

DISCOVERY COMMUNITY COLLEGE

SCHOOL OF HUMAN SERVICES

Crisis Response and Mental Health Worker (CRMHW)

Curriculum Guide

Development Date: August 2022

Recent Revisions: September 2022; March 2023; April 2023; May 2023; July 2023.

Current revision: June 2025.

PURPOSE

This Crisis Response and Mental Health Worker Certificate Program is designed to provide students with the skills, knowledge and attitudes required to work as a crisis response & mental health worker in a variety of community settings. Graduates are prepared to work in areas such as community social service agencies, support services, group home settings, shelters, harm reduction and community enforcement.

PROGRAM Methods of Delivery

This program may be offered in these delivery formats:

- In person in the classroom at a DCC campus with work experience placements in the community.
- Blended in person in the classroom and in person online (synchronous) learning with work experience placements in the community.

All online delivery of courses is synchronous – students attend scheduled classes virtually with instructor(s) and classmates. Whether courses are to be delivered in class or online will be described in the student contract and schedule.

PROGRAM DESIGN Crisis Response & Mental Health Worker

Course list	Weeks	Hours	Delivery Method
▪ GO 901 Get Oriented	1.0	20	In class or online
▪ IT 701 Introduction to Computers	3.0	60	
▪ ES 501 Employability Skills	1.0	20	
▪ Foundational CRMHW Certificates*	2.0	40	In class
▪ Professionalism & Ethics – CRMHW	2.0	40	In class or online
▪ Diversity in Canada	2.0	40	
▪ Indigenous Cultures in Canada	2.0	40	
▪ Crisis Intervention	2.0	40	
▪ Conflict Management	2.0	40	
▪ Communication in Mental Health	4.0	80	
▪ Human Development – Adulthood	2.8	56	
▪ Mental Health & Addictions	7.0	140	
▪ Professional Growth	2.0	40	
▪ Work Experience – Practicum	4.2	84	
Totals	37	740	On site

The Foundational CRMHW Certificates* course includes:

- Provincial Violence Prevention (8 hrs)
- First Aid and CPR (16 hrs)
- Mental Health First Aid (9)
- Enhancing Physiological Health, Wellness and Resilience (5)
- Mental Health: Psychologically Healthy Workplaces (2)

Learning Outcomes for CRMHW program

Revised: 2023-04-03

Upon successful completion of this program, graduates will possess the skills, knowledge, attitudes, and behaviours that will enable them to:

1. Review DCC student policies, understand financial responsibilities, use Microsoft Teams to participate in classes.
2. Use computer software at a level that will support learning in this CRMHW program.
3. Demonstrate the skills and knowledge needed to pursue their chosen career e.g., write cover letters and resumes, create employment portfolio, use job search skills.
4. Use skills and knowledge gained from certifications in first aid, violence prevention, mental health crisis and wellbeing, and be able to describe when to use various crisis intervention models or violence prevention techniques.
5. Describe and explain key concepts related to professional and ethical dilemmas and responsibilities encountered by crisis response and mental health workers, clarify personal values, and establish a framework for ethical decision making.
6. Describe the basic concepts of diversity, multiculturalism, and human rights in the Canadian context, with a focus on the relationship between community safety and the diverse communities Served in Canada.
7. Describe key aspects of the history of the relationship between indigenous people and the settlers in Canada, with a focus on the past and present interactions and relationships, and use this knowledge to discuss the history and current impact of residential schools and current issues regarding indigenous land claims.
8. Describe crisis intervention models and theory, discuss appropriate support for persons being served preventatively or in a crisis, and describe the formal and informal resources available to best support them in the community.
9. Understand conflict management theory and practice, including communication strategies in conflict situations.
10. Describe effective communication skills with the person being served from a variety of cultural backgrounds, abilities, experiences, social contexts, and historical or modern contexts. Use appropriate communications skills and techniques to facilitate effective working and personal relationships with co-workers.
11. Describe the stages of adult human development, related developmental theories, and behaviours associated with interrupted development. Analyze how using knowledge of adult human development, cultural background, social experience, and history can impact conflict management, crisis prevention or intervention outcomes.
12. Describe mental health and substance related disorders, including a broad range of psychiatric conditions, cognitive impairments, as they impact the lives of people with diverse needs and lifestyles.
13. Examine how the community services crisis response and mental health sector works. Describe justice system (or other organizations') strategies for addressing victims of violence, issues of

mental health, and people with different intellectual abilities, cultural, social, physical, or religious identities.

