-Minute Guide”

https://youtu.be/m0lxbmXv_Cg

Which type of spender do you think you are?

A good way to better understand where you are spending your money is to track your spending for a set period of time. To track your spending you can:

- Carry a notebook with you to write down every purchase you make.
- Save receipts for everything you purchase and enter it in a spending tracker at a later time.
- Use your cell phone to document purchases you make. You can use the notes app, or download a free spending tracker app.



Keeping track of where you are spending your money will help you determine where you can and should cut costs. Cutting costs will help you pay off debts faster and/or save faster.

CHALLENGE: For the duration of this learning series, track your spending. Every cent. During the last session.

Needs vs. Wants

When creating your budget you need to distinguish between your needs and wants. Your priority should be to pay for your needs first.

Needs are things we require to survive. Wants are things that are nice to have, and sometimes important to us, but are not required for survival.



ACTIVITY

As a group, make a list of needs and wants using the chart below.

Needs	Wants

When we are going to cut back on spending, we need to decide which wants are least important to us. Cutting back does not have to mean cutting out altogether.



ACTIVITY

Make a list of wants that you purchase on a regular basis that are least important to you. Choose things you are willing to cut back on to save.



SCENARIO EXAMPLE

You currently buy a coffee from a coffee shop every day. You are trying to cut back on your spending and decide to only buy a coffee from a coffee shop 4 days a week instead of 7. If each coffee costs \$2, how much will you save each week? How much will you save each year?



Week: 3 coffees X \$2.00 = \$6.00. You will save \$6.00 each week.

Year: \$6.00 per week X 52 weeks in each year = \$312.00. You will save \$312.00 each year if you buy 3 less coffees each week.

What could you do with an extra \$312.00 each year?

Tips for Cutting Back and Spending Less

There are many ways you can avoid spending money. Some of them include:

1. Avoid trips to stores, shopping malls and online shopping websites if you do not need anything.
2. Use a cash budget. Sometimes debit and credit cards make buying things too easy. Only spend cash you have with you.
3. If you choose to have a credit card, leave it at home. If you do not have it with you when you are out, you cannot use it.
4. If you think you need or want something, sleep on it. If you still need or want that item the next day and you are willing to go back for it, then buy it.
5. Avoid online shopping. Adding items to your cart on an online shopping website can become too easy. Totals can add up quickly.
6. Avoid buying things just because they are on sale. If you do not need the product, do not buy it.
7. Use a spending tracker. If you open your spending tracker and look at it before making a purchase, it might remind you that you have already spent too much that day, week or month.

Reducing Household Bills

Another way you can decrease your monthly expenses is to reduce the cost of your monthly bills. Utility and housing costs are continuously rising.



DISCUSS

As a group discuss the ways in which you can reduce household bills such as your hydro, gas and water bills.



VIDEO:

Watch the video, “6 of the Easiest Ways to Cut Back on Spending”

<https://youtu.be/WmCwqK2BnaU>

Do you agree with these tips? Do you already do some of these things?

Income and Expenses

Understanding your spending habits and household costs will help you to better estimate your expenses when creating your budget.

Income can be any money you earn; the money you have coming IN to your bank account. Examples of income sources can include:

- Pay cheques
- Pension
- Disability payment
- Social assistance
- Child support
- Alimony
- Unemployment

An expense is any money you are paying out of your bank account. Anything you pay for or spend money on. Examples of expenses can include:

- Rent
- Mortgage payment
- Hydro bill
- Personal care (nails, haircuts)
- Child care
- Transportation
- Groceries
- Insurance

Everyone's income and expenses are different. Some expenses change on a monthly basis and sometimes we have unexpected expenses.



ACTIVITY

Use the chart below to make a list of your monthly expenses and income. Do not forget to include items such as pet care, entertainment, coffee shops and cigarettes that we sometimes forget about.

Income	Expenses

Sometimes we forget about expenses that we have because they do not come up every day. Continue to add to this chart for the duration of the learning series. You may remember things as you use your spending tracker.

Saving

There are many life events that you should plan for and save for. Some are smaller purchases such as a new cell phone or television. Some are larger such as buying a home or retirement.

Sometimes unexpected and costly life events occur. For example, if you become ill and need to take time off work, if your car breaks down and you need to pay for it to be fixed. In order to be prepared for the unknown, it is a good idea to save wisely.

The following are some tips for saving wisely:

- Pay off expensive debts first.
- Make a savings plan. This might include reviewing your budget to determine how much you can afford to save each month.
- Some experts recommend you save 10% of your “take home pay” each month if you can.
- Cut unnecessary expenses to leave more money for savings.

When you are ready to start saving, there are different options available to you for saving money. You can speak to a financial advisor at your financial institution about what options suits your needs best. Like any other product or service, it is a good idea to shop around to find the best offer.



ACTIVITY

Use a search engine to research saving methods and complete the chart below. Include information about the saving option like what interest rate it offers, the convenience of using it and if there are any fees.

Saving Option	Notes
Tax Free Savings Account (TFSA)	
Registered Retirement Savings Plan (RRSP)	
General Savings Account	
High Interest Savings Account	
Registered Education Savings Plan (RESP)	



DISCUSS

Which type of savings account do you think is best? Why?

Creating a Budget

Now that you have learned how to track your expenses, cut costs and plan for spending, use the template below to create a budget that will work for you and meet your financial needs.

	Budgeted	Actual	Difference
Income			
Expenses			
Totals			

SESSION 6

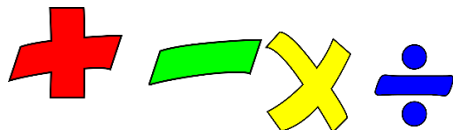
In this session, you will develop the following skills for success:

Adaptability	You will practice adapting to different units of measurement.
Collaboration	You will work collectively with your classmates to complete task-based activities with a mutual goal.
Communication	You will share and receive information both verbally and written to enhance your ability to work with numbers in a PSW role.
Numeracy	You will practice your ability to work with numbers in a PSW role.
Problem Solving	You will practice your ability to identify, work through and solve numeracy problems in a PSW role.
Reading	You will find, read and understand information from various sources.
Writing	You will practice your writing skills while using a variety of methods to share information.

Numeracy Skills

You may be required to use basic numeracy skills, such as adding, subtracting, multiplication, or division. It is important that your numeracy skills are sufficient.

Complete the activities below **WITHOUT A CALCULATOR**. This will help you determine whether you need to upgrade your basic numeracy skills.



1. Susan spent 3 hours in class on Monday. She spent 4 hours in class on Tuesday. She spent 6 hours in class on Thursday. How many hours did she spend in class altogether?
2. David had a fever and a cold. His temperature in the morning was 104 degrees. His temperature at night was 99 degrees. What was the decrease in David's temperature?
3. The blood donor clinic had a 15-day sign up period. Each day, 25 people signed up to donate blood. How many people signed up in all?
4. Jim Simmons makes \$7,680 a year at his part-time job. He gets paid by the month. How much does he make each month?
5. There are 542 patients admitted in the hospital. There are 302 female patients. How many patients are male?
6. Maria earned \$22,984 last year. She spent \$19,487 on taxes, rent, food, and other things. She saved the rest of the money. How much did she save?
7. Doug pays \$61 every month for health insurance. How much does he pay in a year?

8. On Saturday, Pam had to do her week's shopping. She spent \$58.87 at the grocery store, \$13.62 at the hardware store, \$7.52 at the drugstore, \$18.35 at the department store, and \$48.44 at the shoe store. How much did she spend altogether?
9. Alex jogs 6 kilometers an hour. He jogged 36 kilometers last week. How many hours did he jog?



SELF EVALUATION:

How do you think you did? Was there a specific type of question you struggled with? Do you think you need to upgrade or refresh your numeracy skills?

Measurement

You may be required to use various forms of measurement while working as a PSW. In Canada, the metric system is used for common units of measurement. Therefore, the metre is used to measure length, the kilogram is used to measure weight/mass, and degrees Celsius is used to measure temperature.

Length/Height

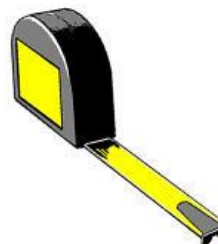
The most commonly used units of length are the centimetre (cm), the metre (m) and the kilometre (km). The base unit for length in the metric system is the metre.

1 millimetre	=	0.001 metre
1 centimetre	=	0.01 metre
1 decimetre	=	0.1 metre
1 dekametre	=	10 metres
1 hectometre	=	100 metres
1 kilometre	=	1,000 metres

To change a larger unit to a smaller unit, multiply.

Example:

$$\begin{aligned}4\text{km} &= \underline{\hspace{2cm}} \text{ m} \\1\text{km} &= 1,000\text{m} \\4 \times 1,000 &= 4,000 \\4\text{km} &= 4,000\text{m}\end{aligned}$$



To change a smaller unit to a larger unit, divide.

Example:

$$\begin{aligned}140\text{cm} &= \underline{\hspace{2cm}} \text{ m} \\100\text{cm} &= 1\text{m} \\140 \div 100 &= 1.40 \\140\text{cm} &= 1.4\text{m}\end{aligned}$$



ACTIVITY

Practice converting units of length by completing the questions below.

1. 45m = cm
2. 2,000cm = m
3. 76cm = mm
4. 5km = m
5. 252cm = mm
6. 300m = cm
7. 10,500m = km
8. 22km = m

Weight

The most commonly used units of weight are the gram (g), the kilogram (kg) and the ton (t). To measure weight, the base unit is the gram (g).

1 milligram	=	0.001 gram
1 centigram	=	0.01 gram
1 decigram	=	0.1 gram
1 dekagram	=	10 grams
1 hectogram	=	100 grams
1 kilogram	=	1,000 grams
1 ton	=	1,000 kilograms

To change from a larger unit to a smaller unit, multiply.

Example:

$$\begin{aligned} 3\text{kg} &= \underline{\hspace{2cm}} \text{g} \\ 1\text{kg} &= 1,000\text{g} \\ 3 \times 1,000 &= 3,000 \\ 3\text{kg} &= 3,000\text{g} \end{aligned}$$

To change from a smaller unit to a larger unit, divide.

Example:

$$\begin{aligned} 60\text{g} &= \underline{\hspace{2cm}} \text{kg} \\ 1,000\text{g} &= 1\text{kg} \\ 60 \div 1,000 &= 0.06 \\ 60\text{g} &= 0.06\text{kg} \end{aligned}$$



ACTIVITY

Practice converting units of weight by completing the questions below.

1. 32kg = _____ g
2. 4,000g = _____ kg
3. 877g = _____ kg
4. 300kg = _____ g

Capacity

When measuring capacity we usually use metric units such as the milliliter (ml), the litre (l) and the kiloliter (kl). The base unit for capacity is the litre (l).

1 millilitre	=	0.001 litre
1 centilitre	=	0.01 litre
1 decilitre	=	0.1 litre
1 dekalitre	=	10 litres
1 hectolitre	=	100 litres
1 kilolitre	=	1,000 litres

We use millilitres to measure small quantities of liquids and kilolitres to measure large quantities of liquids.

Sometimes when we measure capacity, especially when using a cooking recipe, we need to understand the customary units such as the fluid ounce (fl oz), the cup (c), the pint (pt), and the gallon (gal).

8 fluid ounces	=	1 cup
2 cups	=	1 pint
2 pints	=	1 quart
4 quarts	=	1 gallon

We use cups to measure small quantities of liquids and gallons to measure larger quantities of liquids.

To change from a smaller unit to a larger unit, divide.

Example:

$$\begin{array}{rcl} 24\text{kl} & = & \underline{\hspace{1cm}} \text{ l} \\ 1\text{kl} & = & 1,000 \text{ l} \\ 24 \div 1,000 & = & 0.024 \\ 24\text{kl} & = & 0.024 \text{ l} \end{array}$$

To change from a larger unit to a smaller unit, multiply.

Example:

$$\begin{array}{rcl} 3.5 \text{ l} & = & \underline{\hspace{1cm}} \text{ ml} \\ 1 \text{ l} & = & 1,000 \text{ ml} \\ 3.5 \times 1,000 & = & 3,500 \\ 3.5 \text{ l} & = & 3,500 \text{ ml} \end{array}$$





ACTIVITY

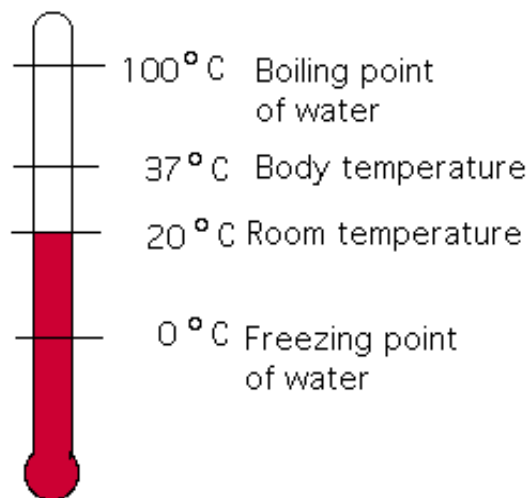
Practice converting units of capacity by completing the questions below.

1. 78ml = _____ l
2. 2,500ml = _____ l
3. 46 l = _____ ml
4. 2,500 l = _____ ml
5. 24 fl oz = _____ c
6. 4 g = _____ quarts

Temperature

The metric system for measuring temperature uses the Celsius ($^{\circ}\text{C}$) temperature scale. There are 2 points of reference for this scale:

- (i) 0°C is the freezing point for water
- (ii) 100°C is the boiling point for water





ACTIVITY

Choose the most appropriate temperature:

- | | | | |
|-----------------|---------|----------|----------|
| 1. Hot soup | a) 35°C | b) 83°C | c) 112°C |
| 2. A summer day | a) 85°C | b) -8°C | c) 32°C |
| 3. A winter day | a) 28°C | b) -15°C | c) 67°C |
| 4. Ice cubes | a) 64°C | b) 4°C | c) -10°C |

There may be other calculations and conversions you have to complete while working as a PSW.



ACTIVITY

Complete the chart below by finding the formula or conversion you would need to make the calculations. You may use a computer to complete your research. Work individually or with a partner.

	Formula or Conversion
Area	
Volume of a box	
Feet to inches	
Fahrenheit to Celsius	
Ounces to grams	
Kilometres to miles	
Pounds to kilograms	



DISCUSSION

Can you think of any other measurement conversions you may need to do?

Inventory

Employees must monitor inventory to make sure they have what they need in order to do their jobs. Tasks involved in monitoring inventory can include:

- Counting what is in stock or reviewing inventory printouts
- Figuring out how much is usually used over a specific unit of time such as day, week, or month
- Figuring out how much will be needed before more supplies can be received
- Deciding how much to order



ACTIVITY

Below is an inventory document for a local medical clinic. The clinic likes to have 10 packages of every item on hand at all times. Using this information, complete the order form on the following page once you determine which supplies you should order.

Item	# of packages in stock
Large bandages	7
Small bandages	9
Gauze	3
Antiseptic spray	4
Cotton balls	4
Surgical tape	5
Tongue depressors	2

Supply Order Form

<u>Supply</u>	<u>Quantity</u>	<u>Cost per Package</u>	<u>Total Cost</u>
Large bandages		\$8.99	
Small bandages		\$6.99	
Gauze		\$10.74	
Antiseptic spray		\$16.59	
Cotton balls		\$5.89	
Surgical tape		\$12.37	
Tongue depressors		\$4.99	
Grand Total			

Understanding Your Pay Stub

Pay stubs can be complicated and overwhelming to understand. They may contain pay codes and abbreviations.

Sample company Name, 123 My Home Street, WINIPEG MB CANADA, R2W 2Y8						EARNINGS STATEMENT	
John Smith							
EMPLOYEE ID		PERIOD ENDING		PAY DATE		CHECK NUMBER	
123456		2013/11/25		2013/11/20		321654	
INCOME	RATE	HOURS	CURRENT TOTAL	DEDUCTIONS	CURRENT TOTAL	YEAR TO DATE	
REGULAR	20	80	1,600.00	CPP	65.03	1,495.69	
OVERTIME	25	5	125.00	EI	28.62	658.26	
				INCOME TAX	305.90	7,035.70	
				UNION DUES	10.84	249.32	
				LIFE INSURANCE	4.94	113.62	
				LONG TERM DISABILITY	7.01	161.23	
				CANADA SAVING BONDS	8.00	184.00	
YTD GROSS	YTD DEDUCTIONS	YTD NET PAY		CURRENT TOTAL	DEDUCTIONS	NET PAY	
39,675.00	9,897.82	29,777.18		1,725.00	430.34	1,294.66	



REVIEW:

Review and discuss the list of common abbreviations and acronyms below.

