

ADVANCED SPECIALTY CERTIFICATE IN COMMUNITY CARE LICENSING PROGRAM HANDBOOK

This handbook provides an overview of the policies, and procedures related to the Advanced Specialty Certificate in Community Care Licensing and provides helpful advice for student success in the program. Students in the program should read the full handbook when they start the program and refer to it when they have questions. Links to the full JIBC policy and procedure documents are in the text and students are strongly encouraged to follow these links to learn more about these and other related important policies

PROGRAM ADMINISTRATION

The JIBC's Advanced Specialty Certificate in Community Care Licensing program is housed administratively within the Health Sciences Division of the School of Health, Community and Social Justice. The program's offices are in the administrative wing at the New Westminster campus. Unless specifically stated otherwise below, all JIBC Policies and Procedures apply to the program and any student admitted to the program or enrolled in any of the program's courses.

CONTACT

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SITUATING JIBC'S CAMPUSES ON TRADITIONAL TERRITORIES OF FIRST PEOPLES

The staff supporting the online Advanced Specialty Certificate in Community Care Licensing work out of JIBC's New Westminster campus. We respectfully acknowledge this campus is located on the traditional and unceded territories of the Qiqéyt (Qayqayt), x^wməθk^wəyəm (Musqueam), and Coast Salish Peoples.

JIBC has campuses in New Westminster, Maple Ridge, Pitt Meadows, Victoria, Kelowna, and Chilliwack. JIBC, along with many Canadian institutions, organizations, and governments, acknowledge the First Peoples on whose traditional territories we are situated.

Acknowledging territory shows recognition of and respect for Indigenous Peoples of both Canada and the world. It is recognition of their presence both in the past and the present. Recognition and respect are essential for building healthy, reciprocal relations which is key to reconciliation with First Peoples. JIBC is committed to establishing healthy relations and supporting reconciliation so we acknowledge the lands and traditional territories of Indigenous Peoples where our campuses are located.

PROGRAM STAFF

Your Program Assistant is Swashna Prasad. Your Program Manager is Ben Coulas. Please email cclo@jibc.ca any time with questions.

PROGRAM DESCRIPTION

The Advanced Specialty Certificate in Community Care Licensing is a 30-credit program designed to provide current and future Community Care Licensing Officers (CCLOs) with the specialized knowledge, skills, and abilities that they need to carry out the statutory duties delegated to them by the Medical Health Officer. The program aims to provide a formal, standardized, online training program for CCLOs that prepares them to carry out their delegated statutory decision-making responsibilities.

The goals of the program are to ensure that upon completion, graduates will:

- Demonstrate competence in all areas of CCLO practice
- Demonstrate sound, ethical decision-making abilities from a legislative point-of-view
- Articulate a clear understanding of administrative law, especially as it pertains to the role of CCLOs
- Outline what authority CCLOs have, and where their authority comes from
- Demonstrate effective communication skills, both verbally and in writing
- Apply skills in conflict resolution, critical thinking, and interprofessional practice
- Demonstrate the knowledge and skills necessary to assess applications, requests for exemptions to legislation, and health and safety plans; conduct inspections and investigations; and, take action to bring care facilities into compliance with all applicable laws and regulations that govern their operation
- Demonstrate the ability to ensure safe environments for: children in day care; children, youth, and adults in residential care facilities; seniors in long-term care facilities; persons with developmental disabilities in group homes; and persons with mental health and addiction disorders in group homes

The overall objective is to produce highly-qualified CCLOs who are able to appropriately carry-out their statutory duties to protect the health, safety and dignity of persons in care, are knowledgeable about the populations in care, and have the training needed to adhere to the principles of administrative law.

RECOMMENDED REQUIREMENTS FOR PROGRAM AND CAREER SUCCESS

These requirements are very important for individuals looking for a career working as a licensing officer. If you do not have all the requirements below it is strongly recommended that you acquire them while you are completing the program.

Please note that proof of these requirements does not need to be submitted as part of your application to the CCLO program at JIBC.

- Minimum of five years of experience working in a related field
- Minimum of two years of experience working in a supervisory role
- Minimum of one post-secondary academic writing course completed
- Understanding of APA formatting and referencing
- Valid BC Driver's License and access to a vehicle
- Excellent verbal and written communication skills

Hiring requirements vary by region and operational role and it is recommended that interested individuals contact their local health authority or check job postings to affirm their credentials meet the hiring requirements

of the health authority where they plan to work. This is especially important for individuals with educational credentials other than a degree in nursing or social work, or diploma in early childhood education.

PROGRAM FORMAT

To graduate from the program all students complete the nine required online courses listed below.

