Faculty of Health and Human Services

BACHELOR OF SOCIAL WORK PROGRAM

Student Handbook

 Revised May 25, 2019
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Welcome to Vancouver Island University and the Bachelor of Social Work (BSW) degree program. The goals of the BSW program are to promote the capacity of individuals and communities; to address social issues emanating from the absence of equality; and to promote social justice by producing graduates who demonstrate capability in the areas of clinical intervention, research and community development.

In addition, this Social Work program will link colleagues in the faculty and other disciplines within the broader VIU community with local, national, and/or international organizations. Community study will focus on physical, historical, economic, and social dimensions, and the diversity of cultural backgrounds of individual members; encourage critical analysis about the environmental, economics, and social conditions that contribute to community capacity building; incorporate a collaborative approach to community-based social work that includes the application of skills, knowledge, and understanding.

BSW graduates will be prepared for work in a range of social services settings including the health sector, child, youth and family serving agencies, women’s programs, addiction and mental health organizations. Opportunities may also be found with Indigenous focused services, programs for persons with disabilities, senior’s services, multicultural and volunteer agencies, and policy and research settings. This fully online program may be taken on a full or part-time basis.

*We are committed to the development of your learning experiences in the BSW program in a way that will inspire your dedication and commitment to the field of Social work and the individuals, families, and communities you serve.*
A MESSAGE FROM ELDER-IN-RESIDENCE, GERALDINE MANSON

Welcome to the Bachelor of Social Work Program!

It’s an honor to be recognized as the first full-time Elder-in-Residence at Vancouver Island University (VIU) providing guidance and support to Aboriginal and non-Aboriginal students in the Faculty of Health and Human Services (HHS). I look forward to sharing the Traditional Knowledge and Practices. As a member of the Snuneymuxw First Nation, I have worked in the Elder’s role with VIU for the past six years and now look forward to standing alongside and using the Words of Wisdom left by my Elders “Traditional Knowledge and Practices” with the faculty in the Bachelor of Social Work Program at VIU.

My work as an Elder within my community, and part-time at VIU for the past eight years has its roots in my experiences with colonization as a child in British Columbia’s Residential School system, followed by a turbulent young life in seven different foster homes before returning home to my community as a young woman. My goal is to contribute to both faculty and student understanding about Aboriginal ways of knowing and being within the context of professional social work practice. A key part of my role with HHS will be to help move Aboriginal knowledge further into the regular curriculum to include Aboriginal perspectives and knowledge in all HHS programs. Any student, no matter who they are, and which program they’re in, will learn about Aboriginal perspectives. When I personally can’t speak on the topic, I will bring another Elder in to talk about their beliefs and practices related to that topic.

Geraldine Manson, Elder-In-Residence
Welcome staff, faculty, and students to Vancouver Island University's unique Bachelor of Social Program. I am honoured to represent the Métis peoples as the Elder-in-Residence at Shq'apthut (Gathering Place). I see The Gathering Place as a home away from home for all VIU Aboriginal students (First Nations, Métis, and Inuit peoples), as well as all non-Aboriginal students.

As a Métis Elder my goal has always been to educate, support, and give guidance to all those who seek greater understanding of Aboriginal Peoples. In the BSW curriculum I extend a warm invitation to all those who wish to discover more about the diversity of this culture.

I hope to expand people's vision beyond the long-held prejudicial beliefs towards Aboriginal Peoples. It would be heartwarming to know BSW graduates of this program would leave with a solid understanding of our lifestyle, including why we choose to raise our children in our environment. This would ensure a secure support system of Aboriginal youth, elders and future generations to follow.

All my Relations,

[Signature]

Stella Johnson, Métis Elder-in-Residence
Welcome to the Bachelor of Social Work program at Vancouver Island University!

On behalf of the faculty and staff, I would like to welcome you as you embark on your learning journey towards becoming a social work practitioner. We encourage you to familiarize yourself with all aspects of the program, the Faculty of Health and Human Services where we are housed, and VIU itself. To do this, we have provided all students with access to two online student sites (The BSW Program HUB and the Field Education HUB) as a central hub where they can ‘meet’ to access everything related to your learning journey including:

- Student services and resources at VIU
- Information on courses and the program
- Orientation expectations, dates and links
- Funding opportunities and bursaries
- Employment information
- Field Education
- Social Work organizations and resources

Students will also be able to use these sites as places where they can connect with one another, share and post interesting information and announcements to other students and faculty members, and as a place to ask questions and make suggestions.

While this is an online program and many of you reside across British Columbia and the country, it is our hope that you can help us to build a real community of learning across the digital divide. We will work hard to make you feel part of this community through
new and innovative ways to connect, and we will encourage you to reach out to your classmates and instructors throughout your stay at VIU.

Our faculty all come from unique and diverse life experiences, have an incredible amount of practice experience and expertise (check out our faculty page online to find out what!) and are passionate about the social work profession, social justice issues, and social work education. They are all excited to ‘meet’ you in the orientations you will be attending and in your virtual class rooms and in your field education placements. As a small school, we pride ourselves on creating connections with our students and the communities in which they live and practice in.

Good luck everyone and please feel free at any time to drop a line, question, or thought to me, our faculty and the amazing staff who help support us all!

Best wishes,

Louise Stern, MSW PhD
# ADMINISTRATION AND GOVERNANCE

## VIU ADMINISTRATION

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Deborah Saucier</td>
<td>President &amp; Vice-Chancellor</td>
</tr>
<tr>
<td>Carol Stuart</td>
<td>Interim Provost and Vice President Academic</td>
</tr>
<tr>
<td>Patricia O’Hagan</td>
<td>Dean, Faculty of Health &amp; Human Services</td>
</tr>
<tr>
<td>Lynda Phillips</td>
<td>Associate Dean, Faculty of Health &amp; Human Services</td>
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## PROGRAM FACULTY

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Louise Stern</td>
<td>Program Chair &amp; Professor</td>
</tr>
<tr>
<td>Carmen Lavoie</td>
<td>Professor</td>
</tr>
<tr>
<td>Ashleigh Martinflatt</td>
<td>Professor</td>
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<tr>
<td>Jeanette Schmid</td>
<td>Professor</td>
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<tr>
<td>Fiona Meyer Cook</td>
<td>Professor</td>
</tr>
<tr>
<td>Kathleen Manion</td>
<td>Sessional Instructor</td>
</tr>
<tr>
<td>Kathy Smith</td>
<td>Sessional Instructor</td>
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<tr>
<td>Nancy Pike</td>
<td>Sessional Instructor</td>
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## PROGRAM SUPPORT

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Holly Bradley</td>
<td>Field Education Coordinator</td>
</tr>
<tr>
<td>Laurie Friskie</td>
<td>Program Assistant, BSW &amp; Social Services Diploma (SSER)</td>
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## GOVERNANCE

Vancouver Island University is a publicly funded, special purpose, teaching university operating under a bicameral governance structure in accordance with the University Act of British Columbia.

**Board of Governors**

The Board manages, administers, and directs the corporate affairs of the University. The Board is comprised of the following individuals:

- the Chancellor;
- the President;
2 faculty members elected by the faculty;  
8 persons appointed by the Lieutenant Governor in council, 2 of whom are appointed from among persons nominated by the alumni association;  
2 students elected from those who are members of an undergraduate or graduate student society;  
one person elected by and from the employees of the university who are not faculty members.

VIU Senate  
The VIU Senate is responsible for all academic and curriculum-related matters, including development of academic policy, curriculum content, and student performance issues. The Senate must also advise the Board and the Board must seek the advice of the Senate on the development of educational policy as outlined in the University Act. The Senate is comprised of the following:

- the Chancellor;  
- the President, who sits as its chair;  
- the Academic Vice-President or equivalent;  
- the Deans of faculties;  
- the Chief Librarian;  
- the Registrar;  
- two faculty members for each faculty, elected by faculty members of the faculty;  
- four students, elected by the students;  
- one alumni member who is not a faculty member, appointed by the president on nomination by the alumni association;  
- two support staff elected by the support staff;  
- one non-voting member of the senate, if appointed to the senate by the board to serve for one year.

For more information visit [Board of Governors](#) or [Senate](#)

**STUDENT PARTICIPATION IN DECISION MAKING**

A call for nominations will be made across each campus to fill student vacancies on Senate. Before the end of March, an election will be conducted to fill student vacancies. For more information see visit [VIU Governance](#)

The Students’ Union is run by an elected board of students drawn from across the student body, and selected in one of two elections held each year. There are twenty-three positions representing executive, faculty representative, campus representative, advocacy and at-large roles.

Fall elections for Faculty Representative for the Faculty of Health and Human Service are held in September and October.
Notice of each election is posted on campus prior to the opening of nominations. The schedule for the fall election is set by August 15 and the schedule of the spring election is set by December 15 of each year as per policy (Students' Union Policy 10.03).

For more information about the elections, positions being elected, or how to participate, contact the Students' Union at 250-754-8866 or email elections@viusu.ca. or visit their web page at VIUSU

SOCIAL WORK PROGRAM ADVISORY COMMITTEE

The Social Work Program Advisory Committee is composed of community professionals but also includes faculty and students. The purpose of the committee is to provide community input on curriculum, policy and employment, and to act in an advisory capacity to Vancouver Island University and the Bachelor of Social Work program. Program Advisory Committee meetings are held as required, but must be held at least once per year.

Membership

- Social Work Program Chair (primary contact and Committee Chair)
- VIU administration: HHS Dean and Associate Dean (ad hoc)
- Social Work Faculty
- Social Work Practicum Coordinator
- Professional Social Work representatives
- Community organization representatives
- Practice partner representatives
- Social work program alumni

Meetings

Meetings will be held twice a year in the fall (November) and the spring (May) at Vancouver Island University.

Functions and Responsibilities

- To identify community needs and issues as it relates to social work education
- To provide guidance and makes recommendations about social work education initiatives to the program
- To review and provide recommendations as to the development and maintenance of the curriculum in the program
- To provide a forum for information sharing and collaboration
- To identify potential partnerships in practice, learning and research
MISSION STATEMENTS

VANCOUVER ISLAND UNIVERSITY MISSION STATEMENT

Vancouver Island University is a dynamic and diverse educational organization, dedicated to excellence in teaching and learning, service and research. VIU fosters student success, strong community connections and international collaboration by providing access to a wide range of university programs designed for regional, national and international students.

Approved as amended by the Vancouver Island University Board of Governors, 2014

HEALTH & HUMAN SERVICES MISSION AND BELIEFS

Mission of the Faculty

In Health and Human Services at Vancouver Island University we foster student success. We strive to:

- Develop and maintain relevant, responsive, and stimulating learning opportunities that are community-based, globally and locally, and;
- Offer teaching/learning opportunities in a visionary, inter-professional environment that is conducive to building capabilities and promoting health and wellness for all.

Beliefs of the Faculty

We believe that learning is a lifelong endeavour, and we can work together with individuals and communities to co-create a positive, relational environment that promotes a sense of belonging, personal and collaborative participation, a sense of community, and enhanced well-being.

BSW PROGRAM MISSION STATEMENT

The Bachelor of Social Work degree program at Vancouver Island University provides social work education that addresses local, national and global needs in a community context. We are committed to enhancing the capacity of individuals and communities; to addressing social issues emanating from the absence of equality and opportunity; and to promoting social justice through the preparation of
graduates with demonstrated capabilities in the areas of clinical practice, research and community development.

BSW PROGRAM OUTCOMES, BELIEFS AND KEY CONCEPTS

PROGRAM OUTCOMES

After successful completion of the Bachelor of Social Work program, students will be able to:

- Demonstrate the capacity to critically reflect on their own ideas, behaviors and practice.
- Explain their process for care for self and wellbeing as a professional.
- Demonstrate the steps in the social work process as it relates to micro, mezzo and macro practice.
- Integrate theory in their social work practice.
- Demonstrate effective social work communication skills, including use of self, empathy and non-judgmental skills.
- Understand the challenges, capacities and forms of resilience that arise during different life events and stages.
- Deduce the connection between local, national, and international issues.
- Identify the mechanisms of oppression, privilege, resistance and social change that influence identity and social location.
- Identify their role as a social justice ally at the micro, mezzo and macro level.
- Critically analyze ideology and social policy, including legislation, as it relates to social welfare.
- Devise and adapt an empowerment approach (capacity building, collaborative, strengths-based) with service-users at the micro, mezzo and macro level.
- Design a research proposal in social work.
- Demonstrate professional ethical standards, including addressing ethical dilemmas.
- Demonstrate professional values and practice at the individual, team and organizational level.
- Recognize and reflect on the significance of colonialism and Indigenous approaches to practice.

BELIEFS

We believe that learning is a lifelong endeavour, and we can work together with individuals and communities to co-create a positive, relational environment that promotes a sense of belonging, personal and collaborative participation, a sense of community, and enhanced well-being. We believe
our work should be based on clear communication and open dialogue, evidence-based practice and research, and on joy and passion.

**BELIEFS ABOUT LEARNERS**

Learners are unique individuals who:

- Approach learning differently.
- Have the capacity to learn from one another.
- Bring own life experiences, values, and beliefs.
- Have the capacity to learn in many settings.
- Have the capacity to learn throughout their lives.

Learners need to be active participants in the learning process. This includes identification of own learning needs and styles, mutual goal-setting with faculty and peers, self-evaluation and reflection of performance. Participants learn well in support groups and learn respect for one another's self-worth.

Learning is demonstrated by a more or less permanent change in behavior, perception and/or attitude.

**BELIEFS ABOUT THE ROLE OF FACULTY IN LEARNING**

Adults learn best in a supportive, sharing atmosphere where participation is voluntary. The goal is to nurture self-directed adults.

The faculty members facilitate learning by:

- Assisting the adult learner to identify own learning needs.
- Sharing knowledge and mutually setting goals.
- Providing a supporting environment for learning.
- Showing respect for the individual's self-worth.
- Acting as a role model for the learner.
- Fostering the development of skills necessary for learners to evaluate learning outcomes and reassess their learning needs.

Faculty members are unique individuals functioning as members of a team. Faculty members need to be competent educators as well as competent practitioners in the field in which they are teaching. Recognition of the importance of professional growth, personal growth, creativity and feelings of satisfaction enhance the faculty member’s ability to fulfill their roles.

**KEY CONCEPTS**

The key concepts informing the Bachelor of Social Work program are:
critical reflection
- social work process
- theory: anti-oppressive and trauma informed lens, with critical theory, systems theory, psychology theories
- effective use of self
- empathy
- non-judgemental
- strategic engagement
- oppression
- social justice ally
- critically analyse
- collaborative
- capacity building
- strengths-based
- professionalism (includes ethics and values)

PROGRAM INFORMATION AND DELIVERY

PROGRAM ACCREDITATION

Consistent with the program’s interest in promoting excellence in contemporary professional social work practice through peer oversight that ensures high academic and practice standards, the Bachelor of Social Work program at Vancouver Island University is accredited through the Canadian Association for Social Work Education.