Abbreviation / Acronym	Description
H	Hourly
S	Salary
Adj	Adjustment
Comp	Compensation
LWOP	Leave without pay
OT	Overtime
Retro	Retroactive
Vac	Vacation
YTD	Year to date
BEN	Benefits
CUPE	Canadian Union of Public Employees
EI	Employment Insurance
LTD	Long term disability
CPP	Canada Pension Plan

If you would like further information about your pay stub, you can talk to your employer, or use the link below for lists of common earnings and deductions codes, abbreviations and acronyms.

https://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/services-pay-e-pay-services/pay-e-information-pay/lire-pay-e-talon-read-pay-stub-eng.html#Monthly_distribution_of



ACTIVITY

Using the paystub on the previous page to answer the questions below.

1. When John Smith works OT, what is his rate of pay?
2. How much income tax has John Smith paid so far this year?
3. What is John Smith's total pay before deductions for the pay period ending 2013/11/25?

4. How much did John Smith contribute to LTD on this pay stub?
5. How many regular hours did John Smith work for this pay period?
6. So far this year, how much has John Smith paid towards union dues?

SESSION 7

In this session, you will develop the following skills for success:

Adaptability	You will practice your ability to adapt to the needs of various clients when completing AODA training.
Collaboration	You will work collectively with your classmates to complete task-based activities with a mutual goal.
Communication	You will practice your verbal communication skills while discussing and implementing the use of various charts and graphs.
Digital	You will practice the use of technology when using various documents and charts.
Numeracy	You will read and document numbers using various documents, charts and graphs.
Reading	You will find, read and understand information displayed in various documents, charts and graphs.
Writing	You will document information using documents, charts and graphs.

Documents

A document is any written or printed paper that displays information. While working as a PSW you will use many different documents for various tasks.



DISCUSSION

What types of documents do you think you may use while working as a PSW?

When working with documents, you may be required to:

- Read the document
- Fill in information
- Explain to a patient or client how to fill in the document
- Create a document

Reading Documents

Before you begin reading any document ensure you are using the correct document. Ask yourself, what is this document for? Skim the document to make sure it is the document you need to complete your task.

Skim: to read something quickly and incompletely.

Before you begin reading the document, it is a good idea to have a highlighter or pen and paper nearby to highlight or make notes on important or misunderstood details.

As you read the document, if there is information or words you do not understand, highlight the information or make notes so you can ask a supervisor for clarification.





ACTIVITY





Read the document below. As you read, highlight important or misunderstood information. Answer the questions about the document on the following page.

Sample Material Safety Data Sheet (MSDS)

Section 1: Product Identification *Chlorine*

Manufacturer's Name		Suppliers's Name	
Chemco Manufacturing		Chempro Distributing	
Street Address		Street Address	
1234 Any Street		5678 Another Avenue	
City	Province	City	Province
Edmonton	AB	Edmonton	AB
Postal Code	Emergency Tel:	Postal Code	Emergency Tel:
T5T5T5	(888) 123-4567	T6T6T6	(888) 876-5432
Chemical Name		Chemical Family	Chemical Formula
Chlorine		Halogen	Cl ₂
Product Use			
Pulp bleaching, water treatment, manufacture of plastics, organic and inorganic chlorides, refrigerants, pharmaceuticals.			

Section 2: Hazardous Ingredients *Chlorine*

Hazardous Ingredient	w/w%	CAS Number	PI Number
Chlorine	99.5	7782-50-5	1017
			

Answer the following questions pertaining to the Sample Material Safety Data Sheet (MSDS) on the previous page.

1. What product is the MSDS for?
2. What is the name of the company who supplies the product?
3. What is the hazardous ingredient?
4. What is the product used for?

Filling in Documents

Some documents will require you to complete them online, while others will be filled in on paper. Regardless of the completion format, you should always follow these 4 steps when filling in documents:

1. Read the document and the instructions carefully before beginning. If you do not understand the document or a portion of it, ask a supervisor for help. If it is a complicated form, make a copy to practice filling in the information before completing a final copy.
2. Fill in the document. Use your best penmanship to avoid misinterpretation.
3. Read over the completed document. Make sure you have filled in all necessary information and that the information is correct.
4. Sign and submit the document.

Document Abbreviations & Formats

Documents will often stipulate the letter case and/or ink colour. For example, the document's instructions may state that you must use upper case letters or block letters when filling it in. The document may also specify that you use black ink if you are filling out a paper copy.

When writing dates on documents, be aware of the date format required. You will see instructions for a date format in the form of letter symbols.

yyyy = year

mm = month

dd = day

Example:

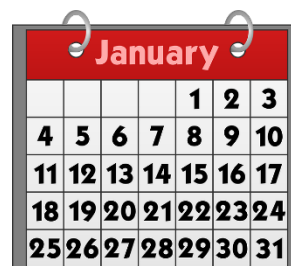
The date, September 1, 2019 may be written:

dd/mm/yyyy = 01/09/2019

mm/dd/yyyy = 09/01/2019

yyyy/mm/dd = 2019/09/01

yyyy/dd/mm = 2019/01/09



Milestone 29

We have now discussed and practiced document use. Complete milestone 29: Complete a course registration form. Successfully completing this milestone will confirm your ability to complete and create documents.

Complete the registration form on page 4, using the information from page 3.

Please ensure that your first and last names as well as the date are on page 4.

When you have completed the milestone, your facilitator will collect it.



Charts and Graphs

Charts and graphs are used to display data. The data is usually represented by symbols, such as bars, lines, or pie slices.

As a PSW, you will be exposed to charts and graphs on a regular basis.



DISCUSSION

What kind of data might you be using a chart or graph for?

Graph and Chart Terminology

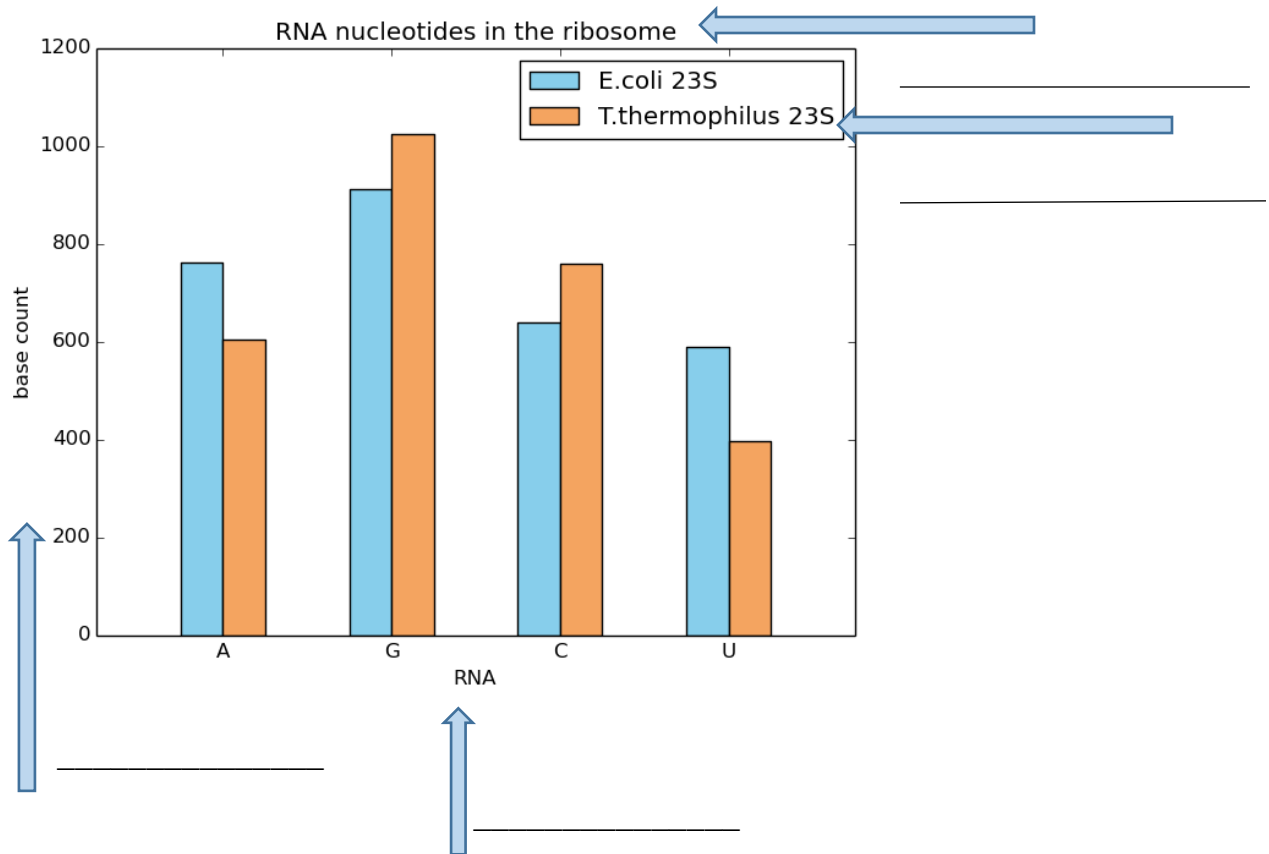
- a) **Title:** Tells you what information is presented in the chart.
- b) **Legend:** Tells you what the categories or sub-categories are.
- c) **y-axis:** Usually displays the quantities and is vertical (up & down)
- d) **x-axis:** Usually displays the categories and is horizontal (left to right)



ACTIVITY

Label the parts of a chart on the following page using these terms:

- a) title
- b) legend
- c) y-axis
- d) x-axis



There are many different types of charts and graphs. Let us watch a video about some of the charts and graphs you may work with. You may take notes while you watch.



VIDEO:

“Bar Charts, Pie Charts, Histograms, Stemplots, Timeplots (1.2)”

<https://youtu.be/uHRqkGXX55I>

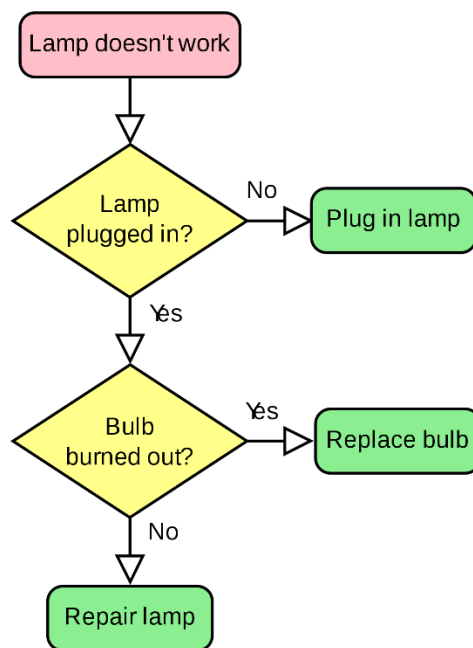
Process Diagrams

A process diagram uses shapes and arrows to display a series of activities in the order they happen. They are sometimes used by employers to show the steps in which a task should be completed.

Patient Registration Process



When using a process diagram you need to follow the arrows from step to step in order to understand what to do next. In the example above, there is always only one option for the next step. This may not always be the case. In the diagram below, you are faced with 2 different options at some of the steps. For example, when you determine whether the lamp is plugged in or not (first yellow diamond), if the answer is yes, you move to the next yellow diamond. If the answer is no, you move to the green bubble.





ACTIVITY

In the space below, create a process diagram for coming to class. Include all tasks you must complete in order to get to class each day. This may include, checking a bus schedule, walking to a bus stop, etc.

Accessibility for Ontarians with Disabilities Act (AODA)

The accessibility for Ontarians with Disabilities Act was enacted in 2005. It was created to improve accessibility standards for Ontarians with disabilities to all public institutions.

Accessibility standards are laws that all public establishments must follow to be more accessible to all individuals.

While working in the health service support sector, you may be required to assist/serve/work with individuals with disabilities.



VIDEO:

Watch the “Region of York AODA Accessible Customer Service Training Video”. Take notes and discuss as a group when the video is complete.

<https://www.youtube.com/watch?v=-4v6u1x36L4>

SESSION 8

In this session, you will develop the following skills for success:

Adaptability	You will learn to adapt to changes and accept continuous learning opportunities.
Collaboration	You will work collectively with your classmates to complete task-based activities with a mutual goal.
Communication	You will practice your verbal communication skills while discussing various equipment used by PSWs.
Creativity & Innovation	You will practice creativity and innovation when completing research activities and displaying your findings.
Digital	You will practice the use of technology to research medical equipment you may use as a PSW.
Reading	You will find, read and understand information about equipment, health precautions and continuous learning.
Writing	You will document information from various sources while completing research activities.

Equipment

When working as a PSW, the setting you choose will affect what type of equipment you will use.

Some of the equipment you may encounter might include:

- Transfer poles
- Patient lifts
- Wheelchairs
- Syringes
- Hospital beds
- Intravenous pump
- Walkers
- Shower chairs
- Raised toilet seat
- Gloves
- Masks
- Transfer belts
- Commode
- Mechanical lifts



ACTIVITY

Using the internet, research 2 pieces of equipment you might use in a PSW occupation. Complete the chart below.

Name of equipment	
Brief Description	
Training required	
What it is used for	

Name of equipment	
Brief Description	
Training required	
What it is used for	



DISCUSS

Share a brief description of the equipment you have researched with your fellow participants.

Training and Continuous Learning

There may be various learning opportunities for you during your journey to becoming a PSW, as well as while you are an employee. Understanding how you learn best will be beneficial to you.

Note Taking

Taking notes will be important when learning, and while on the job. A good note will include a summary of the information being communicated to you. When taking notes it is important to write down important terms, concepts and ideas. You may also want to jot down questions you may have about the material being delivered to you.

Tips for Good Note Taking:

- Do not attempt to write every word being spoken.
- First listen, then write.
- Write the information in your own words.
- Highlight or underline any information you do not fully understand.



ACTIVITY

Read the excerpt below. Underline any important information. Summarize the main points of the lesson in 2-3 bullet point notes.

When Terry Fox was 18 years of age he had severe pain in his knee. His doctor told him he had bone cancer. The doctors had to remove his right leg just above the knee. He underwent 16 months of chemotherapy. Terry wanted to raise money for cancer research. He believed cancer research would help save people's lives. Terry planned his Marathon of Hope. He planned to run across Canada and hoped to raise \$1 million to show how one person can make a difference. He begun his run in St. John's, Newfoundland on April 12, 1980. Terry ran for 143 days, 5, 373km. His run ended on September 1, 1980. His marathon of Hope raised \$24.1 million. His cancer had spread to his lungs. He returned home to his family and died on June 28, 1981 at the age of 22.

- _____
- _____
- _____

Studying

There are many different study methods you can use. In order to find the right study strategy for you, you might have to try a few different approaches. You may choose to use more than one method at a time.

When you are ready to start studying, ask yourself:

- a) Do I like to work independently or in a group?
- b) What distracts me when I study?
- c) When do I concentrate best?



Studying With Others:

- *Quiz each other:* Have a friend quiz you.
- *Draw it out:* Work with a friend to create pictures and symbols that represent vocabulary, or key ideas.
- *Act it out:* Act out vocabulary, situations, key ideas or scenarios with a friend.
- *Have a group discussion:* Review the content together and discuss any questions or unclear ideas.

Studying by Yourself:

- *Flashcards:* Make flashcards and quiz yourself.
- *Summarize:* Make study notes to summarize important details.
- *Clarify:* Review your notes and do more research to clarify things you do not understand.
- *Memory tricks:* Create acronyms, jingles and pictures to remember facts, vocabulary and important concepts.
- *Create your own test:* Brainstorm what kinds of questions you expect to be on the test by looking at your notes. Create a test that covers these questions and write it under exam conditions.



Multiple Choice Tests

Multiple-choice tests are objective assessments that require the student to choose the correct answer from a list of options.