Required courses:

Course Code	
CALO-3300 Administrative Law	All students
CALO-3301 Vulnerable Populations in Licensed Care Facilities	All students
CALO-3302 Ethics in Licensing Practice	All students
CALO-3303 Lifespan Development	All students
CALO-3304 Collaborative Conflict Resolution	All students
CALO-3405 Human Relations	All students
CALO-3406 Inspection, Compliance, and Enforcement	All students
CALO-3407 Investigations	All students
CALO-3408 Professional Accountability in Licensing	All students

Plus one of the following (depending on learner background and preference):

Course Code	
CALO-3409 Capstone Project in Licensing Practice	Currently working in community care licensing
CALO-3410 Practice Experience	Not yet working in community care licensing
CALO-3411 Professional Practice in Community Care Licensing	Not yet working in community care licensing

The final course in the program is determined by the student's employment situation and their preference. Students who are not working as licensing officers choose their final course about six months before they finish the last of the nine required courses. CALO-3409 is completed fully online in an asynchronous format. CALO-3410 includes practice education that allows learners to gain valuable knowledge in the field. The graded components of the practice education course are submitted online, while the location of the practice education component is negotiated between the learner, the JIBC, and Health Authority and significant travel may be required by the learner. CALO-3411 is completed fully online with some mandatory facilitated synchronous class meetings between the students and instructor and other asynchronous activities such as discussion groups and assignments.

REQUIRED COURSES

CCLO-3300 – Administrative Law (3 credits)

Administrative law and its application are at the core of a Community Care Licensing Officer's role. This course examines the general legal framework in which the licensing officers work as well as all statutes and regulations relevant to the role of Licensing Officers within a community care setting. The course explores delegation and procedural fairness. Learners will gain an appreciation of administrative law and apply statutory decision-making in context to their role as delegates of the medical health officer. *Prerequisite: None*

CLO-3301 – Vulnerable Populations in Licensed Care Facilities (3 credits)

This course provides an opportunity to analyze the diverse social, physical, emotional, cognitive, cultural, spiritual, and medical care needs of vulnerable populations found in licensed community care facilities. Learners will identify organizational systems and community partners that support these populations. Challenges and barriers that may impact the persons in care are discussed. Learners will differentiate appropriate programming and care standards for vulnerable populations and have an opportunity to evaluate childcare and residential care plans. All topics are presented from the perspective of risk assessment and sound decision-making that will allow licensing officers to promote and protect the optimal health, safety, and dignity of persons in care, and to work within the broader health care system. *Recommended Pre- or Co-requisite: CLO-3300*

CLO-3302 – Ethics in Licensing Practice (3 credits)

This course explores ethics in context to inspections and investigations, decisions, behaviours, and situations that may arise in the profession of community care licensing. Learners will have an opportunity to discuss ethical principles, concepts, and theories. Using a variety of case studies and scenarios, learners will demonstrate ethical decision-making and employ ethical prevention strategies.

The course focuses on process dilemmas related to political neutrality, confidentiality, privacy, fairness and accountability, as well as issues related to good, just and legitimate public policy. It is designed to give the learner an appreciation of the importance of ethical behaviour in organizational settings, specifically in the field of community care licensing. *Recommended Pre- or Co-requisite: CLO-3300*

CLO-3303 – Lifespan Development (3 credits)

Community Care Licensing Officers need to assess the health and safety risks of persons in care in a variety of settings and circumstances across the human lifespan. This course examines the physical, cognitive, and socio-emotional aspects of development through the lifespan. Learners are introduced to theories of human developmental psychology and will examine the social contexts of development including family relations, peer groups, friendship, and the appropriateness of care in context to physical, emotional, and spiritual health, cognitive stimulation, and cultural and social connectedness. *Prerequisite: None*

CLO-3304 – Collaborative Conflict Resolution (3 credits)

This course offers the learner effective and practical tools in collaborative conflict resolution that supports the health, safety and dignity of persons in care. Through examination of the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, learners will gain an overview of conflict dynamics and collaboration strategies to mitigate or resolve conflict. Learners will analyze various conflict scenarios to determine the sources of conflict and how to deal with hostility when it arises. The course will explore physiological responses to conflict as well as the psychological barriers to resolution. *Prerequisite: None*

CCLO-3405 – Human Relations (3 credits)

In this course learners will focus on professional communication, including inter-professional and interpersonal interactions, written and oral commentary, presentation strategies, and will develop an appreciation of cultural and ethnic diversity in the field of community care licensing. Collaborative decision-making and the benefits of teamwork and nurturing partnerships in the multi-disciplinary field of community care licensing will be evaluated. The role of coaching and client education will be addressed in context to navigating within applicable legislation and regulations. *Prerequisite: None*