PROGRAM DELIVERY

The Bachelor of Social Work program at Vancouver Island University will accept students into Year 3 of the program and will be delivered through distance education. Online courses allow you to complete your coursework anywhere and at any time of the day. They are not, however, self-paced. Courses have start and end dates, and your instructor will set the pace for your learning by requiring specific deadlines for all coursework. Our online courses are delivered through a program called Desire to Learn (D2L), that you will see referred to as VIULearn.

Online learning provides many opportunities and offers some unique challenges. With online learning you have the chance to study and attend class without a physical campus. Access to course materials is available via the Internet 24/7, so you can often work on your studies at times and in places that are most convenient for you. Because online learning is technology-mediated you need to be comfortable
with navigating the technology landscape, from using the Internet to access course materials and communicate with faculty and fellow students, to composing word processed documents, developing presentations, and conducting research via library databases and Web sites.

Since there are few or no face-to-face class meetings, special care must be taken to establish relationships with your fellow students and faculty in order to build a supportive learning community in the online environment. You’ll also find that you need to be self-directed and responsible for your own success.

Course delivery will include audio and visual components to augment online course materials. Program course content will be provided to students using both synchronous and asynchronous delivery methods.

The BSW program is offered over four semesters, or two academic years. Students will have five years to complete the program. Up to seven years for program completion may be granted upon written application to the Program Chair indicating the extenuating circumstances (e.g. family death, documented illness, etc.) that have prevented the student from successful completion of the program within five years. Students admitted to the program will be expected to:

- Participate in an online orientation prior to program commencement in September.
- Have access to high speed internet and a functioning web camera and audio equipment.
- Participate in courses that have both asynchronous (online access to course materials) and synchronous (online access to course materials, audio and visual discussion, e.g. Zoom Web Conferencing) course delivery methods.

Students will need to ensure that they are prepared technologically for full participation. You will need access to reliable internet and an up-to-date computer or device that has good quality audio and video capability and that can use current browsers (Google Chrome or Firefox are recommended). As well, students will require Microsoft Word which we provide free to you. Please go here for information on access: https://technology.viu.ca/microsoft-office

HARDWARE AND SOFTWARE REQUIREMENTS

To take an online course, you will need regular access to a computer for extended amounts of time. You will also need a webcam and reliable high-speed Internet connection so you can participate in discussion forums, access course content, submit assignments, and check your student email account regularly. For more details, see our technology page.

VIU ONLINE ROOMS – ZOOM WEB CONFERENCING
VIU Online Rooms uses the Zoom web conferencing tool – it is your virtual classroom. To get started with Zoom:

- Visit the VIU Online Rooms page: [https://ciel.viu.ca/learning-technologies-innovation/technology-tools/viuonline-rooms-virtual-meeting-spaces](https://ciel.viu.ca/learning-technologies-innovation/technology-tools/viuonline-rooms-virtual-meeting-spaces)
- Email learnsupport@viu.ca to request an account and receive the latest dates for training
- There is also help and more information available from Zoom here: [https://support.zoom.us](https://support.zoom.us)

### VIULearn PROGRAM DELIVERY PLATFORM

The Bachelor of Social Work program will be delivered through distance education using the Brightspace by D2L learning management system. VIU refers to this system as VIULearn. VIU’s Centre for Innovation and Excellence in Learning maintains VIULearn and offers support for you and your students. To get started with VIULearn:

- Visit the VIULearn page: [https://ciel.viu.ca/learning-technologies-innovation/viulearn](https://ciel.viu.ca/learning-technologies-innovation/viulearn)
- Log into VIULearn using your VIU computer account: [https://learn.viu.ca](https://learn.viu.ca)
- Check your system for the required components: [https://learn.viu.ca/d2l/systemCheck](https://learn.viu.ca/d2l/systemCheck)

**Centre for Innovation and Excellence in Learning (CIEL) Hours of Operation**

VIULearn issues or inquiries contact learnsupport@viu.ca or 250.740.6179

9:00am-4:00pm

Monday to Friday (except statutory holidays and university closure days)

**VIU Information Technology Department Hours of Operation**

Computer account or log in issues or inquiries contact ithelp@viu.ca or 250.740.6300

8:00 am – 4:30 pm

Monday to Friday (except statutory holidays and university closure days)

### TEXTBOOKS

An up-to-date textbook list for 3rd and 4th year will be available to students through the [BSW Student HUB site](https://www.bswhub.com).
Textbooks and course materials can be obtained through the VIU Bookstore. Please visit the VIU Bookstore webpage.

All web orders have shipping rates applied. Here is the link with the information: Shipping

CALANDER – ACADEMIC AND CAREER PREPARATION PROGRAMS

Students are encouraged to review the online Schedule of Dates Calendar for Academic and Career Preparation Programs for each semester.

This calendar may be viewed at the following link: Schedule of Dates Calendar

SCHEMATIC PRESENTATION OF BSW PROGRAM COURSES

Course descriptions are provided in a following section or refer to the VIU Calendar online.

<table>
<thead>
<tr>
<th>YEAR 3</th>
<th>Credits</th>
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<tbody>
<tr>
<td>SOCW 300A - (Foundations in Social Work)</td>
<td>3</td>
</tr>
<tr>
<td>SOCW 300B - (Community Social Work: Theory and Practice)</td>
<td>3</td>
</tr>
<tr>
<td>SOCW 301 - (Social Work Practice Skills)</td>
<td>3</td>
</tr>
<tr>
<td>SOCW 305 - (Social Work with Groups)</td>
<td>3</td>
</tr>
<tr>
<td>SOCW 322** - (Trauma and Resiliency Across the Lifespan)</td>
<td>3</td>
</tr>
<tr>
<td>SOCW 350A - (Law and Social Services)</td>
<td>3</td>
</tr>
<tr>
<td>SOCW 352 - (Interpersonal Communication in Structural Social Work Practice)</td>
<td>3</td>
</tr>
<tr>
<td>SOCW 380 - (Practicum: Community Social Work Practice)</td>
<td>6</td>
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<tr>
<td>Three credits of Social Work Electives*</td>
<td>3</td>
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<tr>
<td><strong>Total Credits</strong></td>
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<table>
<thead>
<tr>
<th>YEAR 4</th>
<th>Credits</th>
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<tbody>
<tr>
<td>SOCW 400A - (Advanced Community Practice with Diverse Populations)</td>
<td>3</td>
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<tr>
<td>SOCW 400B - (Advanced Seminar in Reflective Social Work Practice)</td>
<td>3</td>
</tr>
<tr>
<td>SOCW 401 - (Social Policy and Communities)</td>
<td>3</td>
</tr>
<tr>
<td>SOCW 402 - (Research Methods for Social Change in Community Social Work)</td>
<td>3</td>
</tr>
<tr>
<td>SOCW 421 - (Social Work Practice with Indigenous Communities)</td>
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</tbody>
</table>
SOCW 440 - (Social Work and Mental Health) 3
SOCW 480 - (Practicum: Community Practice II) 6
Six credits of Social Work Electives* 6

Total Credits 30

* Social Work electives can be chosen from the following: SOCW 310, SOCW 361, SOCW 362, SOCW 403, SOCW 404, or SOCW 460. Not all electives may be offered each year.

** Students who have completed HHS 276 (Trauma and Resiliency across the Lifespan) will be exempted from SOCW 322 but must complete one additional social work elective from the list above.

Consult the VIU Calendar online for a complete description of the Child Welfare Specialization requirements.

COMPLETION REQUIREMENTS

- Students must have completed at least 120 university-level credits and have completed all the required core and elective courses to be eligible for the Bachelor of Social Work degree.
- A minimum “C+” average on all required courses with no grade lower than “C”.
- It is the student’s responsibility to consult the social work program Advisor for information and guidance.

PROGRAM RESIDENCY REQUIREMENT

The BSW program has a course residency requirement. This means that fifty percent of all credits used towards a VIU undergraduate degree must be completed with VIU courses and at least fifty percent of all upper-level credits used towards an undergraduate degree must be completed with VIU courses.

COURSE DESCRIPTIONS

Course offerings vary from year to year. Check Generate a Timetable for available course offerings.

SOCW 300A (3) Foundations In Social Work

Students in this course will learn about the foundations of social work as an academic, reflective and professional practice. This course will introduce students to the fundamentals of learning in social work and the key concepts and perspectives in contemporary theory and practice from an anti-oppressive, structural social work perspective. (3:0:0)

Prerequisite: Admission to the BSW program.

SOCW 300B (3) Community Social Work: Theory and Practice
A continuation of SOCW 300A, with particular attention to critical appraisal of theories such as anti-oppressive practice, feminist and systemic theories, and their application to practice. Using case studies to illustrate these theories, relationships, feelings, and actions of individuals, families, and groups within a community setting, are examined. (3:0:0)

*Prerequisite: SOCW 300A.*

**SOCW 301 (3) Social Work Practice Skills**

An advanced study of practice skills in social work, such as interviewing for information and change, intervening in crisis, developing supportive relationships, and leading groups. Topics include understanding diversity and disadvantage; confronting oppression of individuals, groups, and communities; understanding personal biases; and strengthening social empathy. (3:0:0)

*Prerequisite: SOCW 300A.*

**SOCW 305 (3) Social Work with Groups**

In this course students will learn about various group work settings while drawing on social work process, ethics and theory from an anti-oppression/structural approach. This course will consider group process, including group types, stages and dynamics. It is an introduction to group facilitation, including understanding leadership, roles, and conflict. (3:0:0)

*Prerequisite: Admission to the BSW program.*

**SOCW 310 (3) Contemporary Perspectives on Disabilities**

An analysis of how a social model of disability can be put into practice in the current social, political, and economic context in Canada. Students are encouraged to analyze power, inequality and influence, and to develop a personal ethical stance to ground community development practice. (3:0:0)

*Prerequisite: Admission to the BSW Program.*

**SOCW 322 (3) Trauma and Resiliency Across the Lifespan**

This course will prepare students for trauma-informed practice with individuals, groups and communities. Students will develop critical understandings of meanings, impacts and outcomes of trauma across the lifespan as it impacts children, youth, adults and older adults with a focus on developing culturally appropriate and strength-based social work practice skills. Credit will only be granted for one of HHS 276 or SOCW 322. (3:0:0)

*Prerequisite: Admission to the BSW program.*

**SOCW 350A (3) Law and Social Services**
A critical examination of criminal and family law as an expression of social policy relevant to anti-oppressive social work practice. Topics include laws affecting adults and children; human rights; organization of the legal system; and the ethical and legal accountabilities of social workers. Credit will only be granted for one of CYC 350A or SOCW 350A. (3:0:0)

Prerequisite: SOCW 200A and SOCW 200B.

SOCW 352  (3)  Interpersonal Communication in Structural Social Work Practice

A focus on the development and effective use of interpersonal communication and interviewing skills for professional social work practice. Topics include foundational basic and advanced communication skills for creating and maintaining meaningful relationships in a helping context. An anti-oppressive lens will be applied to learning and skill development. (3:0:0)

Prerequisite: Admission to the BSW program.

SOCW 361  (3)  Social Work Practice in Addictions

This course focuses on the theory, practice and skills required for social work practice in addictions, across the lifespan as it impacts on adolescents, adults, families and communities. Students will use and apply a social justice, anti-oppressive and harm reduction lens to explore topics such as symptoms, prevention and treatment. (3:0:0)

Prerequisite: SOCW 322 (may be taken concurrently).

SOCW 362  (3)  Child Abuse and Neglect Concerns

An exploration of knowledge, skills, attitudes, and beliefs necessary to identify and action child abuse and neglect concerns. Focuses on developing self-awareness, main forms of abuse and neglect, and relevant resources available in communities. Both theoretical and practical applications are integrated including evolving philosophical and conceptual orientations. Credit will only be granted for one of CYC 362 or SOCW 362. (3:0:0)

Prerequisite: Admission to the BSW program.

SOCW 400A  (3)  Advanced Community Practice with Diverse Populations
An opportunity to further community social work practice theory and skills; examine how community practice is adapted to work within particular kinds of communities and special populations. This includes opportunities to work on advanced practice skills including counseling, public communication, group leadership, mediation, and dispute resolution, in addition to proposal development. (3:0:0)

*Prerequisite: SOCW 300A and SOCW 300B.*

**SOCW 400B (3) Advanced Seminar in Reflective Social Work Practice**

An analysis of practice theories and insights to promote understanding of reflective practice within a community setting; and develop plans for ongoing learning as social workers. This seminar course is offered in conjunction with SOCW 480. (0:3:0)

*Prerequisite: SOCW 400A.*

*Co-requisites: SOCW 480*

**SOCW 401 (3) Social Policy and Communities**

An analysis of the ways that citizens attempt to address social and systemic problems. Topics include examining efforts by government to involve communities in social policy development and implementation, as well as a focus on developing critical thinking skills by exploring issues such as competing definitions of citizenship and community. (3:0:0)

*Prerequisite: SOCW 300A and SOCW 300B.*

**SOCW 402 (3) Research Methods for Social Change in Community Social Work**

An exploration of methods and methodology for community based research with a focus on exploring and changing social situations/issues. Grounded in critical social work, this course will allow students opportunities to integrate the concepts and skills they have developed. Topics include participation methods, ethically sensitive research, power, and oppression. (3:0:0)

*Prerequisite: SOCW 300A and SOCW 300B.*

**SOCW 403 (3) Best Practices in Child Safety**

A continuation of SOCW 362, focusing on best practice intervention, case management and evaluation in child abuse and neglect. Child development, family based practice, anti-oppressive practice and Indigenous ways of knowing are areas of exploration within the topic of child abuse. Integration of provincial legislation is also explored. Credit will only be granted for one of CYC 403 or SOCW 403. (3:0:0)

*Prerequisite: SOCW 350A AND SOCW 362.*

**SOCW 404 (3) Advanced Skills for Social Work Practice in Legal Contexts**
A study of the law as it affects the human service professions. Topics include specific legislation concerned with child welfare practice, young offenders, adoption and family relations matters; the law as an expression of social policy; legal principles and the human service professional's role within the legal system. (3:0:0)

Prerequisite: SOCW 350A.

SOCW 410 (3) Understanding Ethics in the Lives of Persons with Disabilities

An exploration of the ethical issues pertaining to people with disabilities. Topics include ethical considerations in responding to cultural differences; public policy issues including resource distribution and privatization; and choice and self-determination noting the societal perceptions regarding the value of the lives of people with disabilities. Credit will only be granted for one of CYC 360K or SOCW 410. (3:0:0)

Prerequisite: SOCW 310.

SOCW 421 (3) Social Work Practice with Indigenous Communities

An examination of the historical and contemporary relationships between Canada and Indigenous peoples to analyze the impact of colonialism on Indigenous communities, families and peoples, and to provide students with strategies for reconciliation and respectful and empowering anti-oppressive social work practice. SOCW 421 was formerly called SOCW 321; credit will not be granted for both courses. (3:0:0)

Prerequisite: SOCW 300A and SOCW 300B.

SOCW 440 (3) Social Work and Mental Health

A critical examination of historical and contemporary theoretical perspectives on mental illness, Canadian mental health law and policy, cultural and diversity aspects, classification and treatment, ethical issues, and an exploration of approaches to substance use, prevention, and treatment. (3:0:0)

Prerequisite: SOCW 300A and SOCW 300B.

