



ONTARIO COLLEGE OF TRADES
ORDRE DES MÉTIERS DE L'ONTARIO

Apprenticeship Training Standard

Child and Youth Worker

Trade Code: 620A

Development Date: December 2006

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PREFACE

This training document was developed by the Apprenticeship and Client Services office of the Ministry of Education and Training (MET) in consultation with representatives from the industry. These Training Standards are intended to be used by apprentices/trainees, instructors and companies as a "blueprint" for training or as a prerequisite for Ministry accreditation/certification.

The care and maintenance of this book is the joint responsibility of the apprentice/trainee and the employer. The Training Standards were developed specifically for documenting the apprentice's/trainee's acquisition of skills.

The book becomes the only record of an apprentice's/trainee's training.

IMPORTANT DIRECTIONS TO TRAINERS

The Training Standards identify skills required for this occupation and its related training program.

These Training Standards have been written in concise statements which describe how well an apprentice/trainee must perform each skill in order to become competent.

In using these Training Standards, trainers will be able to ensure that the apprentice/trainee is developing skills detailed for the occupation.

Trainers and apprentices/trainees are required to sign off and date the skills following each successful acquisition.

Employers participating in this training program will be designated as the Signing Authority and are required to attest to successful achievement by signing on the appropriate line included at the end of each unit.

Please Note: Apprenticeship Training and Curriculum Standards were developed by the Ministry of Training, Colleges and Universities (MTCU). As of April 8th, 2013, the Ontario College of Trades (College) has become responsible for the development and maintenance of these standards. The College is carrying over existing standards without any changes.

However, because the Apprenticeship Training and Curriculum Standards documents were developed under either the Trades Qualification and Apprenticeship Act (TQAA) or the Apprenticeship and Certification Act, 1998 (ACA), the definitions contained in these documents may no longer be accurate and may not be reflective of the Ontario College of Trades and Apprenticeship Act, 2009 (OCTAA) as the new trades legislation in the province. The College will update these definitions in the future.

Meanwhile, please refer to the College's website (<http://www.collegeoftrades.ca>) for the most accurate and up-to-date information about the College. For information on OCTAA and its regulations, please visit: <http://www.collegeoftrades.ca/about/legislation-and-regulations>

IMPORTANT DIRECTIONS TO THE APPRENTICE/TRAINEE

Apprentice

1. All hours worked for each employer(s) should be recorded in the Employer Information section.
2. The Summary of Hours should be completed, signed and dated by both the apprentice and employer when either all terms of the contract have been completed or the apprentice leaves the employ of the employer.
3. It is the responsibility of the apprentice to inform the local Apprenticeship and Client Services office regarding the following changes:
 - change of employer address;
 - change of apprentice name or address;
 - transfer to a new employer.
4. At the fulfilment of all terms of a Contract of Apprenticeship, the Apprentice/Trainee Completion Form must be completed and signed by the current employer. Present these completed and authorized Training Standards and the Apprentice/Trainee Completion Form to your local Apprenticeship and Client Services office.

Trainee

1. Training Reports must be signed for modular trainees by MET designated Signing Authority and forwarded to a local Apprenticeship and Client Services office.
2. At the completion of training, the Apprentice/Trainee Completion Form must be completed and signed off by the employer/Signing Authority and submitted to the local Apprenticeship and Client Services office.

NOTICE OF COLLECTION OF PERSONAL INFORMATION

1. At any time during your apprenticeship training, you may be required to show this training standard to the Ministry of Training, Colleges and Universities (the Ministry). You will be required to disclose the signed Apprenticeship Completion form to the Ministry in order to complete your program. The Ministry will use your personal information to administer and finance Ontario's apprenticeship training system, including confirming your completion and issuing your certificate of apprenticeship.
2. The Ministry will disclose information about your program completion and your certificate of apprenticeship to the Ontario College of Trades, as it is necessary for the College to carry out its responsibilities.
3. Your personal information is collected, used and disclosed by the Ministry under the authority of the Ontario College of Trades and Apprenticeship Act, 2009.
4. Questions about the collection, use and disclosure of your personal information by the Ministry may be addressed to the:

Manager, Employment Ontario Contact Centre
Ministry of Training, Colleges and Universities
33 Bloor St. E, 2nd floor, Toronto, Ontario M7A 2S3
Toll-free: 1-800-387-5656; Toronto: 416-326-5656
TTY: 1-866-533-6339 or 416-325-4084.