CCLO-3406 – Inspection, Compliance, and Enforcement (3 credits)

The purpose of Community Care Facility Licensing is to protect vulnerable persons in care. This is accomplished through various activities of the Licensing Officer, including the assessment of applications and applicants, various types of inspections, conducting risk assessments, considering requests for exemptions, investigating reportable incident reports, and investigating complaints. Learners are exposed to knowledge and skills essential to conduct each of these activities. *Prerequisites: CCLO-3300 and CCLO-3301*

CCLO-3407 – Investigations (3 credits)

Conducting investigations on behalf of the Medical Health Officer is an important statutory duty of the profession of community care licensing. This course will give the learner the knowledge and skills required to conduct a fair and objective investigation. The investigative process is explored; from collection of the facts through to analysis and documentation. Interview strategies, such as questioning techniques and verbal/non-verbal communications will be examined. In addition, learners will develop an Investigative Plan and draft an investigative report. *Prerequisites: CCLO-3406*

CCLO-3408 – Professional Accountability in Licensing (3 credits)

This course provides the learner with the opportunity to critically reflect on the Community Care Licensing profession and to explore the concepts of personal and professional growth. Best practice is discussed in context of provincial, national, and international standards of practice. Learners will interpret what it means to be “professional” and generate ideas and strategies on how to enhance the community care licensing profession. Learners will be expected to formulate a personal health and wellness strategy and to start to develop a professional practice portfolio. In addition, the course combines an exploration of current leadership theory and practice with a critical analysis and articulation of students own personal approach to leadership. Learners embark on a transformative process to situate themselves within their personal practice, organizational setting, and the broader context of public safety. *Prerequisites: None*

ONE OF THE FOLLOWING (depending upon learner background and preference):

CCLO-3409 – Capstone Project in Licensing Practice (3 credits)

This final course in the Community Care Licensing Officer Advanced Specialty Certificate program is designed for learners who have current experience in the field of community care licensing. As a capstone (culminating

experience) course, it provides learners the opportunity to integrate and apply the skills, knowledge, concepts, and principles they have developed throughout the program. After a review of research methodology, learners explore a topical issue, process, or practice in the community care profession through research, analysis, and evaluation under the guidance of the course instructor. Learners will have the option to investigate and analyze an issue or problem, develop an outline and project plan, conduct a review of relevant literature or current practice, apply relevant methodology, and interpret information to develop and present their conclusions in a formal report or paper. The instructor will provide supervision, support, and mentorship through the course.

Prerequisite: All other program courses and permission of the program manager or director

Note: This course is only open to students who are currently employed as care facility licensing officers

OR

CCLO-3410 – Practice Education (3 credits)

The Practice Education course is a final course option for learners in the Advanced Specialty Certificate in Community Care Licensing program who do not have current experience as a licensing officer. Through mentoring and coaching with preceptors, learners will observe a variety of licensing officer tasks, demonstrate competency in a few key areas, and be exposed to the broader scope of licensing practice. Learners will be expected to demonstrate critical thinking, decision-making, and appropriate communication skills in an inter-professional field environment. They will also be expected to demonstrate their understanding of fundamental areas of background knowledge, particularly administrative law, that are directly related to the field of community care licensing. *Prerequisite: All other program courses and permission of the program manager or director*

Note: This course is only open to students who are NOT currently employed as care facility licensing officers and provides students an opportunity to work alongside licensing officers in a licensing office. Students who choose this course must start their placement within 6 months of finishing the last online course in the program. While the Institution attempts to schedule practicum dates and locations based on student preference there may be limited options due to several factors. Students should expect to be absent from daytime/weekday employment for six weeks and may be required to travel anywhere within a health authority or to a different health authority than where they live to complete the practice experience portion of the course.

OR

CCLO-3411 – Professional Practice in Community Care Licensing (3 credits)

In CCLO-3411 learners not currently employed in the field of community care licensing learn about the primary areas of work performed by licensing officers and engage in course activities to further develop their skills in these areas. The course will focus on the principals of administrative law and the relevant act and regulations and their relationship to decision making, report writing, and professional regulatory practice. To be ready for

their career search, learners develop their skills in resume writing and interviewing. *Prerequisite: All other program courses and permission of the program manager or director*

Note: This course is only open to students who are NOT currently employed as care facility licensing officers and is completed fully online. It includes several mandatory virtual classroom sessions with the instructor. These interactive and engaging sessions will be scheduled in the evening during the week.

