

# D.I.V.E.R.S.E.

D.I.V.E.R.S.E. is a tool that can be used to develop a personalized care plan incorporating a client's values and belief.

**D**

## Demographics

Gather information about the client's background. "Where were you born?" "How long have you lived in Canada?"

**I**

## Ideas

Find out what the client's ideas are about health and illness. "What do you think keeps you healthy/makes you sick?" "Why do you think the problems started?"

**V**

## Views

Ask about the client's views on health care treatments, their treatment preferences and the use of home remedies. "Do you use any traditional or home health remedies to improve your health?" "What kind of treatment do you think will work?"

**E**

## Expectations

Inquire about what the client expects from you. "What do you hope to achieve from today's visit?" "What do you hope to achieve from treatment?"

**R**

## Religion

Find out about the client's religious and spiritual traditions. "Will religious or spiritual observations affect your ability to follow treatment?" "How?"

**S**

## Speech

Identify a client's language needs. Avoid using a family member as interpreter. "What language do you prefer to speak/read?" "Would you prefer printed or spoken instructions?"

**E**

## Environment

Learn about the client's home environment and the cultural aspects that are part of the environment. Home environment includes daily schedule, support system and level of independence. "How many people live in your house?" "Who helps you when you are ill or need help?"