

FRHD*2400 Introduction to Human Services

COURSE OUTLINE – WINTER 2026

1. CALENDAR DESCRIPTION

This course explores the roles, responsibilities and competencies of work in human services, emphasizing the development of professional knowledge, skills and ethical values for working with individuals and families in a variety of settings. Major topics covered in this course will include working with diverse populations, developing professional communication skills, professional values and ethical practice, self-awareness, self-care, career exploration, program planning and implementation.

Credit Weight: 0.5 credits

Course Hours: 3-0 (36 lecture; 0 lab/seminar)

Pre-Requisite(s): 1 of [FRHD*1010](#), [FRHD*2060](#), [FRHD*2270](#), [FRHD*2280](#), [PSYC*2450](#)

Co-Requisites(s): n/a

Restriction(s): [FRHD*2300](#), [FRHD*2350](#). Restricted to students in BASc CYF, CYF:C, ADEV:C, FSHD

2. COURSE DESCRIPTION

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3. TIMETABLE

Lecture:

Location:

Seminars:

Final Exam:

4. INSTRUCTIONAL SUPPORT

Course Instructor: Victoria Fritz, RSW, PhD

Email: vfritz@uoguelph.ca expect response by next working day, during daytime working hours, do not expect response on weekends. Put **course code FRHD*2400 in subject line**

Telephone: 519-824-4120 ext.

Office:

Office Hours: **By Appointment**

Teaching Assistant:

Office: TBD

Office Hours: **By appointment**

5. LEARNING RESOURCES

Required Resource(s):

- 1) O'Hara, A., Weber, Z. & Levine, K. (2016) Skills for human services practice: Working with individuals, groups, and communities. Toronto: Oxford University Press
 - This book is available at the University Bookstore. It is also available for short-term loan (2 hours) through Course Reserves at the Library.
 - This book costs approximately \$150 to purchase, or \$60 to access for 180 days.
 - Student may use a second-hand version of this book, but please ensure that it is the 2nd Canadian Edition from 2016.
- 2) Vowel, C. (2016). Indigenous writes: A guide to First Nations, Métis & Inuit issues in Canada. Winnipeg: Portage & Main Press.
 - This book is available as an e-book or soft cover through Portage & Main Press: <https://www.portageandmainpress.com/product/indigenous-writes/>. It is also available as an e-book, to review online, through the U of G Library.
 - This book costs \$32 as a hard copy or \$26 as an e-book version

Recommended Resource(s):

Will be shared by the instructor via Counselink, no cost to students

6. LEARNING OUTCOMES

At the completion of the course, successful students will be able to:

1. Identify and describe various careers in the Human Services, and compare the regulations, ethical guidelines, and professional values for various human and social services.
2. Describe key components for the ethical and effective use of social media for networking and presentation of professional identity.
3. Demonstrate oral and written skills for professional communication.
4. Describe key components of effective program planning and implementation.
5. Demonstrate skills in self-reflection; describe effective use of self in practice/professional contexts; describe and apply self-care practices to ensure personal well-being.

6. Describe the importance and key principles of anti-oppression and equity, diversity, and inclusion in human services workplaces and apply these principles in interactions in class, seminar, and online.
7. Describe and apply appropriate cultural competency skills in group tasks and written assignments.
8. Demonstrate growth in awareness of the ways in which Canada's past and present human service systems (including education, child welfare, and health among others) and practitioners have failed to serve the needs of Indigenous, Inuit, and Métis persons in ethical and just ways, and the historical legacy of these failures in current times.
9. Assess your own learning as an emerging professional and identify additional opportunities for further growth

7. TEACHING AND LEARNING ACTIVITIES

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
1 Jan 5	Introduction to Course	Read Course Outline Review Counselink site	Learning Journal/Prompt (Monday or Wednesday in class) Note:
2 Jan 12	Wellbeing in the Human Services	Reading: Counselink <i>Reynolds, Dupuis-Rossi, & Heath (2021)</i> p. 2-18. Stowen – 8 Dimensions of Wellness	Learning Journal/Prompt (Monday or Wednesday in class)
3 Jan 19	Professional Values & Ethical Practice,	TEXT Chapter 2 Professional Values and Ethical Practice Review before class the links to Professional Codes of Ethics on counselink site. During this class, the BASc Practicum Coordinator will present information and answer questions about upcoming practicum.	Learning Journal/Prompt (Monday or Wednesday in class)