There are 5 steps you should take when dealing with multiple choice questions:

1. Read the question and block the options with your hand.
2. Determine what you think the answer is.
3. Look at the options and eliminate obviously wrong answers.
4. Circle the answer that you believe to be the most correct.
5. If you are struggling with a question, put a star beside it and come back to it later.

Before you Begin

Do not start writing the test immediately. Before you start, do the following:

- a) Take a deep breath and remind yourself that you have worked hard to prepare.
- b) Skim through the test.
- c) Do a mind dump – jot down any key facts that you do not want to forget.

During the Test

During the test, make sure to read ALL directions and questions carefully. If you misinterpret a question, it could result in a wrong answer. When you are reading the questions, circle key words or information that might help you choose the most correct answer.

Be sure to manage your time while writing the test. Some tests may have time limits. If you are struggling with a question, leave it and come back to it later.



Professional Development

While on the job, there may be opportunity for you to upgrade current skills, or learn new skills. When possible, always take advantage of new learning opportunities. It may result in you receiving a promotion, or a raise. You may also be responsible for yearly health and safety training or workplace harassment training.



VIDEO:

Watch the “Health Care Worker Safety” video. While you watch fill in the 6 concerns for health and safety on the lines provided on the following page. Take additional notes about each concern using the note taking tips previously discussed.

<https://youtu.be/0CVkEpXp7ho>

6 Concerns for Health and Safety:

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

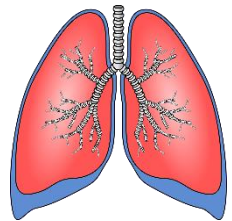
Health Precautions

If you are working in a health or medical setting there may be health related requirements in order to maintain employment. Some of these may include having a tuberculosis (TB) test done, having all of your vaccinations up to date and abiding by all personal protective equipment (PPE) regulations.

TB Testing

Tuberculosis (TB) is a disease caused by bacteria spread through the air. It affects the lungs, but can also affect other parts of the body such as, kidneys, the brain, glands, bones, joints, and reproductive organs. Some health care settings will require you to have a TB test done before starting work.

The TB test is a skin test and is done in 2 parts. The first appointment will be to have the skin test injection, and the second appointment will be to have the test read.



Your local health unit might offer TB tests for a cost. You can also speak to your family doctor about having the test done.

Vaccinations

Vaccines can prevent serious illnesses that are easily spread in health care settings. You may be required to have all vaccinations up to date in order to maintain employment in a health care setting. This is important not only to maintain your employment, but also in order to protect yourself.



ACTIVITY

Using the link below find and review the publicly funded immunization schedule for Ontario.

https://www.health.gov.on.ca/en/pro/programs/immunization/docs/Publicly_Funded_ImmunizationSchedule.pdf

Avoiding Illness

As a PSW, you will come in to contact with germs on a regular basis. It is important for you to take care of yourself in order to avoid illness. Below is a list of tips to help you stay healthy:

- WASH YOUR HANDS frequently
- Encourage others to wash their hands frequently
- Don't touch your face
- Ensure your immunizations are up to date
- Get a flu shot
- Practice healthy eating habits
- Exercise on a regular basis
- Ensure you are getting proper sleep

Hand Washing

Hand washing will be an important task throughout your work day if you want to avoid illness. There are 5 steps involved in proper hand washing:

1. Wet
2. Lather
3. Scrub
4. Rinse
5. Dry



VIDEO

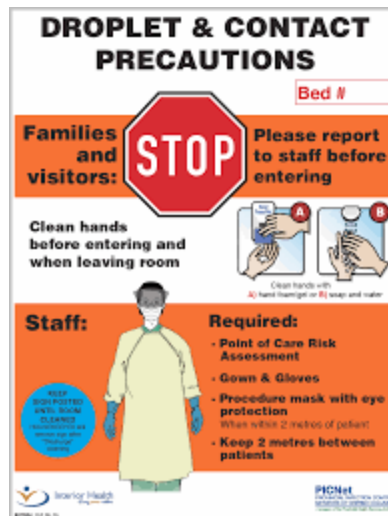
Watch the video "Fight Germs. Wash Your Hands!"

<https://youtu.be/eZw4Ga3jq3E>

Personal Protective Equipment (PPE)

PPE is any clothing, helmets, goggles, or other garments or equipment that are used to protect your body from injury or infection.

In a health care setting, you may see precaution signs and symbols frequently. Some examples of these signs may include:



It is important to always follow all precautionary restrictions. You will be trained on using PPEs effectively at each individual workplace. However, let us watch a video as an example of what using PPEs may entail.



VIDEO

Watch the video “Using Personal Protection Equipment (PPE)”

<https://youtu.be/ZDbNLbhd8M>



ACTIVITY

Using the internet to research, make a list of possible PPEs you may be required to use in your chosen occupation.

SESSION 9

In this session, you will develop the following skills for success:

Communication	You will practice your communication skills when discussing various illnesses and diseases.
Digital	You will practice the use of technology to research illnesses and diseases.
Reading	You will find, read and understand information about anatomy, illnesses and diseases.
Writing	You will practice writing anatomy vocabulary. You will record information about illnesses and disease you may encounter as a PSW.

In the PSW program, you will learn a lot of terminology about the human body. In this session, we will begin to review some of this terminology.

The Five Senses

You use your five senses to experience the world around you.

1. *Sight*: eyes to see
2. *Smell*: nose to smell
3. *Taste*: mouth to taste
4. *Hear*: ears to listen
5. *Touch*: hands to touch



Sometimes you will work with clients who may not have all five senses to experience the world around them. For example, you may work with a client who cannot hear or see.

Respiratory System

The respiratory system includes the:

- Nose
- Mouth
- Trachea
- Lungs
- Diaphragm

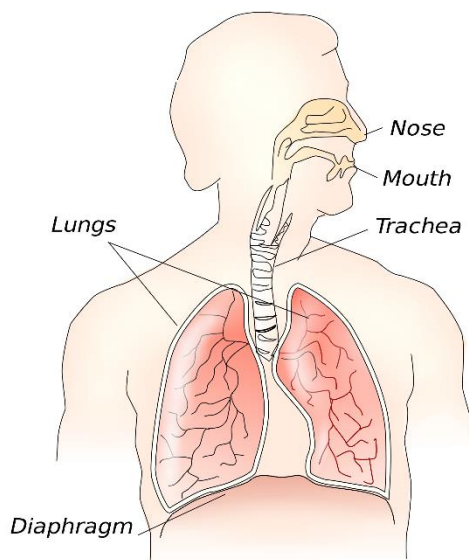
The respiratory system is responsible for allowing you to breathe. To survive, you must breathe in oxygen, and breathe out carbon dioxide.

Nose & mouth: Passageways that allow us to breathe in and out.

Trachea: A tube that allows air to go from our mouth to our lungs.

Lungs: Take oxygen we breathe in and put it in our body. Then our lungs take the carbon dioxide from inside of our body and release it when we breathe out.

Diaphragm: An involuntary muscle that helps us breathe in and breathe out.

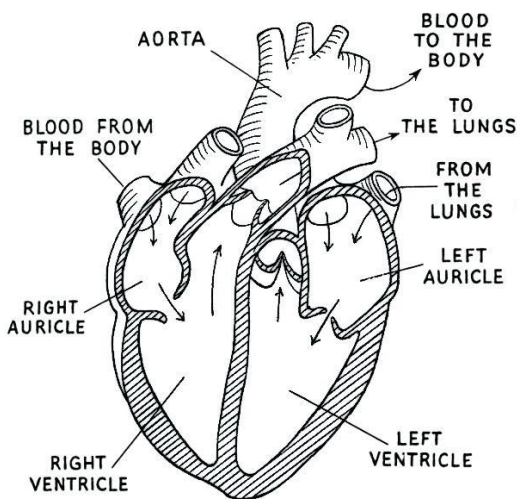


Circulatory System

The circulatory system includes the:

- Veins
- Arteries
- Heart

The circulatory system is responsible for pumping blood through the body. The heart takes oxygen rich blood from the lungs and pumps it into the body. The heart also takes oxygen-deprived blood to the lungs to get oxygen. These two processes happen at the same time.



The *heart* is made up of 4 chambers.

- 2 chambers are on the right side
- 2 chambers are on the left side

Arteries: Passages going away from the heart filled with oxygen rich blood.

Aorta: The main artery in the body. It supplies the body with oxygen-rich blood.

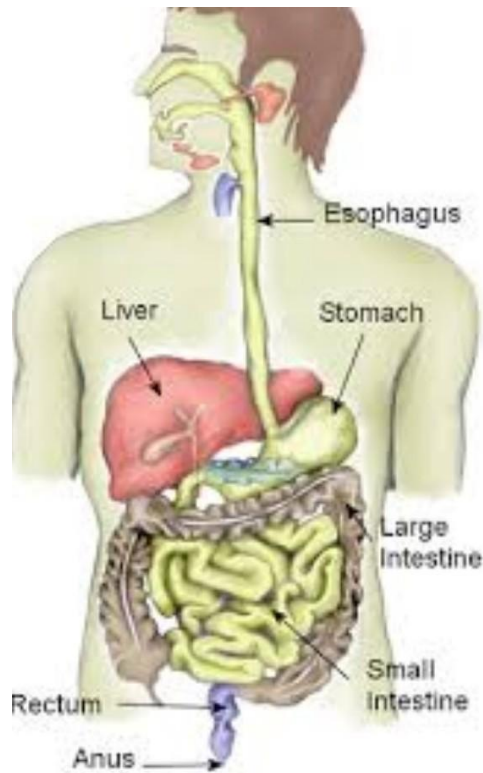
Veins: Passages going towards the heart. They are filled with oxygen-deprived blood.

Digestive System

The digestive system includes the:

- Mouth
- Esophagus
- Liver
- Stomach
- Intestines
- Rectum

The digestive system is responsible for taking the food we eat and turning it into energy for our body, and remove any leftovers.



We use our mouth and teeth to chew food before we swallow it. It then travels down the esophagus.

Esophagus: A tube that connects the mouth to the stomach.

Stomach: A pouch that breaks down food before it enters the small intestine.

Small Intestine: A hollow tube that breaks down food from the stomach, takes the nutrients, and gives it to the body.

Liver: Produces bile, a liquid that helps break down food in the small intestine. The left overs travel to the large intestine.

Large Intestine: Absorbs the water and stores the rest of the food you do not need as stool.

Rectum: A chamber after the large intestine that tells you when you need to go to the bathroom to get rid of the stool.

The Nervous System

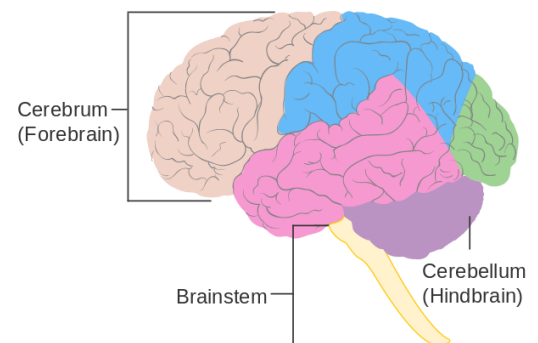
The nervous system includes the:

- Brain
- Spinal cord

The nervous system is responsible for controlling how the body moves.

The brain is made up of 3 different areas:

1. Cerebrum: Controls our voluntary muscles and senses. It allows us to see, hear, touch, smell and taste. The cerebrum also controls memory, speech, imagination and personality.
2. Cerebellum: Coordinates how our muscles help us balance.
3. Brain Stem: Controls the heart rate, breathing, sleep, and eating.



The Skeletal System

The skeletal system includes:

- Bones
- Cartilage

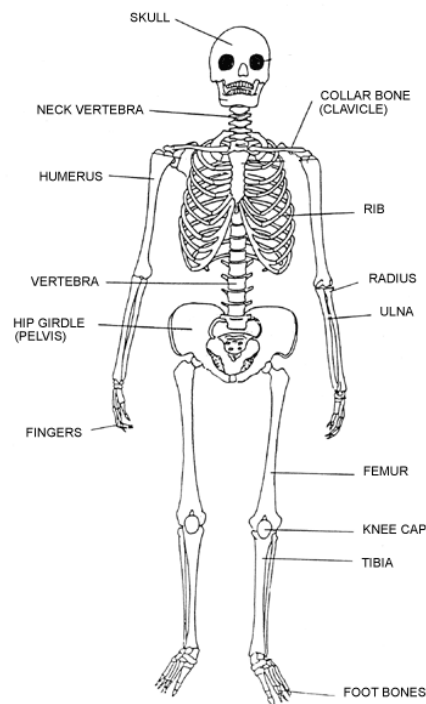
A skeleton is the frame that holds up the body and consists of bones and cartilage.

Cartilage: A firm tissue that is not as hard as bone.

- E.g. Ears and noses are made of cartilage.

Bones: Hard tissue that makes up the skeletal frame.

- The human body has 206 bones.
- Some examples of bones include:
 - *Skull:* Protects the brain.
 - *Vertebrae:* Makes up the spine.
 - *Ribs:* Protects the vital organs such as the lungs and heart.
 - *Humerus:* The largest bone in the arm.
 - *Femur:* The largest bone in your leg.





ACTIVITY

Complete the activity below by matching the body part to its description.

- | | |
|--------------------|---------------|
| A. Large intestine | G. Liver |
| B. Brain stem | H. Cerebellum |
| C. Veins | I. Esophagus |
| D. Lungs | J. Arteries |
| E. Trachea | K. Rectum |
| F. Vertebrae | L. Diaphragm |

A passage going towards the heart with oxygen-deprived blood.	
The tube that allows air to go from our mouth to our lungs.	
An organ that produces bile, a liquid that helps break down food in the small intestine.	
Part of the brain that coordinates how our muscles help us balance.	
A tube that connects the mouth to the stomach.	
The part of the digestive system that absorbs the water and stores the rest of the food you do not need as stool.	
Part of the respiratory system that takes oxygen we breathe in and puts it in our body.	
Passages going away from the heart filled with oxygen rich blood.	
Bones that make up the spine.	
Part of the brain that controls or coordinates the heart rate, breathing, sleep, and eating.	
An involuntary muscle that helps us breathe in and breathe out.	
A chamber after the large intestine that tells you when you need to go to the bathroom.	

Illness & Disease

There are several illnesses and diseases that you may encounter while working as a PSW. It is important for you to have an understanding of these illnesses and diseases.



ACTIVITY

Using the internet, research the diseases and illnesses below and complete the chart with the information you find.

Disease / Illness	What is it?	What are the symptoms?
Ischemic heart disease		
Stroke		
Chronic obstructive pulmonary disease (COPD)		
Asthma		
Diabetes		
Pneumonia		
Shingles		

HIV		
Tuberculosis (TB)		
Influenza		
Measles		
Hepatitis A		
Hepatitis B		
Hepatitis C		
Myocardial Infarction		



DISCUSS

Discuss your findings as a group. Add to your chart if necessary.

Allergies

An allergy occurs when the immune system over reacts to an element that is harmless to most people. The body treats the element (dust, peanuts, eggs, animal dandruff) as an invader, which results in a number of different symptoms. These symptoms may include, but are not limited to:

- Hives
- Runny eyes or nose
- Swelling of the throat
- Skin rashes
- Digestive issues

Who gets allergies?

- Allergies are usually hereditary, meaning they are passed down from the parents.
- A child does not necessarily inherit a particular allergy, only the likelihood of having an allergy.
- Therefore, if you or your partner have an allergy, your child has a higher chance of having an allergy as well.

An **allergen** is an element that causes an allergic reaction. Some of the most common allergens are airborne, or carried through the air, such as:

- Dust mites
- Pollen
- Mold
- Pet dandruff

There are 6 foods that account for most food allergy reactions:

1. Milk
2. Eggs
3. Seafood
4. Peanuts & tree nuts
5. Soy
6. Wheat



Other allergens that can affect people are:

- Insect stings: bees, ants, spiders
- Medicines: antibiotics, over the counter medications
- Chemicals: laundry detergents, soaps

The types of signs and the severity of the signs of an allergic reaction are different depending on the allergy and the person. These signs and symptoms may include, but are not limited to the following:

- Itchy eyes
- Itchy nose
- Sneezing
- Nasal congestion
- Throat tightness
- Trouble breathing
- Rash
- Hives
- Shock – faintness/fainting

If a person has an extreme sensitivity to an allergen, he may experience **anaphylaxis** or **anaphylaxis shock**. Anaphylaxis is a rare, but severe allergic reaction and requires IMMEDIATE MEDICAL ATTENTION. Signs of anaphylaxis may include, but are not limited to:

- Difficulty breathing
- Swelling (usually of the face, throat, tongue, lips)
- Rapid drop in blood pressure
- Dizziness
- Hives
- Tightness of the throat
- Hoarse voice

Anaphylaxis Facts:

- It can happen seconds after being exposed to an allergen
- The reaction can be delayed up to 2 hours after exposure to an allergen
- Anaphylaxis is rare

Be sure to understand and follow all employer policies and procedures about clients with allergies.