SOCW 460 (3) Older Adults, Aging and Society

An in-depth examination and analysis of topics, policy, and issues related to working with, and on behalf, of older adults from anti-oppressive and interdisciplinary perspectives. Topics include class, gender, care giving, policy, practice models, and ageism with both theoretical and practical dimensions. (3:0:0)

Prerequisite: SOCW 200A and SOCW 200B.
SOCW 480 (6) Practicum: Community Practice II

Students are required to complete a 350-hour field experience to continue to develop skills and refine abilities to practice in a supported environment. Professional standards and ethics are expected to be maintained. (0:0:0 —350)

Prerequisite: SOCW 300A, SOCW 300B, SOCW 301, SOCW 322, SOCW 350A, SOCW 352, SOCW 380, SOCW 421, SOCW 440. In addition, child welfare field education placements require completion and/or concurrent enrolment in SOCW 362 and SOCW 403 with a min “A-” in each.

Co-requisites: SOCW 400B. Students who fail SOCW 480 must re-take SOCW 400B as a co-requisite.

PRIOR LEARNING ASSESSMENT

Prior Learning Assessments of Field Education requirements in VIU’s Bachelor of Social Work program are currently not available. Field Education components provide students a unique forum to apply their online course work and to scaffold their learning through their two years in the program.

PROBATION POLICY

Students registered in any number of credits who earn less than an average GPA of 2.0 (“C”) over the Fall and Spring semesters (combined) will be placed on probation when they register next. To have probationary status removed, students must obtain a GPA of 2.0 (“C”) or better at the end of the probationary year. If students’ GPA is below 2.0 (“C”) at the end of a probationary year, they will be prohibited from re-registering in any University or Career/Technical programs at VIU in the next year.

LEARNING AND EVALUATION

Grades in your courses will be determined by criteria that may include your performance on examinations, essays, projects, reports, attendance and participation. Students enrolled in Human Services programs are marked on theory as well as on practical skills. During the first classes in each course, your instructor will outline the evaluation procedures that will be used in that course.

DUE PROCESS - COLLABORATION AND MUTUALITY
Student evaluation in theory, clinical, and practice courses will be guided by the principle of ‘due process’ and the principle of ‘collaboration and mutuality’ between students and faculty. The term ‘educationally sound due process’ suggests that students have been treated fairly. This means that students:

1. Understand as precisely as possible what is required of them.
2. Receive an explanation as soon as possible why/how they are not meeting those requirements.
3. Receive an explanation of what steps might be taken to correct this behavior.
4. Are aware beforehand of the possible outcomes of their actions in relation to program matters.

The principle of collaboration and mutuality among and between faculty and students suggests:

1. That students and teachers invest time and energy into the process of teaching and learning. Both parties demonstrate an engaged commitment to the process.
2. All parties are committed to standards that reflect the trust the public places in health professionals. This entails a commitment to a desired and achievable level of practice driven by a mandate of public service and protection.
3. All parties commit to viewing situations in context, without arbitrary value-laden judgments.
4. As much as possible within the structured demands of grading and setting standards, students and teachers will share the responsibilities for decision making. Ultimately, it is the responsibility of the teacher to determine a student's grade.
5. Students and faculty respect the unique demands and stresses of one another's roles and responsibilities, endeavouring to support each other in caring, considerate ways.
6. Conflict is addressed openly and honestly.

(Adapted from Fowler and Heate J.N. Ed., November 1983.) Collaboration and Mutuality

COURSE PARTICIPATION

All VIU students are expected to actively participate in seminars, online discussion, group forums, examinations and field education. The University reserves the right to cancel registration in any course or program because of lack of active participation (where participation is deemed by the University to be important).
Vancouver Island University reserves the right to cancel any student’s registration in a course if the student does not attend the program and practicum orientation sessions and does not notify the chairperson or program assistant.

The BSW is delivered through distance education and active participation during times specified by your instructors is essential to your success in the program.

VANCOUVER ISLAND UNIVERSITY RESERVES THE RIGHT TO CANCEL ANY STUDENT’S REGISTRATION IN A COURSE IF THE STUDENT DOES NOT ATTEND THE PROGRAM AND PRACTICUM ORIENTATION SESSIONS AND DOES NOT NOTIFY THE CHAIRPERSON OR PROGRAM SUPPORT STAFF.

NON-ATTENDANCE

Non-attendance, where attendance is deemed to be mandatory, is not acceptable. Absences due to personal illness, family illness, death of an immediate family member, religious ceremonies, or sports events in which the student represents Vancouver Island University are allowed and must be approved by the appropriate instructor or coordinator. Non-attendance must be for valid reasons and not falsified. Some departments have specific attendance requirements, and details may be obtained from the instructor, department chair, or program coordinator.

NON-PARTICIPATION DUE TO ILLNESS

Students who are unable to actively participate in online discussion with faculty and/or peers because of illness or accident should contact their instructors as soon as possible and report to their instructors again as soon as they are able.

Extended absence from course participation or the program due to illness or accident should be discussed with each instructor or program chairperson involved. Students are responsible for contacting their instructors, either directly or through the assistance of staff in the office of the appropriate Dean, as soon as an extended absence becomes apparent. Students should note that in instances where course requirements will be impossible to complete due to the extended non-participation, a medical certificate may be required.

NON-PARTICIPATION DUE TO ILLNESS OR DEATH IN IMMEDIATE FAMILY

Students who are unable to demonstrate active course participation because of illness, accident or death in the immediate family (parent, spouse—including common law—child, brother, sister, parent-in-law, grandparent, foster child, and any other relative permanently residing in the student’s household or with whom the student permanently resides) should contact their instructors as soon as possible and report to their instructors once they are able.
For extended absence from courses or program due to illness or accident in the immediate family, students should follow the procedure described under “Absence Due to Illness”

NON-PARTICIPATION DUE TO RELIGIOUS CEREMONIES

Students who are absent from required online seminars or similar events in order to attend religious ceremonies should inform their instructors prior to each absence. Religious ceremonies at Vancouver Island University include traditional First Nations ceremonies. Students are responsible for the subject material missed during their absences. For further information, students should contact the Human Rights and Respectful Workplace Advisor.

EXAMINATION SCHEDULES

Semester-end examination schedules noting dates, times, and locations, will be posted online and at the Registration Centre one month before commencement of exams. All exams must be written at the scheduled times. No travel plans should be made during the exam dates listed in the calendar.

GRADING AND ASSIGNMENTS

To a large extent, students’ grades in particular courses will be determined by examinations, essays, projects, and reports assigned during the term. Semester-end exams may also be scheduled. Students who need special assistance to participate in some or all parts of each course should contact Student Affairs.

Students are assigned a letter grade for each course taken, and each letter grade carries a grade point value. Please note that vocational programs use the same letter grades, but they do not necessarily adhere to the percentage equivalencies.

At the end of each semester, grades are available online at the “Access My Student Record” web page. Students who wish to appeal a grade have 15 days from assignment of grades to initiate the appeal. For information on appeals, please check the Policies and Procedures website, policy 96.02.

Students will receive an “F” for any course not completed, or from which they have not officially withdrawn. The following page includes a VIU Grade Scale for your information.

Grade Scale: University, Career/Technical, Adult Basic Education Programs

Note: Effective September 1, 2010 VIU converted to a 4.33 grade scale.
Grade Scale Table Effective September 1, 2010

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
<th>Grade Value</th>
<th>Point Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>90-100</td>
<td>4.33</td>
<td>Excellent (First Class Standing)</td>
</tr>
<tr>
<td>A</td>
<td>85-89</td>
<td>4.00</td>
<td></td>
</tr>
<tr>
<td>A-</td>
<td>80-84</td>
<td>3.67</td>
<td></td>
</tr>
<tr>
<td>B+</td>
<td>76-79</td>
<td>3.33</td>
<td>Good</td>
</tr>
<tr>
<td>B</td>
<td>72-75</td>
<td>3.00</td>
<td></td>
</tr>
<tr>
<td>B</td>
<td>68-71</td>
<td>2.67</td>
<td></td>
</tr>
<tr>
<td>C+</td>
<td>64-67</td>
<td>2.33</td>
<td>Satisfactory</td>
</tr>
<tr>
<td>C</td>
<td>60-63</td>
<td>2.00</td>
<td></td>
</tr>
<tr>
<td>C-</td>
<td>55-59</td>
<td>1.67</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>50-54</td>
<td>1.00</td>
<td>Poor</td>
</tr>
<tr>
<td>F</td>
<td>0-49</td>
<td>0.00</td>
<td>Failing work - Unsatisfactory performance or failure to meet course requirements.</td>
</tr>
<tr>
<td>UW</td>
<td>N/A</td>
<td>0.00</td>
<td>Unofficial withdrawal - Course not completed due to unofficial withdrawal. Calculated as a &quot;0&quot; in the GPA.</td>
</tr>
<tr>
<td>CR</td>
<td>N/A</td>
<td>0.00</td>
<td>Course passed - Requirements completed, but not calculated in GPA.</td>
</tr>
<tr>
<td>INC</td>
<td>N/A</td>
<td>0.00</td>
<td>Incomplete - If course requirements are not completed after 90 days from the course end date, the “INC” grade will automatically become an “F” grade.</td>
</tr>
<tr>
<td>CS</td>
<td>N/A</td>
<td>0.00</td>
<td>Continuing Status - In good standing. Course is delivered over 2 terms, separated by a break. Final mark to be issued at end of 2nd term.</td>
</tr>
<tr>
<td>AUD</td>
<td>N/A</td>
<td>0.00</td>
<td>Audit</td>
</tr>
<tr>
<td>INP</td>
<td>N/A</td>
<td>0.00</td>
<td>In Progress - In good standing. Student must re-enroll within one year.</td>
</tr>
<tr>
<td>NGS</td>
<td>N/A</td>
<td>0.00</td>
<td>No Grade Submitted Yet; neither Pass nor Fail.</td>
</tr>
</tbody>
</table>

In Progress (INP) grade

The “INP” grade can be used for all Academic and Career Preparation courses and by other program areas for practicum, internship, work-study and co-op courses. It will be used in cases where a student has been unable to complete course requirements in the allotted time and further course work in the form of a re-enrolment in the course is required. The student will be required to re-enrol in the course within one year (course start date within one year). If the student has not re-enrolled within one year, the “INP” grade will be changed to an “F.” Withdrawal from the course will be considered non-enrolment. Once the student has completed the additional enrolment, the final grade will be assigned to the last enrolment and the original “INP” grade will remain. An “Assignment of In Progress (“INP”)
“Grade” form must be used to assign the “INP” grade. The “INP” grade will not be available for entry using VIU’s web-based grade entry program.

Grade Point Average

Grade point average, or GPA, is the sum total of course grade points, divided by the number of credits taken. The GPA is calculated on all courses attempted for credit.

- Grade Point = credit value multiplied by numerical value of grade earned.
- Grade Point Average = total grade points earned divided by total credits attempted.

Transcripts

An official transcript is a complete record of academic performance that is certified by the Registrar.

The notation of degree completion on the transcript is not added until after the Convocation ceremony. To protect privacy, student records are issued only at the formal request of students.

Transcripts can be ordered from the Registration Centre for either the same–day or seven–day service. For information on transcript fees visit fees.

Note: Transcripts will not be issued for students who have outstanding financial obligations to VIU.

APPEALS

Students may appeal decisions on admission, final grades, transfer credit, probation, suspension, or the interpretation of any policies on the above. The first step is an informal appeal to the individual who made the decision or interpretation. If satisfactory resolution is not possible at this level, the program Dean must be consulted. If again no resolution is possible, a formal appeal may be initiated.

Final Grade Appeal: a formal appeal of grades must begin within 15 days of assignment of grades. Forms to request a grade appeal are available online, at the Registration Centre and/or Dean’s offices.

A $25 administrative appeal fee must accompany any formal appeal. If the appeal is upheld, the fee will be refunded. A complete copy of each appeal procedure is available from the Vice President, Student Affairs. For information on appeals, please check the Policies & Procedures website, (policy 96.02).

WITHDRAWALS

Students wishing to withdraw from a course, program or the University must do so officially. If students officially withdraw from a course, by applying at the Registration Centre within eight weeks after commencement of the term, the course(s) will be removed from the official transcript. A grade of
“F” (Grade Point 00) will be assigned at the end of the semester if no official withdrawal form is submitted to the Registration Centre.

**LATE WITHDRAWAL**

In the event of demonstrated exceptional circumstances—such as death in the immediate family, a student’s illness or accident, serious emotional problems, or an error on the part of the University—a student may be able to withdraw without academic penalty from a course or program, after the deadline, with the approval of the instructor and Dean of Instruction. In cases where a student is withdrawing from all courses, the request for late withdrawal is subject to approval of the Registrar.

Students must complete a [Late Withdrawal form](#), citing reasons for withdrawal. Late Withdrawal forms are available from the [Registration Centre](#). Late withdrawals will be considered only up to one year from completion of the course.

**WITHDRAWAL FROM ACCELERATED COURSES**

Students who wish to withdraw from accelerated courses (7-week courses) must do so officially by applying at the [Registration Centre](#) within five weeks after commencement of the term. Failure to withdraw officially will result in an “F” grade (Grade Point 00).

**STANDARDS OF ACADEMIC INTEGRITY**

Students are expected to meet the standards of academic integrity as indicated in VIU policy 96.01 (see Appendix I). Standards of academic integrity include, but are not limited to:

- independently producing work submitted under one’s own name;
- properly and appropriately referencing all work;
- identifying all collaborators in work;
- completing examinations without giving or receiving assistance, excepting those students requiring assistance due to a documented disability;
- respecting the integrity of examination materials and/or the examination process; and
- respecting the integrity of computer security systems, software copyrights and file privacy of others.

**ACADEMIC MISCONDUCT**

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Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Code of Conduct Procedures.

Academic misconduct includes, but is not limited to, the following acts:

**Cheating**
Cheating is an act of deception by which students misrepresent that they or others have mastered information for an academic exercise.

**Fabrication**
Fabrication is the intentional use of false information or the falsification of research or other findings with the intent to deceive.

**Plagiarism**
Plagiarism is the intentional unacknowledged use of someone else’s words, ideas, or data. When a student submits work for credit that includes the words, ideas or data of others, the source of that information must be acknowledged through complete, accurate, and specific references, in a style appropriate to the area of study, and, if verbatim statements are included, through quotation marks or block format as well. By placing their names on work submitted for credit, students certify the originality of all work not otherwise identified by appropriate acknowledgments.

**Facilitation of Academic Misconduct**
Helping or attempting to help another to commit act(s) of academic misconduct as outlined above.

**Non-Attendance**
Non-attendance, where attendance is deemed to be mandatory, is not acceptable. Absences due to personal illness, family illness, death of an immediate family member, religious ceremonies, or sports events in which the student represents Vancouver Island University are allowed and must be approved by the appropriate instructor or coordinator. Non-attendance must be for valid reasons and not falsified. Some departments have specific attendance requirements, and details may be obtained from the instructor, department chair, or program coordinator.

**DISCIPLINARY ACTION**

Every reasonable effort should be made to deal with student conduct concerns at the instructional and departmental level. Formal discipline is designed for serious intentional academic misconduct.