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
4 Jan 26	Practicing Critical Reflection	TEXT <i>O'Hara, Weber & Levine (2016)</i> Chapter 1 Practicing Critical Reflection	Learning Journal/Prompt (Monday or Wednesday in class)
5 Feb 2	Program Planning & Implementation: An Introduction to Program Design	Readings posted to Courselink: Kellogg Foundation Chapter 1 Introduction to the Logic Model & Main, 2011.	Learning Journal/Prompt (Monday or Wednesday in class)
6 Feb 9	Self-Awareness and Self-Knowledge	TEXT Chapter 3 The Practitioner's Use of Self in the Professional Relationship Start Reading Vowel book.	Learning Journal/Prompt (Monday or Wednesday in class)
Reading Week – NO CLASSES OR SEMINARS			
7 Feb 23	Equity in Practice and Dealing with Power	Guest Speakers from Student Experience U of Guelph:	Learning Journal/Prompt (Monday or Wednesday in class)
8 Mar 2	Working with Diverse Populations		Learning Journal/Prompt (Monday or Wednesday in class)
9 Mar 9	Developing Professional Communication Skills	TEXT Chapter 5 Effective Communication	Learning Journal/Prompt (Monday or Wednesday in class)

Week	Topics	Assigned Readings & Guest Speakers	Notes & Due Dates
10 Mar 16	Professional Skills for Effective Teamwork & Managing Conflict	TEXT Chapters 13 & 15 Working Effectively in Teams & Understanding and Managing Conflict	Learning Journal/Prompt (Monday or Wednesday in class)
11 Mar 23	Anti-colonial practices in research (making changes)	Guest Speaker from the Indigenous Student Centre	Learning Journal/Prompt (Monday or Wednesday in class)
12 Mar 31	Wrap Up and Looking Forward		Learning Journal/Prompt (Monday or Wednesday in class)

Note: This is a tentative schedule; however, due to various unknown factors there may be changes. Any changes will be announced during class and an announcement will be posted on the CourseLink site.

8. ASSESSMENT DETAILS

Assessment	LOs Addressed	Due Date	% of Final
Submit Completion Certificate: Principles of Belonging - Anti-Oppression & Anti-Racism	6		5%
Social Media See Assignment Description Courselink.	2, 3, 5		5%
Ethics: Professional Codes] See Assignment Description Courselink.	1, 3, 5, 7, 9		10%
Book Club: Pre-Reflection *this is due on the last day of class prior to the break therefore has to be due by 5:30pm as per policy	3, 5, 7, 8, 9		5%
Book Club: In-Person Book Club* Please note that the discussion questions and in-person book club will be graded together to total 5%	3, 5, 7, 8, 9		5%*
Book Club: Post-Reflection	3, 5, 7, 8, 9		5%

Assessment	LOs Addressed	Due Date	% of Final
Program Planning mini logic model	4		10%
Learning Journals & Participation Activities	3, 5, 9	in class, 10 of 12 weeks	20%
Self-Directed Assignment *this is due on the last day of class, therefore has to be due by 5:30pm as per policy	5, 6, 7, 9		10%
Final Exam: multiple choice and short answer	1-9		25%
Total:			100%

9. COURSE STATEMENTS

Land Acknowledgement:

We acknowledge that the University of Guelph resides on the ancestral lands of the Attawandaron people and the treaty lands and territory of the Mississaugas of the Credit. We recognize the significance of the Dish with One Spoon Covenant to this land and offer our respect to our Anishinaabe, Haudenosaunee and Métis neighbours as we strive to strengthen our relationships with them. Acknowledging them reminds us of our important connection to this land where we learn and work.

Course Website:

There is a course website at <http://courselink.uoguelph.ca>. All components of this course will be housed on the CourseLink site including this course outline, assignments, and links to further resources. Your assignments will be submitted through the Dropbox function. Marks and feedback will also be released on the site. Please familiarize yourself with this website as soon as possible and visit it regularly throughout the semester.

Late Assignments:

Late assignments will be accepted up to 5 days following the due date and will receive a penalty of 10% per day EXCEPT under documented grounds for compassionate consideration. Assignments submitted more than one week late without documented grounds will receive a grade of zero. If you are going to hand an assignment in late, you must contact your course instructor to inform them when you will be submitting your assignment.

Receipt of Grades:

After you receive a grade on CourseLink, please review your feedback. Any inquiry or dispute over the grade must be made within two weeks from the date they are posted. If you fail to protest any grade during this time limit, changes to the grade will not be considered. [Grades will be based on the Grading Procedures outlined in the Undergraduate Calendar.](#)

Turnitin Software:

In this course, your instructor will be using Turnitin, integrated with the CourseLink Dropbox tool, to detect possible plagiarism, unauthorized collaboration or copying as part of the ongoing efforts to maintain academic integrity at the University of Guelph.

All submitted assignments will be included as source documents in the Turnitin.com reference database solely for the purpose of detecting plagiarism of such papers. Use of the Turnitin.com service is subject to the Usage Policy posted on the Turnitin.com site.