SESSION 10

Adaptability	You will practice the ability to adjust your behaviour when change occurs and still successfully focus on your responsibilities.
Collaboration	You will work collectively with your classmates to complete task-based activities with a mutual goal.
Communication	You will practice your written communication skills through writing activities relevant to a PSW position.
Creativity & Innovation	You will practice your creative and innovation skills when responding to written communication from co-workers, superiors or clients/patients.
Digital	You will use various digital skills to practice your written communication skills as a PSW.
Numeracy	You will read and record various numbers while communicating with individuals as a PSW.
Problem Solving	You will practice your ability to identify, work through and solve problems while working with a client/patient.
Reading	You will find, read and understand information required in a PSW job.
Writing	You will document information while practicing your best literacy skills.

Pre-Lesson Assessment

Complete the assessment below to establish what skills you already have.

1. Circle the noun(s) in the following sentences:
 - a. I have a new red shirt.
 - b. Please place your notebooks on the teacher's desk when you have finished.
2. Circle the verb(s) in the following sentences:
 - a. The dog ran across the yard.
 - b. She studied a lot for the math test.
3. Circle the adjective(s) in the following sentences:
 - a. The unicorn was very fluffy.
 - b. It was a hard day for the health services worker because half the staff called in sick.
4. Fill in the blanks, using the correct form of the homonym: there, their or they're.
 - a. Once Upon a time _____ were three friends who wanted to be PSWs. They packed _____ school bags and left for the Conestoga College registrar's office. When they arrived, the registrar said, "you can sit over _____." One of the friends asked, "Where are the registration forms?" The registrar responded, "_____ over _____ by the window." When they finished filling out the registration paperwork the friends went home feeling happy and proud of themselves for taking a step towards completing one of _____ goals.
5. Add punctuation to the following sentences:
 - a. Do you know when the next assignment is due
 - b. Emilys mom wants to know when the doctor will be in
 - c. I got 90% on my first test Im so excited
 - d. What is Davids last name again

6. Write the contractions below as the complete separate words:

- a. She'll _____
- b. Won't _____
- c. Hasn't _____
- d. I'm _____
- e. They're _____
- f. You're _____
- g. We've _____

7. Re-write the sentences below, making all necessary corrections:

- a. tina is gonna be late today cause the weather is bad

- b. When your going outside make sure you wear a hat its freezing

- c. we have lots of surprizes for the kids today, there going to love it and you will to

8. Your facilitator will read you a list of words. Print each word on the lines below:

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____

- f. _____
- g. _____
- h. _____
- i. _____
- j. _____

Take up the pre-lesson assessment as a group.



DISCUSS

Why do you think it is important to use proper spelling and grammar as a PSW?



Grammar

Grammar refers to the whole system and structure of a language.

Subject: The subject of a sentence is the person, place or thing, or the idea that is doing or being something.

*E.g. **The student** studied diligently.*

“The student” is the subject because the student is the person that is doing something.

Predicate: The predicate of a sentence is the part of the sentence that states something about the subject. It usually contains a verb.

*E.g. The student **studied diligently**.*

“Studied diligently” is the predicate because it explains what the student (the subject) is doing.

Nouns

A noun is a word that names a person, place, or thing.

E.g. Person: Jane

Place: Toronto

Thing: book



ACTIVITY

Underline the noun(s) in each sentence.

1. The park is on Bell Lane.
2. The clown made balloon animals for the children.
3. My cousin Tom is visiting for the holidays.
4. After class I like to read my notes again.

Verbs

A verb is a word that describes what the subject is doing. It forms the main part of the predicate.

E.g. play, ran, teased, chewed, smiled, write, grow, spin



ACTIVITY

Underline the verb(s) in each sentence.

1. Emma studied for her test.
2. The children are playing in the yard.
3. We will read chapter 3 next week.
4. The dog jumped over the fence.

Adjectives

An adjective is a word that describes a noun. They tell which one, what kind, or how many.

*E.g. The **speeding** car slipped on the ice.*

Speeding is the adjective because it describes the car.

*E.g. The **happy** children sang a song.*

Happy is the adjective because it describes the children.



ACTIVITY

Underline the adjective(s) in each sentence.

1. Tina has the longest hair in the class.
2. The bubbly secretary greeted the scared patients as they arrived.
3. The beautiful swan swam across the pond.
4. The blue notebook fell on the ground.

Homonyms

A homonym is a word that sounds the same as another word, but is spelled differently and has a different meaning.

E.g. there, their, they're

E.g. to, two, too

E.g. hear, here

Let's review some of the most common homonyms:

There, their, they're

There: In or at a place.

E.g. Put the book over there.

Their: Belonging to more than one person or object.

E.g. That is their class.

They're: They are.

E.g. They're going to work today.



To, too, two

To: Toward, or to do something.

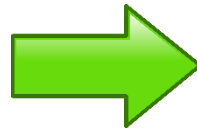
E.g. Go to the grocery store.

Too: Also, or more than enough.

E.g. It's too cold outside.

Two: The number 2.

E.g. There will be two kids in daycare today.



Here, hear

Here: In a place.

E.g. Have you ever been here before?

Hear: To listen.

E.g. Can you hear the choir singing?



ACTIVITY

Fill in the blanks below with the correct homonym.

1. The students have _____ (there/their/they're) mid-term tomorrow.
2. I can _____ (hear/here) the music very clearly.
3. They have _____ (to/too/two) tickets to the show.
4. _____ (there/their/they're) excited to go to school today.
5. Are you going _____ (to/too/two) the party tonight?
6. Were you _____ (here/hear) when Mrs. Smith stopped by?
7. After school _____ (there/their/they're) going to a study group.
8. Please put the latex gloves over _____ (there/their/they're).
9. I'm going to be a health care support worker _____ (to/too/two).
10. Meet me _____ (here/hear) after work for coffee.

Spelling

Spelling is important when you are attending school yourself to become a PSW, but also when you are working. We tend to memorize how to spell words more often than we utilize spelling rules.





REVIEW:

Review 10 of the most known English spelling rules in the chart below:

Rule	How to Use	Example
I before E	Use I before E, except after C, but not when C is a “S” sound like “receive” or an “A” sound like “neighbour” or “weigh”	Science Conscience Believe Die Friend Fierce
Y to IES	When a word ends in a vowel and a Y, just add “S” When a word has a consonant before the Y, take off the Y and add “IES”	Key = keys Delay = delays Baby = babies Difficulty = difficulties
Adding ES to words ending in S, SS, Z, CH, SH, X	When making a word plural that ends in S, SS, Z, CH, SH or X, add ES instead of just S	Bus = buses Business = businesses Watch = watches Box = boxes Quiz = quizzes
Doubling Up	When a word has one syllable and 1 vowel next to 1 consonant we double the final consonant before adding a suffix (word ending)	Sit = sitter Big = biggest Shop = shopper Refer = referring/referral Occur = occurrence Fat = fatten
Drop the E	Drop the final silent E when you add a vowel suffix ending	Write = writing Excite = excitable Close = closing Imagine = imagination Manage = manageable
Change Y to I	If a word ends in a consonant and a Y, the Y changes to I	Beauty = beautiful Happy = happiness Angry = angrier Apply = applies
F to VES or S	Most words ending in F or FE change to VES when they become plural Some words can have both endings VES or S	Half = halves Knife = knives Life = lives Thief = thieves Yourself = yourselves Scarf = scarfs/scarves Dwarf = dwarfs/dwarves

	<p>When a word ends in FF, just add S to make the plural</p> <p>Nouns that end in 2 vowels, plus an F usually just add S</p>	<p>Cliff = cliffs Scuff = scuffs</p> <p>Chief – chiefs Roof = roofs Oaf = oafs</p>
Words ending in FUL	The suffix FUL is always spelt with 1 L	Grateful Helpful Useful
Adding LY	<p>When we add LY to words ending in FUL, we will have double letters</p> <p>BUT not truly (true + ly)</p> <p>We change the end E to Y in these LE words</p>	<p>Gratefully Faithfully Hopefully</p> <p>Gentle = gently Idle = idly Subtle = subtly</p>
Adding ALL	When we add ALL to the beginning of words, we drop 1 L	<p>All + so = also All + most = almost All + ways = always All + ready = already</p>

Spelling Tips & Tricks

When you are having difficulty spelling a word, try these things:

- Take the word apart by syllables and learn to spell each individual syllable (part of the word).
E.g. favourite
fav – our – ite
- Examine the word carefully and determine if there are “helpers”
 - How many letters are in the word?
 - Are there any double letters?
 - Are there any silent letters?
 - Does the word rhyme with any other words?
 - Does the word contain any smaller words inside it?
 - Does the word spell something backwards?
- Write the word out 10 or 20 times, until your hand has memorized the correct spelling.



ACTIVITY

List five words you find difficult to spell.

1. _____

2. _____

3. _____

4. _____

5. _____

Use the tips and tricks above to examine and practice the words you find difficult to spell.

Punctuation

The marks used in writing to separate sentences in order to clarify meaning.



Period

A period is a punctuation mark used at the end of a sentence. It tells the reader that the sentence is finished.

E.g. The sky is blue.

Exclamation Point

An exclamation point is a punctuation mark used at the end of a sentence that shows exclamation.

E.g. Stop right there!

Question Mark

A question mark is a punctuation mark used at the end of a sentence that asks a question.

E.g. What are you doing?

Comma

A comma is a punctuation mark used to indicate a brief pause and are found within a sentence.

It can be hard to decide when to use a comma. Here are some frequently used comma rules that might help you:

1. Use a comma to separate items in a list.
E.g. I need to buy pens, notebooks, binders, and a calculator before I start school.
2. Use a comma to separate 2 or more complete thoughts when they are joined by any of the following:

and	or	For
so	but	nor
yet		

E.g. I want to work in health services, but it will be a lot of work.

3. Use a comma to separate an incomplete thought from a complete thought.
E.g. If I get a job, I will be very happy.
4. Use a comma to separate an introductory word or group of words from the rest of the sentence.
E.g. Hello, my name is Tina.
5. Use a comma to separate the name of a city from a country, province or state.
E.g. Brantford, Ontario
6. Use a comma to separate the day of the week, the day of the month and the year.
E.g. Monday, September 1, 2019

Apostrophe



An apostrophe is a punctuation mark that has 2 functions:

1. To show possession or ownership
 - When there is **1 owner**, add an apostrophe, followed by an “S”
 - *E.g. Sara’s shoes are blue*
 - When there is **more than 1 owner** (the word is plural/already ends in “S”), add an apostrophe after the “S” only
 - *E.g. The students’ notebooks have been collected.*
 - *E.g. The girls’ uniforms are too small.*
2. To show omission of letters or words in a contraction
 - A contraction is two words made shorter by removing some letters and replacing them with an apostrophe.
 - *E.g. Don’t (do not)*
 - *E.g. Can’t (can not)*
 - *E.g. Couldn’t (could not)*
 - *E.g. Where’s (where is)*

Other Grammar “Must Knows”

A vs. An

Use the word “an” when the word that follows starts with a vowel (A, E, I, O, U).

E.g. An elephant bathes in the lake.

E.g. Being a lab assistant is rewarding.

Use the word “a” when the word that follows starts with a consonant.

E.g. A notebook is required for your class.

E.g. When you go to your interview, you will meet with a doctor.

Is vs. Are

Use the word “is” when the noun in the sentence is singular.

E.g. There is a test on Friday. (The “a test” indicates there is 1 test; singular)

Use the word “are” when the noun in the sentence is plural.

E.g. There are two tests next week. (The “two tests” indicates there is more than one test; plural)

Has vs. Have

Use the word “has” when the noun in the sentence is singular.

E.g. Anna has a new coat.

Use the word “have” when the noun in the sentence is plural AND with the words “you” and “I”.

E.g. Anna and Steve have new coats.

E.g. I have a new coat too.

E.g. You have the same coat as me.

Your vs. You’re

Use the word “your” when talking about ownership of something.

E.g. Your class is very large.

E.g. Your opinion is important.

Use the word “you’re” when describing someone else because you’re = you are.

E.g. You’re my best friend.

E.g. You’re going to be a fantastic lab assistant.

Professional Writing

You may be required to write emails, reports, or letters. It is important to always use your best professional writing skills. You have now reviewed best practices for grammar, spelling and punctuation, which you should always apply when writing in the workplace.

Email Etiquette

Etiquette is a code of behaviour that defines expectations for social behaviour according to conventional norms within a group. When writing an email in a professional setting, it is important to follow some standard etiquette expectations.

DOs	DON'Ts
Use a clear subject line	Don't use "hey" or "yo"
Use a signature that includes contact information	Don't use humor
Use a professional salutation	Don't assume the recipient knows what you are talking about
Proofread your message	Don't send angry email, re-read your message at a later time before sending it
Keep private material confidential	Don't overuse exclamation points
Use a professional valediction	Don't use private or confidential information in the subject line

Salutation: A gesture, or greeting used to address the person you are sending the email to.

Valediction: A gesture or statement made at the end of an email to say goodbye.

Can you think of some examples of professional salutations and valedictions?

When writing in a professional manor, always avoid using slang. Different words or slang can have different meanings to different people.



VIDEO

Watch the video "Schitt's Creek Eugene and Dan Levy Teach You Youth Slang / Vanity Fair". Notice the generational differences in the slang definitions.

<https://youtu.be/72O42ABfxk4>



ACTIVITY

1. Circle or highlight the professional email errors in the email below:

Send	To...	doctorspoc@hospital.com
	Cc...	
	Subject	John Doe

Hey!!!

So today during drop in clinic hours John's friend Dan came in and asked if he could have a copy of John's latest test results because he's helping him keep track of everything. Ughh he's so annoying. Since you are like BFFs with John can you talk to him ?

Thanks a bunch!!!

ttyl

2. Re-write the body of the email above using proper professional email etiquette.

SESSION 11

In this session, you will develop the following skills for success:

Adaptability	You will practice your ability to adjust your behaviour when applying for and interviewing for a PSW job.
Communication	You will share and receive information both verbally and written to enhance your resume and interview skills.
Creativity & Innovation	You will practice your creativity and innovation skills when preparing a PSW resume and practicing for a job interview.
Digital	You will practice your digital skills while preparing a resume, cover letter and references sheet.
Reading	You will find, read and understand information from various sources.
Writing	You will practice your writing skills while writing resumes and cover letters.

Resumes

A resume is a one page summary of your skills, education and experience. It is a good idea to spend a good amount of time creating, editing and proofreading your resume. A resume is your advertisement. A strong resume is the key to finding good jobs.

Some common features a resume should include are:

- a) **Heading:** The heading should include your personal information; your name, address and contact information.
- b) **Objective:** Generally, a one-sentence explanation of the type of job you are seeking. If you are applying to multiple jobs, change the objective to match each type of job. If you are not sure about the specific jobs available, write about your areas of interest.
- c) **Education:** In this section, you should list education you have completed or are in the process of completing. Include graduation dates or indicate you are presently enrolled still.
- d) **Work Experience:** In this section, you should include previous employers, job title, location and employment start and finish dates. When using dates, a year will suffice, unless the employment start and finish dates occurred within the same year; in that case, include a month.
- e) **Activities/Volunteer Work:** Employers like to see applicants who are involved in community activities. In this section, you can include any organizations you are a part of or volunteer work you have done or are still currently doing.
- f) **Summary of Skills:** This section is sometimes included to list any special skills you may have that were not captured somewhere else on the resume. For example, how many words you can type per minute, or if you speak more than one language.
- g) **References:** It is common practice to state, “references available upon request” at the bottom of your resume. Make sure to prepare a list of at least 3 references to take with you to an interview.

