

Resident-Centred Language at Schlegel Villages

The words that we use has a huge impact on how we view and perceive things and in turn how we respond and act.

Your beliefs become your thoughts.
 Your thoughts become your words.
 Your words become your actions.

Below are some examples of words that show the shift from institutional language to that of more resident-centred words.

<i>Institutional Words</i>	<i>Resident-Centred Words</i>
victim of . . . or suffering from . . .	has . . . or is living with . . .
wing, unit, home area	neighbourhood
allow	encourage, welcome, support
diaper	brief or disposable brief
the elderly	elders; older adults, people, or individuals
patient	resident, individual, or elder
a feeder/the feeders, feeder table	person who needs/ people who need assistance with dining, dining table
a diabetic, a quad, a CVA...	a person who has (whatever condition)
feeding	assist with eating
toileting	assist with the washroom
admit	move in
discharge	move out
lobby, common area	living room, parlour, foyer
nurses' station	work area, desk, neighbourhood hub
facility, institution, nursing home	Village
100-bed facility	100 people live in this Village
long-term care industry	long-term care profession or field
eloped, escaped, elopement	left the Village unescorted
problem residents, behaviour problems	personal expression, actions or reactions
agitated	active, communicating distress
ambulation, wandering	walking
head office or corporate office	support office
management	leadership
grandma, mommy, sweetie, honey, girls, cutie	person's preferred name
bath	spa
bib	clothing protector
staff	team member
resident assignment	residents I am supporting

(Table adapted from Schoeneman's article at: <http://www.pioneernetwork.net/CultureChange/Language/>)