A major benefit of using Turnitin is that students will be able to educate and empower themselves in preventing academic misconduct. In this course, you may screen your own assignments through Turnitin as many times as you wish before the due date. You will be able to see and print reports that show you exactly where you have properly and improperly referenced the outside sources and materials in your assignment.

10. UNIVERSITY STATEMENTS

E-mail communication:

As per university regulations, all students are required to check their <uoguelph.ca> e-mail account regularly: e-mail is the official route of communication between the University and its students.

When you cannot meet a course requirement:

When you find yourself unable to meet an in-course requirement because of illness or compassionate reasons, please advise the course instructor (or designated person, such as a teaching assistant) in writing, with your name, id#, and e-mail contact. See the Undergraduate Calendar for information on regulations and procedures for [Academic Consideration](#).

Drop date:

Courses that are one semester long must be dropped by the end of the last day of classes; two-semester courses must be dropped by the last day of classes in the second semester. The regulations and procedures for [Dropping Courses](#) are available in the Undergraduate Calendar.

Copies of out-of-class assignments:

Keep paper and/or other reliable back-up copies of all out-of-class assignments: you may be asked to resubmit work at any time.

Accessibility:

The University promotes the full participation of students who experience disabilities in their academic programs. To that end, the provision of academic accommodation is a shared responsibility between the University and the student.

When accommodations are needed, the student is required to first register with Student Accessibility Services (SAS). Documentation to substantiate the existence of a disability is required, however, interim accommodations may be possible while that process is underway.

Accommodations are available for both permanent and temporary disabilities. It should be noted that common illnesses such as a cold or the flu do not constitute a disability.

Use of the SAS Exam Centre requires students to make a booking at least 14 days in advance, and no later than November 1 (fall), March 1 (winter) or July 1 (summer). Similarly, new or changed accommodations for online quizzes, tests and exams must be approved at least a week ahead of time.

More information: www.uoguelph.ca/sas

Academic misconduct:

The [Academic Misconduct Policy](#) is outlined in the Undergraduate Calendar.

The University of Guelph is committed to upholding the highest standards of academic integrity and **it is the responsibility of all members of the University community – faculty, staff, and students – to be aware of what constitutes academic misconduct** and to do as much as possible to prevent academic offences from occurring. University of Guelph students have the responsibility of abiding by the University's policy on academic misconduct regardless of their location of study; faculty, staff and students have the responsibility of supporting an environment that discourages misconduct. Students need to remain aware that instructors have access to and the right to use electronic and other means of detection.

Please note: Whether or not a student intended to commit academic misconduct is not relevant for a finding of guilt. Hurried or careless submission of assignments does not excuse students from responsibility for verifying the academic integrity of their work before submitting it. Students who are in any doubt as to whether an action on their part could be construed as an academic offence should consult with a faculty member or faculty advisor.

Instructors **shall not** determine if academic misconduct has occurred. This is up to the Associate Dean Academic's office. Instructors shall not assign a grade of zero even if they believe that the student has committed some form of academic misconduct (e.g., copied material from a website like CourseHero) on an assignment or exam.

Instructors **can** determine if a student has poorly paraphrased and/or improperly cited material and can provide a grade accordingly as long as this is clearly identified as part of the assessment criteria via a rubric or other assessment tools.

For more information about Academic Integrity resources and how to prevent Academic Misconduct see: <https://csahs.uoguelph.ca/faculty-research/hub-teaching-learning-excellence/academic-integrity>

Recording of materials:

Presentations which are made in relation to course work—including lectures—cannot be recorded or copied without the permission of the presenter, whether the instructor, a classmate or guest lecturer. Material recorded with permission is restricted to use for that course unless further permission is granted.

Resources:

The [Academic Calendars](#) are the source of information about the University of Guelph's procedures, policies and regulations which apply to undergraduate, graduate and diploma programs.

Disclaimer:

Please note that the ongoing COVID-19 pandemic may necessitate a revision of the format of course offerings, changes in classroom protocols, and academic schedules. Any such changes will be announced via Counselink and/or class email.

This includes on-campus scheduling during the semester, mid-terms and final examination schedules. All University-wide decisions will be posted on the COVID-19 website (<https://news.uoguelph.ca/2019-novel-coronavirus-information/>) and circulated by email.

Illness:

Medical notes will not normally be required for singular instances of academic consideration, although students may be required to provide supporting documentation for multiple missed assessments or when involving a large part of a course (e.g., final exam or major assignment).

COVID-19 Safety Protocols:

For information on current safety protocols, follow these links:

- <https://news.uoguelph.ca/return-to-campuses/how-u-of-g-is-preparing-for-your-safe-return/>
- <https://news.uoguelph.ca/return-to-campuses/spaces/#ClassroomSpaces>

Please note, that these guidelines may be updated as required in response to evolving University, Public Health or government directives.