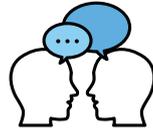


## Are You a Good Listener?

### Let's Listen to Understand!



Do you think you are a good listener? Do you know how to really get to the bottom of the issues that you may be seeing or hearing from your clients? ***Elderly people often have the experience of being listened to, but "not being heard".***

As healthcare professionals, you are trained to observe changes in your clients and report these to your supervisors. Based on these observations, do you ever make decisions that you think are best for your clients based on what you see or how your clients react to you? When you develop your own beliefs about your clients and their situations, your clients can feel pushed or that no one understands them.

This can result in them withdrawing, becoming lonely or depressed and/or resistant to your support which leads to them being labeled as "stubborn".

#### Ways to listen better:

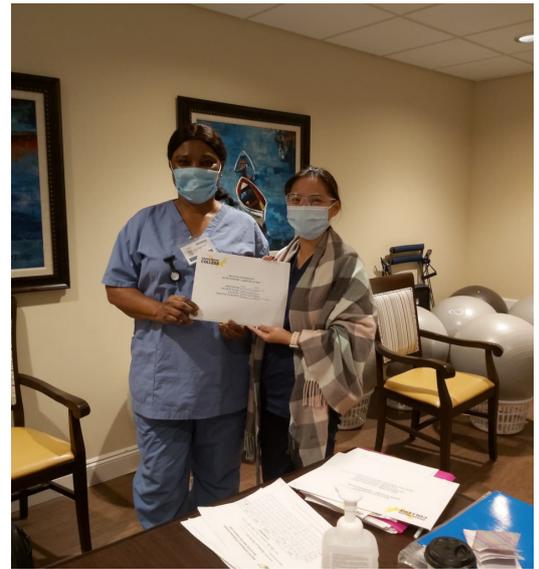
- Encourage your clients to talk
- Ensure they have heard your instructions/questions clearly
- Ask them to explain what they think or feel
- Repeat or paraphrase until they and you both know they are understood
- Give them time to respond, don't provide robotic rushed service
- Find out what they want: a listener, a problem solved or both
- Listening to someone doesn't have to mean you agree with them, it means you are respecting them
- Think about the last interactions you had with a client, did you really "listen"?

ASK US ABOUT OUR NEW  
**SPECIAL GRANT**

**COMMUNITY SUPPORT WORKER DIPLOMA**  
New Batch Starting on Feb 27, 2021

**\*\*SEATS ARE LIMITED SO PLEASE DO NOT DELAY\*\***

## YEI'S JOURNEY



**Yei Missah** is a Refugee of the Civil War in Sierra Leone. She spent 9 years in a refugee camp in Africa before coming to Canada. She first came to Drake Medox College in November of 2018. After her English Assessment, it was determined that she would need Career Prep classes to help her develop her English language skills for entry to the Health Care Assistant Program.

Yei was motivated and worked tirelessly to improve her English so she could start her program. **In August of 2019 she was awarded a Full Tuition Scholarship by Drake Medox College**, continuously mentored and encouraged by Cynthia, taught and inspired by all her ESL and HCA Instructors and today she has successfully completed her ESL/HCA program and achieved employment at her Practicum site Amica White Rock.

Yei's persistence and hard work has paid off and we wish her every success moving forward.

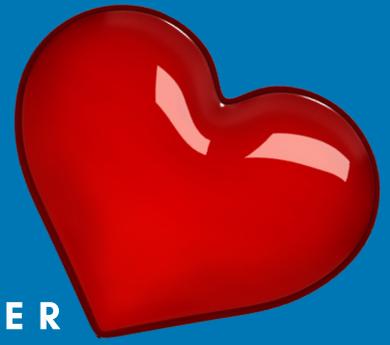


**"Don't be pushed around by the fears in your mind. Be led by the dreams in your heart."**

- Roy T. Bennett



**DRAKE MEDOX  
COLLEGE**  
Your Future Looks Bright!



FEBRUARY 2021 NEWSLETTER

**HAPPY VALENTINE'S DAY**

[www.drakemedoxcollege.ca](http://www.drakemedoxcollege.ca) 604-629-0196



**SHARE A  
PICTURE OF YOU  
AND YOUR  
VALENTINE  
IN THE  
COMMENTS ON  
OUR FACEBOOK  
& ENTER TO WIN  
\$100 GIFTCARD!!**

CONTEST CLOSSES FEBRUARY 14<sup>TH</sup>



**A GREAT RESOURCE FOR HEALTH CARE WORKERS**

SafeCare BC's Mandate: *We strive to empower those working in the continuing care sector to create safer, healthier workplaces by fostering a culture of safety through evidence-based education, leadership, and collaboration.*

Are you wondering about COVID vaccinations? Having challenges in the workplace and need a peer to talk to? Looking for education opportunities to continue to learn and enhance your career?

If so, you should check out their website at [www.safecarebc.ca](http://www.safecarebc.ca) and sign up for their newsletter which contains important and relevant information for the Continuing Care sector.

**IT'S ALMOST TAX TIME:**

If you haven't already provided us with your Social Insurance Number please call Kyra or Barbara today as we need this to issue your T2202 form to claim your education/tuition expenses for the year. These forms will be emailed to you by Feb 28/21 so if you have changed your email address recently please update us immediately.



Follow us on our Social Media