APPRENTICE/TRAINEE RECORD

Apprentice/Trainee name: _____

Contract number: _____
(if applicable)

EMPLOYER INFORMATION

Company: _____

Address: _____

Telephone: _____

Summary of Hours:

Dates of employment: From _____ To _____

Total hours of training and instruction between dates of employment: _____ hours

Employer's Signature Date _____ Date
Apprentice/Trainee Signature

EMPLOYER INFORMATION

Company: _____

Address: _____

Telephone: _____

Summary of Hours:

Dates of employment: From _____ To _____

Total hours of training and instruction between dates of employment: _____ hours

Employer's Signature Date Apprentice/Trainee Signature Date

EMPLOYER INFORMATION

Company: _____

Address: _____

Telephone: _____

Summary of Hours:

Dates of employment: From _____ To _____

Total hours of training and instruction between dates of employment: _____ hours

Employer's Signature Date Apprentice/Trainee Signature Date

EMPLOYER INFORMATION

Company: _____

Address: _____

Telephone: _____

Summary of Hours:

Dates of employment: From _____ To _____

Total hours of training and instruction between dates of employment: _____ hours

Employer's Signature Date _____ Date
Apprentice/Trainee Signature

EMPLOYER INFORMATION

Company: _____

Address: _____

Telephone: _____

Summary of Hours:

Dates of employment: From _____ To _____

Total hours of training and instruction between dates of employment: _____ hours

Employer's Signature Date _____ Date
Apprentice/Trainee Signature

APPRENTICE/TRAINEE COMPLETION FORMApprentice/Trainee Name: _____
Print_____
Signature

Social Insurance Number: _____

Training Units when completed should be signed off by Trainer/Signing Authority on the following page and presented with this Completion Form to your local Apprenticeship and Client Services Field office.

Any supporting documentation should also be attached.

In-school completed: Yes () No () Not applicable ()
(proof to be provided)

Hours completed as
per contract: Yes () No () Not applicable ()

Employer's name: _____

Address: _____

Telephone: _____

Signing Authority: _____
Signature**MET USE ONLY:**

Recommended for exam: Yes () No ()

Signature_____
Consultant/Office Code

You will be required to disclose this signed form to the Ministry of Training, Colleges and Universities in order to complete your program. The Ministry will use your personal information to administer and finance Ontario's apprenticeship training system. For further information please see the notice/declaration for collection of personal information that is referenced in the table of contents of this training standard.

TRAINING UNIT COMPLETION FORM

| TRAINING UNIT | TITLE | SIGNING AUTHORITY |
|--------------------------|--|--------------------------|
| U5200.00 | Protect Self and Others | _____ |
| U5201.00 | Practice and Promote Health | _____ |
| U5202.00 | Practice Professionalism and Ethics | _____ |
| U5203.00 | Communicate with Clients and Other Professionals | _____ |
| U5204.00 | Build Relationships | _____ |
| U5205.00 | Provide Counselling | _____ |
| U5206.00 | Plan Programs | _____ |
| U5207.00 | Apply Intervention Strategies | _____ |
| U5208.00 | Work in a Group Setting | _____ |
| U5209.00 | Work with Family | _____ |
| U5210.00 | Cultivate Community Relations | _____ |
| U5211.00 | Participate in a Team Environment | _____ |
| U5212.00 | Develop Self | _____ |
| U5213.00 | Perform Organizational Duties | _____ |

U5200.0 PROTECT SELF AND OTHERS**GENERAL PERFORMANCE OBJECTIVE**

Protect self and others by: maintaining a safe environment through conducting safety inspections; practising and implementing emergency procedures and activities and teaching and modelling safety practices; practising crisis intervention techniques; implementing physical restraint techniques; identifying signs and symptoms of substance, physical, sexual or emotional abuse; and, responding to accidents, incidents and occurrences.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|---|---------------------------|
| SKILLS | _____ | _____ |
| 5200.01 | Maintain a safe environment by identifying health and safety hazards and taking action according to agency guidelines and pertaining legislation. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5200.02 | Conduct routine safety inspections of the physical setting by following established agency procedures. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5200.03 | Practice and implement emergency procedures to prevent accidents according to pertaining legislation and agency policy and procedures. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5200.0 PROTECT SELF AND OTHERS - cont'd

5200.04 Plan and implement activities based on individual needs of participants to ensure their safety in accordance with agency guidelines.

Date Completed

Supervisor's Signature

Apprentice's Signature

5200.05 Practice crisis intervention techniques to de-escalate a situation following agency guidelines.

Date Completed

Supervisor's Signature

Apprentice's Signature

5200.06 Implement physical restraint techniques to prevent injury to client or others following legislated and agency guidelines.