Acts of academic misconduct may make a student subject to a range of disciplinary action – including failure for a course assignment or a course, or possible suspension by the President.
No student shall be allowed to withdraw from a course, or the University, to avoid receiving a failing grade based upon academic misconduct. A withdrawal under such circumstances shall result in an “F” grade being recorded on the student’s transcript for the course(s) in question.

Please refer to the Student Academic Code of Conduct Procedures (procedure 96.01.001) for information on handling breaches of this policy.

**Student Conduct Code (policy 32.05)**

Please refer to the Student Conduct Code policy, available on the Policies/Procedures website, for information on handling breaches of this policy.

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**STUDENT WORK – CORRECTION AND RETURN**

Faculty members have the responsibility to ensure that all assignments submitted to them by students are handled in a professional manner. Instructors should attempt to return to students all work, other than final exams, that will count toward the final grade. Students have the right to examine any marked work, including final exams, which count toward a final grade in a course. It is the student’s responsibility to retain all returned work required if he/she wishes to appeal a final grade.

Instructors are to give corrective comments on all assigned work submitted and, if requested to do so by the student, on final examinations.

Where appropriate and practical, instructors should attempt to mark each student’s work without first identifying the student.

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**DUPLICATE ESSAYS**

Submitting an essay or assignment for two courses is unacceptable except: (1) in the case of concurrent courses, when both instructors have been informed of the student’s intention to submit a duplicate essay or assignment and have given their written permission to the student, or (2) if the essay has already been graded, when the second instructor has been informed and has given permission. Please refer to Procedure 99.01.001 Student Academic Code of Conduct.
VIU POLICIES

The following VIU policies are included in full version in Appendix I of this handbook. It is strongly recommended that students review and familiarize themselves with the following policies:

- Human Rights - Policy 21.03
- Disruption-Free Learning and Working Environment - Policy 31.06
- Student Conduct Code - Policy 32.05
- Student Academic Code of Conduct - Policy 99.01
- Academic Appeals - Policy 96.02

We also suggest that you seek clarification of the above policies by reading their associated procedures. Please refer to the VIU Governance, Administration & Planning, Policies & Procedures webpage at the following link for a more comprehensive list of VIU policies and procedures:

http://www.viu.ca/policies/policies-index.asp

Selected VIU policies have been included in this Handbook for your convenience. A more complete list of VIU policies and standards is located in the Vancouver Island University Calendar. Students will benefit from reviewing the webpage General Regulations.

It is strongly recommended that prior to entering a field education placement, social work students review the VIU Human Rights related policies and documents (see Appendix I) in order to fully understand their responsibilities.
SOCIAL WORK DEPARTMENT STATEMENTS

SOCIAL WORK DEPARTMENT STATEMENT ON SUITABILITY FOR THE PROFESSION

Vancouver Island University
Social Work Department
Suitability for the Profession

Preamble

Given that post-secondary institutions in Canada have a responsibility to the social work profession to
uphold standards\(^1\) of academic and professional excellence the Canadian Association for Social Work
Education (CASWE) has made it a requirement that a policy be articulated with respect to the
suitability of a student for the profession of social work. This policy follows Vancouver Island
University’s Student Conduct Code\(^2\) and is intended to provide guidance for students in understanding
ethical and behavioral expectations regarding suitability for professional social work practice and to
assist faculty in assessing suitability.

Policy (32.05 Student Conduct Code\(^2\))

Vancouver Island University students are expected to behave in a responsible manner respectful of the
learning environment inside the classroom and throughout the campus. This policy applies to all
Vancouver Island University campus and off-campus locations where a Vancouver Island University
sponsored activity is occurring.

Standards of Behavior

Students enrolled at Vancouver Island University are expected to meet standards of conduct, which
include but are not limited to the following:

1. Accepting responsibility for their behavior on Vancouver Island University property and/or at
   institutionally sponsored events;
2. Complying with University policy and federal, provincial and local laws and/or regulations;
3. Respecting the rights of all students and employees to have a positive and safe learning and
   working environment; and,
4. Respecting the property of others.

This policy is intended to work in concert with a number of Vancouver Island University policies governing student behavior.

**Disciplinary Action:**

When students fail to meet these expectations, and when their conduct is considered to be at variance with this policy, they will be subject to disciplinary action including possible suspension. Refer to Student Conduct Code Procedures\(^3\) for information regarding disciplinary action.

It is an expectation that a student enrolled in a course in the Social Work Department at Vancouver Island University will conduct himself/herself in a manner that is in accordance with both the Canadian Association of Social Work (CASW) Code of Ethics\(^4\) and Vancouver Island University’s Student Conduct Code\(^2\). This requirement applies to all course-related activities including, but not limited to, online classroom discussions, use of computer mediated learning technologies, study sessions, and Field Education settings.

It is a requirement that social work students demonstrate suitability for the social work profession by fully complying with the Code of Ethics. Professional suitability is also assessed by determining if the principles associated with social work practice as described by the British Columbia College of Social Workers, Code of Ethics and Standards of Practice\(^5\) are adhered to by the student during their courses. In part, these principles describe the requirement for social workers to:

- display appropriate relationships with clients
- maintain competence and integrity in their practice and adhere to the standards in the British Columbia College of Social Work Code of Ethics and Standards of Practice
- provide professional services responsibly to those persons, groups or organizations seeking assistance
- ensure information is documented for the purpose of service provision, service evaluation, research and education
- respect the privacy of clients and colleagues, disclosing information only when required to do so or authorized by law or when given permission by the client or colleague to do so
- not expect compensation for services provided and in settings where fees are charged, will inform the service recipient in advance
- not engage in behavior of a sexual nature with persons they are serving
Procedure (32.05.001 Student Conduct Code³)

The University has the right and the responsibility to establish and enforce standards for student behavior.

Faculty/Departmental Responsibility

When appropriate, every reasonable effort will be made to deal with student conduct concerns at the appropriate Faculty or Departmental level. This would typically include student conduct adversely affecting the learning environment. Rules and regulations governing student behavior in programs and courses are governed by this procedure.

It is the responsibility of faculty and staff to take action promoting appropriate student behavior. In cases in which students have been identified with inappropriate behavior, or formally charged with misconduct, should such students be interviewed or brought before a hearing, they may choose to be accompanied by an advocate/advisor.

Depending on the specific circumstances the following actions may be appropriate:

- Upon review with the Social Work Department Chairperson, the Instructor initiates a conference with the student. (Most disputes will be resolved at this level.)
- In consultation with the Social Work Department Chairperson, the Instructor initiates a jointly signed contract for improvement.
- In the event of issues related to conduct unbecoming of a social work professional a student may be placed on probation with written behavioral improvement conditions.
- Removal from the course or program would occur if improvement was not evident during the period of probation or in the event of gross misconduct and/or breach of ethical responsibilities associated with the CASW Code of Ethics.

Any action that results in probation for conduct or course/program withdrawal must be taken in consultation with the Social Work Department Chairperson, Dean, Campus Principal, and/or Director. Any disciplinary actions concerning inappropriate student conduct and student misconduct must be reported to the appropriate Dean or pertinent administrator. Examples of inappropriate student conduct are located in the Student Conduct Code procedure³.

In addition to the above actions, a student letter of reprimand from the Dean’s office may be appropriate.
Institutional Responsibility

The Executive Director of Student Services has institutional responsibility for dealing with misconduct occurring outside the instructional setting. Any misconduct perceived to be in violation of institutional policy should be reported to the Office of the Executive Director of Student Services.

Depending on the specific circumstances the Executive Director of Student Services in collaboration with the appropriate Department Chairperson, Deans, Campus Principals, or Directors will take action from among the following:

- Investigation.
- Conference with student. (Most disputes will be resolved at this level.)
- Contract for improvement (signed by Dean and student).
- Probation (for conduct).
- Removal from course or program.
- Recommended suspension in accordance with Section 61 of the University Act\textsuperscript{6}.

Students may choose to be accompanied by an advocate/advisor at all dispute meetings or conferences.

Appeal

A student disciplined as a result of this policy has the right of appeal subject to the Student Conduct Appeals Policy 32.06\textsuperscript{7}

Records of Disciplinary Actions

Any action taken in accordance with this policy shall be documented and sent confidentially to the Executive Director, Student Services. Any records of disciplinary actions are then kept in the Office of the Executive Director, Student Services and will be destroyed five (5) years after the last entry has been made. After five (5) years, such records will no longer be considered part of a student’s official record at Vancouver Island University.
2 http://www2.viu.ca/policies/policies-index.asp
3 https://isapp.viu.ca/PolicyProcedure/docshow.asp?doc_id=21116
6 http://www.bclaws.ca/Recon/document/ID/freeside/00_96468_01
7 https://services.viu.ca/sites/default/files/viu-student-appeal-form.pdf
SOCIAL WORK DEPARTMENT STATEMENT ON SOCIAL MEDIA USE

Vancouver Island University
Social Work Department
Social Media Use

Preamble

Paralleling the fast pace at which technology is changing is the ever increasing array of methods used for online communication (e.g. Facebook, LinkedIn, Twitter, Snapchat, etc.). It is acknowledged that there are both benefits and potential detriments associated with the use of online communication. As a requirement of the Canadian Association for Social Work Education (CASWE), Commission on Accreditation, in order to ensure that social media is being used in a manner that is ethical and constructive within the teaching and learning environment of the profession of Social Work at Vancouver Island University, this statement on social media use has been developed.

The CASWE (2014) Standards for Accreditation\(^1\) state that:

“The academic unit has a policy regarding ethical use of all forms of social media to ensure the privacy, confidentiality, and interests of the academic unit and its field practicum community and demonstrates how the policy and procedures are consistent with the relevant human rights legislation, with the mission of CASWE-ACFTS, and with the mission of the academic unit concerned” (p. 8).

The Social Work Department at Vancouver Island University follows the Canadian Association of Social Work (CASW) Code of Ethics\(^2\) in guiding its development of a statement with respect to social media use. The CASW Code of Ethics describes the core values that social workers must abide by:

- Respect for the inherent dignity and worth of persons
- Pursuit of social justice
- Services to humanity
- Integrity of professional practice
- Confidentiality of professional practice
- Competence of professional practice
Statement

The use of social media while engaged in field education settings, online learning or elsewhere must conform to and be directed by the CASW Code of Ethics and consider the ethical challenges as well as the benefits of social media use.

Sharing ideas within an online learning community can reflect positively or negatively upon you, your colleagues, person’s being served, instructors and Vancouver Island University as an educational institution. Certain comments will be deemed inappropriate and can lead to reprimand and/or expulsion from Vancouver Island University following the policy\(^{3A}\) (32.05) and procedures\(^{3B}\) (32.05.001) related to VIU’s Student Conduct Code.

- **Think twice before posting:** Privacy does not exist in the world of social media and the Internet has a long memory. Consider what could happen if a post becomes widely known and how that may reflect both on the individual posting the content and the University. Search engines can turn up cached content years after it was created, comments can be forwarded or copied and website privacy filters have been known to fail. If you wouldn’t make a statement to someone face-to-face, at a conference or to a member of the media, consider whether you should post it online.

- **Exercise good judgment:** Don’t exchange common sense for recognition. The opportunity to participate in online discussions or content communities is alluring, but don’t allow it to cloud your common sense. Use the social media platforms constructively; help improve the signal to noise ratio by contributing only meaningful and truthful content.

- **Strive for accuracy:** Ensure all the content you share is accurate and get facts straight before publishing content online. Take responsibility for any errors or misinformation you may have promoted and correct any incorrect or misleading content as soon as possible.

- **Dealing with comments:** Understand that content contributed to a social media site could encourage comments with differing viewpoints or discussion of opposing ideas. Responses to these comments should be considered carefully in light of how they will reflect back on the responder.

- **Be respectful:** Acting in a respectful manner online is important for maintaining digital relationships. Take into account not just the intent of your statements, but their potential impact as well. Never insult competitors in social media communities and do not copy and paste or reproduce digital conversations, personal or otherwise, into social media platforms without the informed consent of the other parties involved.
• **Remember your audience:** Be aware that a presence in the social media world is or easily can be made available to the public at large including your peers, persons served and current or potential employers. Consider this reach before publishing content to ensure it will not alienate or harm any of these groups.

• **On personal sites:** Identify your views as your own. If you identify yourself as a Vancouver Island University student online, it should be clear that the views expressed are not necessarily those of the institution.

• **Forget jokes:** Humor is open to a variety of interpretations and how it is interpreted is based on an individual’s frame of reference. Social media sites may seem like good places for prank posts or jokes, but could be misinterpreted as factual, insulting or aggravating.

• **Be yourself:** The prevailing currency of social media is trust and a key factor in trust is honesty - this extends to your online persona as well. It is widely considered disingenuous and can, in fact, harm your digital reputation to participate in social media channels with a fake or misrepresentative profile.

**Guidelines for Social Media Use**

The Social Work Department requires that students follow the guidelines established by the CASW (2014) in their best practices document entitled Social Media Use and Social Work Practice. This document discusses the benefits of social media use and accompanying ethical challenges. Of particular note are the methods by which social workers can work towards mitigating the risk of entering into ethical challenges associated with social media use:

• **Consultation** – open dialogue and discussion with colleagues on the ethical challenges of social media use and strategies to mitigate risk that is in the best interests of clients and maintains ethical standards.

• **Privacy & Confidentiality** – information shared through social media platforms does become part of the public domain and can be accessed by those with internet access. It is the responsibility of the social worker to ensure that client information is kept private and confidential. Social workers should also become familiar with legislation governing privacy within their provincial/territorial jurisdictions.

• **Models for Ethical Decision-Making** – social workers can avail of several ethical decision-making models when resolving ethical dilemmas in practice. Social workers may explore these models within the context of social media.

• **Continuing Professional Education** – engaging in professional development opportunities that explore boundaries in professional social work practice and foster ongoing critical reflection.
• **Policies & Guidelines** - become familiar with relevant provincial/territorial professional standards/guidelines that address social media use in practice, or contribute to the development of these standards where they do not exist.

• **Social Media Operations** – become familiar with the operational policies of social media sites and ensure that your own privacy settings are set to the highest levels.

• **Documentation** – documenting conversations with clients pertaining to social media policies and the resolution of ethical dilemmas (i.e., how a friend request from a client was addressed). Social workers must also consider whether information accessed about a client through a social media platform needs to be documented. It would be incumbent upon the social worker to assess what is clinically relevant and to engage clients in dialogue about information that may be obtained about them online.

• **Boundaries** - explore boundaries within the context of professional practice and social media use and recognize when boundaries are being challenged. Reflection on the following questions may also be helpful. Have I set clear boundaries with my client? In my use of social media, am I creating a blend between my personal and professional life? Does my code of ethics, standard of practice or organizational policy provide guidance or direction?

• **Informed Consent** - informing clients about your own professional social media policy at the beginning of the social work relationship to ensure client clarity while establishing clear boundaries.

• **Explore Your Online Identity** - find out what information may be available about you on-line by periodically engaging in an internet search using a variety of different search engines (i.e., Google search). This is the information that clients and supervisors will also be able to access about you. If there is a discrepancy in the information that is available on line to how you would like to be portrayed in your professional life, you may want to reconsider the content of your personal life that is available online.

