

The Power of Language to Create Culture

<u>Institution-speak</u>	<u>Non-institutional, normal language</u>
Staff	Team member, care partner, associate
Program	Philosophy/values/beliefs, describe i.e. infection control, QAPI
Facility, care center	Home, community, name of place
Resident/patient	Person, individual, neighbor, community member
Schedule	Choice
Behavior/s, BPSDs	Communication/message/unmet need/episode of distress
Unit, ward, station, hall A	Neighborhood, unless a house, cottage or household
Social history	Life history
Intervention	Approach, individualized approach
Industry	Field, services, profession
Ambulation (doesn't mean walk)	Walk, walking
Toileting	Use of bathroom, need for bathroom
Refuses	Declines, chooses not to, making choice
Dietary	Dining, culinary, food and nutrition, kitchen
Activities, activity programming	Living life, meaningful engagement, community life, interests
Activity calendar	Community calendar
Dementia	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
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
Complainer	QAPI informant
Feeders, the feeds, the get ups, the put downs, walkers, frequent fallers, repeat offenders, screamers, wetters, isolators, wanderers, hoarders	CMS Tag F550 Resident rights. Avoid the use of labels for residents such as feeders or walkers. No labels needed. A person's name is the only label needed. Describe situation respectfully.
Diabetic, paraplegic, amputee	Person-first language puts the person <i>before</i> the disability. Describes what a person <i>has</i>, not who a person <i>is</i>. [Name of person] who has diabetes, paraplegia, or lost a leg sadly.

Using Regulations to Reject & Replace Institution with Home and Normal Life

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