



in the news



Compassion and active listening key strengths for PSW

'It has made me a better person,' says Manoj Taneja

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By Camille Jensen

Treating clients like family members and being an active listener are several strengths Manoj Taneja brings to his role as a personal support worker.

are also enhancing his role as a father.

"It has made me a better person," says Taneja. "You learn a lot about yourself when you look at someone else and put yourself in their shoes."

For instance, taking care of seniors in their homes who are often vulnerable has heightened Taneja's sense of compassion. He says he strives to provide the best possible

listening" to the client and their family, leads to greater understanding and better care, he says.

Since starting with the company in 2007, Taneja says he has enjoyed his role. Preferred Health Care Services offers an "immaculate" training program and devotes resources to research and development.

The workshops offered to PSWs on topics such as Alzheimer's disease and dementia are a great asset to Taneja, who is working towards becoming a registered practical nurse.

His adds that his role provides him with variety and allows him to hone his problem-solving skills. "No two days are ever the same," says Taneja. "Being a PSW you see new clients and new challenges and I like to tackle those challenges."

While Taneja says at times he must grapple

with time constraints, he admits not having enough time is something most people experience in their work and because of this, he's developing better time-management skills.

In the future, Taneja says he'd like to advance with Preferred Health Care Services, perhaps becoming a staff educator. He adds the health-care sector is continually expanding and he'd like to grow with the organization.

Other companies have offered him a job, but Taneja says he's declined, noting he feels well supported with the company.

"At Preferred I feel like family, not just an employee," he says.

"It has made me a better person. . . You learn a lot about yourself when you look at someone else and put yourself in their shoes."

— Manoj Taneja, personal support worker, Preferred Health Care Services

Taneja, who works with Preferred Health Care Services, says being a personal support worker (PSW) has taught him a number of skills that contribute to both his work and his personal life. These strengths are not only valuable in the health-care sector, they

care and find ways to make clients happy.

"I take care of my clients like my own parents," says Taneja, adding that it's better to give than to receive. "You really have to put your heart in it."

Through his role, he has learned the value of being a good listener. "Active

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