• **Develop your own risk management guidelines that are based on the values and ethics of the profession.** Social media will continue to evolve and change. It is therefore important that social workers continue to explore social media use within an ethical framework and to stay current with the social media platforms they may be using in their personal and professional lives.

The statement and guidelines related to the use of social media articulated in this document are consistent with the ethical conduct expectations of the CASWE and CASW. The Social Work Department’s statement on social media use is also consistent with the Province of British Columbia
Human Rights legislation which seeks to (in part) “prevent discrimination” and “promote a climate of understanding and mutual respect where all are equal in dignity and rights”\(^5\).

**Procedure**

Non-compliance with this statement will invoke VIU’s procedure for the enforcement of appropriate student behaviors, potential for disciplinary action(s) and, if chosen, student procedures for appeal\(^6\) described in VIU’s Student Conduct Code\(^7\) which include expectations of students participating in learning activities off campus.

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5. [http://www.bclaws.ca/Recon/document/ID/freeside/00_96210_01](http://www.bclaws.ca/Recon/document/ID/freeside/00_96210_01)
6. [https://services.viu.ca/sites/default/files/viu-student-appeal-form.pdf](https://services.viu.ca/sites/default/files/viu-student-appeal-form.pdf)
7. [https://services.viu.ca/student-support-and-intervention/student-code-conduct-non-academic](https://services.viu.ca/student-support-and-intervention/student-code-conduct-non-academic)
SOCIAL WORK DEPARTMENT STATEMENT ON DISABILITY SERVICES

Vancouver Island University
Social Work Department
Statement on Disability Services

Preamble

The Social Work Department at Vancouver Island University (VIU) wishes to ensure that students with disabilities are provided with the necessary supports which will contribute to their success in the Bachelor of Social Work program. The Services for Students with Disabilities Office at VIU plays a significant role in helping achieve this interest.

The Services for Students with Disabilities Office’s mission is to work collaboratively and innovatively with the campus community to create an accessible, equitable and supportive learning and living environment that enhances each student’s academic and personal development while attending Vancouver Island University.

In accordance with the Human Rights Code, a student with a documented disability may be entitled to reasonable accommodation upon request. The Services for Students with Disabilities Office provides information, support services and reasonable accommodation in all programs to students with documented permanent and temporary disabilities ranging from attention deficit, learning disabilities, chronic health issues, hearing and visual impairments, physical disabilities and temporary impairments due to accident, illness or injury. An assessment, conducted by a certified expert in the specific field, will determine what accommodation is required.

The Social Work Department follows the policies and procedures at Vancouver Island University designed to assist students with a documented disability.

Policy (32.02 Services Available to Students with a Documented Disability)

Vancouver Island University recognizes its legal duty to provide educational opportunities that enable students with a documented disability to access courses, programs, facilities, and services.

The Policy and Procedural Guidelines apply to all students who have identified themselves to the institution as having a documented disability who are inquiring about, applying to, or registered in credit or non-credit courses in both on and off-campus programs.
Vancouver Island University will:

1. Make every effort to remove barriers that prevent or inhibit full participation by students with a documented disability;

2. Undertake to provide reasonable academic accommodation to all students who have a documented disability, unless there is a bona fide justification for denying such accommodation;

3. Assist students with a documented disability in adapting to the University environment;

4. Provide accommodation that permits students with a documented disability to access courses, programs, facilities, and services, providing that
   
   4.1. Such accommodation would not result in a demonstrable lowering of academic standards or require substantial alteration of essential course or program requirements; and that
   
   4.2. There is minimal risk to public safety; and that
   
   4.3. There is no significant risk of personal injury to the student with a documented disability; and that
   
   4.4. The student meets the entry requirements and continues to demonstrate an ongoing ability to meet the academic standards of Vancouver Island University.

Definitions

1. **Academic Accommodation**
   
   A modification or extension of University resources, or of teaching or evaluation procedures, which is designed to accommodate the particular needs of a student with a documented disability. Accommodating a student with a documented disability is required by law.

2. **Bona Fide Justification**
   
   A real and substantiated reason which is made in or with good faith; without fraud or deceit.

3. **Documentation**
   
   An assessment by a qualified practitioner that states the nature of the functional limitations resulting from the disability and the accommodation required.

4. **Permanent Disability**
   
   A functional limitation caused by a physical or mental impairment that restricts the ability of a student to perform the daily activities necessary to participate in studies at a post-secondary level and is expected to remain with the student for the student’s natural life.
5. **Qualified Practitioner**

A certified or licensed medical doctor, registered psychologist, psychiatrist, ophthalmologist, optometrist, orthoptist, certified audiologist, neurologist or neuropsychologist, who has expertise and experience in the diagnosis of conditions for which accommodation is being requested.

6. **Student**

Any person who is enrolled in a course(s) or program at Vancouver Island University.

7. **Temporary Disability**

A functional limitation caused by a physical or mental impairment that restricts the ability of a student to perform the daily activities necessary to participate in studies at a post-secondary level and that is expected to remain with the student for a time limit as determined by an appropriate medical professional.

**Legal Framework**

1. Section 15 (1) of *the Canadian Charter of Rights and Freedoms*\(^3\) recognizes that individuals with a documented disability have equality under the law. Section 15 (1) states:

   “Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.”

2. The BC Human Rights Code, RSBC 1984 c. 22 provides as follows:

   “8 (1) No person, without a bona fide and reasonable justification, shall
   
   (a) Deny to a person or class of persons any accommodation, service or facility customarily available to the public; or
   
   (b) Discriminate against a person or class of persons with respect to any accommodation, service or facility customarily available to the public, because of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex or sexual orientation of that person or class of persons.”

3. WorkSafe BC, Occupational Health and Safety Regulations,\(^4\) Part 04 General Conditions 4.19 *Physical or mental impairment* states:

   “(1) A worker with a physical or mental impairment which may affect the worker’s ability to safely perform assigned work must inform his or her supervisor or employer of the impairment,
and must not knowingly do work where the impairment may create an undue risk to the worker or anyone else.

(2) A worker must not be assigned to activities where a reported or observed impairment may create an undue risk to the worker or anyone else.”

**Procedure (32.02.001 Services Available for Students with a Documented Disability)**

**Responsibilities of students with disabilities**

1. Students who wish to take advantage of services must identify themselves to Student Support Services at the time of acceptance to Vancouver Island University by providing the following:

   1.1. Requests for accommodation or for changes in accommodation to the attention of Services for Students with Disabilities at the beginning of each semester in order to allow for arrangement of accommodation;

   1.2. Documentation of disability acceptable to Vancouver Island University, obtained from a qualified practitioner.

2. Discuss their situations at the beginning of the term with each instructor from whom they are seeking accommodation. Services for Students with Disabilities will contact instructors prior to this meeting if requested to do so by the student;

3. See that all requests for exam and other test accommodation (e.g., extended time, alternative location, etc.) are received by Services for Students with Disabilities at least one week prior to the scheduled date of exams; and

4. Contact and inform Services for Students with Disabilities as soon as possible of any additional disability, either permanent or temporary, or of any significant health changes that occur during their time at Vancouver Island University.
Responsibilities of Vancouver Island University towards students with disabilities

1. Make its courses or programs accessible to students with documented disabilities in accordance with the Human Rights Code (BC) and the Canadian Charter of Rights and Freedom; Workers’ Compensation Board and Vancouver Island University Policy;

2. Ensure that persons with a documented disability are given equal consideration for admission to any course or program offered by Vancouver Island University for which they are academically qualified, within the normal enrolment restrictions of the program;

3. Accommodate students with documented disabilities, where appropriate, with respect to admission criteria;

4. Provide the pre-enrollment (entrance) assessments in alternative format in accordance with the procedural guidelines of exam accommodation;

5. Ensure that persons with a documented disability are appropriately admitted;

6. Review documentation to ensure that recommendations and decisions regarding accommodation are based on appropriate medical information as well as educational considerations;

7. Provide accommodation, to students with documented disabilities;

8. Ensure that faculty and staff are knowledgeable about relevant Vancouver Island University policies and procedures;

9. Strive to meet all requirements of those sections of the building code dealing with access for persons with documented disabilities; and

10. Assist students with documented disabilities to access advanced registration if the following support services are specified in documentation:

   10.1. Interpreter service

   10.2. Braille, e-test, or audio-recorded textbooks

   10.3. Specialized equipment

   10.4. Optimal course scheduling
Review/Appeal Process

1. Students who have concerns or complaints regarding decisions on the provision of services under this policy and procedures can consult with the Human Rights Advisor. The Advisor provides consultation to students, an informal complaint resolution process and a formal complaint mechanism under the institution’s Human Rights Policy.

2. In addition, students with disabilities have the right to access any of the institutional appeal procedures as appropriate to the situation.

All students with disabilities are encouraged to register with the Disability Services office. Access to most services and programs provided by Services for Students with Disabilities are restricted to students who have registered with Services for Students with Disabilities.

Services for Students with Disabilities
disabilityaccessservices@viu.ca
Phone: 250-740-6446
Fax: 250-740-6615

1 http://www.bclaws.ca/Recon/document/ID/freeside/00_96210_01
2A https://services.viu.ca/sites/default/files/viu_policy_32.02_students_with_a_documented_disability.pdf
2B https://services.viu.ca/sites/default/files/32.02.001_procedure_for_students_with_a_documented_disability.pdf
SOCIAL WORK DEPARTMENT STATEMENT ON HUMAN RIGHTS AND PERSONAL HARASSMENT POLICIES

Vancouver Island University
Human Rights and Personal Harassment Policies
Social Work Department

Statement

The Vancouver Island University Academic Plan envisions an environment in which all University Community members are provided with the best possible conditions for learning, teaching, and working. Vancouver Island University values human diversity in all its dimensions, aims to promote a high quality of life, and is committed to maintaining learning and working environments which are equitable, diverse, and inclusive. Vancouver Island University strives to realize this vision by establishing educational and employment practice standards that respect the dignity of all University Community Members.

The BC Human Rights Code governs all aspects of the work of the University as it relates to human rights and discrimination, as well as concerns about accommodation and accessibility. The mandate of VIU’s Human Rights and Respectful Workplace Office mirrors the purposes of the Human Rights Code and applies them to the University Community. The Human Rights Code’s purposes are to:

- foster a society in British Columbia in which there are no impediments to full and free participation in the economic, social, political and cultural life of British Columbia;
- promote a climate of understanding and mutual respect where all are equal in dignity and rights;
- prevent discrimination prohibited by the Human Rights Code;
- identify and eliminate persistent patterns of inequality associated with discrimination prohibited by the Human Rights Code, and
- provide a means of redress for those persons who are discriminated against contrary to the Human Rights Code.

Policy 21.03: Human Rights Policy

It is the policy of Vancouver Island University and our responsibility under the BC Human Rights Code, to provide an environment that is free of harassment and other forms of discrimination.

This Policy is based on the belief that Vancouver Island University, as an educational institution and as a workplace, has the following responsibilities:
to educate members of the University about discrimination and its eradication;
• to prevent discrimination occurring at the University through diligent and proactive action; and
• to respond promptly and effectively to any complaints of discrimination.

The intention of the Policy is to prevent discrimination against any member of the University, due to race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, or an unrelated criminal conviction. Sexual harassment of individuals or groups is also discrimination, which is prohibited by law and by this policy. All members of the University are prohibited from engaging in discrimination.

It is recognized that academic freedom is an important value of the University. This policy will be interpreted in light of our commitment to this value. Education and increased awareness are the keys to eliminating incidents of discrimination and harassment. The University shall develop and implement an educational program for all members of the University community.

The academic and administrative leadership is responsible for taking action to maintain a fair and equitable environment free of discrimination and harassment. All members of the University community are responsible for treating each other with respect and dignity.

A complaint resolution procedure, Human Rights - Education Initiative and Complaint Resolution (the “Procedure”) - shall be maintained by the University for members of the University community to address allegations of human rights violations prohibited the University of alleged violations of the Policy and/or Procedure be required to be addressed through two avenues only: the Procedures, and, when applicable, the Collective Agreements between the University and the unions. This does not prevent a member of the University from lodging an external complaint under the B.C. Human Rights Code.

The following principles shall guide the University’s response to allegations of violations of the Policy or Procedure:

a. All members of the University community are required to comply with the Human Rights Policy and Procedure;
b. The University will treat alleged violations of the Policy or Procedure promptly;
c. A spirit of fairness to all parties will guide the proceedings;
d. Adherence to confidentiality is required in accordance with the provisions of the Procedure and law; and
e. Both complainants and respondents are entitled to a final resolution of allegations of violations of the Policy and/or Procedure.

The University considers discrimination and harassment to be a serious infringement of a person’s human rights and University members found to be in violation of the Policy and Procedures may be
subject to a range of corrective measures, up to and including expulsion or dismissal from the University. Decisions regarding violations of the Policy and Procedure are made under the Procedure or the Harassment section of the relevant Collective Agreement.

Appeals of decisions made under the Procedure or the relevant Collective Agreement shall be in accordance with the provisions of the Procedure. Members of the University community subject to collective agreements who elect to use the grievance provision in their collective agreement do not have the right to a further appeal under the provisions of the Procedure.

There shall be established an advisor on discrimination and harassment (the “Advisor”) and an Advisory Committee (the “Committee”). The Advisor and Committee shall be responsible for developing and maintaining programs and Procedure that appropriately meet the goals of this policy, subject to approval by the President of the University.

This policy is intended to protect employees and students from personal harassment and to provide a procedure for addressing personal harassment complaints. For the purposes of this policy, “personal harassment” is defined as objectionable conduct or comment directed towards a specific person(s), which serves no legitimate work or educational purpose and has the effect of creating an intimidating, humiliating, offensive, or hostile work or educational environment. Personal harassment is a broad term that includes behaviours that could be called psychological harassment or bullying.

Vancouver Island University will endeavour to provide employees and students with an environment free of personal harassment. Maintaining an appropriate work and educational environment is a goal shared by the administration and the employee unions. Members of the University community are responsible for treating other community members with respect and dignity. Education, increased awareness, and prompt action are the keys to eliminating incidents of personal harassment. The administration will assume primary responsibility for addressing personal harassment, supported by union leaders as appropriate.

The following principles will guide the response to any allegations of personal harassment:

a. members of the University community are required to comply with the Personal Harassment Procedures;
b. the University will endeavour to treat alleged violations of the Policy or Procedures promptly;
c. a spirit of fairness to all parties will guide the proceedings;
d. adherence to confidentiality is required in accordance with the Procedures;
e. both the complainant and the respondent are entitled to a final resolution of allegations of violations of the Policy or Procedures.
APPLICATION

This policy applies only to behaviour and incidents that are not covered by the institution’s Human Rights Policy. Behaviour and incidents of personal harassment in which physical force is used or where threatening statements are made that could be reasonably perceived as placing a person at risk of injury may also fall under Policy 41.10 Prevention of Violence in the Workplace. In this event, the Director, Human Rights and Respectful Workplace and the Administrative Coordinator, Health and Safety Services will work together to ensure that appropriate requirements of both policies are met. The procedures under this policy will apply to all personal harassment complaints between employees and between students and employees. Complaints involving students only shall be addressed under the Student Conduct Policy.