Resume Tips

- 1. Proofread your resume multiple times. Have other people proofread it. An employer will disregard your resume if a single spelling or punctuation error is found.
- 2. Limit your resume to one page.
- 3. Use 1-inch margins around the outside of the page. Use 12-point font and a professional font style such as Arial, Calibri or Times New Roman.
- 4. Make sure you leave adjust the spacing so your resume is easy to read.
- 5. Ensure your resume is in chronological order, starting with most recent.
- 6. Always tell the truth. If you exaggerate or lie, you will be caught in a job interview.



ACTIVITY

Fill the resume builder chart below to start the process of writing a resume.

Heading	
Objective	
Education	
Experience	
Activities/ Volunteer Work	
Summary of Skills	
References	

Cover Letters

A cover letter is a document that accompanies your resume. It introduces you to the employer and outlines your qualifications for the job. A cover letter is not always required by an employer when applying for a job. Be sure to read the job posting carefully so you know what elements are required when applying.

A cover letter generally has 3 paragraphs:

1. Introduction
 - a. Introduce yourself
 - b. Explains the purpose of the letter
 - c. Explains why the employer should hire you
2. Body
 - a. Highlights your skills, education and work experience relevant to the job you are applying for
3. Conclusion
 - a. Thank the employer for considering you
 - b. Express your enthusiasm for meeting with the employer in person
 - c. Include your contact information

An example of a cover letter for a customer service position can be found on the following page.

Jane Smith
1 Main Street
Toronto, Ontario
N3T 6C8

Monday, March 6, 2023

Mr. Cocoa's Nursing Home
12 First Avenue
London, Ontario
N3T 8B4

Re: Personal Support Worker Position

To Whom It May Concern:

I am writing in response to your listing in the London Gazette for a personal support worker position. Please accept my enclosed resume for consideration.

As a graduate of the Mohawk College PSW program, I have the formal training necessary for this position. Additionally, with two years of experience in a nursing home setting, I have excellent client care skills that can translate well to this position.

I hope to meet with you to discuss how I can be beneficial to your team. I look forward to hearing from you to schedule an interview at your earliest convenience.

Thank you for your consideration.

Sincerely,

Jane Smith
(905)547-0000
Janesmith@gmail.com

Job Interviews

If you are asked to attend a job interview, you have some work to do. First of all, be accommodating to the employer. Do everything you can to attend the appointment you are offered. When you have an interview scheduled, get to work with preparations. The following is a list of job interview tips:

- Prepare thoroughly: Do some research on the company you are applying to. Make sure you understand what they do and what their values and philosophies are.
- Make a good first impression: This might include being punctual, being prepared (bringing references and a copy of your resume with you), dressing professionally and your enthusiasm for the opportunity.
- Run offense, not defense: This means asking open-ended questions so you can control the direction of the interview.
- Turn off your cell phone.
- Use positive body language: This might include a smile and avoid crossing your arms.
- Do not bring drinks or food into the interview with you.



VIDEO

Watch the video “Top Interview Tips: Common Questions, Nonverbal Communications and More” for more interview tips for success.

<https://youtu.be/HG68Ymazo18>



ACTIVITY

Answer the practice interview questions below.

1. Why did you choose this particular field?
2. Why are you interested in working for this company?

3. Can you tell me about a time when you faced a workplace problem and how you solved that problem?

4. Give an example where you showed leadership and initiative.

5. What do you think is your greatest strength?



DISCUSS

At the end of your interview, you will usually be asked if you have any questions. It is a good idea to have your own questions prepared. As a group, discuss some possible questions to ask the employer.

References

A reference is a person who can confirm that you have the skills and qualifications needed for a specific job. Employers will usually ask you for 3 references. They may call or email your references to ask questions about you and your work history.

A reference can be:

- A manager or supervisor you have worked with
- A teacher or religious leader who knows you well and can verify your skills and qualities
- A customer or client who likes the work you have done
- A volunteer supervisor you have worked with

When you are choosing references there are some things you should and should not do.



REVIEW:

Review the chart below and discuss the dos and don'ts of choosing references.

Dos	Don'ts
Choose references who are work related.	Do not include family and friends as references.
Ask people if you can use them as a reference before giving their information to a prospective employer.	Do not put anyone on your list before you speak to them.
Choose at least 3 references.	Do not forget to verify their contact information.
Confirm your references contact information before giving it to an employer.	Do not write the names of your references on your resume.



ACTIVITY

Use the remainder of class time to work on your resume and/or cover letter.

SESSION 12

In this session, you will develop the following skills for success:

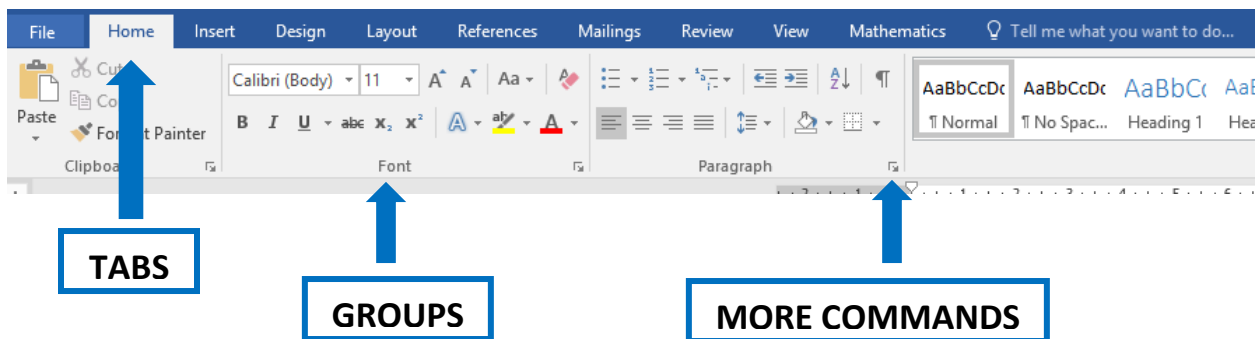
Creativity & Innovation	You will practice your creative and innovation skills to create Microsoft Word documents.
Digital	You will practice the effective use of Microsoft Word and its features.
Problem Solving	You will practice your ability to identify, work through and solve problems while learning to use Microsoft Word effectively.
Reading	You will find, read and understand information using Microsoft Word.
Writing	You will document information using Microsoft Word.

Microsoft Word

MS Word is a word processor that allows you to create documents such as letters, notes, resumes, papers, faxes, etc. You can also add pictures, charts, graphs, word art, shapes and symbols. It is software that you may use frequently in the workplace to create or update schedules, documents, reports, etc.

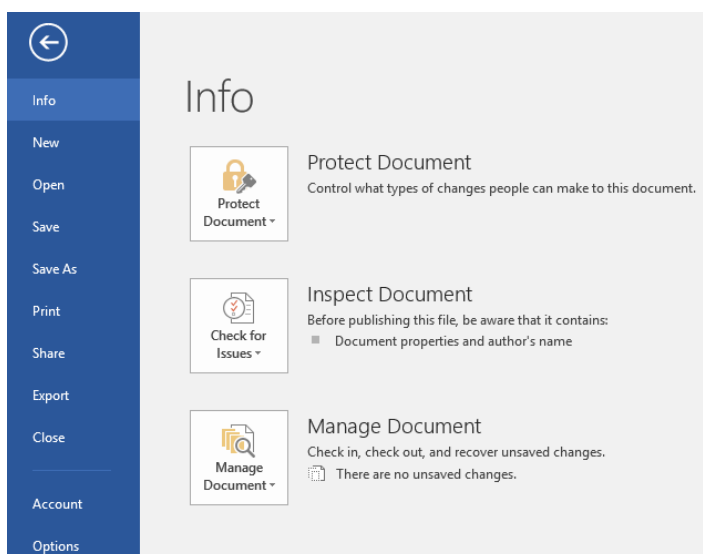
Sit at a computer and open MS Word. Follow along as we review some of the common features you may use.

The Ribbon



The ribbon contains all of the commands you will need to do common tasks. It has multiple **tabs**, each with individual **groups** of commands. Some groups have an arrow in the bottom right corner that you can click to see even more commands.

The Backstage View



You can access the backstage view by clicking on the **FILE** tab. The backstage view gives you options for saving, opening, printing or sharing your document.

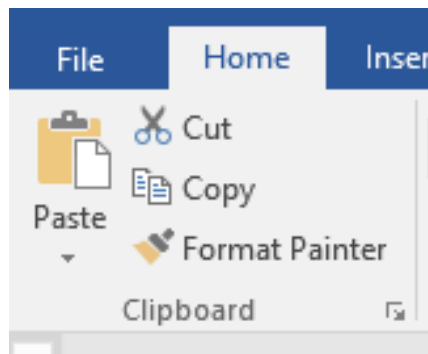
Copying, Cutting & Pasting

1. When you want to copy or cut text or an object such as an image, first select the text or object you wish to copy or cut.

To select text: Place the insertion point next to the text you wish to select. Click the left mouse button and hold it down while dragging your cursor over the text. Release the mouse button when you have selected all desired text.

To select an object: Left click once on the object.

2. From the **HOME** tab, in the **CLIPBOARD** group click on the copy or cut icon.



3. Place your insertion point where you wish the text or object to appear in your document by left clicking once.
4. From the **HOME** tab, in the **CLIPBOARD** group click on the paste icon.



ACTIVITY

Type a short paragraph describing what job you would like, what setting you would like to work in, and why you want to be a personal support worker.

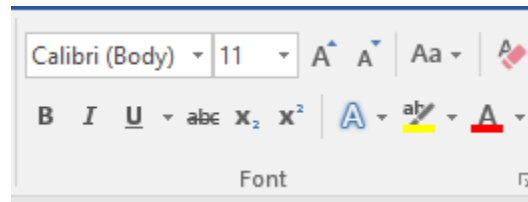
Using the steps above, try copying, cutting and pasting parts of your paragraph to other areas of the document.

FONT

On the **HOME** tab, in the **FONT** group, you have several options for changing the font.

You can change the style, size, colour, case and much more.

With all of the font options, you can select existing text that you wish to change and then click on a command, or you can turn the font feature on before you start typing and shut it off when you have finished typing.



ACTIVITY

Using your paragraph about why you want to be a PSW, complete the following tasks:

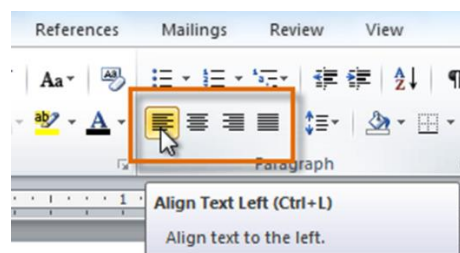
1. Change the font colour of one sentence to the colour red.
2. Change the font size of the red sentence to 26pt.
3. Highlight one sentence with the colour yellow.
4. Change the font style of one sentence to Comic Sans.
5. Make one sentence bold and italicized.

Spacing & Alignment

On the **HOME** tab, in the **PARAGRAPH** group, there are options for changing the alignment, spacing, and using bullets and numbering.

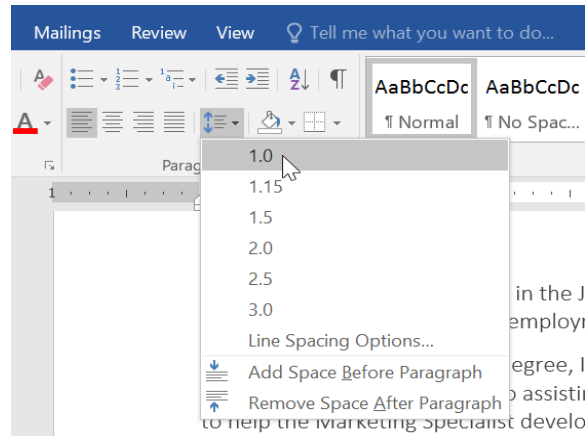
The **alignment options** allow you to align text or objects in 1 of 4 different ways:

1. Left: Aligns everything you have selected to the left margin.
2. Centre: Aligns everything you have selected an equal distance from the left and right margins.
3. Right: Aligns everything to the right margin.
4. Justified: Aligns everything you have selected equally on both sides and between the left and right margins. E.g. newspaper columns.



The **spacing options** allow you to choose how much space is left in between each line of text.

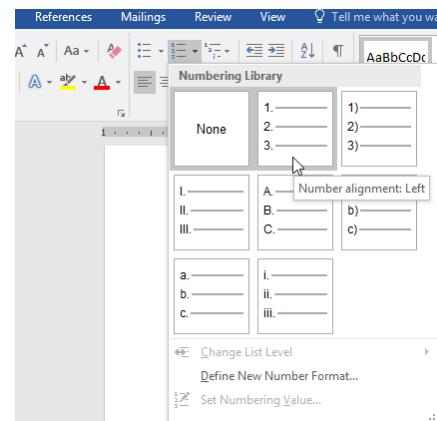
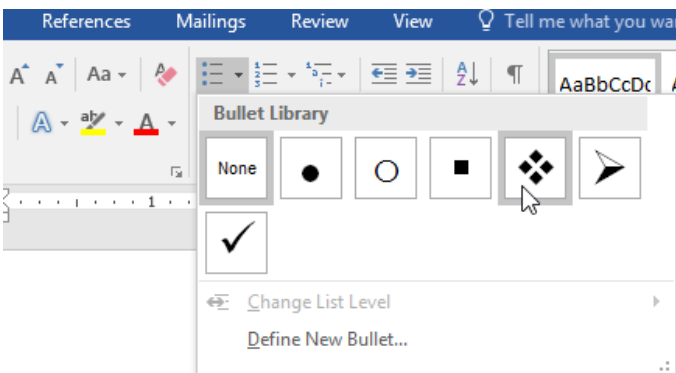
On the **HOME** tab, in the **PARAGRAPH** group, click on the spacing command as seen below and select the number of lines you wish to appear between each line of text. There are additional options if you do not want to use one of the standard options. You can access the additional options by clicking on **LINE SPACING OPTIONS**.



Bullets & Numbering

When you want to create a list or emphasize specific text, you may want to use the bullets or numbering features.

From the **HOME** tab, in the **PARAGRAPH** group you can turn the bullet or numbering feature on before you start typing your list. You can also select text you wish to apply the feature to and then click on the bullet or number feature you desire.





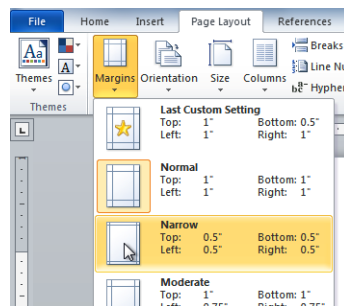
ACTIVITY

Using MS Word, create a list of at least 5 things you want to accomplish by the end of the year. Use the bullet or numbering feature to create your list.

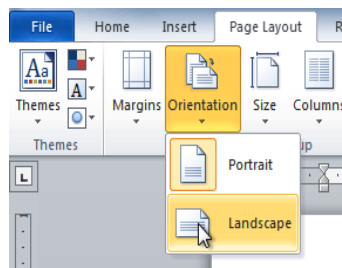
Page Set Up

Depending on what kind of document you are creating, you may need to change some of the page set up features. On the **LAYOUT** tab, in the **PAGE SET UP** group, you can change the size of your document, the orientation of your document, or the page margins.

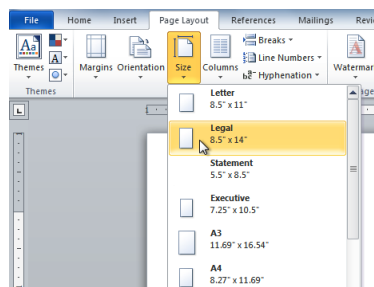
- a) **Margins:** Allows you to change the page margins so that more or less content will appear on your document.



- b) **Orientation:** Allows you to change your document from portrait orientation to landscape orientation.



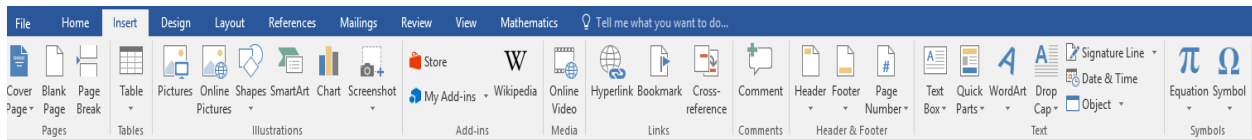
- c) **Size:** Allows you to choose the size of paper you would like your document to be, for printing purposes.