Date Completed

Supervisor's Signature

Apprentice's Signature

5200.07 Teach and model safety practices by promoting and demonstrating safety measures according to established health and safety standards and agency guidelines.

Date Completed

Supervisor's Signature

Apprentice's Signature

5200.08 Identify signs and symptoms of substance abuse through observation of physical and behavioural indicators following agency protocol.

Date Completed

Supervisor's Signature

Apprentice's Signature

U5200.0 PROTECT SELF AND OTHERS - cont'd

5200.09 Identify signs and symptoms of physical, sexual or emotional abuse through observation of physical and behavioural indicators in accordance with pertaining legislation and agency guidelines.

Date Completed

Supervisor's Signature

Apprentice's Signature

5200.10 Respond to accidents, incidents, and occurrences within the physical setting following legislated requirements and agency protocol.

Date Completed

Supervisor's Signature

Apprentice's Signature

5200.11 Protect self and others by assessing situation and responding according to agency guidelines.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name**Employer's Signature**

U5201.0 PRACTICE AND PROMOTE HEALTH**GENERAL PERFORMANCE OBJECTIVE**

Practice and promote health through consultation with health/social agencies, physician, dietician, family, client's records and related pharmaceutical and food guides by: arranging appointments; storing and administering medications; monitoring response to medications and nutritional intake; recognizing and reporting health and emotional problems; teaching, promoting and modelling nutritional, health and hygiene practices; administering basic first aid; and, providing information on sexuality and infectious diseases.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|---|---------------------------|
| SKILLS | _____ | _____ |
| 5201.01 | Arrange for health care appointments by consulting with health / social agencies and family to ensure client's needs and rights are met within mandate of the agency. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5201.02 | Review client's medical, social and mental health histories by consulting his/her records to ensure familiarity with his/her circumstances within confidentiality guidelines and agency policy. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5201.03 | Administer medications in compliance with the physician's order to meet the client's needs. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5201.0 PRACTICE AND PROMOTE HEALTH - cont'd

5201.04 Store medications in accordance with The Compendium of Pharmaceuticals and Specialties to ensure the integrity of the medications.

Date Completed

Supervisor's Signature

Apprentice's Signature

5201.05 Monitor client's response to medication through observation to determine adverse reactions as stated in The Compendium of Pharmaceuticals and Specialties.

Date Completed

Supervisor's Signature

Apprentice's Signature

5201.06 Recognize and report signs and symptoms of client's health problems through identification and consultation with health officials following agency guidelines.

Date Completed

Supervisor's Signature

Apprentice's Signature

5201.07 Monitor client's nutritional intake to promote health and growth according to physician's/dietician's orders.

Date Completed

Supervisor's Signature

Apprentice's Signature

5201.08 Teach and model nutritional practices to enhance the client's independency and health according to physician's or dietician's orders and Canada's Food Guide, considering dietary needs and cultural/religious practices.

Date Completed

Supervisor's Signature

Apprentice's Signature

U5201.00 PRACTICE AND PROMOTE HEALTH - cont'd

5201.09 Promote physical health through initiating participation in activities to meet the client's identified needs and goals.

Date Completed

Supervisor's Signature

Apprentice's Signature

5201.10 Teach and monitor hygiene through modelling, educating and accessing resources to improve the client's personal health.

Date Completed

Supervisor's Signature

Apprentice's Signature

5201.11 Provide information on human sexuality considering age, gender and family to foster the client's independence and social acceptability.

Date Completed

Supervisor's Signature

Apprentice's Signature

5201.12 Administer basic first aid as determined by the situation within agency policy and legal requirements.

Date Completed

Supervisor's Signature

Apprentice's Signature

5201.13 Teach prevention of infectious diseases to promote health and hygiene according to agency guidelines.

Date Completed

Supervisor's Signature

Apprentice's Signature

U5201.00 PRACTICE AND PROMOTE HEALTH - cont'd

5201.14 Report concerns about client's mental health to assist in treatment planning within confidentiality guidelines and agency policy.

Date Completed

Supervisor's Signature

Apprentice's Signature

5201.15 Assist client with emotional well-being through identification of needs and program planning to enhance the client's self-image.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name

Employer's Signature

U5202.00 PRACTICE PROFESSIONALISM AND ETHICS**GENERAL PERFORMANCE OBJECTIVE**

Practice professionalism and ethics within limits of legislation and agency policies, by: interacting with and assisting clients; promoting and advocating client rights, interest and enhancing behaviour; and, providing non-threatening supportive services.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|--|---------------------------|
| SKILLS | _____ | _____ |
| 5202.01 | Interact with clients in an ethical manner in compliance with <u>The Charter of Rights and Freedoms</u> and professional code of ethics. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5202.02 | Work within the limits of legislation and agency policies for the protection of self, client and agency to enhance quality of service. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5202.03 | Assist clients to access information through consultation and referrals for informed decision-making. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5202.00 PRACTICE PROFESSIONALISM AND ETHICS - cont'd

5202.04 Promote enhancing behaviour through participation in activities to foster the client's self-esteem and well-being.