COMPLAINTS

Vancouver Island University shall maintain a complaint resolution procedure to ensure that complaints of personal harassment are addressed. The objective of the complaint resolution process is to restore the work or educational environment for the individual complainant and, if necessary, for the entire work or educational group.

POTENTIAL CONSEQUENCES

Behaviour that contravenes this policy will be subject to remedial action including direction to cease the harassment, apology, and/or participation in an educational program regarding harassment. In addition, harassing behaviour may result in disciplinary action, including reprimand, suspension, or termination. Decisions under this policy may be appealed or grieved pursuant to the Complaints Procedure.

Responding to Complaints of Personal Harassment

Any student or employee who believes s/he has been subjected to discrimination or harassment is encouraged to make a direct request of the individual(s) concerned that the behaviour cease. It is recognized that power imbalances, intimidation, and other factors may make this approach inappropriate or unwise and that an individual may need assistance in resolving the concern.

All members of the University have the right to access this Procedure. Reprisals or threats of reprisal against anyone who attempts or does enforce his/her rights under the Policy or Procedure or who participates under the Procedure will themselves be considered violations of this policy.

Any member of the University with a concern related to human rights may review the matter with the Director, Human Rights and Respectful Workplace:
To Contact the Director

Human Rights and Respectful Workplace Director
Building 300, Room 100
Vancouver Island University
Nanaimo Campus
250-740-6430
Email: humanrights@viu.ca
Website: https://adm.viu.ca/human-rights

3. https://services.viu.ca/sites/default/files/policy-personal-harassment.pdf (Personal Harassment Policy 21.05)
5. https://www2.viu.ca/humanrights/institutionalresources.asp (Responding to Complaints of Personal Harassment Procedure 21.05.001)
GUIDELINES FOR PROFESSIONAL CONDUCT

VIU CONDUCT GUIDELINES

As stated in Vancouver Island University Calendar:

Students in Human Services programs are expected to develop and adhere to a professional code of conduct based on the following guidelines:

- Submission of oneself to a professional code of ethics.
- The exercise of personal discipline, accountability and judgment.
- Acceptance of personal responsibility for continued competency and learning.
- The ability to recognize the dignity and worth of all persons in any level of society.
- A willingness to assist others in learning.
- The ability to recognize one's own limitations.
- The maintenance of confidentiality of information appropriate to the purposes and trust given when that information was acquired.
- Acceptance that one's professional abilities, personal integrity and the attitudes one demonstrates in relationships with other persons is the measure of professional conduct.

Adapted from University of Victoria: Faculty of Human and Social Development, 1994. Used with permission.

BSW PROGRAM PROFESSIONAL CONDUCT GUIDELINES

CASW AND CASWE

Students enrolled the Bachelor of Social Work program are expected to be familiar with, adhere to and represent the values, ethics and responsibilities of the Social Work profession as articulated in the (CASW) Canadian Association of Social Workers Code of Ethics (see Appendix II) and in keeping with standards and guidelines set forth by the Canadian Association of Social Work Education (CASWE). Students are encouraged to visit both the CASW and CASWE websites.
The regulatory body for the practice of social work in British Columbia is the BC College of Social Workers (BCCSW). The mandate of the BCCSW is to protect the public interest by establishing and supporting high standards for qualified Registered Social Workers.

The BCCSW approves a Code of Ethics which is a statement of principles for the practice of social work, and adopts Standards of Practice which describes the minimum acceptable level of performance for social workers in BC. (see Appendix III).

The *BCCSW Standards of Practice* are specific statements which are both comprehensive in scope and practical in application. These standards set the minimum acceptable level of practice and provide a guideline for Registered Social Workers to assess their own practice and develop and maintain high standards. The standards also serve to establish criteria for the assessment of complaints about the practice of Registered Social Workers may be based.

The BCCSW Code of Ethics is included in this handbook (see Appendix III). Students are also encouraged to visit the BC College of Social Workers website [BCCSW](http://www.bccsw.bc.ca) (and the websites of regulatory bodies for social workers in other jurisdictions) to review the Standards of Practice for Social Workers.

The British Columbia Association of Social Workers (BCASW) was founded in 1956 and is a voluntary, not-for-profit membership association with branches and members (including students) throughout BC. The BCASW supports and promotes the profession of social work and advocates for social justice.

The BCASW works in partnership with the Canadian Association of Social Workers (CASW). They provide information and support to social workers, leadership in professional and social advocacy and professional development opportunities. Students may wish to visit the BCASW website.

The International Federation of Social Workers (IFSW) is a global organization striving for social justice, human rights and social development through the promotion of social work, best practice models and the facilitation of international cooperation. Students may wish to visit the IFSW website at [IFSW](http://www.ifsw.org).
CANADIAN COUNCIL ON SOCIAL DEVELOPMENT - CCSD

The Canadian Council on Social Development (CCSD) is a not-for-profit organization that partners and collaborates with all sectors (nonprofits, philanthropy, government, and business) and the community to advance solutions to today’s toughest social issues.

CCSD is an independent, neutral, non-partisan, non-governmental organization. Their aim is to provide an evidence based “safe space’ that facilitates open and honest dialogue amongst the many sectors and public. They believe this leads to innovative and sustainable problem-solving of the many issues and challenges faced by individuals in today’s society.

Students are encouraged to visit the CCSD website at CCSD as well as the National Association of Social Workers (USA) NASW.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT - FIPPA

The purposes of the Freedom of Information and Protection of Privacy Act (FIPPA) are to make public bodies more accountable to the public and to protect personal privacy by:

a. giving the public a right of access to records,
b. giving individuals a right of access to, and a right to request correction of, personal information about themselves,
c. specifying limited exceptions to the rights of access,
d. preventing the unauthorized collection, use or disclosure of personal information by public bodies, and
e. providing for an independent review of decisions made under this Act.

This Act does not replace other procedures for access to information or limit in any way access to information that is not personal information and is available to the public.

Students are advised to familiarize themselves with this legislation. The Freedom of Information and Protection of Privacy Act may be reviewed by visiting FIPPA.
FIELD EDUCATION (PRACTICUM)

For complete information on Field Education, please see the Vancouver Island University BSW Student Field Education Guide. The following information is provided as an overview of Field Education for the Bachelor of Social Work program at VIU.

Field education, also known as practicum, is a required component of the BSW degree. Field education is an essential part of social work education, providing students with opportunities to apply and integrate theoretical knowledge within supervised practice settings. Through field education, students develop skill competencies, engage in critical self-reflection, and evolve their professional values, interests and identity. Mentored and instructed by seasoned professionals in their area of expertise, students gain invaluable knowledge and experience and develop their professional networks. The success of the field education practicum is a cooperative effort dependent upon the investment of the student, community organization, and the VIU Bachelor of Social Work faculty and staff.

Field education experiences are intended to provide a structured and supervised practice opportunity reflecting a generalist approach to Social Work interventions with communities, individuals and families. The overall purpose of the Bachelor of Social Work field education is to assist students to develop and transfer theoretical knowledge and skills through direct practice in supervised settings within the field of social services. Through a combination of online course delivery, on-going supervision and direct practice, students gain the ability to understand, translate, integrate and apply theory and practice.

Students will normally be supervised in their field education setting by a Field Instructor who has a minimum BSW degree and has worked as a social worker for a minimum of two years following graduation. We recognize that some people working the social services field may have expertise in their area, an interest in social work education and may be excellent Field Instructors, yet do not have their BSW degree. In this event your VIU social work faculty Field Liaison will provide additional support to students to ensure the course learning objectives can be met.

It is strongly recommended that prior to entering a field education placement, social work students review the VIU Human Rights related polices and documents (see Appendix I) in order to fully understand their responsibilities.
CRIMINAL RECORD CHECK

Vancouver Island University (VIU) requires all students to complete a Criminal Record Check and/or Criminal Record Verification (CRC) through the British Columbia Ministry of Public Safety and Solicitor General, in accordance with British Columbia’s Criminal Records Review Act.

Completed CRCs are uploaded into the student’s online record where the student can freely access and download their clearance letter as needed to provide to prospective field placement sites at their request.

In addition to complying with VIU’s mandated criminal record review process, students who are non BC residents must also comply with the legal requirements of the jurisdiction in which they live and in which they intend to complete their field placement. This may or may not require out of province students to provide additional criminal record check documentation required by the law in your area in order to proceed into a field placement. It is the student’s responsibility to inquire about and comply with such requirements well in advance of placement.

Students who possess certain criminal records which have a propensity to place vulnerable populations at risk may be prevented from completing a Field Education placement. This will compromise their ability to graduate from the program. Students will present their CRC to their Field Education agency prior to placement, usually during the pre-placement interview.

International field education placements require students to research and comply with the laws of the land in which they are completing a student field education placement.

In addition to VIU’s criminal record check requirements, some agencies offering a field education placement will require you to provide an agency initiated Criminal Record Check (CRC) as a pre-condition of field placement. Please be advised that certain offenses may prompt an agency to deny placement in certain field education sites. It is important that you inquire about your prospective placing agency’s criminal record check requirements during the placement process.

ROLES AND RESPONSIBILITIES OF THE VIU FIELD EDUCATION COORDINATOR

The Field Education Coordinator is responsible for setting up and facilitating the field education placement process. In consultation with Faculty Field Liaison personnel, s/he will make arrangements with new and existing field education agencies for student field placements. It is the responsibility of the Field Education Coordinator to:

- Discuss with you your learning needs and possible field placement interests.
Consult with Field Faculty Liaison personnel, as needed, to determine your field education placement and a good match for your articulated learning needs.

Identify who will act as your Faculty Field Liaison, and outline appropriate tasks and responsibilities to ensure that a suitable learning experience can be provided.

Provide you with information regarding field education placement agencies’ expectations and outline the field education placement process.

Seek out information regarding any specific protocols or contractual agreements that may pertain to the specific field education site (e.g. school settings).

Ensure that you and the Field Instructor are informed of any specific placement protocols or contractual agreements that are field education site-specific.

Provide the field education agency with information about the program, field education placement procedures, field education expectations and evaluation process.

Be available to the Field Instructor for clarification or consultation on the field education placement process.

Recruit and develop possible field education placements.

Send a letter to the field education agency formalizing the student field education placement and informing the agency of who the Faculty Field Liaison will be.

**GRADUATION REQUIREMENTS**

Students must have completed at least 120 university-level credits and have completed all the required core and elective courses to be eligible for the Bachelor of Social Work degree. Students must also have a minimum "C+" average on all required courses with no grade lower than "C".

It is the student's responsibility to ensure that all requirements for the degree are met. Students are encouraged to consult the social work program Advisor for information and guidance.

**RESIDENCY REQUIREMENT**

Fifty percent of all credits used towards a VIU undergraduate degree must be completed with VIU courses and at least fifty percent of all upper-level credits used towards an undergraduate degree must be completed with VIU courses.

**PREPARING FOR GRADUATION**

When you near the end of your program, you must submit an application to graduate. The application will enable you to receive your parchment and official notation of graduation on your transcript once
your program requirements have been met. Application forms are available from your online student record.

To submit your application to graduate, follow these steps:

1. Log on to your online student record and select “Apply to Graduate” from the menu.
2. Complete the form, making sure that all information is correct.
3. Submit the form. A $52 Graduation and Alumni Fee will be assessed to your student record and is payable when you submit your application.
4. Once the Graduation and Alumni fee has been paid, your application will be sent directly to your Degree Advisor or Program Coordinator to be confirmed. If you have met all the requirements of your program, the application will be approved; if you have not met the requirements, your application will remain on hold until all requirements are met.

If you are using courses taken at another institution toward your program requirements, official transcripts from that other institution must be received by the Registration Centre before your application can be fully processed.

Please note that it may take up to eight weeks after the completion of your program for graduation to be confirmed and your parchment printed; it may take longer if you are completing your program during the summer months. You will have the option of receiving your parchment as soon as it is ready or at an upcoming convocation ceremony.

STAGES OF GRADUATION APPLICATION PROCESSING

After you submit your application from your online student record, you will be able to track the status of your application. Please visit the Registration / Convocation webpage for further information and graduation application tracking. https://www2.viu.ca/graduation/stages-of-application-processing.asp

CONVOCATION

The formal conferral of degrees takes place at a Convocation ceremony in June and January of each year. For further information, please visit viu.ca/convocation.
RESOURCES

VIU STUDENT IDENTIFICATION

VIU STUDENT ID SMARTCARD

The VIU Student ID Smartcard enables printing, identification and more in a single card. For students living in proximity to VIU, the new Student/Library Cards are issued at the Photo ID Centre located in building 305, 3rd floor commons area. *(Online students, please follow process outlined below to obtain your student ID.)*

The Photo ID service will be available to individual students during normal Library hours on a drop in basis up to 30 minutes prior to closing time.

Please note you must have a student card with picture ID for all registration services, to take books out of the Library, to use the Gymnasium, for the *Dining Dollars* program in the Cafeteria, and to write exams. To obtain your student card you need to bring:

- 1 piece of picture ID or 2 pieces of ID with no picture
- Registration receipt or Student Number (the camera is linked to the Registration system)

CRITERIA FOR PHOTO USED FOR VIU STUDENT ID

- You must be facing forward; looking straight towards the camera;
- A neutral expression;
- Your eyes open and clearly visible (with no sunglasses or heavily tinted glasses, and no hair across your eyes);
- No reflection or glare on your glasses;
- Your full head, without any head covering, unless it is worn for religious beliefs or medical reasons; and
- Nothing covering your face. Please make sure nothing covers the outline of your eyes, nose, or mouth.
STUDENT PHOTO ID PROCESS FOR ONLINE STUDENTS

Students learning online who do not live in close proximity to VIU campus may obtain a student identification card by the following procedure:

E-mail the following items to library@viu.ca

- a copy of your picture ID (i.e. scan of a government document such as a passport, or driver’s license)
- A digital, head-shot photo (please observe the criteria for photo as stated above)
- your VIU student number
- your street mailing address, including postal code

Once the student ID card is printed by the Library, it will be mailed out to the address you have provided.

For further information on VIU Student ID cards, please visit the following link:

https://library.viu.ca/student-id

TERMS OF USE FOR VIU STUDENT ID CARDS

Your student card is the property of Vancouver Island University. A card Replacement fee will be charged if you lose or damage your card. Expired cards must be surrendered when renewing student cards. Your student card must be presented or surrendered on the request of a Vancouver Island University official.

The person whose name appears on the student card is responsible for all items borrowed and any charges on the card. Present your card each time you borrow library materials. Do not share your card or its information. A student card is non-transferable.

Return lost or stolen cards to Lost and Found in the Students Union Building (Building 193) or any campus library. If your Card is lost or stolen please report it immediately to the Vancouver Island University library service desk.
FINANCIAL AID & AWARDS

The Financial Aid & Award Office supports students with matters related to financial assistance in the form of loans and awards. They can also help students with making the best use of their resources.

The Scholarship, Award and Bursary program, coordinated through the Financial Aid & Awards office, provides financial assistance, incentives, and rewards to eligible students to encourage them in their pursuit of post-secondary education. Scholarship and award applications will be available online approximately two months prior to the deadline dates. Submit completed applications to the Financial Aid & Awards office by the specified deadline dates.

