

# Client Development Activity Pack!

In this pack you will find challenges, exercises and activities to help you pass some time and take care of your wellbeing. We will be sending one of these packs to your service every day, Monday - Friday. Remember to pick up your copy! We hope you find it helpful.

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## Daily Affirmation:

**I have strength.**

**I can achieve anything I want to  
achieve.**

Client Development would love to hear your feedback! Tell us what you would like to see more of in these activity packs. Send us photos of your activities and we will include them in the next issue. Contact us by email at [cd@dubsimon.ie](mailto:cd@dubsimon.ie).



# How to communicate effectively using the acronym **DEAR MAN, GIVE FAST**

We learned how to communicate effectively using the **DEAR MAN** acronym in Activity Pack 26, this is an add-on on how to make communication even more effective!

So as a reminder, we communicate effectively by:

- **D**escribing the situation
- **E**xpressing our feelings
- **A**sserting ourselves
- **R**ewarding the other person
  
- **M**indful (sticking to one point at a time)
- **A**ppearing confident
- **N**egotiating (give and get)

**G** **Gentle**. No threats, no attacks, no judging.

**I** **Interested**. Listen to the other person's point of view. Make eye contact.

**V** **Validate**. See the situation from the other person's point of view and show them you understand them.

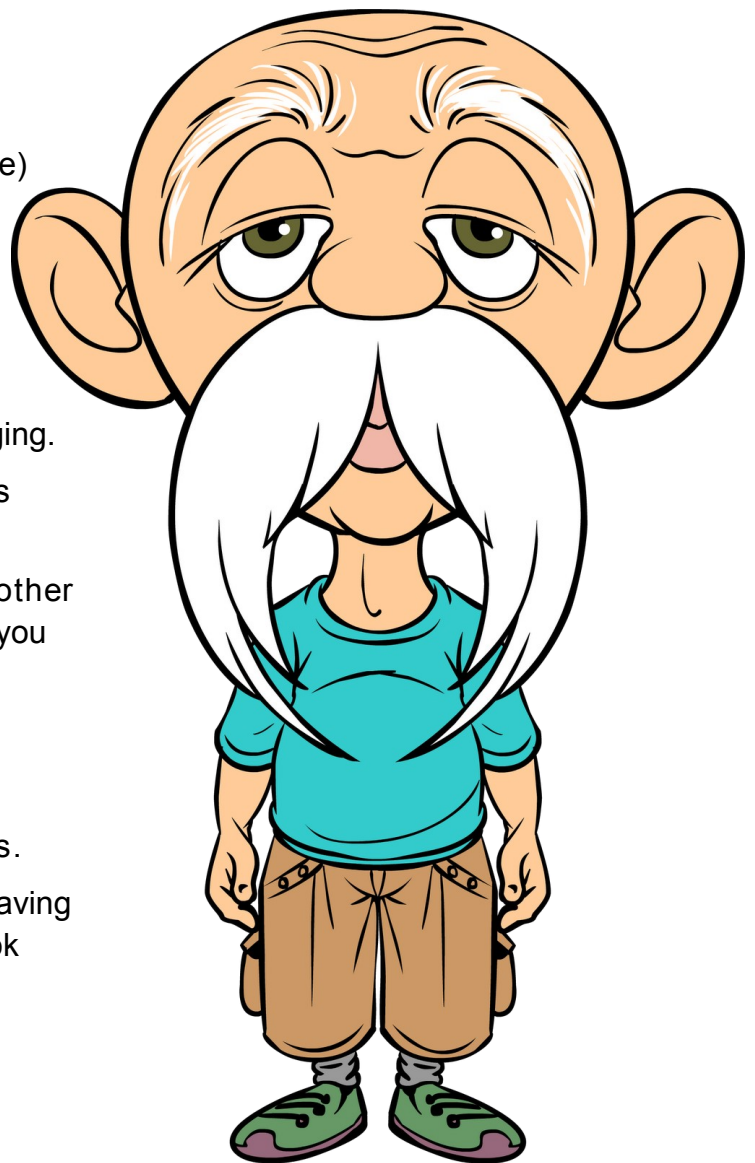
**E** **Easy manner**. Smile!