Date Completed

Supervisor's Signature

Apprentice's Signature

5202.05 Provide non-threatening, supportive services by utilizing the least intrusive methods available to develop a relationship with the client.

Date Completed

Supervisor's Signature

Apprentice's Signature

5202.06 Advocate client's rights and interest through consultation and referral with multi-disciplinary team to enhance the quality of care.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name

Employer's Signature

U5203.00 COMMUNICATE WITH CLIENTS AND OTHER PROFESSIONALS**GENERAL PERFORMANCE OBJECTIVE**

Communicate with clients, colleagues, and other health and social care professionals by: observing behaviour; interpreting and responding to non-verbal communications; collecting, analyzing and presenting verbal and written information; and, adjusting communication style.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|---|---------------------------|
| SKILLS | _____ | _____ |
| 5203.01 | Observe client behaviour to assess and document successes and needs according to agency guidelines. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5203.02 | Communicate with clients, colleagues, supervisors, and other health and social care professionals by giving and receiving information to enhance the quality of care. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5203.03 | Interpret and respond to non-verbal communication by recognizing and intervening to address the client's needs. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5203.00 COMMUNICATE WITH CLIENTS AND OTHER PROFESSIONALS
- cont'd

5203.04 Collect, analyze and present information in verbal form through reviewing and prioritizing material according to identified needs, agency policies and guidelines.

Date Completed

Supervisor's Signature

Apprentice's Signature

5203.05 Collect, analyze and present information in written form by selecting and recording information according to identified needs, agency policies and guidelines.

Date Completed

Supervisor's Signature

Apprentice's Signature

5203.06 Adjust communication style by meeting the client's level of functioning to ensure understanding.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name**Employer's Signature**

U5204.00 BUILD RELATIONSHIPS**GENERAL PERFORMANCE OBJECTIVE**

Build relationships with clients by: demonstrating interest in the client; responding to client's behaviour and needs; providing opportunities for client to build self-esteem and negotiate focused goals through following up on commitments and delineating roles of self and client.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|--|---------------------------|
| SKILLS | _____ | _____ |
| 5204.01 | Demonstrate interest in client by actively interacting in his/her activities to gain confidence. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5204.02 | Provide opportunities for client to build self-esteem by creating an environment to foster recognition of his/her strengths. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5204.03 | Negotiate client focused goals through consultation and interaction according to agency guidelines. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5204.00 BUILD RELATIONSHIPS - cont'd

5204.04 Follow through on commitments by interacting in a reliable and predictable manner to strengthen relationships and achieve client goals.

Date Completed

Supervisor's Signature

Apprentice's Signature

5204.05 Delineate roles of self and client through consultation and interaction to establish a framework for a relationship.

Date Completed

Supervisor's Signature

Apprentice's Signature

5204.06 Respond/react to client's behaviour and needs by assessing the situation and implementing strategies to create an environment for interaction.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name

Employer's Signature

U5205.00 PROVIDE COUNSELLING**GENERAL PERFORMANCE OBJECTIVE**

Provide counselling by: establishing a non-threatening environment and working relationships; identifying client goals; developing, implementing, monitoring, evaluating and modifying the action plan; and, participating in termination of the counselling relationship.

TERMINAL PERFORMANCE OBJECTIVES

| | | |
|---------------|--|---------------------------|
| | Supervisor's Name (print) | Apprentice's Name (print) |
| SKILLS | _____ | _____ |
| 5205.01 | Establish counselling environment that is non-threatening and sensitive to client's needs during planned and spontaneous sessions. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5205.02 | Establish a working relationship utilizing interviewing and counselling skills to develop trust and client comfort. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5205.03 | Initiate counselling by defining the purpose, roles, and parameters with the client to provide a positive environment for interaction. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5205.00 PROVIDE COUNSELLING - cont'd

5205.04 Facilitate client's identification of goal(s) using interventions and strategies to meet his/her physical and behavioural needs.