For further information on financial aid and awards, visit Financial Aid.

HEALTH & HUMAN SERVICES STUDENT ENGAGEMENT FUND

The Student Engagement Fund is an internal Health and Human Services (HHS) grant fund to provide grants for a range of initiatives planned and initiated by students. These student-planned initiatives will enhance the quality of the student experience, increase understanding of the realm of health and human service delivery, and encourage inter-professional interaction amongst students.

Applications for support to individuals and groups of students in HHS will be accepted in the Dean’s office on the 15th of each month between October and March for activities occurring in the following month. Information regarding the HHS Student Engagement Fund will be sent out to students by the HHS faculty administration.

LIBRARY

The Vancouver Island University Library consists of the main Library, centrally located on the Nanaimo Campus, and branch libraries at the Cowichan and Powell River Campuses. The University Library collection contains over 230,000 books, journals, and audio-visual items. Access to the collection is provided via a web-based catalogue. Fax and electronic transmissions and courier services facilitate inter-campus and inter-library borrowing.

COMPUTER ACCOUNT (AKA DISCOVERY ACCOUNT)

You will need your Discovery account to log on to campus computer or the VIU wireless network if you are a locally-based student. You can create your account online or library staff or the VIU IT HelpDesk are available to help you. For more information visit: http://www.viu.ca/technology/students/account.asp
Online and in-person account activations are processed any time during Library hours.

Please note: You'll need your VIU Photo ID and/or Student Number to activate your library account and get your Library PIN number. For more information please see section above on student ID or visit: http://www.viu.ca/library/account_stuemp.asp

GET YOUR LIBRARY PIN

Student ID cards, which also serve as library cards, are issued in the Library (Bldg.305) or at https://library.viu.ca/library-accounts-viu-students-and-employees. Along with your student number, this PIN will enable you to use library resource from off-campus. It’s critical to library use. (Please see section above on obtaining VIU Student ID).

Apply online or activate your library account in person at the Library Service Desk, Building 305 Main Floor of the Nanaimo campus. The process for obtaining your library PIN is being changed. If you have any difficulties or questions, please email library@viu.ca. (May 23, 2019)

COPPUL CARDS

Through the Library’s membership in the Council of Prairie and Pacific University Libraries (COPPUL), VIU Students are able to borrow in person from other COPPUL member libraries, including University of Victoria, Royal Roads University, Simon Fraser University, and University of British Columbia. For further details about COPPUL borrowing privileges and to get a COPPUL card visit the Service Desk of any of the VIU Libraries. For those located out of town, send an email to library@viu.ca with your name, address, student ID #, and a mention you’re in the online BSW program, and they will get one out to you right away. More info about the Canadian University Reciprocal Borrowing Agreement can be found at http://www.curba.ca/

LIBRARY LOAN INFORMATION FOR DISTANCE STUDENTS

The library’s distance services are for students who are registered with Vancouver Island University as Distance Education (DE) students AND who are not located close enough to any VIU campus to visit a campus library in person. Distance students can request materials from the VIU collection, with a few exceptions.

To request a book:

- Use Library Search to search by topic, title, or author.
- Click on the title of the book you want.
- On the Item Details page, click the Place Hold button.
• Enter your student number and Library PIN.
• Select Mail Delivery as your Pickup location.

To request a video:

• Use Library Search or the videos search (under the 'find' heading on the Library's home page).
• When you have selected a video you want, click on the availability details (Video Recording: Available....)
• On the Item Details page, if the item's location is Weblibrary, click on URL to connect to the online video.
• On the Item Details page, if the item's location is Video Shelves, click on Request a video (on the right side of the screen, under Library Services).

Your requested items will be delivered by mail or courier. A prepaid mailing label will be included for the return. If multiple items are mailed together, please return them together. You will be responsible for mailing costs of any item(s) returned separately. The loan period for books is four weeks. For further information on library loans for distance students please visit http://libguides.viu.ca/distance

GET THE MOST FROM THE LIBRARY SEARCH TOOL

These two videos are short introductions to working with the search bar. The first, “LibrarySearch: Introduction” is an overview of how to narrow your results. The second, “LibrarySearch: Folders & Citation Tool” covers the #1 tip the library offers to students to save them time! – The folder/citation function. Both videos can be found at: http://libguides.viu.ca/c.php?g=188859&p=1247322 (7 minutes of your life you’ll be glad you spent!)

Information about specific regulations, hours and services may be obtained at the Information and Loan Desk at each campus or on the Library website.

RESEARCH HELP

If you need help finding resources, narrowing/expanding your searches, advice about searching, technical assistance with library resource, citation assistance, or anything else library-related, please contact the library – they are happy to help. They will assist you via phone or Skype and will help out at any time during your program. They say the best part of their job is helping students, so don’t hesitate to contact the library staff. To see all the ways you can access research assistance visit Research Assistance.
LIBRARY FILM DATABASE

The VIU Library has a film databases which consist of streaming videos. Please visit the main library page and click onto the Databases A-Z link, then select the appropriate database. Here’s the direct link to the list:  [https://library.viu.ca/search-video](https://library.viu.ca/search-video)

You can either search for specific topics OR you can click onto the BROWSE Disciplines option (above the search line) and scroll down the resulting list to the topic section you wish to access.

WRITING CENTRE

The Vancouver Island University Writing Centre has qualified and friendly faculty tutors are available to provide assistance with your writing free of charge. For students who are able to come to the Nanaimo campus, they may visit the Writing Centre on the fourth floor of the Library in Room 474. Drop-in times are available Monday to Friday 11.00 – 1.00.

The VIU Writing Centre also provides special support for online students. The link to the Writing Centre’s online booking system, WCOnline, may be found on their webpage [http://sites.viu.ca/writingcentre/](http://sites.viu.ca/writingcentre/) under “make an online booking”.

You will need to register the first time you use WCOnline. Once you have registered you will be able to access The Writing Centre’s timetable and book a half-hour appointment with the tutor. Please look for the option that says “tutor for students taking online courses”.

You will be able to attach a sample of your writing to the appointment and describe the help you are looking for. The tutor will download their writing and make suggestions and then later upload it back to you. (The Writing Centre will endeavour to respond by the end of the scheduled appointment time but requests students to exercise patience in the regard).

SCHOLARSHIP, RESEARCH, AND CREATIVE ACTIVITY

The Scholarship, Research, and Creative Activity (SRCA) at VIU administers research grants and awards. They support and assist students in applying for undergraduate and graduate research. The SRCA is the key liaison with grant funding agencies. They also develop, maintain and manage systems for pre and post-award administration of Tri-Agency research scholarships and awards

For information regarding research activities, services, SRCA staff, important documents, resources and statistics please visit their webpage [SRCA](http://sites.viu.ca/writingcentre/)
SHQ’APTHUT – A GATHERING PLACE

Shq’apthut: A Gathering Place is a facility at VIU that provides a special place for Aboriginal students, and our community partners, and is the welcoming place for all others who attend VIU. Shq’apthut is staffed by the Services for Aboriginal Students team that supports Aboriginal students to succeed in achieving their academic goals.

The Gathering Place design has been influenced by the traditional Coast Salish pre-European contact structures. The ceremonial space is approximately 1500 square feet and is used for small gatherings and sharing of culture and traditions in an educational setting. There is also a small library of books relating to First Nations topics.

Services offered by the Services for Aboriginal Students team include:

- Listen and provide support to students with academic or personal concerns.
- Provide information on, or referrals to, the following:
  - Community services
  - Personal counseling
  - Substance abuse counseling
  - Career planning
  - Employment information
- Assist new students with applications, registration and timetabling.
- Provide information about Aboriginal bursaries, scholarships, student loans, and funding for Status, non-Status and Métis students.
- Assist out-of-town students to find accommodation and day-care.
- Promote cultural, recreational, and social activities in partnership with Aboriginal students and the Aboriginal Student Union Representative.
- Liaise with Bands, Tribal Councils, Aboriginal Organizations, students, faculty, and Elders.

The hours of operation for Shq’apthut are:

- Monday to Thursday, 8 am to 9 pm - Friday, 8 am to 4 pm
- Hours for Services for Aboriginal Students offices are:
- Monday to Friday, 8 am to 4 pm

For More Information or to make an appointment, visit Shq’apthut: A Gathering Place at the Nanaimo Campus, Building 170, or contact:
DISABILITY SERVICES

The Disability Services Office provides information, support services and reasonable accommodation in all programs to students with documented permanent and temporary disabilities ranging from attention deficit, learning disabilities, chronic health issues, hearing and visual impairments, physical disabilities and temporary impairments due to accident, illness or injury.

All students with disabilities are encouraged to register with the office. Access to most services and programs provided by Disability Services is restricted to students who have registered with Disability Services.

Learn about accommodation supports by contacting the Disability Services office and arranging an in-person, online or telephone appointment with one of their counselors.

Visit their webpage at Disability Services
Nanaimo, Building 200 - Second floor, Room 214
Phone: (250) 740-6446 Email: disabilityaccessservices@viu.ca

ADVISING SERVICES

Advisors support students in clarifying, evaluating and attaining their educational goals. They do this by assisting students in developing educational plans that are structured and supported by other learning experiences such as practica, volunteering, cooperative education, peer helping, and employment.

Students who are not sure of their educational goals may meet with an Advisor to explore different opportunities that are available. Advisors can provide specific program information such as admission requirements and availability. Students who are undecided on career choices may want to visit the Connections website.

Students are expected to take final responsibility for their academic plans; they are encouraged to read the Calendar (print or online), and visit VIU’s Advising website to gain information before they see an Advisor.
Advisors are available to help students:

- interpret academic policies and procedures as outlined in the Calendar and elsewhere;
- understand program requirements and course prerequisites;
- access relevant support services such as academic learning centres, career counseling services, VIU career services, program coordinators, Human Rights and Respectful Workplace Advisor, and student advocates;
- gain knowledge of processes for transferring to other institutions;
- explore additional program and career options (for competitive entry programs).

At the Nanaimo campus, Advising is located in Building 200, and appointments may be arranged between 9 am and 2:30 pm, Monday to Friday. Students may also be accommodated on a drop-in basis during those hours. For information, call 250-740-6410. Advisors are also available at the Cowichan and Powell River campuses. There is a great demand on Advising Services during the summer and the first two weeks of September and January. It is strongly recommended that students see Advisors well in advance of their registration date. Our online BSW students can feel free to contact the Advising office via telephone to receive career and course advice.

COUNSELLING SERVICES

Counsellors at VIU are professionally trained to respond to a wide range of issues and provide immediate, confidential service to enrolled students. Counselling staff are also familiar with the spectrum of resources available in the community and can assist students to access those supports.

At the Nanaimo campus, the Counselling department is located on the 3rd floor of Building 200. The reception desk is down the hall from the Registration office. Students can drop in between the hours of 8:30 am and 3 pm for a session with the available counselor. Students taking courses online can also call 250-740-6416 to make an appointment with the counsellor of their choice. For more information, visit the website at https://services.viu.ca/counselling.

Students at VIU’s regional campuses may schedule counselling appointments through the Student Affairs Office.

PERSONAL COUNSELLING AND CRISIS COUNSELLING

Students experience the full spectrum of issues, challenges and life events during their post-secondary years. For assistance to respond to those events, challenges and issues, students can drop by the Counselling office for their initial session with the available counsellor or contact the counselling office at 250-740-6416 to learn about counselling resources in their home community.
CAREER AND EDUCATIONAL COUNSELLING

Counsellors support students to clarify career goals by assisting them to identify assets and interests. Students are invited to book individual sessions and use online resources to engage in self-directed research. Students struggling to make the adjustment to post-secondary studies are invited to work with counsellors to develop skills supportive of their success as a student.

CONSULTATION

Counsellors are available to consult with students, faculty and staff as they seek to support others to access the full range of counselling concerns. For a list of Degree Advisors, please visit the Advising website at viu.ca/advising and click on Degree Advisors.
VIUSU – VANCOUVER ISLAND UNIVERSITY STUDENT’S UNION

VIUSU is an independent student-run organization which supports student lifestyles and academic pursuits. Services include:

- Students' Union Pub
- Health and Dental Plan
- Bookswap - Used Book Service
- Office of the Student Advocate
- Transit Fare Discounts and Semester Passes
- Annual Members Handbook
- Students’ Union Bursaries
- Students' Union Endowment Awards
- Students' Union Emergency Aid Funding
- Studentsaver Discount Card
- Free Legal Advice
- Jessica Wilde Conference Participation Fund
- International Student Identity Card
- Ufile Free Online Tax Filing
- Reduced Rate Copying and Faxing
- Free Giveaways
- Student Work Abroad Program

For information on the VIU Student’s Union visit VIUSU

If you have any ideas for additional services please contact the Students' Union office at (250)754-8866, or drop by the office in Building 193 (Nanaimo campus).
APPENDIX I – VIU POLICIES

The following Vancouver Island Policies were excerpted from the VIU website for your information. Please be advised that from time to time, changes are made to VIU policies. To ensure you have the most updated version of any of the following policies, we encourage you to visit the VIU Policy and Procedures web pages for the most current policy version VIU Policy & Procedures.

Included in this appendix are the following policies:

- Human Rights Policy - Policy 21.03
- Disruption-Free Learning and Working Environment - Policy 31.06
- Student Conduct Code - Policy 32.05
- Student Academic Code of Conduct - Policy 96.01
- Academic Appeals - Policy 96.02
HUMAN RIGHTS POLICY

It is the policy of Vancouver Island University and our responsibility under the BC Human Rights Code to provide an environment that is free of harassment and other forms of discrimination.

This Policy is based on the belief that Vancouver Island University, as an educational institution and as a workplace, has the following responsibilities:

- to educate members of the University about discrimination and its eradication,
- to prevent discrimination occurring at the University through diligent and proactive action, and
- to respond promptly and effectively to any complaints of discrimination.

The intention of the Policy is to prevent discrimination against any member of the University, due to race, colour, ancestry, place or origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, or an unrelated criminal conviction. Sexual harassment of individuals or groups is also discrimination, which is prohibited by law and by this policy. All members of the University are prohibited from engaging in discrimination.

It is recognized that academic freedom is an important value of the University. This policy will be interpreted in light of our commitment to this value. Education and increased awareness are the keys to eliminating incidents of discrimination and harassment. The University shall develop and implement an educational program for all members of The University community.

The academic and administrative leadership is responsible for taking action to maintain a fair and equitable environment free of discrimination and harassment. All members of the University community are responsible for treating each other with respect and dignity.

A complaint resolution procedure, Human Rights – Education Initiative and Complaint Resolution (the “Procedure”) -- shall be maintained by the University for members of the University community to address allegations of human rights violations prohibited by the Policy and Procedure. It is the intent of the University that all complaints made to the University of alleged violations of the Policy and/or Procedure be required to be addressed through two avenues only: the Procedures, and, when applicable, the Collective Agreements between the University and the unions. This does not prevent a member of the University from lodging an external complaint under the B.C. Human Rights Code.
The following principles shall guide the University’s response to allegations of violations of the Policy or Procedure:

a. All members of the University community are required to comply with the Human Rights Policy and Procedure.
b. The University will treat alleged violations of the Policy or Procedure promptly;
c. A spirit of fairness to all parties will guide the proceedings;
d. Adherence to confidentiality is required in accordance with the provisions of the Procedure and law; and
e. Both complainants and respondents are entitled to a final resolution of allegations of violations of the Policy and/or Procedure.