14. Participate in a work experience (practicum).

Student Competencies

To meet program goals and learning outcomes, students will participate in a problem solving, learner-centered approach to education. Students will be supported in this environment as a responsible, self-determining person, able to engage in cooperative, collaborative, team-oriented learning.

Elements of performance and learning activities will include:

- Care of yourself and fostering of your physical, intellectual, emotional, and spiritual growth.
- Care of your client and support of individuals needs.
- Professional practice in a safe, ethical manner that recognizes the boundaries established by various community support agencies.
- Professional communication with clients, families, colleagues, and members of the care team.
- Knowledge of community mental health issues and principles of rehabilitation.
- Knowledge of adult human development.

Career Occupation

The Crisis Response and Mental Health Worker program prepares students for occupations as social and community service workers. Examples include community service, crisis intervention, and mental health workers (NOC 2021 code 42201).

METHODS of EVALUATION

Student progress and success will be assessed regularly throughout the program. This will be accomplished using a variety of evaluation tools. Assessment items used are described in course outlines.

The passing grade for all courses is 70%. Students are required to pass all courses at each level of the program before moving on to the work experience. To graduate students must satisfactorily complete all courses in the program.

ADMISSION REQUIREMENTS

Revised: June 2025.

Applicants must meet the following requirements prior to acceptance into the program.

- Grade 12 graduation from BC secondary school or equivalent*, or equivalent* from another school system, or be a mature applicant (19 years of age on the first day of class).
- Satisfy **one** of the following language proficiency requirements:
 - Completion of three years of full-time secondary (grades 8-12), or two years if the grades are 10, 11, 12, in English, in a country where English is one of the principal languages **.
 - *This may be demonstrated by providing a high school transcript, completion of a BC Adult Graduation program, or providing international education credentials recognized through WES, ICES, or IQAS.*

- Completion of two years of full-time post-secondary education, in English, in a country where English is one of the principal languages ** (includes international education credentials recognized through WES, ICES, IQAS.)
 - *Language development courses (i.e., ELL courses) cannot be included in this calculation.*
- Provide verified results for one of the English language proficiency tests listed below. Test results must be dated no more than two years before the start date of the program.

Mature student applicants.

- If the applicant is 19 years or older at the start of the program and is a Canadian citizen or permanent resident who cannot access their educational records or provide sufficient evidence of secondary or post-secondary education as described above, then:
 - Provide attestation that they have completed at least three years of full-time instruction in English in a country where English is one of the principal languages, and
 - Complete an Accuplacer English Assessment (Next Generation Reading, Writing, WritePlacer) with these minimum scores:
 - Reading 230
 - Writing 230
 - WritePlacer 4

English language proficiency tests.

- International English Language Testing System (IELTS academic, IELTS general, IELTS academic online)
 - Overall score of 5.5 minimum
- Test of English as a Foreign Language (TOEFL iBT or TOEFL iBT Home Edition)
 - Overall score of 46 minimum
- Canadian Academic English language Assessment (CAEL or CAEL Online)
 - Overall score of 40 minimum
- Canadian English Language Proficiency Index Program (CELPIP General or CELPIP Online)
 - Scores of listening 6, speaking 6, reading 5, writing 5 minimum
- Duolingo English test (DET)
 - Overall score of 95 minimum
- Pearson test of English (PTE) academic
 - Overall score of 43 minimum
- Cambridge English qualifications B2 first exam (FCE)
 - Overall score of 160 or “C” minimum
- Cambridge linguaskill
 - Overall level of B2 minimum
- LanguageCert academic
 - Overall level of B2 minimum
- The Michigan English test (MET)
 - Overall level of B2 minimum
- iTep academic
 - Overall score of 3.5 minimum
- Eiken
 - Placement of Grade Pre-1 minimum

Applicants must meet with a DCC official and complete required documents.