Date Completed

Supervisor's Signature

Apprentice's Signature

5205.05 Assist client in developing an action plan relating to client goals within societal norms and laws.

Date Completed

Supervisor's Signature

Apprentice's Signature

5205.06 Assist client in implementation of action plan by providing support and guidance to reach client goal(s).

Date Completed

Supervisor's Signature

Apprentice's Signature

5205.07 Monitor and evaluate progress with the client, family and treatment team to determine goal attainment.

Date Completed

Supervisor's Signature

Apprentice's Signature

5205.08 Modify/revise the action plan based on evaluation results to meet client's needs.

Date Completed

Supervisor's Signature

Apprentice's Signature

U5205.00 PROVIDE COUNSELLING - cont'd

5205.09 Participate in termination of the counselling relationship by reviewing the process and addressing separation issues to close the client file.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name

Employer's Signature

U5206.00 PLAN PROGRAMS**GENERAL PERFORMANCE OBJECTIVE**

Plan client's program by: identifying client's physical, mental, social and emotional requirements; assessing client's strengths and weaknesses; and, assisting in designing, coordinating, implementing, evaluating and modifying the client's program plan.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|--|---------------------------|
| SKILLS | _____ | _____ |
| 5206.01 | Determine the client's physical, mental, social and emotional requirements in order to develop client/family/agency agreements and strategies to establish the treatment plan. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5206.02 | Assess client(s) strengths and weaknesses through observation, interviews, and assessment tools to assist in treatment planning. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5206.03 | Assist in identifying client goals through interviewing and discussing assessment results to develop treatment goals/programs. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5206.00 PLAN PROGRAMS - cont'd

5206.04 Assist in designing treatment programs that meet the client's identified needs and goals within agency guidelines and budgetary limitations.

Date Completed

Supervisor's Signature

Apprentice's Signature

5206.05 Co-ordinate activities by developing a schedule which meets the physical, emotional, cultural and social needs of the client.

Date Completed

Supervisor's Signature

Apprentice's Signature

5206.06 Implement program plan by providing the activities in a congenial and stimulating environment within agency guidelines and budgetary limitations.

Date Completed

Supervisor's Signature

Apprentice's Signature

5206.07 Assist in evaluating the client's program by observing and gathering data on client participation and response to determine if goals have been met.

Date Completed

Supervisor's Signature

Apprentice's Signature

5206.08 Modify/revise program based on evaluation results to meet client's identified needs and treatment goals.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name**Employer's Signature**

U5207.00 APPLY INTERVENTION STRATEGIES**GENERAL PERFORMANCE OBJECTIVE**

Apply intervention strategies by: using behaviour modification techniques, cognitive restructuring, conflict resolution skills, and natural and logical consequences; assisting clients to develop anger management skills; being a positive role model; and, teaching life and social skills and alternatives to confrontation.

TERMINAL PERFORMANCE OBJECTIVES

Supervisor's Name (print)

Apprentice's Name (print)

SKILLS

5207.01 Apply behaviour modification techniques by providing positive reinforcement to encourage client to adopt and improve behaviour patterns.

Date Completed

Supervisor's Signature

Apprentice's Signature

5207.02 Use cognitive restructuring by changing the client's perception, attitudes and behaviours in relation to others to develop acceptable societal behaviour patterns.

Date Completed

Supervisor's Signature

Apprentice's Signature

5207.03 Use conflict resolution skills by adjusting the client's communication skills, removing barriers and creating confidence to encourage interaction with peers and the community.

Date Completed

Supervisor's Signature

Apprentice's Signature

U5207.00 APPLY INTERVENTION STRATEGIES - cont'd

5207.04 Assist clients to develop anger management skills by demonstrating acceptable behaviour and introducing alternatives to encourage interaction with peers and the community.

Date Completed

Supervisor's Signature

Apprentice's Signature

5207.05 Teach clients life and social skills by enhancing client's independence and social acceptability to meet client specific needs.

Date Completed

Supervisor's Signature

Apprentice's Signature

5207.06 Use natural and logical consequences by reinforcing the client's sense of well-being to support interdependence with peers in changing environment.

Date Completed

Supervisor's Signature

Apprentice's Signature

5207.07 Be a positive role model by behaving in an ethical, compassionate, honest and professional manner according to legal and agency policy.

