

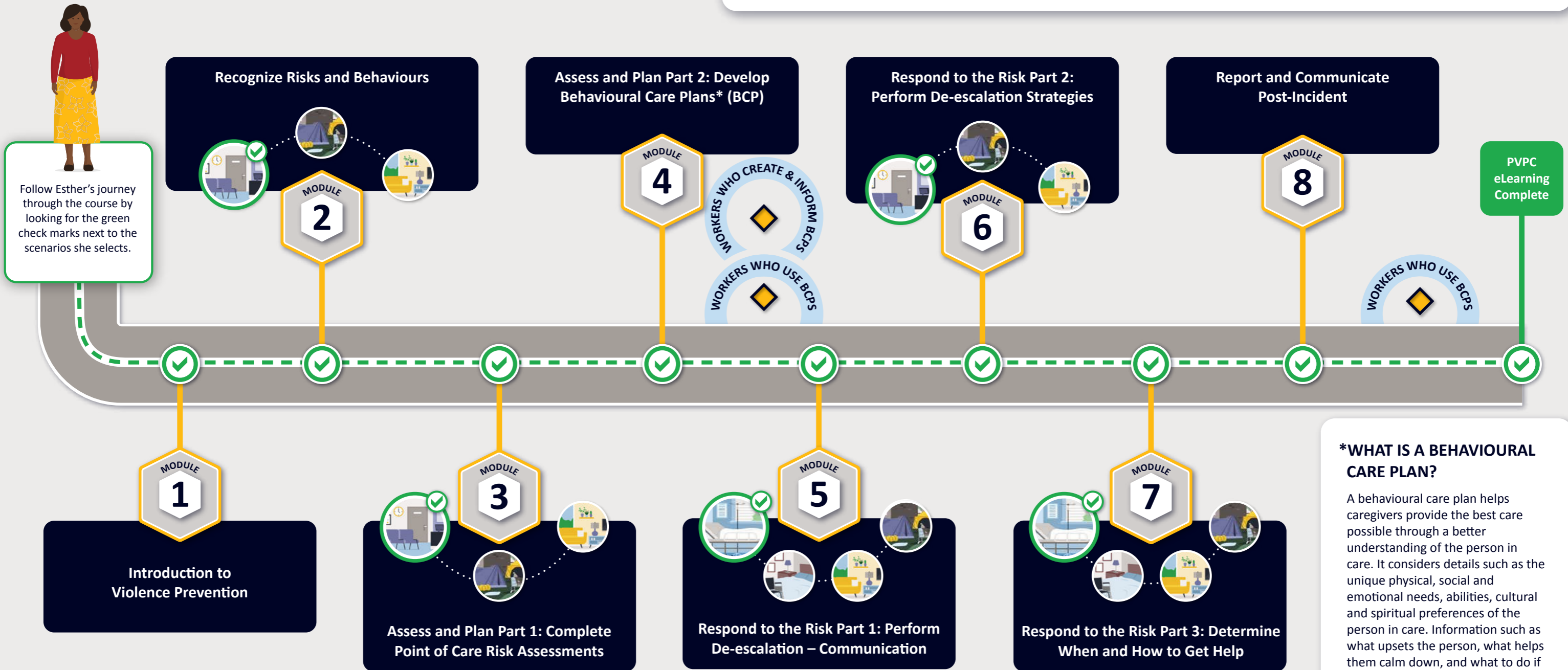
# Refreshed PVPC eLearning Course Journey

## Administrative Assistant

Meet Esther (she/her), an Administrative Assistant who works in an office in a community health centre. As Esther makes her way through the course, she has the ability to choose any of the scenarios that apply to her workplace.

### SCENARIOS AND ADDITIONAL CONTENT

In the refreshed Provincial Violence Prevention (PVPC), all participants learn the same core skills, while having the opportunity to choose to practice those skills in scenarios that most closely apply to their role and workplace. Some participants also receive additional content. This course is designed for people in all healthcare workplaces, including hospitals and facilities, community and client homes, and long-term care.



**\*WHAT IS A BEHAVIOURAL CARE PLAN?**

A behavioural care plan helps caregivers provide the best care possible through a better understanding of the person in care. It considers details such as the unique physical, social and emotional needs, abilities, cultural and spiritual preferences of the person in care. Information such as what upsets the person, what helps them calm down, and what to do if the person becomes too upset to calm down, is often included.