*Equivalent:

For detailed information about equivalencies please speak with your DCC Admissions Advisor.

**Countries list:

For the list of countries where English is one of the principal languages speak to your DCC admissions advisor.

PRACTICE EXPERIENCE REQUIREMENTS

Work experience placements will be at a variety of sites in the community. Students may have to travel outside of their home community to attend their work experience placement and must be able to attend their placement as scheduled; this may be on days, evenings, or weekends. Students will be required to supply their own transportation to their placements and to assume any other related costs.

Students are encouraged to assist in finding work experience placements.

The activities that the student will undertake during the work experience are described in the work experience course outline and/or in the work experience training plan.

Students must have successfully completed all courses in the program prior to attending their work experience. While on their work experience students must portray a professional image.

The following requirements are not within the control of Discovery Community College. They may change at any time, including between enrollment in the program and participation in any of the practice experiences that each student must complete. Participants in the program must comply with these requirements as described at the time their practice experience is scheduled.

Criminal Records Check

Revised: September 2024.

Students must obtain a criminal record check under the terms of the Criminal Records Review Act and the Ministry of Justice process for educational institutions (refer to notes under “Criminal Record Check Guidelines” below).

To accomplish the criminal record check (CRC) with the Criminal Record Review Program (CRRP) of BC, DCC will provide the link for the applicant to log in to the CRRP to complete their criminal record check request, as well as instructions to complete the next steps.

The status of the CRC does not automatically prevent an applicant from attending this program. However, any CRC that reveals “relevant” offences may limit work experience options.

A satisfactory criminal record check is one that shows no convictions for any offences reviewed under the Criminal Records Review Act by the Ministry of Justice of British Columbia, as well as no outstanding criminal charges.

Immunizations

Some work experience hosts require that students have a negative TB skin test or chest x-ray. It is the student's responsibility to book this test at least six weeks before their work experience. Not having this test may restrict your choice of work experience host.

You should have a negative skin test dated within six months of the work experience placement. If you had a positive skin test (10 mm of induration or greater) at your last test, then a negative chest x-ray within one year of the placement is required.

GENERAL INFORMATION

Course information will be given to students at the beginning of each course.

Schedules may vary, and students must be prepared to attend in person and online classes as scheduled. Schedules will be distributed at the beginning of the program. Class times may be subject to change. Students must be able to attend all classes: either in the campus classroom or in the online classroom, and at a host facility for work experience.

For online learning students will require a suitable device such as a laptop computer (preferably using Windows operating system), and access to internet services. We recommend a laptop with a keyboard (not just a touch screen) and additional devices such as a cell phone or tablet to use as a reading device for digital textbooks.

This program is offered in a cohort instructor lead learning format. Primary methods of instruction will include guided discussion, lecture, interactive small group work, practice, and individual guidance. We use MS-Teams and Moodle to host content, evaluation, and guide students.

There may be off-site field trips arranged during the program as opportunity and resources allow. Students will be required to supply their own transportation for these.

Resources and Equipment

Students are required to have a suitable device such as a laptop computer (preferably using Windows operating system), and access to internet services. We recommend a laptop with a keyboard (not just a touch screen) and additional devices such as a cell phone or tablet to use as a reading device for digital textbooks.

The required textbooks and e-books for this program will be distributed as needed during the courses. The instructor will supply other resources such as online handouts, study aids, and other electronic resources as needed.

Classes will take place primarily in the virtual online classroom except when specialized equipment and hands-on training is required. DCC uses Office 365 Teams environment as the online platform. All students will receive a free license and access to student software while enrolled in this program.

Recommended Student characteristics

Students must be genuinely concerned for and interested in helping and supporting people in need. You should be self-motivated, responsible, sensitive, and responsive to your own and others needs. You should also be willing to engage in reflection on your own personal and professional development and in appropriate and relevant self-disclosure with class participants. Students must be willing and able to

participate in class activities and discussions as speakers and active listeners. You should enjoy reading and study and be able to write and record your thoughts and information gathered.

Revisions

Information contained in this curriculum guide is correct at the time of publication. Content of courses and programs is revised on an ongoing basis to ensure relevance to changing educational, employment, and marketing needs.