Inserting

MS Word documents allow you to add many other objects into a document. These options can be found on the **INSERT** tab. Some of these include:

- Pictures
- Clip art
- Tables/charts
- Graphs
- Shapes
- Word art
- Symbols
- Headers & footers
- Page numbers
- Equations



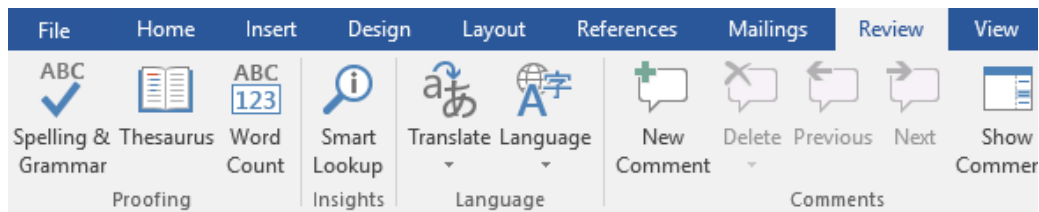
ACTIVITY

Insert the following objects into your document:

1. An online photo of a Canadian flag
2. A table containing 4 columns and 6 rows
3. A star filled with the colour green
4. A division symbol ÷

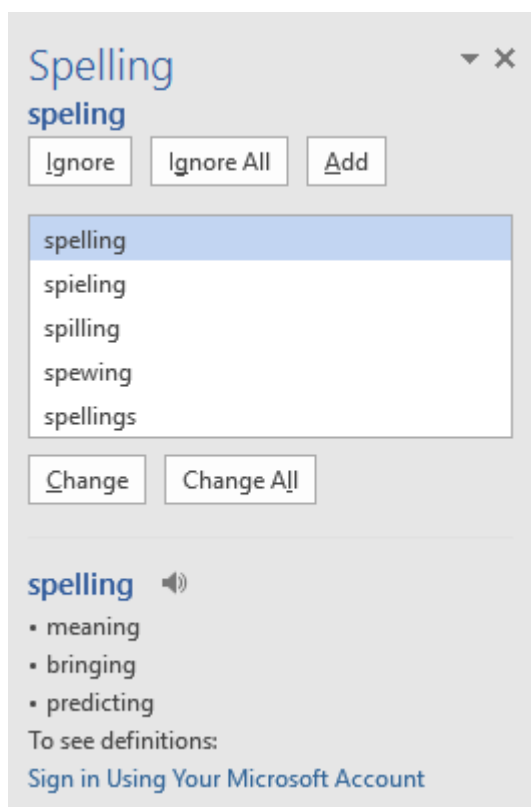
Reviewing Your Document

When your document is complete MS Word provides options for helping you check your spelling and grammar. This option can be found under the **REVIEW** tab, in the **PROOFING** group.



Once you click on the Spelling & Grammar command a window will appear at the side of your screen. For each suspected error, MS Word will make suggestions for a correction. You will have the option to select one of the suggestions and click **CHANGE** to correct the error.

Use the spelling & grammar command to check your paragraph about why you want to be a health services support worker.



Ignore: Allows you to ignore the error within your document once.

Ignore All: Allows you to ignore the error every time it was made within your document.

Add: Will add the word to the software's dictionary so that it will not be identified as an error in the future. E.g. In Canada we spell favourite with a "u", therefore, it will be recognized as a spelling error because MS Office is American. If you add the word to the dictionary, it will not identify favourite as being spelt wrong in the future.

Change: Corrects the error once.

Change All: Corrects the error each time it was made throughout the document.

When choosing a correction, if you are not sure which option to choose, do some research:

- Listen to the pronunciation of the words being suggested by clicking on the speaker icon
- Use a dictionary or google to search for a definition of the words being suggested.

MS Word does its best to determine what you are trying to spell, or what your sentence means in order to suggest the best spelling and/or grammar. However, it is not always right. Always make sure to read your own work over when it is complete as well as have a peer review it as well.

SESSION 13

In this session, you will develop the following skills for success:

Creativity & Innovation	You will practice your creative and innovation skills to create Microsoft Excel spreadsheets.
Digital	You will practice the effective use of Microsoft Excel and its features.
Numeracy	You will practice your ability to understand and use numbers organized in an Excel spreadsheet.
Problem Solving	You will practice your ability to identify, work through and solve problems while learning to use Microsoft Excel effectively.
Reading	You will find, read and understand information using Microsoft Excel.
Writing	You will document information using Microsoft Excel.

Microsoft Excel

MS Excel is a spreadsheet program that allows you to organize and analyze information.

Excel can be used for many things, including:

- Creating a budget
- Organizing information
- Tally sheets
- Inventory charts
- Creating an invoice
- Timesheets
- Tracking data



VIDEO

Watch the video “Get to Know Excel”. Take notes on important concepts or steps to complete a task.

<https://youtu.be/K0-svI94LuQ>

Sit at a computer and open MS Excel. Follow along as we review some of the common features you may use.

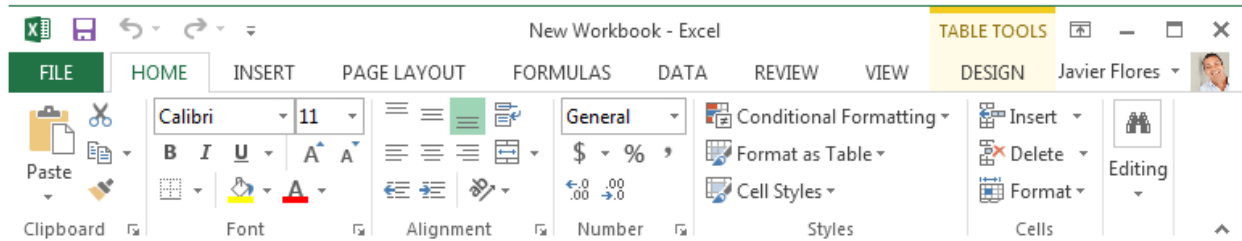
When you first open MS Excel, you will see the Excel start screen. From here, you can choose to work with a template, or start a blank workbook.

Select blank workbook.

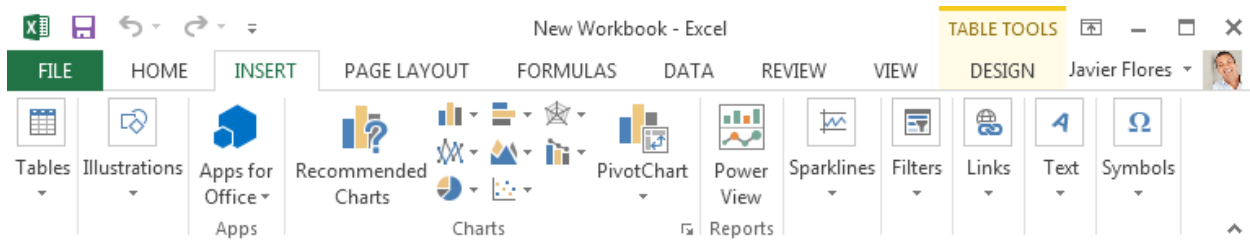
The Ribbon

Similar to MS Word, Excel uses a tab system. The ribbon displays the multiple tabs available. Each tab contains several groups of commands.

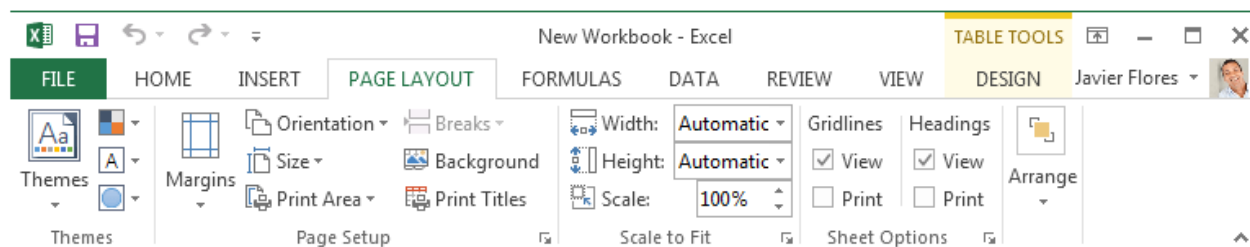
The home tab displays some of the most frequently used commands.



The insert tab presents options for inserting charts, tables, filters, and more.

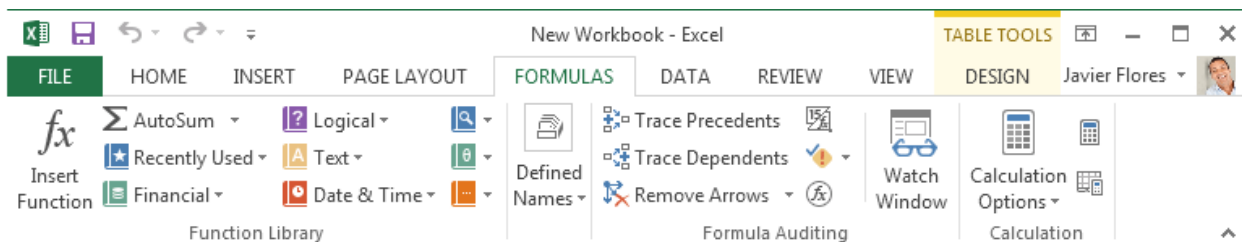


The page layout tab allows you to alter how your workbook will look when it's printed by changing things such as, margin width, page orientation and themes.

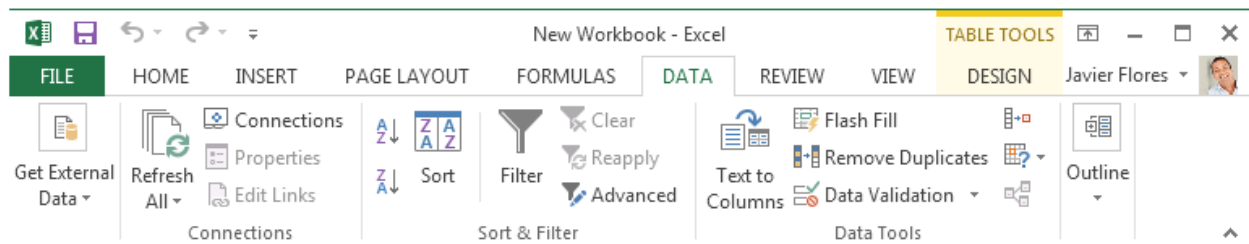


The formulas tab gives you function and formula commands. These commands will help you calculate and analyze numerical data such as:

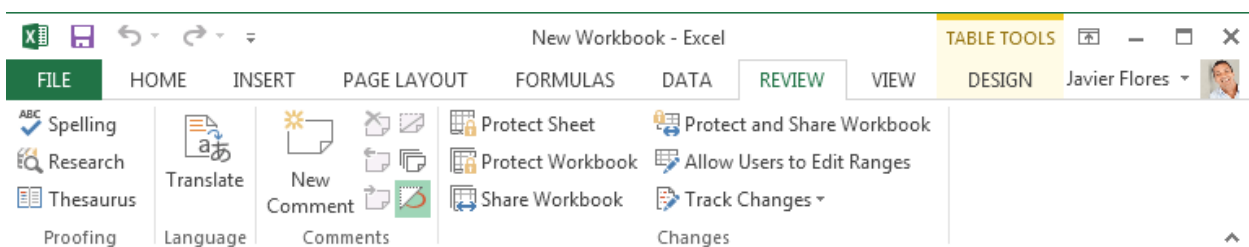
- Averages
- Percentages
- Totals



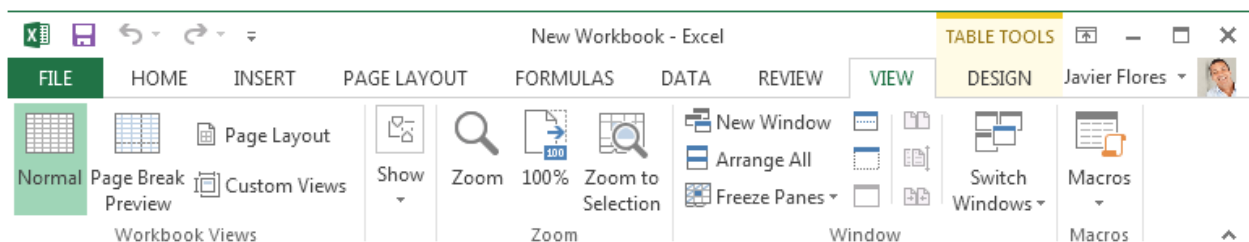
The data tab allows you to sort and filter information.



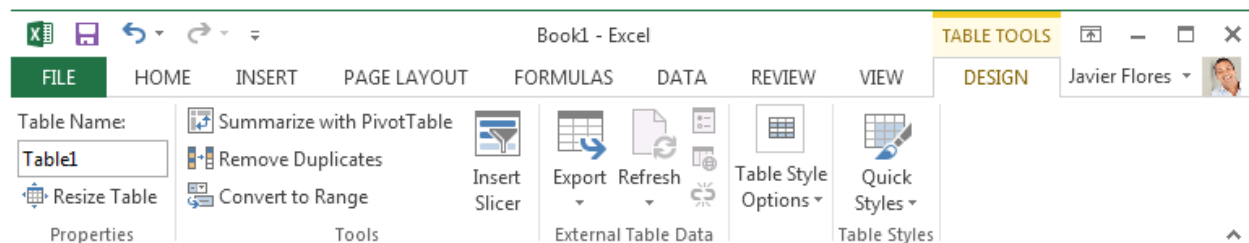
The review tab allows you to use editing features and the ability to share workbooks with other users (co-workers).



The view tab allows you to switch between different views of your workbook. You may use these commands before printing your workbook to confirm it will print the way you intended it to.

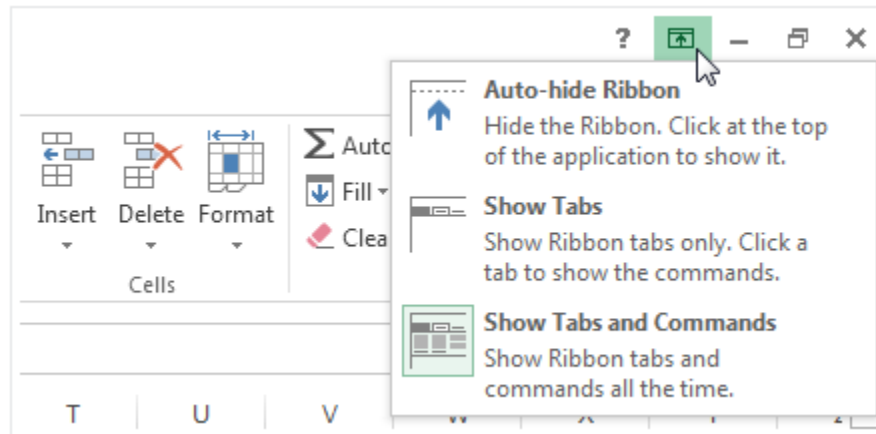


Contextual tabs will appear on the ribbon when you are working on certain items such as tables and pictures. These tabs have their own command groups that can help you format your items as needed.



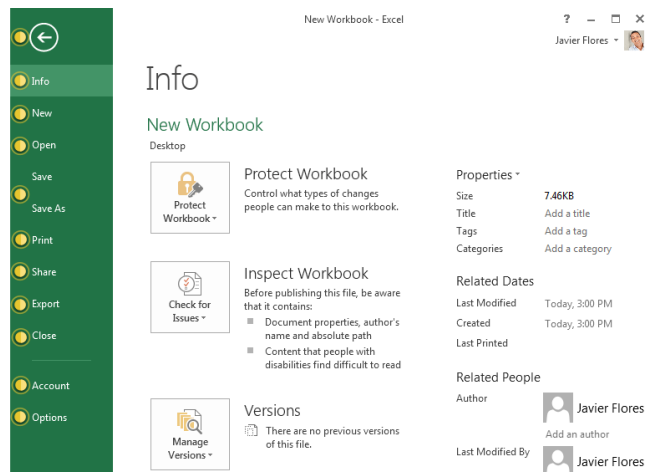
You can minimize and maximize the ribbon if you feel it takes up too much space on your screen. To do so:

- Click the ribbon display options arrow.
- Select the minimizing option you wish to use.