Date Completed

Supervisor's Signature

Apprentice's Signature

5207.08 Teach clients alternatives to confrontation by explaining limits and consequences to build trust within relationships.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name**Employer's Signature**

U5208.00 WORK IN A GROUP SETTING**GENERAL PERFORMANCE OBJECTIVE**

Work in a group setting by: identifying the purpose and goals of formal and informal groups; specifying roles of group leader(s); planning, organizing, leading and facilitating group activities; enhancing participation; evaluating interaction and productivity; and, modifying objectives.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|---|---------------------------|
| SKILLS | _____ | _____ |
| 5208.01 | Identify purpose and goals of formal and informal group by establishing group objectives to enhance quality of care. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5208.02 | Specify roles of group leader(s) as a member(s) of the multi-disciplinary team to ensure quality relationships and service. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5208.03 | Plan and organize group activities by identifying resources and methods to foster group interaction. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5208.00 WORK IN A GROUP SETTING - cont'd

5208.04 Lead and facilitate group activities by directing and motivating group through stages of development to meet commitments and assignments.

Date Completed

Supervisor's Signature

Apprentice's Signature

5208.05 Enhance group participation by employing group skills and leadership strategies to meet group objectives and milestones.

Date Completed

Supervisor's Signature

Apprentice's Signature

5208.06 Evaluate group interaction and productivity by analysing results to determine if objectives are met.

Date Completed

Supervisor's Signature

Apprentice's Signature

5208.07 Modify objectives based on evaluation results with assistance from the team members to ensure continuity of care.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name**Employer's Signature**

U5209.00 WORK WITH FAMILY**GENERAL PERFORMANCE OBJECTIVE**

Work with family to assist in identifying and assessing client's needs and establishing goals and plan of action by: recording family dynamics; planning and facilitating family member's interaction; supervising family visits; teaching parenting and life skills; assisting the family to access community resources and to assert and express themselves.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|---|---------------------------|
| SKILLS | _____ | _____ |
| 5209.01 | Establish and maintain client files by accumulating information from family members and other servicing agencies within legislative and agency guidelines. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5209.02 | Record family dynamics through observation according to agency policy and procedures. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5209.03 | Assist in the identification and assessment of client's needs by consulting with family, co-workers and other agencies according to agency policy and procedures. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5209.00 WORK WITH FAMILY - cont'd

5209.04 Establish goals and develop a plan of action with the family to meet client's needs.

Date Completed

Supervisor's Signature

Apprentice's Signature

5209.05 Plan and facilitate family members' interaction by providing opportunities and activities to meet treatment goals.

Date Completed

Supervisor's Signature

Apprentice's Signature

5209.06 Teach parenting and life skills to meet the family's needs through consultation and demonstration.

Date Completed

Supervisor's Signature

Apprentice's Signature

5209.07 Supervise family visits to ensure client's safety by following agency guidelines.

Date Completed

Supervisor's Signature

Apprentice's Signature

5209.08 Assist family to access community resources by suggesting a variety of programs/resources that meet the family's needs.

Date Completed

Supervisor's Signature

Apprentice's Signature

U5209.00 WORK WITH FAMILY - cont'd

5209.09 Facilitate family members to assert and express themselves by providing a safe environment that allows openness to share feelings, opinions and needs.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name

Employer's Signature

U5210.00 CULTIVATE COMMUNITY RELATIONS**GENERAL PERFORMANCE OBJECTIVE**

Cultivate community relations by: identifying, liaising and integrating services with community agencies; educating the community; providing consultative services to community and organizations; referring clients to community resources; and, advocating public participation.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|--|---------------------------|
| SKILLS | _____ | _____ |
| 5210.01 | Identify and refer clients to community resources through research and consultation to meet client needs. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5210.02 | Educate community through attendance and presentations in meetings and community activities to promote services of agency. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5210.03 | Liaise with other agencies through working together and sharing information to determine community needs. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5210.00 CULTIVATE COMMUNITY RELATIONS - cont'd

5210.04 Provide consultative services to community and organizations through attendance and presentations in meetings and community activities to advocate the mandate of the agency.

Date Completed

Supervisor's Signature

Apprentice's Signature

5210.05 Liaise and integrate services with community agencies through ongoing communication and co-ordination of efforts to meet client needs.

Date Completed

Supervisor's Signature

Apprentice's Signature

5210.06 Advocate public participation in social issues and public policy regarding client's well-being through committee involvement.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name**Employer's Signature**

U5211.00 PARTICIPATE IN A TEAM ENVIRONMENT**GENERAL PERFORMANCE OBJECTIVE**

Participate in a team environment as a team member by: promoting and maintaining professional conduct; negotiating and resolving conflict; acknowledging individual differences; and, supporting team members.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|---|---------------------------|
| SKILLS | _____ | _____ |
| 5211.01 | Promote and maintain professional conduct by modelling behaviours and attitudes to ensure consistency with ethical standards of the agency. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5211.02 | Acknowledge individual differences by respecting and responding constructively to diversity to ensure working relationships. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5211.03 | Negotiate and resolve conflict through problem solving and tolerance of conflicting opinions to enable the team to meet its objectives. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5211.00 PARTICIPATE IN A TEAM ENVIRONMENT - cont'd