**F** **Fair**. Be fair to yourself and to others.

**A** **(No) Apologies**. Don't apologise for having an opinion or for disagreeing. Don't look ashamed.

**S** **Stick to your values**.

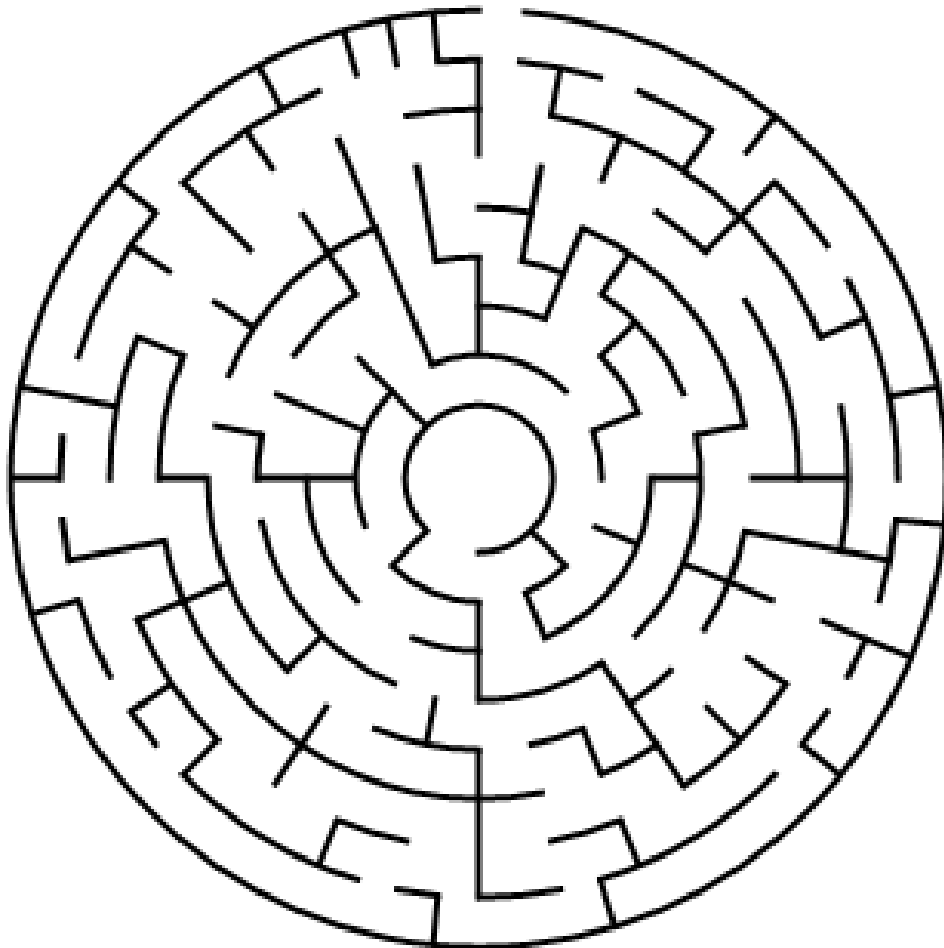
**T** **(Be) Truthful**. Don't lie or act helpless when you are not. Don't exaggerate or make up excuses.



# Maze

Start at the top of the maze where there is a gap. Use a pencil to draw a path through the maze to reach the centre.

Start here



Dublin  
**Simon**  
Community

# Coronavirus (COVID-19) words and terms explained in plain English

Many people find health information difficult to understand, particularly at the moment. The National Adult Literacy Agency (NALA) has compiled an A-Z list of words about coronavirus (also called COVID-19) with plain English explanations. Today we are looking at 'D' and 'E'. Visit <https://www.nala.ie/covid-19-words-explained/> for the full list.

## D

<b>Delay phase</b>	<p>In this phase the government has taken measures to reduce the peak impact of the COVID-19 and to slow its spread.</p> <p>For example, shutting schools and colleges and placing restrictions on public gatherings are measures to reduce the impact on COVID-19.</p> <p><b>Source:</b> RTÉ website: <a href="#">the terminology of COVID-19</a></p>
<b>Diagnostics</b>	The way healthcare staff identify a particular illness by examining signs and symptoms.
<b>Disease</b>	An illness that affects a person, animal, or plant. It can prevent the body and mind from working normally.
<b>Disinfectant</b>	This is a chemical liquid that kills bacteria. A common disinfectant is bleach.

## E

<b>Endemic</b>	<p>The constant presence of a disease in a population within a certain area.</p> <p><b>Source:</b> RTÉ website: <a href="#">the terminology of COVID-19</a></p>
<b>Epidemic</b>	This is a sudden increase in the number of cases of a disease – more than what's typically expected for the population in that area.
<b>Epidemiology</b>	The study of the spread or pattern of sickness in a group of people.
<b>Exponential growth</b>	<p>This means that numbers increase over time very rapidly as they multiply every day. For example:</p> <ul style="list-style-type: none"> <li>• 2 people infect 2 more people each meaning 4 people are infected.</li> <li>• 4 people infect 4 more people each meaning 16 people are infected.</li> <li>• 16 people infect 16 more people each meaning 356 people are infected and so on.</li> </ul>