The University considers discrimination and harassment to be a serious infringement of a person’s human rights and University members found to be in violation of the Policy and Procedures may be subject to a range of corrective measures, up to and including expulsion or dismissal from the University. Decisions regarding violations of the Policy and Procedure are made under the Procedure or the Harassment section of the relevant Collective Agreement. Appeals of decisions made under the Procedure or the relevant Collective Agreement shall be in accordance with the provisions of the Procedure. Members of the University community subject to collective agreements who elect to use the grievance provision in their collective agreement do not have the right to a further appeal under the provisions of the Procedure.

There shall be established an advisor on discrimination and harassment (the “Advisor”) and an Advisory Committee (the “Committee”). The Advisor, and Committee shall be responsible for developing and maintaining programs and Procedure that appropriately meet the goals of this policy, subject to approval by the President of the University.
DISRUPTION FREE LEARNING AND WORKING ENVIRONMENT POLICY

THIS POLICY IS CURRENTLY UNDER REVIEW

Policy 31.06

Disruption-Free Learning
and Working Environment

Type: C – Institutional
Last Approved: Nov., 26, 2009

Executive Responsibility: Vice-President Academic & Provost
Next Review: Apr., 2012

Administrative Responsibility: Executive Director, Student Services
Procedure: 31.06.001

STATEMENT:

Vancouver Island University recognizes the right of students and employees to have a positive learning and working environment that is free of disruptive and intimidating behaviour. This environment includes all locations on and off campus where any activity may be scheduled under the auspices of Vancouver Island University.

In most cases, use of the learning environment at Vancouver Island University is restricted. In a class, only students who are registered in that class, and guests who have been invited by the instructor, are allowed to be present. In other learning situations where the use of facilities is restricted to Vancouver Island University students, an instructor or other employee can ask nonstudents to leave and, if they fail to comply, can have them removed by requesting assistance from Facilities Services or Security by calling 6600.

Any employee who is supervising a learning environment is responsible for determining if that environment is being disrupted and for taking action to eliminate disruptive and intimidating behaviour.

DEFINITIONS

1. Disruptive Behaviour – Any interruption to the learning environment that serves to obstruct, bring disorder, or break the flow of continuity of the activity.
2. Employee – A person in receipt of, or entitled to, wages for labour or services performed.
3. Student – Any person who is enrolled in a course(s) or a program at Vancouver Island University.

APPEALS

Students may appeal any action under this Policy through the Student Conduct Appeal policy.

end of document
Vancouver Island University students are expected to behave in a responsible manner respectful of the learning environment inside the classroom and throughout the campus. This policy applies to all Vancouver Island University campus and off-campus locations where Vancouver Island University sponsored activity is occurring.

STANDARDS OF BEHAVIOUR

Students enrolled at Vancouver Island University are expected to meet standards of conduct, which include but are not limited to the following:

1. Accepting responsibility for their behaviour on Vancouver Island University property and/or at institutionally sponsored events;
2. Complying with University policy and federal, provincial and local laws and/or regulations;
3. Respecting the rights of all students and employees to have a positive and safe learning and working environment; and,
4. Respecting the property of others.

This policy is intended to work in concert with a number of Vancouver Island University policies governing student behaviour. See cross-referenced list at the end of this document.

DISCIPLINARY ACTION:

When students fail to meet these expectations, and when their conduct is considered to be at variance with this policy, they will be subject to disciplinary action including possible suspension. Refer to Student Conduct Code Procedures for information regarding disciplinary action.
Cross Reference Policies and Procedures:

<table>
<thead>
<tr>
<th>Policy/Procedure</th>
<th>Description</th>
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<tbody>
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<td>Policy 21.03</td>
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<tr>
<td>Procedure 21.03.001</td>
<td>Human Rights – Education Initiatives and Complaint Resolution</td>
</tr>
<tr>
<td>Policy 21.05</td>
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<td>Procedure 21.05.001</td>
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<td>Policy 31.06</td>
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<tr>
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<tr>
<td>Policy 32.06</td>
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STUDENT ACADEMIC CODE OF CONDUCT

STATEMENT:

Integrity in academic work is a central element of learning and is the basis of intellectual pursuits in an academic community. The purpose of this policy is to outline:

- standards of academic integrity,
- responsibilities of students, and
- violations of academic integrity.

STANDARDS OF ACADEMIC INTEGRITY

Students are expected to meet the standards of academic integrity as indicated in this policy. Standards of academic integrity include, but are not limited to:

- independently producing work submitted under one’s own name;
- properly and appropriately referencing all work;
- identifying all collaborators in work;
- completing examinations without giving or receiving assistance, excepting those students requiring assistance due to a documented disability;
- respecting the integrity of examination materials and/or the examination process; and
- respecting the integrity of computer security systems, software copyrights and file privacy of others.

ACADEMIC MISCONDUCT

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Code of Conduct Procedures.

Academic misconduct includes, but is not limited to, the following acts:

1. Cheating
Cheating is an act of deception by which students misrepresent that they or others have mastered information for an academic exercise.

2. Fabrication

Fabrication is the intentional use of false information or the falsification of research or other findings with the intent to deceive.

3. Plagiarism

Plagiarism is the intentional unacknowledged use of someone else’s words, ideas, or data. When a student submits work for credit that includes the words, ideas, or data of others, the source of that information must be acknowledged through complete, accurate, and specific references, in a style appropriate to the area of study, and, if verbatim statements are included, through quotation marks or block format as well. By placing their names on work submitted for credit, students certify the originality of all work not otherwise identified by appropriate acknowledgments.

4. Facilitation of Academic Misconduct

Facilitation of Academic Misconduct is helping or attempting to help another to commit act(s) of academic misconduct as outlined above.

4.1. In such cases where a student is suspended, the notation “Required to Withdraw due to Academic Misconduct” will be added to the student’s official transcript.

4.1.1. After five years, students may request the removal of this notation from their transcript if no further instances of academic misconduct have been documented.

5. Non-attendance

Non-attendance, where attendance is deemed to be mandatory, is not acceptable. Absences due to personal illness, family illness, death of an immediate family member, religious ceremonies, or sports events in which the student represents Vancouver Island University are allowed and must be approved by the appropriate instructor or coordinator. Non-attendance must be for valid reasons and not falsified.

Some departments have specific attendance requirements, and details may be obtained from the instructor, department chair, or program coordinator.

DISCIPLINARY ACTION

Every reasonable effort should be made to deal with student conduct concerns at the instructional and departmental level. Formal discipline is designed for serious intentional academic misconduct.

Acts of academic misconduct may make a student subject to a range of disciplinary action – including failure for a course assignment or a course, or possible suspension by the President.

No student shall be allowed to withdraw from a course, or the University, to avoid receiving a failing grade based upon academic misconduct. A withdrawal under such circumstances shall result in an ‘F’ grade being recorded on the student’s transcript for the course(s) in question.

Please refer to the Student Academic Code of Conduct Procedures for handling breaches of this policy.
ACADEMIC APPEALS POLICY

THIS POLICY IS CURRENTLY UNDER REVIEW

Policy 96.02

Academic Appeals

Type: B – Educational (Senate)  Last Approved: Nov 5, 2009

Executive Responsibility: Vice-President Academic  Next Review: Dec, 2012

Administrative Responsibility: Executive Director, Student Services  Procedure: 96.02.001

STATEMENT:

This policy is provided to deal with any grievances or disputes concerning any University policy, procedure or disciplinary action related to admission, final grades, transfer credit, probation, or suspension for academic reasons from a course, program or the institution\(^1\), the interruption or suspension from a program based on student suitability to the profession, or the interpretation of any policies related to these issues. While this policy does not constitute a judicial process, all stages of the academic appeal process will be carried out in accordance with the principles of due process (e.g. the right to be heard, the right to a hearing from an unbiased tribunal).

Students should contact the office of the Executive Director, Student Services for information regarding the academic appeal process.

Forms:

- Student Appeal Form
- Final Grade Appeal Form

\(^1\) In accordance with Section 61 of the University Act only the president of the institution has the right to suspend and the appeal is to the Senate
APPENDIX II – CASW CODE OF ETHICS

CASW CODE OF ETHICS

Although the official Code of Ethics for social workers in British Columbia is the BCASW/BCCSW Code of Ethics, the Code of Ethics developed by the Canadian Association of Social Workers is a valuable resource.

The Canadian Association of Social Workers Code of Ethics identifies core social work values and the principles which underline those values. The identified core values are:

Value 1: Respect for Inherent Dignity and Worth of Persons

Value 2: Pursuit of Social Justice

Value 3: Service to Humanity

Value 4: Integrity of Professional Practice

Value 5: Confidentiality in Professional Practice

Value 6: Competency in Professional Practice

(Retrieved from http://www.casw-acts.ca/)

Accompanying the CASW Code of Ethics are Guidelines for Ethical Practice which provide guidance on ethical practice by applying the values and principles in the Code to common areas of social work practice.
APPENDIX III – BCASW CODE OF ETHICS

BCASW CODE OF ETHICS

Ethical behaviour is at the core of every profession. The BCASW Code of Ethics was jointly adopted by the BC Association of Social Workers and the BC College of Social Workers in January 2003 and consists of eleven principles:

1. A social worker shall maintain the best interest of the client as the primary professional obligation.
2. A social worker shall respect the intrinsic worth of the persons she or he serves in her or his professional relationships with them.
3. A social worker shall carry out her or his professional duties and obligations with integrity and objectivity.
4. A social worker shall have and maintain competence in the provision of a social work service to a client.
5. A social worker shall not exploit the relationship with a client for personal benefit, gain or gratification.
6. A social worker shall protect the confidentiality of all professionally acquired information. She or he shall disclose such information only when required or allowed by law to do so, or when clients have consented to disclosure.
7. A social worker who engages in another profession, occupation, affiliation or calling shall not allow these outside interests to affect the social work relationship with the client, professional judgment, independence and/or competence.
8. A social worker shall not provide social work services or otherwise behave in a manner that discredits the profession of social work or diminishes the public’s trust in the profession.
9. A social worker shall promote service, program and agency practices and policies that are consistent with this Code of Ethics and the Standards of Practice of the BC College of Social Workers.
10. A social worker shall promote excellence in her or his profession.
11. A social worker shall advocate change in the best interest of the client, and for the overall benefit of society.

(Retrieved from http://www.bcasw.org/)
APPENDIX IV CONFIDENTIALITY AGREEMENT

Vancouver Island University
Bachelor of Social Work Program

Expectations of Students Regarding Maintaining Confidentiality

The Canadian Association for Social Workers (CASW) Code of Ethics (2005) identifies confidentiality as a core Social Work value and summarizes the principles of a Social Workers duty to maintain confidentiality as follows:

a. Social workers respect the importance of the trust and confidence placed in the professional relationship by clients and members of the public.
b. Social workers respect the client’s right to confidentiality of information shared in a professional context.
c. Social workers only disclose confidential information with the informed consent of the client or permission of client’s legal representative.
d. Social workers may break confidentiality and communicate client information without permission when required or permitted by relevant laws, court order or this Code.
e. Social workers demonstrate transparency with respect to limits to confidentiality that apply to their professional practice by clearly communicating these limitations to clients early in their relationship. (pg. 8)

BSW Program Statement:

VIU students and instructors will comply with applicable privacy laws and will respect the CASW Social Work Code of Ethics confidentiality guidelines. All parties are responsible for ensuring that no personally identifying service user information be used in BSW program meetings, discussions or assignments without the expressed informed consent of the service user. Violations of the CASW Code of Ethics, privacy legislation, VIU or agency policies may result in disciplinary action which may include suspension or expulsion from the field placement and/or from the program.
Student Agreement:

As a student registered in the Bachelor of Social Work (BSW) program at Vancouver Island University (VIU), prior to beginning a field education placement or to contact with any program related service users and in keeping with the CASW Code of Ethics, I understand and agree to the following:

1. I will thoroughly review and abide by the spirit and letter of relevant policies, guidelines and ethical codes related to the protection of confidential information I acquire while registered as a student in the BSW program at VIU pertaining to service users, field placement settings and their personnel. Relevant confidentiality related documents include the most current version of:

   a. The [CASW Code of Ethics and Guidelines for Ethical Practice](#).
   b. The [International Federation of Social Workers Statement of Ethical Principles](#).
   c. The [Freedom of Information and Protection of Privacy Act](#) (FIPPA).
   d. [VIU Human Rights Related Policies](#).
   e. Field Placement setting confidentiality policies and ethical codes.
   f. Regional, provincial and international laws, policies and ethical codes relevant to my behaviour as a VIU social work student.

2. I agree to protect and keep confidential any and all personal and identifying information regarding any service users that I have acquired in my role as a VIU student registered in the BSW program, from any third party without the explicit informed consent from the service user, or their legal representative to share such information, within the limits of the law and in keeping with the CASW Code of Ethics.

3. I understand that my obligation to maintain this standard of confidentiality extends indefinitely after I have ceased contact with the service user or field education setting unless I have explicit informed consent from the service user, or their legal representative to share such information, within the limits of the law and in keeping with the CASW Code of Ethics.

4. I agree to seek and obtain prior written informed consent from a service user or their legal representative regarding the collection and use of any confidential information needed for the purposes of completing any assignments, process recordings, audio and video tapings, case examples, or any other learning situations, including use of all forms of social media, in keeping with the [BSW Program Student and Participant Consent Forms](#) (Appendix XI A and B) available in the [BSW Student Field Education Guide](#).
5. I agree to read and abide by the **BSW Program Social Media Use Guidelines** as outlined in Appendix XVI of the **BSW Student Field Education Guide** with particular attention to recommendations related to maintaining confidentiality.

6. I agree to consult with my BSW faculty liaison, Agency field instructor and/or relevant agency staff to clarify any confusion and ensure confidentiality is maintained at all times.

7. I understand and agree that any materials I develop or create for the field placement setting while performing the approved functions of the setting in my role as a student, particularly materials containing confidential service user information remains the property of the placement setting and I will not remove it from the setting without explicit informed consent based on reasonable purpose from the placement setting, the service user if appropriate, or their legal representative.

8. I understand and agree that as a student I am not authorized to speak on behalf of the agency, with the exception of approved communication related to learning activities. I will respect and follow the setting’s policies regarding confidentiality and communication of information pertaining to the organization to any third party.

9. I understand that this agreement applies to my behaviour both on and off campus, and in the online environment.

10. I understand that limitations to confidentiality apply in situations where I am aware or believe that a person, particularly a child is in imminent risk of harm, or when I am legally compelled to reveal confidential information. In such situations, I agree to consult with my faculty liaison, BSW program chair, and/or agency field instructor or relevant agency personnel whenever possible prior to revealing confidential service user information.

Student Printed Name: _________________________________

Student Signature: _________________________________

Date: _________________________________