Backstage View

Clicking on the file tab will bring you to the backstage view. Here you can find options for saving, opening a file, printing and sharing your workbooks.

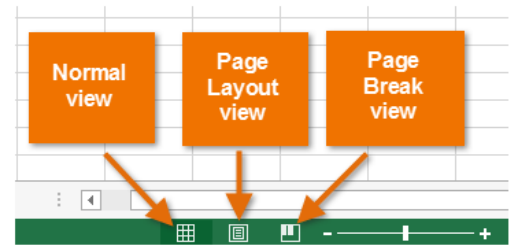


Worksheet Views

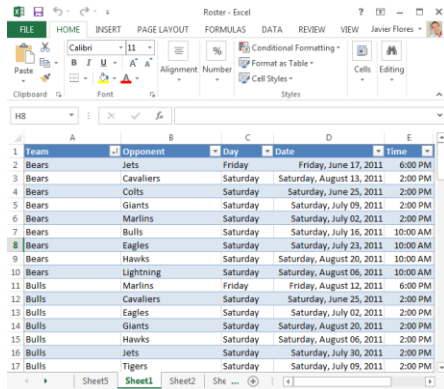
You can change how your workbook is displayed:

- Normal view
- Page layout view
- Page break view

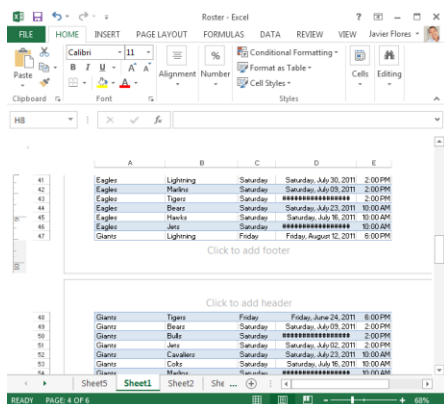
To change your worksheet view, select the desired view in the bottom right corner of the Excel window.



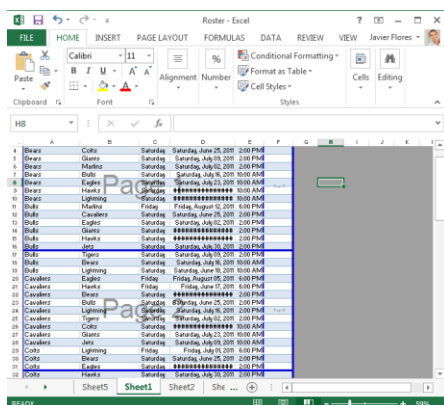
Normal View



Page Layout View



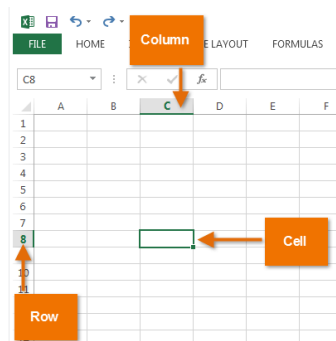
Page Break View



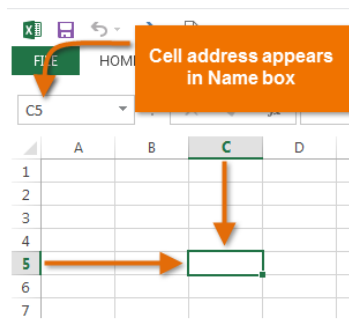
Cells

Each box on a spreadsheet is called a cell. A cell is an intersection of a row and a column.

Columns are identified by letters. Rows are identified by numbers

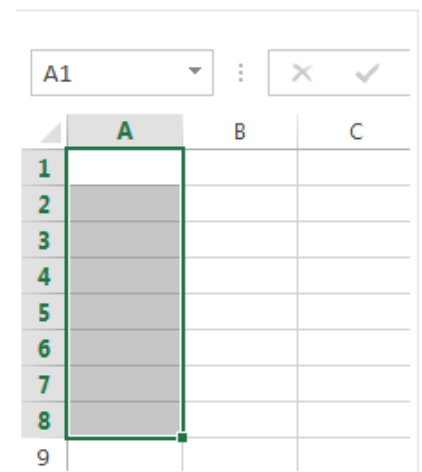


Each cell has a name based on its column and row. For example, the cell below is named C5.



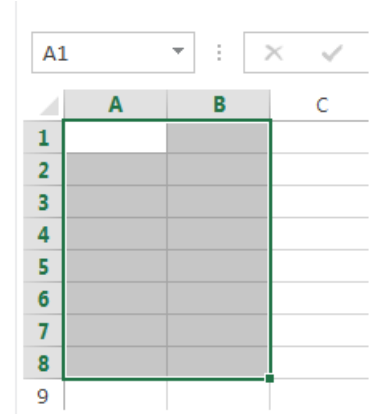
A group of cells is known as a cell range. To name a cell range:

- Use the cell address of the first and last cells in the range.
- Separate the first and last cell names with a colon.
- E.g. The cell range to the right will be named A1:A8



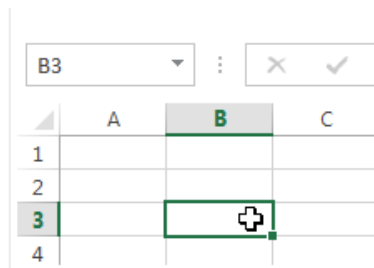
The same naming process is used regardless of how many columns are being selected.

E.g. The range to the right will be named A1:B8



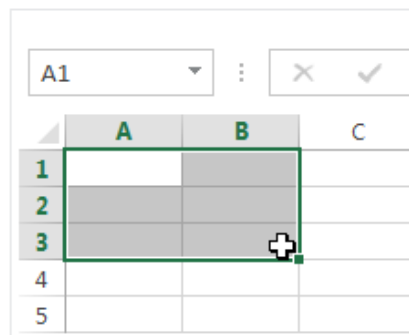
Cell Selection

To enter information into a cell, first select the cell by clicking on it. Once you have selected a cell, you can move from cell to cell using the arrow keys on your keyboard. A border will appear around the cell you have selected. It will remain selected until you click another cell.



To select a cell range:

- Click, hold and drag the mouse until all of the cells you want to select are highlighted.
- Release the mouse.



Cell Content

Cells can contain different types of information:

1. Text: letters, numbers and dates
2. Formatting: attributes that change the way letters, numbers, and dates are displayed
 - E.g. percentages can appear as Formulas or 15%
 - E.g. a cell's background colour
3. Formulas & Functions: calculate cell values
 - E.g. The formula =SUM(B2:B8) adds the value of each cell in the cell range B2:B8

Entering Cell Content

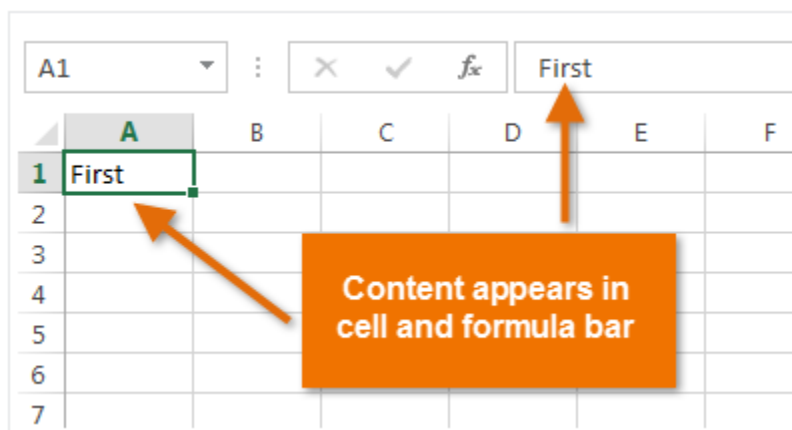
To insert content into a cell:

- Click on a cell to select it
- Type the content
- Press enter on your keyboard

The content will now appear in 2 places:

- The cell
- The formula bar

You can use the formula bar to edit cell content.



Deleting Cell Content

To delete cell content:

- Select the cell
- Press the delete or backspace key on your keyboard

You can also select a cell range and delete the content from all the cells you have selected in the range. If you do this, only the delete key on your keyboard will work. The backspace key only works when deleting content from one cell.

Deleting Cells

If you are deleting an entire cell, not just the content within the cell, the cells below it will shift up and replace the deleted cells.

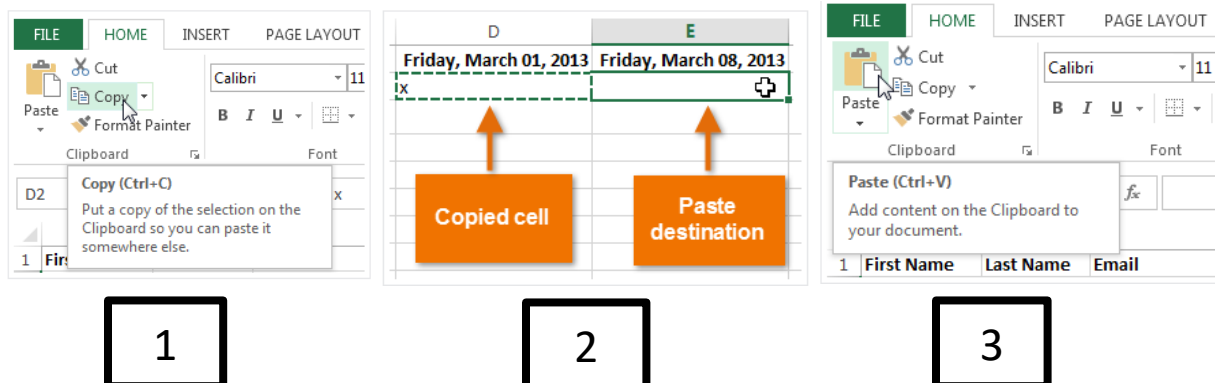
To delete cells:

- Select the cells you want to delete
- Select the delete command from the home tab on the ribbon

Copy & Paste

To copy and paste cell content:

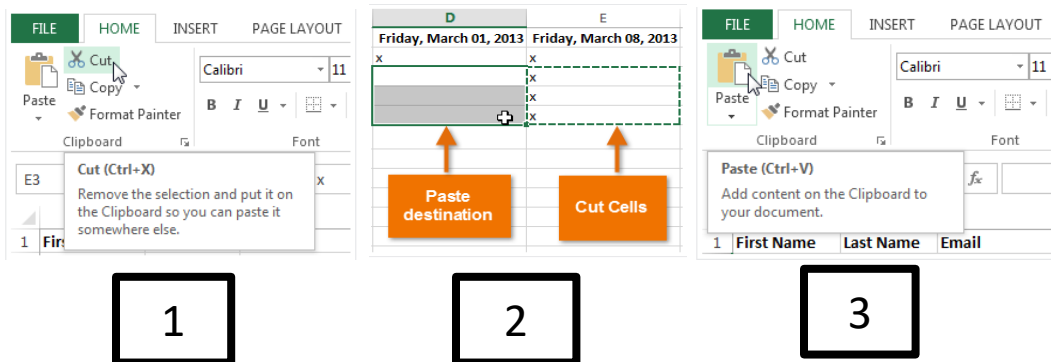
- Select the cells you want to copy
- Click the copy command on the home tab (or Ctrl + C)
- Select the cell(s) where you want to paste the content
- Click the paste command on the home tab (or Ctrl + V)



Cut & Paste

To cut and paste cell content:

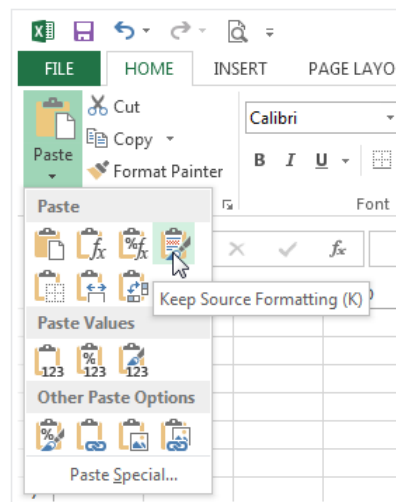
- Select the cells you want to cut
- Click the cut command on the home tab (or Ctrl + C)
- Select the cell(s) where you want to paste the content
- Click the paste command on the home tab (or Ctrl + V)



Paste Options

There are multiple paste options you can use. You can access them by clicking on the drop down arrow on the paste command. If you hover your mouse over each option, it will tell you what will happen.

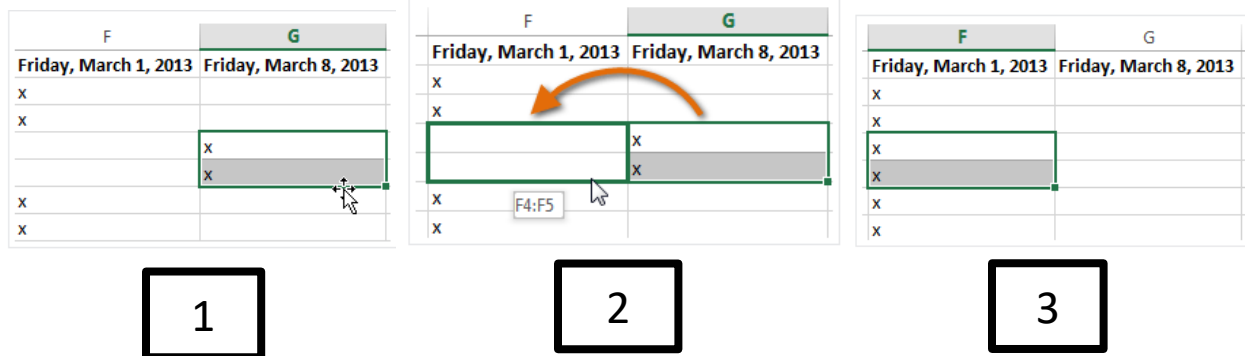
Do not forget: You can always click paste and try it out, if you do not like what happened, use the undo button!



Drag & Drop

Instead of cutting, copying & pasting, you can drag and drop cells to move their contents.

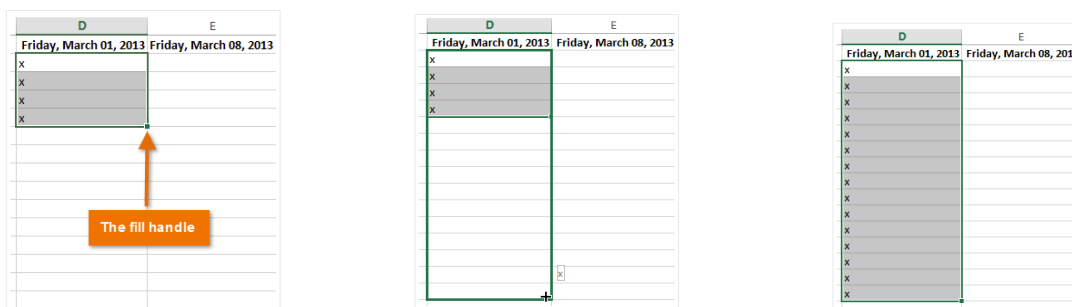
- Select the cell(s) you want to move.
- Hover the mouse over the border of the selected cell(s) until the cursor changes from a white cross to a black cross with 4 arrows.
- Click, hold, and drag the cells to the desired location.
- Release the mouse.



Fill Handle

If you need to copy the content of one cell to several other cells, you can use the fill handle instead of pasting into all of the individual cells.

- Select the cell(s) containing the content you want to use.
- The fill handle will appear as a small square in the bottom-right corner of the selected cell(s)
- Click, hold, and drag the fill handle until all of the cells you want to fill are selected.
- Release the mouse.



The fill handle can also be used to continue a series. When the content of a row or column follows a sequential order such as numbers, or days, the fill handle can guess what comes next in the series. Follow the same process as shown on the following page. The example below uses the fill handle to extend a series of dates in a column.

G	H
Friday, March 01, 2013	
Friday, March 08, 2013	
	Friday, March 29, 2013

You can also double click the fill handle if you are using a large spreadsheet

Flash Fill

Flash fill can enter data automatically into your worksheet by guessing what type of information you are entering. The example below displays how flash fill can assist with creating a list of first names using a list of existing email addresses.