5211.04 Support team members by offering assistance and encouragement to ensure full participation of the members.

Date Completed

Supervisor's Signature

Apprentice's Signature

5211.05 Participate as a team member by co-operating and sharing information and responsibilities to enhance quality of care.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name**Employer's Signature**

U5212.00 DEVELOP SELF**GENERAL PERFORMANCE OBJECTIVE**

Develop self by: evaluating own performance; identifying and developing an activity plan to meet personal goals and skill areas requiring updating; maintaining currency in the profession; identifying transference and counter-transference; identifying and responding to traumatic situations; separating personal from professional issues; and, practising stress management.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|--|---------------------------|
| SKILLS | _____ | _____ |
| 5212.01 | Participate in own performance evaluation by receiving from and giving feedback to management to optimize skills. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5212.02 | Identify areas requiring updating of skills through consultation with peers and supervisor to enhance own functioning. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5212.03 | Develop an activity plan in consultation with supervisor to meet personal goals. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5212.00 DEVELOP SELF - cont'd

5212.04 Maintain currency in the profession by participating in workshops, conferences and by reading professional publications to enhance own functioning.

Date Completed

Supervisor's Signature

Apprentice's Signature

5212.05 Identify transference and counter-transference during interaction with client to maintain a working relationship.

Date Completed

Supervisor's Signature

Apprentice's Signature

5212.06 Separate personal from professional issues by understanding the roles to ensure a quality working relationship and service.

Date Completed

Supervisor's Signature

Apprentice's Signature

5212.07 Practice stress management by identifying stressors and implementing stress-reducing strategies to maintain own functioning.

Date Completed

Supervisor's Signature

Apprentice's Signature

5212.08 Identify and respond to traumatic situations by recognizing implications on self to protect oneself and maintain quality care.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name**Employer's Signature**

U5213.00 PERFORM ORGANIZATIONAL DUTIES**GENERAL PERFORMANCE OBJECTIVE**

Perform organizational duties by completing oral or written reports/documentation; performing administrative duties; testifying in court; assisting in updating agency policy and procedures; and, scheduling workplans and manage workloads.

TERMINAL PERFORMANCE OBJECTIVES

| | Supervisor's Name (print) | Apprentice's Name (print) |
|---------------|--|---------------------------|
| SKILLS | _____ | _____ |
| 5213.01 | Complete oral or written reports/documentation which are clear, concise, and accurate in accordance with agency and government guidelines. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5213.02 | Perform administrative duties by using manual and computer systems as outlined in agency policy and procedures. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |
| 5213.03 | Testify in court on matters relating to the client in accordance with legislation and agency guidelines. | |
| | Date Completed | Supervisor's Signature |
| | _____ | _____ |

U5213.00 PERFORM ORGANIZATIONAL DUTIES - cont'd

5213.04 Assist in updating agency policy and procedures through attendance at staff and committee meetings by providing input and feedback to effect change.

Date Completed

Supervisor's Signature

Apprentice's Signature

5213.05 Schedule workplans and manage workload by completing assigned tasks in accordance with agency policy and procedures.

Date Completed

Supervisor's Signature

Apprentice's Signature

Employer's Name

Employer's Signature

AREAS OF
COMPETENCY

COMPETENCY ANALYSIS PROFILE
CHILD AND YOUTH WORKER

⇐SKILLS⇒



| | | | | | |
|---|--|---|---|---|---|
| PROTECT SELF AND OTHERS U5200.0 | Maintain a safe environment 5200.01 | Conduct routine safety inspections 5200.02 | Practice and implement emergency procedures 5200.03 | Plan and implement activities 5200.04 | Practice crisis intervention techniques 5200.05 |
| | Implement physical restraint techniques 5200.06 | Teach and model safety practices 5200.07 | Identify signs and symptoms of substance abuse 5200.08 | Identify signs and symptoms of physical, sexual or emotional abuse 5200.09 | Respond to accidents, incidents, and occurrences 5200.10 |
| | Protect self and others 5200.11 | | | | |
| PRACTICE AND PROMOTE HEALTH U5201.0 | Arrange for health care opportunities 5201.01 | Review client's medical, social, and mental health histories 5201.02 | Administer medications 5201.03 | Store medications 5201.04 | Monitor client's response to medication 5201.05 |
| | Recognize and report signs and symptoms of client's health problems 5201.06 | Monitor client's nutritional intake 5201.07 | Teach and model nutritional practices 5201.08 | Promote physical health 5201.09 | Teach and monitor hygiene 5201.10 |
| | Provide information on human sexuality 5201.11 | Administer ba | | | |
| PRACTICE PROFESSIONALISM AND ETHICS U5202.00 | Interact with clients 5202.01 | Work within the limits of legislation and agency policies 5202.02 | Assist clients to access information 5202.03 | Promote enhancing behaviour 5202.04 | Provide non-threatening supportive services 5202.05 |
| | Advocate client's rights and interest 5202.06 | | | | |

