

Institution-speak	Non-institutional, normal language
Facility, care center	Home, community, name of place
Resident/patient	Person, individual, neighbor, community member
Unit, ward, station, hall A	Neighborhood, unless a house, cottage or household
Intervention	Approach, individualized approach
Person-centered care	Person-directed living which includes individualized care
Industry	Field, services, profession
Ambulation	Walk, walking
Toileting	Use of bathroom, need for bathroom
Refuses	Declines, chooses not to, making choice
Dietary	Dining, culinary, food, kitchen
Staff	Team members, care partners
Activities, activity programming	Living life, meaningful engagement, community life, interests
Activity calendar	Community calendar
Behaviors/BPSDs	Unmet needs, communication/message, changing cognition
Activity room	Community room
Beds	People, residents, individuals, bedroom if meant
Frontline staff	Direct care givers, care partners, hands on team members
On the floor/work the floor	With residents, to resident living area, avoid
Admitted/admission/new admit	Moved in/move in, new neighbor, new community member
Discharged/discharge	Moved out/move out
Department	Team
Lobby/common area	Living room
Paid feeding assistant	Dining Assistant
Elope, escape	Left the building, left without telling someone
Homelike	Home, homey, feel at home, normal, normal life
Grievance, grievance form	Community concern, community concern form
Resident Council	Community Council
Inservice/staff were in-serviced	Education, training
Allow/let (pejorative language)	encourage, welcome, offer, support
Non-compliant	a person making choice, choosing not to, informed choice
Linen, large paper napkins	Clothing protectors → bibs → This is more than a language issue; this is a dignity issue <i>which has been identified at Tag 550 as an undignified practice since 1987</i> . Teams that have switched involve those who live there in <i>thinking about what a bib is...</i> keep talking about it... often people realize and even state, “Bibs are for babies” and become proud they do not have them in their home. Some administrators decide to no longer invest money in undignified things... Invite them to join you in a culture change journey where you strive to create normal life, not institutional. Consider linen napkins, oversized, 2 per person, 50/50 cotton/polyester blend so you are set up for success in protecting clothing.