	A	B	C	D
1	Email Address	Last Name	First Name	Friday, March 01, 2013
2	heidi.lee@vestainsurance.com	Lee	Heidi	x
3	josie.gates@vestainsurance.com	Gates	Josie	x
4	wendy.crocker@vestainsurance.com	Crocker	Wendy	x
5	loretta.johnson@vestainsurance.com	Johnson	Loretta	x
6	walter.rivera@vestainsurance.com	Rivera	Walter	x
7	misty.whitfield@vestainsurance.com	Whitfield	Misty	x
8	matilda.lewis@vestainsurance.com	Lewis	Matilda	x
9	elizabeth.hicks@vestainsurance.com	Hicks	Elizabeth	x
10	alvin.rios@vestainsurance.com	Rios	Alvin	x
11	brian.gaines@vestainsurance.com	Gaines	Brian	x

To use this feature, enter the information into your worksheet. A flash fill preview will appear below the selected cell whenever flash fill is available. Press enter on your keyboard.

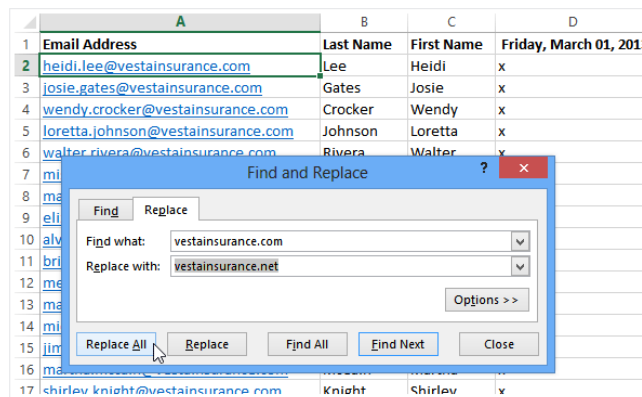
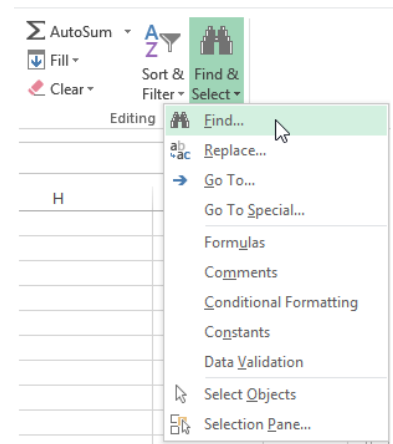
	A	B	C	D
1	Email Address	Last Name	First Name	Friday, March 01, 2013
2	heidi.lee@vestainsurance.com	Lee	Heidi	x
3	josie.gates@vestainsurance.com	Gates	Josie	x
4	wendy.crocker@vestainsurance.com	Crocker	Wendy	x
5	loretta.johnson@vestainsurance.com	Johnson	Loretta	x
6	walter.rivera@vestainsurance.com	Rivera	Walter	x
7	misty.whitfield@vestainsurance.com	Whitfield	Misty	x
8	matilda.lewis@vestainsurance.com	Lewis	Matilda	x
9	elizabeth.hicks@vestainsurance.com	Hicks	Elizabeth	x
10	alvin.rios@vestainsurance.com	Rios	Alvin	x
11	brian.gaines@vestainsurance.com	Gaines	Brian	x



Finding Content

If you are working with a large amount of data in a workbook, you can use the find feature to easily find specific content. From the home tab, click the find and select command, then select find from the drop down menu.

When the find and replace box appears, you can enter the content you want to find, then click on find next. If the content is found, the cell containing that content will be selected. You can continue to click on find next to find further instances or find all to see every instance when that content appears in the workbook.



Modifying Columns & Rows

When you open a new workbook, every row and column is set to the same height and width. Excel allows you to modify these column widths and row heights in different ways.



VIDEO

Watch the video “Modify Columns, Cells, & Rows”.

<https://youtu.be/zZGD15PzNBU>



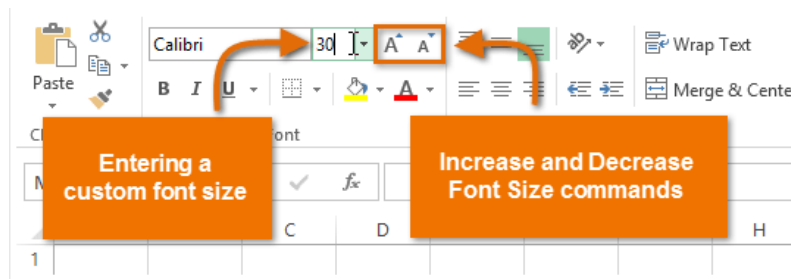
ACTIVITY

After watching the video, try completing the following tasks:

- Modify the width of a column
- Insert a column between column A and column B
- Insert a row between row 3 & row 4
- Delete a column or a row
- Move a column or a row
- Try merging cells A1:E1

Formatting Text

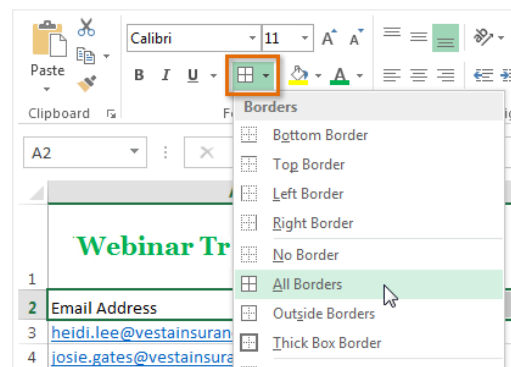
To format any text within a cell, use the same commands on the home tab as we learned to use during the MS Word session.



Cell Borders

To add a border to your cells:

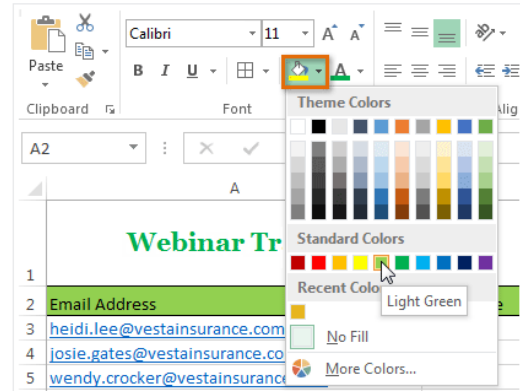
- Select the cell(s) you want to add a border to.
- Click the drop down arrow next to the borders command on the home tab.
- Select the border style you want to use.



Fill Colours

To add a fill colour:

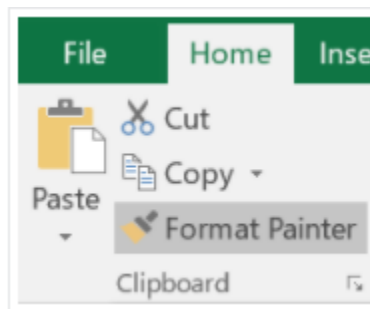
- Select the cell(s) you want to modify.
- Click the drop down arrow next to the fill colour command on the home tab.
- The fill colour menu will appear.
- Select the colour you want to use.



Format Painter

If you want to copy formatting from one cell to another, you can use the format painter command:

- Select the cell you wish to copy formatting for.
- Click the format painter command on the home tab.
- Click and drag over any cells you want to paste the formatting to.

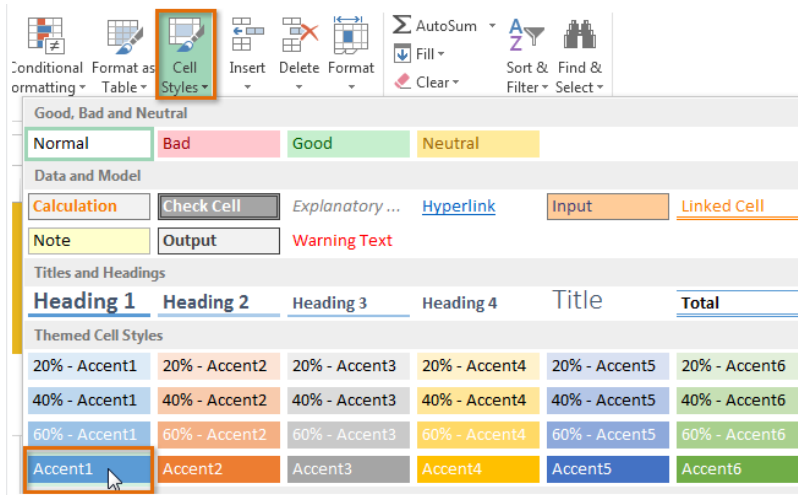


Cell Styles

Excel offers predefined cell styles. These provide a quick way to include professional formatting for things such as titles and headers.

To apply a cell style:

- Select the cell(s) you want to change.
- Click the cell styles command on the home tab.
- Choose the style you would like to apply from the drop down menu.

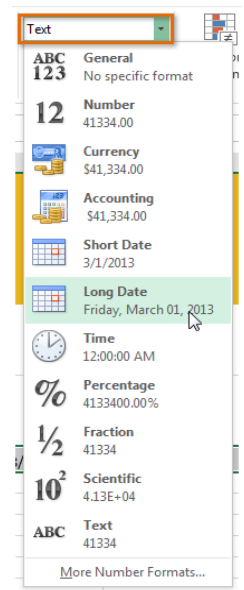


Formatting Text & Numbers

You can use formatting to change the appearance of dates, times, decimals, percentages, currency and much more.

To apply formatting:

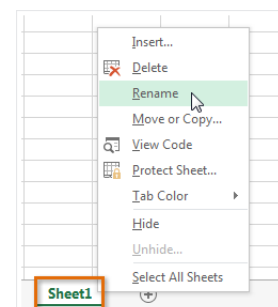
- Select the cell(s) you want to change.
- Click the drop down arrow next to the number format command on the home tab.
- Select the option you want.



Renaming a Worksheet

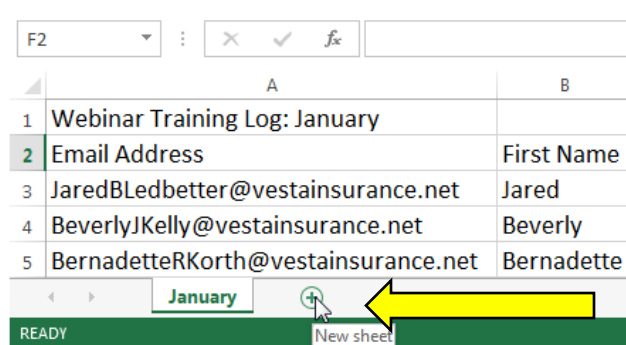
When you create a new Excel workbook, it contains 1 worksheet named Sheet1. You can rename the worksheet using the following steps:

- Right click the worksheet you want to rename.
- Select rename from the menu.
- Type whatever you want your worksheet to be named.
- Hit enter on your keyboard.



Inserting a New Worksheet

To add an additional worksheet to an existing workbook: click on the new sheet button to the right of the current worksheet.



Deleting a Worksheet

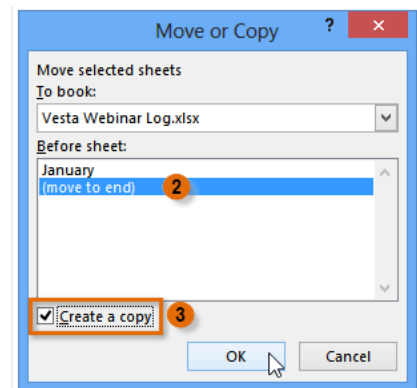
To delete an existing worksheet:

- Right click the worksheet you want to delete.
- Select delete from the menu.

Copy a Worksheet

If you need to duplicate the content of one worksheet to another, you can do so by following these steps:

- Right click the worksheet you want to copy.
- Select move or copy from the menu.
- When the dialog box appears, choose where the sheet will appear in the before sheet field.
- When the worksheet is copied, it will have the same title as the original worksheet with a version number.



SESSION 14

In this session, you will complete a culminating task.

Your facilitator will provide you with a culminating task appropriate to your goal path.



Parting Activity

Complete the chart below and discuss your next steps with your facilitator.

Date:	
Program / Learning Series Completed:	Get Set for PSW
Milestones Attained:	41: Read clock faces and calculate elapsed time. 29: Complete a course registration form.
Suggested Next Steps:	
Referrals Made:	
Strengths:	
Continue Working On:	
Comments:	



Learner Satisfaction Survey

Please complete the learner satisfaction survey provided by your facilitator.



Thank you for completing the Get Set for PSW Learning Series. Good luck with all future endeavors!

	Level 1	Find & Use Information			Communicate Ideas & Information				Understand & Use Numbers				Use Digital Technology			Manage Learning	Engage With Others
Page	Activity	A1	A2	A3	B1	B2	B3	B4	C1	C2	C3	C4	D1	D2	D3	E	F
7	Discuss pros & cons of work settings & fill out chart.				•		•										•
15	Complete skills for success tests online.	•	•			•			•	•	•	•	•			•	
17	Discuss and share opinions on work ethic.			•	•												•
18	Discuss and share opinions about workplace confidentiality scenarios.	•			•												•
21	Extract information from video about teamwork.			•	•												•
22	Work with a group to construct a building block tower using teamwork.				•												•
23	Make list of everyday problems and complex problems.					•											
25	Use communication skills to start small talk conversations with classmates.	•			•	•											•
30	Discuss and share opinions about adaptability skills.	•			•	•											•

34	Use the internet to research donation centres in your community.												•				
36	Complete inventory of products in your fridge at home.											•					
38	Use the internet to find and complete a stress test.	•											•				
40	Complete 24-hour clock time conversions.								•								
42	Make to-do list, then prioritize.					•										•	
49	Complete online budgeting knowledge quiz.	•											•				
50	Find budgeting terminology definitions and enter in chart.	•				•	•						•				
52	Sort fixed and variable expenses using a chart.	•				•											
53	Brainstorm and discuss things that appreciate and depreciate.				•												•
54	Complete true/false spending habits quiz.	•															
56	Make needs and wants lists.					•											

59	Make income and expense lists.					•	•										
64	Complete basic numeracy assessment.	•							•	•	•	•					
66 - 69	Complete various measurement calculations.										•						
70	Use the internet to find formulas for converting measurements.	•											•				
71	Determine what inventory is needed and make simple calculations.	•	•				•		•								
73	Extract information from a paystub.	•	•			•											
77	Extract information from a MSDS sheet.	•	•			•											
80	Label a chart.	•	•			•											
88	Locate important information in a short text.	•				•											
92	Use the internet to find publicly funded vaccine schedule.	•											•				
95	Make list of PPE required.				•	•											•
102	Research various illnesses and diseases.	•				•	•						•				
107	Complete grammar assessment.					•										•	

110-113	Identifying various parts of grammar.	•				•											
114	Review spelling rules.	•															
127	Answer practice interview questions.					•											
	Level 2	Find & Use Information			Communicate Ideas & Information				Understand & Use Numbers				Use Digital Technology			Manage Learning	Engage With Others
Page	Activity	A1	A2	A3	B1	B2	B3	B4	C1	C2	C3	C4	D1	D2	D3	E	F
9	Use Canada job bank website to research career outlook.	•				•	•							•			
10	Research education options for PSW certificate program.	•				•	•							•			
13	Use skills for success information to infer PSW tasks and record in chart.	•	•			•	•							•			
24	Solve a problem as a group.	•			•	•	•										•
40	Use a calendar to schedule activities.	•	•				•			•							
43	Use information and calendar provided to schedule additional events.	•	•				•			•							
46	Enter events into online calendar and share calendar.													•			
61	Research various types of savings accounts and	•	•			•	•							•			

	document findings in a chart.																
86	Research equipment needed in a PSW job and document information in a chart.	•			•	•	•						•				•
91	Extract information from a video about 6 health concerns.			•		•											
101	Match body part to description.	•					•										
121	Find errors in email. Re-write the email.	•				•											
124	Complete resume builder chart.					•	•										
	Level 3	Find & Use Information			Communicate Ideas & Information				Understand & Use Numbers				Use Digital Technology			Manage Learning	Engage With Others
Page	Activity	A1	A2	A3	B1	B2	B3	B4	C1	C2	C3	C4	D1	D2	D3	E	F
36	Create home organization plan, including a budget.	•		•		•	•	•	•					•			
62	Create a budget.						•		•								
83	Create a process diagram.						•	•									
132	Type paragraph in MS Word. Use various features in MS Word.					•									•		
152	Use various features in MS Excel.													•			

Get Set for PSW

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