COURSE READINGS AND RESOURCES

JIBC courses often have external course readings and other web-based media resources to supplement the course material on the Blackboard site. Some of the course material and JIBC Library resources may only be available through the JIBC web platform.

Students are expected to complete all the required readings for each course and should try to also complete any recommended or supplemental readings.

Important:

Every effort is made to maintain active resource links in all online courses and all links are checked at the start of each term. If a student finds that a link to an external resource does not work, they should email the course their instructor immediately and let them know about the broken link and where they found it in the course. The course instructor will then correct the link or provide an alternate resource if necessary.

ANTICIPATED COURSE COMPLETION

Learners who enroll in the program full-time (three courses per semester) can complete the program in about four semesters. However, it is anticipated that most learners will enroll on a part-time basis and proceed at a slower pace. Learners who enroll in one course per semester will complete the program in about ten semesters.

TIME LIMITS FOR PROGRAM COMPLETION

Students enrolled in the Advanced Specialty Certificate in Community Care Licensing program have a maximum of four (4) years to complete all program requirements. The 4-year period begins on the start date of the first CCLO course in which the student was registered. Students who do not complete the program within the allowable time period may submit a written request for a one-time extension of time to complete outstanding program requirements. In no case will an extension of more than one year be granted. Students who have not completed the program after receiving an extension will be required to re-apply for admission to the program and meet the admissions requirements in place at the time of application.

COURSE REGISTRATION

Students may register for courses in a variety of different ways: by online, phone, by mail, by fax, or in person. Detailed information about how to register can be found on the JIBC website under the Registration tab. Students will not be able to register for their first course online and must use one of the other ways to register above.

<http://www.jibc.ca/registration/ways-register>

Tuition is charged on a course-by-course basis at the time of registration. Students are only charged for the course(s) in which they are registered in a given semester.

Individuals currently working as licensing officers who meet the admission requirements but do not wish to apply to the full Advanced Specialty Certificate may request permission from the Program Manager to enroll in a maximum of 3 courses. If the student later decides to apply for admission to the full program, all courses successfully completed will count toward the required program credits.

WITHDRAWALS AND REFUNDS

- If a student withdraws prior to the start of the course they receive a 100% refund less any required deposit or commitment fee.
- If a student withdraws within the first two weeks of class they will be eligible for 80% refund less any required deposit or commitment fee with no notation on their transcript.
- After the second week of classes there is no refund for semester based courses.
- Application fees are non-refundable.
- Visit the JIBC Academic Calendar online to see important dates for the current and upcoming semesters. <https://www.jibc.ca/academic-calendar>
- Refund procedure: <http://www.jibc.ca/procedure/3210-003>

PRIOR LEARNING ASSESSMENT

JIBC is committed to meeting the career development and learning needs of its unique and diverse student population. JIBC recognizes that valuable learning often results from work experience or learning outside of the traditional post-secondary system and that valid and reliable prior learning assessment and qualifications recognition can benefit students. <http://www.jibc.ca/registration/prior-learning-assessment>

Allowable Credits

Students accepted into certificate, diploma, and degree programs at JIBC are required to complete at least 50% of the program at JIBC. Therefore, for this Advanced Specialty Certificate, that equates to 15 credits or five of the program courses.

Process for Requesting Assessment of Prior Experience and Learning

Students applying for PLA credits are required to complete and submit the Prior Learning Assessment Application form, with applicable fees, and arrange for the submission of supporting documents. The completed form should be submitted to the registration office. PLA assessment will not commence until all required fees have been received.

How will prior learning be assessed?

Learners are required to prepare a document to show the learning acquired through work experience and/or professional development courses is equivalent to the learning resulting from a course in the JIBC program. As

part of this assessment, learners will be asked to complete a challenge process that measures learning through a variety of written evaluation methods such as exams, projects, and/or assignments.

PLA Application Fee

Applicants will be charged a non-refundable one-time fee of \$120 per credit requested (subject to change without noticed, please review the current fee on the webpage listed above prior to application for PLA).

Students are encouraged to apply for prior learning assessment shortly after being accepted into the program and before the end of their first semester of study.

TRANSFER CREDIT

To help students attain their academic and employment goals, JIBC welcomes credit transfer from other post-secondary institutions and other organizations where course or program equivalencies have been established. JIBC works toward developing courses and programs that will be accepted by other post-secondary institutions and other organizations for credit transfer or course equivalency. <http://www.jibc.ca/registration/transfer-credit>

Equivalencies may be established on a course-to-course basis or as a block transfer of credits. Submit the Request for Credit Transfer Form and official post-secondary transcripts (if not already on file with your application) to JIBC admissions for credit evaluation. You may also need to provide detailed course descriptions if your education was taken outside of British Columbia or it was completed a number of years ago.