**AREAS OF
COMPETENCY**



**COMPETENCY ANALYSIS PROFILE
CHILD AND YOUTH WORKER**



| | | | | | |
|--|--|---|---|--|---|
| COMMUNICATE WITH CLIENTS AND OTHER PROFESSIONALS U5203.00 | Observe client behaviour | Communicate with clients, colleagues, supervisors and other health and social care professional | Interpret and respond to non-verbal communication | Collect, analyse and present information in verbal form. | Collect, analyse and present information in written form. |
| | 5203.01 | 5203.02 | 5203.03 | 5203.04 | 5203.04 |
| | Adjust communication style | | | | |
| | 5203.06 | | | | |
| BUILD RELATIONSHIP U5204.00 | Demonstrate interest in client | Provide opportunities for client to build self-esteem | Negotiate client focused goals | Follow through on commitments | Delineate roles of self and client |
| | 5136.01 | 5136.02 | 5136.03 | 5136.04 | 5136.05 |
| | Respond/react to client's behaviour and needs | | | | |
| | 5136.06 | | | | |
| PROVIDE COUNSELLING U5205.00 | Establish counselling environment | Establish a working relationship | Initiate counselling | Facilitate client's identification of goal(s) | Assist client in developing an action plan |
| | 5205.01 | 5205.02 | 5205.03 | 5205.04 | 5205.05 |
| | Assist in client in implementation of action plan | Monitor and evaluate progress | Modify/reverse the action plan | Participate in termination of the counselling relationship | |
| | 5137.06 | 5137.07 | 5137.08 | 5137.09 | |
| PLAN PROGRAMS U5206.00 | Determine the client's physical, mental, social and emotional requirements | Assess client(s) strengths and weaknesses | Assist in identifying client goals | Assist in designing treatment programs | Co-ordinate activities |
| | 5206.01 | 5206.02 | 5206.03 | 5206.04 | 5206.04 |
| | Implement program plan | Assist in evaluating the client program | Modify/revise program | | |
| | 5206.06 | 5206.07 | 5206.08 | | |

AREAS OF
COMPETENCY



COMPETENCY ANALYSIS PROFILE
CHILD AND YOUTH WORKER

⇐SKILLS⇒

| | | | | | |
|---|---|--|--|---|--|
| APPLY INTERVENTION STRATEGIES U5207.00 | Apply behaviour modification techniques 5207.01 | Use cognitive restructuring 5207.02 | Use conflict resolution skills 5207.03 | Assist clients to develop anger management skills 5207.04 | Teach clients life and social skills 5207.05 |
| | Use natural and logical consequences 5207.06 | Be a positive role model 5207.06 | Teach clients alternatives to confrontation 5207.06 | | |
| WORK IN A GROUP SETTING U5208.00 | Identify purpose and goals of formal and informal group 5208.01 | Specify roles of group leader(s) 5208.02 | Plan and organize group activities 5208.03 | Lead and facilitate group activities 5208.04 | Enhance group participation 5208.05 |
| | Evaluate Group interaction and productivity 5208.06 | Modify Objectives based on evaluation results 5208.07 | | | |
| WORK WITH FAMILY U5209.00 | Establish and maintain client files 5209.01 | Record family dynamics 5209.02 | Assist in the identification and assessment of client's needs 5209.03 | Establish goals and develop a plan of action 5209.04 | Plan and facilitate family members interaction 5209.05 |
| | Teach parenting and life skills 5209.06 | Supervise family visits 5209.07 | Assist family to access community resources 5209.08 | Facilitate family members to assert and express themselves 5209.09 | |
| CULTIVATE COMMUNITY RELATIONS U5210.00 | Identify and refer clients to community resources 5210.01 | Educate community 5210.02 | Liaise with other agencies 5210.03 | Provide consultative services to community and organizations 5210.04 | Liaise and integrate services with community agencies 5210.05 |
| | Advocate public participation in social issues and public policy 5210.06 | | | | |

COMPETENCY ANALYSIS PROFILE CHILD AND YOUTH WORKER

⇐SKILLS⇒

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