



# Empowering Individuals with Client-Centered Care



Group #34

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## Group #34



@HMgroup34

Inclusive & effective care is led by a client's lived experience. Listening to the client's insights to guide best services, resources & treatments.



# Value of Sharing Lived Experience: A Client-Centered Care Approach

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A **client** is the expert of one's own disability or illness.

**Peer support workers** are valuable members of healthcare teams.



# Inclusive, Non Judgemental Language

## TIPS

- You don't have to use pronouns, you can use someone's name.
- Avoid using high functioning vs low functioning, normal versus abnormal,
- Document objective behaviour rather than your interpretation.
- A mental illness should not be used as an adjective

## Questions to Consider:

Do you know your client's pronouns and preferred name?

Do you know if your client prefers disability first language or person first language?

What assumptions and biases do you have with mental health conditions?

Would you feel comfortable if you read your chart notes out loud to your client?





# Active Listening

## TIPS

Separate your assumptions about someone's diagnosis and hear their preferences/needs.

Attend to the reason the client is seeking your support.

## Questions to Consider:

Did you listen more than you talk?

Are your questions relevant to the client's concerns?

Have you asked the client what they want, and what they think?

Do you know more about your client than what is written on their chart?

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# Offering Helpful Resources

Do you know resources for peer support?

Do you know the resources that exist in your client's local community?

Do you know low-cost, accessible resources for housing and living support?



## 3 Resources we recommend knowing about

- HealthLinkBC  
<https://www.healthlinkbc.ca/mental-health-substance-use/resources>
- Trans Care BC Peer Support  
<http://www.phsa.ca/transcarebc/care-support/peer-community-support/peer-support>
- Vancouver-Fraser Peer Navigator  
<https://vancouver-fraser.cmha.bc.ca/programs-services/peer-navigator/>



**Case Study:** Your client is a trans individual with a mental illness. How can you provide them with client-centered care?

1. **Using Inclusive and Non Judgemental Language:** Asking their name and pronouns, do not under or over emphasize being transgendered.
2. **Active Listening:** Learn this client's story, preferences and avoid assumptions.
3. **Offer Helpful Resources:** Be knowledgeable about and share community resources that are applicable to their concerns and experience.

# Thank   You!