In order to be eligible for transfer credit, the course(s) from other post-secondary institutions must meet the following requirements:

1. This procedure applies only to credit transferred from public institutions. Credit transferred from private learning institutions will be dealt with on an institution-to-institution basis.
2. Courses or credentials that were taken more than 10 years ago are not eligible for transfer credit. They may be eligible for prior learning assessment.
3. Be at the same academic level or higher than the equivalent JIBC course. **Note: All courses in the JIBC Advanced Specialty Certificate program are at the 300- and 400-level (3rd and 4th year university level).** In order to be deemed equivalent and eligible for transfer, courses must have been completed at the correct level. For courses completed at the 100- or 200-level (1st or 2nd year university), students may request consideration via prior learning assessment.

Students are encouraged to apply for transfer credit shortly after being accepted into the program and before the end of their first semester of study.

GRADING

Grading for all courses in the program is done in accordance with the current JIBC Grading Policy. All courses, with the exception of CCLO-3410, have letter grades assigned for the final mark. CCLO-3410 Practice Education is graded on a Pass/Fail basis.

ACADEMIC PROGRESSION

All students in the program must maintain satisfactory academic standards to progress within the program. Academic progression in this program is in accordance with the current JIBC Academic Progression Policy, with the following exception: students are required to earn a final grade of “C” or better in each CCLO course to pass. Students who earn a final grade of “C-” or lower will be required to repeat the course.

ACTIVE AND INACTIVE STANDING

In accordance with the JIBC Academic Progression Policy, in order to maintain an active standing, a student enrolled in a JIBC program must complete a minimum of one course within that program each year (any consecutive 12 month period from date of first course/program enrolment.) If a student does not complete a course during any consecutive twelve-month period, the student is considered inactive and must reapply for admission to the program.

LEAVES OF ABSENCE

A student with extenuating circumstances may request formal leave for a specific period of time. Such requests must be approved by the Dean/Director and will not impact on a student’s active status.

FINAL GRADE APPEALS

Students who believe that their final grade in a course is wrong or unfair should review the JIBC’s Final Grade Appeal Policy and related Procedures. Students are expected to be aware of all relevant course requirements and seek out information in a timely manner when they become aware of any concerns or discrepancies regarding their grades. It is expected that students discuss their concerns with their instructor and attempt to resolve their concerns informally before commencing a formal appeal. Students who wish to formally appeal an academic decision may do so under the process outlined in the procedures section. Students are expected to participate fully in the appeal process to ensure full consideration by the Institute.

PRACTICE EDUCATION COURSE REQUIREMENTS

Students enrolled in the Advanced Specialty Certificate in Community Care Licensing program who do not have current experience working as a licensing officer are required to successfully complete CCLO-3410 or CCLO-3411 to be awarded the credential. In order to be successful in the CCLO-3410 course, the student’s primary licensing officer preceptor or practice education coordinator in the health authority must give the student an overall rating of “3-Meets Standard” or higher on their final evaluation and the student must submit their completed learning journal.

The minimum number of days required for the Practice Education course is 30 business days (6 weeks, statutory holidays count as days worked) within a maximum period of 4 calendar months. Students who have not been able to meet all the observation and competency requirements within 30 days (or 4 calendar months) may request an extension of time. The request for an extension must be approved by the Health Authority's Student Coordinator and the CLO Program Manager. The extension request must include a plan and timeline for meeting any outstanding requirements.

The CLO Practice Education website <https://pe.jibc.ca/cclo/> contains important information related to the practice education course. Students are encouraged to review the webpage when they start their program to learn further details about specific requirements.

You will be contacted about six months before the end of your required online courses to determine if you plan on completing and practice education placement and sent the application package. Students who are taking the CLO-3410 Practice Experience course are required to complete the application form and health authority online orientation and safety modules, provide proof of immunization, criminal record check, and confidentiality agreements, and other specific requirements before being schedule for their practiced education placement and registering for their CLO-3410 course.

Please direct any question you have regarding the practice education course or requirements to the program area (cclo@jibc.ca).

****PLEASE NOTE**** Students must begin the Practice Education course NO LATER THAN SIX MONTHS after completing their other required coursework. Travel outside of a student's home region or health authority may be required to complete the practice education course. Students who choose to be put on the wait list rather than travel for an available practice education placement are required to audit a course every other semester at their own expense to ensure that they keep their knowledge current.

****PLEASE NOTE**** It is strongly recommended that students complete their required immunizations and related immunization form soon after they start the program.

Welcome to the CLO program. Please email cclo@jibc.ca any time with questions.