

Caregiver

THE NEWSLETTER OF DRAKE MEDOX COMMUNITY HEALTH WORKERS

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Client Centered Care

Client Centered Care is *“Providing care that is respectful of and responsive to individual client preferences, needs and values, ensuring that client values guide the implementation of home care services.”*

Do you know what is most important to clients receiving home support services? Learn how you can enrich your clients' service experience through a client-centered care approach. We are pleased to be offering workshops on “how to provide client centered care while performing your duties as a Community Health Worker”.

These workshops will be conducted by our RCA/CHW Instructor Heather Parker and will be held on:

- ★ Thursday June 12th from 6:00 to 8:00 pm
or
- ★ Tuesday June 17th from 2:00 to 4:00 pm.

Both workshops will be held in the classroom of Drake Medox College at #200-535 West 10th Avenue. Parking is available at the rear of the building on a first come, first served basis. Refreshments will be served. Be sure to sign up to learn how you should be incorporating client centered care in your daily activities.

Drake Medox College

We are excited to say that the July intake of our RCA/CHW program is now full! We are accepting applications for our September program but we only have **6 seats** left for this intake. If you would like to benefit from referring a candidate to our school for the September intake you'd better hurry. Space is limited and the seats are filling up fast! Also if you would like to mentor a student and be partnered up with a student for their home support practicum please let Shannon know as soon as possible. Our current group of 8 students will be completing their home support practicum June 22-29.

Also...

Drake Medox College is in need of dentures and hearing aids, to use as training aids for our RCA/CHW Program. If you or anyone you know has used or no longer required dentures or hearing aids, please bring them in to Vikki at the Drake Medox office. Thanks for your help!



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Drake Medox College Ambassador Program

Recently, information on our new Drake Medox Ambassador program was sent to each of our staff members. If you have any questions, please do not hesitate to call Vikki or Susan at 604-629-0196.

The Drake Medox Ambassador program is a unique opportunity for those of you who have what it takes to become an Ambassador. In addition to the potential for added income, some of the benefits include:

1. Semi-annual dinner meeting, where we will discuss our experiences promoting Drake Medox College within our communities. Issues might include: a) What are the challenges you face when speaking to people about the College, b) What are the challenges others face that may be preventing them from registering for the RCA/Community Health Worker program, c) What approach do you use that you find most effective when discussing the College.
2. Recognition as a contributor to the community healthcare system. You will receive a unique Name Tag, identifying you as a Drake Medox Ambassador, which will replace your usual Drake Medox name tag. You will be acknowledged for your successes, with special mention in the Caregiver Newsletters.
3. Knowledge that you are making a meaningful contribution to the most vulnerable subset of the population, the frail and elderly in our communities. By building a better system today, you are paving the way to an improved health care system for yourself, and that of your children, and their children.

We will be taking the names of all those interested, and conducting interviews by the end of June, 2008. Space will be limited, so act now!

IMPORTANT NOTICE: **Upcoming Change**

Please note that **effective Monday June 16, 2008** the Drake Medox office will have **new hours of operation**. The office will **open at 8:30 a.m.** and **close at 5:00 p.m.** If you need to come into the office to pick up supplies, schedules, speak with office staff, etc., be sure to plan your visits accordingly. **ALL** office staff will now start at 8:30 am and finish at 5:00 pm.

KEEP UP THE GOOD WORK!

DID YOU KNOW that the Vancouver Coastal Health Authority carries out it's own Client Satisfaction Survey, on behalf of each agency?

DID YOU KNOW that Drake Medox Client Satisfaction rate has increased by 6% in the past ONE YEAR?

DID YOU KNOW THAT our Client Satisfaction rate, while improved over the past year, is still below our goal for client satisfaction?

DID YOU KNOW that we strive for a 100% client satisfaction rate?

DID YOU KNOW that you play a major role in our ability to achieve that goal?

DID YOU KNOW that client satisfaction is directly impacted by the extent to which we provide Client Centered Care?

DO YOU KNOW HOW MUCH WE APPRECIATE YOUR TIME AND EFFORTS TO PARTICIPATE IN OUR TRAINING PROGRAMS?

Trudy, our Clinical Nurse Specialist, would like to THANK ALL of you who completed and submitted the Learning Needs Questionnaires.

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Happy Birthday to:

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