

Welcome to the webinar:

Our Language Defines Our Culture

Presented by: Ruth Auber, Janelle Hilborn, Jen McKay, and Tamara White from The Village at University Gates

Moderator: Kate Ducak from Schlegel CLRI & RIA

Friday, October 28, 2016
10:00 A.M. – 11:00 A.M. EST

RESEARCH

EDUCATION

PRACTICE



Enhancing the quality of life and care of older adults through partnerships in research, *education* and *practice*.



Enhancing Life

Today's Speakers



Ruth Auber, Director of Nursing & Palliative Care
The Village at University Gates (UG)

- Ruth Auber has been a Registered Nurse for 32 years and has served with Schlegel Villages for the past 15 years. During this time she has had a variety of Nursing and Supervisory roles and currently she is the Director of Nursing and Palliative Care at University Gates. She is excited to see big improvements in the way residents live their lives in LTC and RH settings during the last few years. Ruth immigrated to Canada from the UK with her Husband Chris and their four daughters in 2001. In her spare time Ruth rescues chickens and rehabs them to free-range at her farm house in Belwood!

Today's Speakers



Janelle Hilborn, Registered Practical Nurse
The Village at University Gates (UG)

- Janelle Hilborn is a registered practical nurse at the Village at University Gates. She loves to see residents come to LTC and start to live again! Janelle has worked for Schlegel Villages for three years. She began her journey with Schlegel Villages as a PSW until she finished her schooling at Conestoga College. Janelle is passionate about resident-centered care and the culture change of aging in LTC. Janelle is newly married to her husband, James. In her spare time she enjoys spending time with her new puppy, Stella and trying new recipes!

Today's Speakers



Jen McKay, Registered Practical Nurse
The Village at University Gates (UG)

- Jen McKay has been a Registered Practical Nurse with Schlegel Villages for 8 years working both in Winston Park Retirement and currently University Gates Long Term Care. Jen has participated in changing the culture of aging at Schlegel Villages in this time and is working towards enhancing the lives of those with dementia and how society perceives them. Outside of work, Jen enjoys going on mini adventures with her husband Mike, watching cheesy 80s horror movies and spending time with her dogs and turtle.

Today's Speakers



Tamara White, Neighborhood Co-ordinator
The Village at University Gates (UG)

- Tamara is a Neighbourhood Coordinator (NC) at the newest Village, the Village at University Gates which is built on the north campus of the University of Waterloo. In her role as NC, it has provided her with ongoing opportunity to implement training and guide educational development through the Living in My Today (LIMT) and Neighbourhood Team Development (NTD) programs, Schlegel Signature programs that encourage culture change in a long term care setting. Being an NC has further enhanced her understanding of relationship building, earning trust, and modelling open communication with team members, care partners, families and residents so we can all put “living” first in our Villages.



Today's Moderator



Kate Ducak, Culture Change Project Officer
Schlegel-UW Research Institute for Aging (RIA)

- Kate Ducak is a gerontologist with 15+ years of professional and personal experiences in Ontario long-term care homes involving applied research, education, evaluation, consulting, volunteering, and supporting her grandmothers. Kate's goal is to ensure that long-term care homes are enjoyable places to live, work and visit, and is excited to change the culture of aging! Kate also loves hiking, yoga, cooking, reading, and being home with her husband, dog and cats.

Questions/Comments?

**Please enter your questions and
comments in the chat box.**



OUR LANGUAGE DEFINES OUR CULTURE

CHANGE YOUR WORDS TO CHANGE YOUR MINDSET



LTC LIVING – HOW IT HAS SHAPED LANGUAGE

- Culture refers to a common set of beliefs, values, and practices within a group including the use of a shared language.
- LTC – historically has been heavily rooted in an institutional/medical model
 - The words used in this model are deficit/decline focused, needs-based, and task-based.
 - Words often used in documentation – clinical and category-based for ease

PERSONAL REFLECTION

- What impact do/can words have on someone's well-being? Think about your own life.
- Have you witnessed the impact of words on someone's or your own well-being?

AUDIENCE QUESTION

– YOUR TURN



How does the language you hear
in your workplace reflect the
culture in your workplace?

Link to Words Hurt Video

<https://www.youtube.com/watch?v=3JI4KgRLefE>



**CHANGING YOUR WORDS
CAN MAKE A DIFFERENCE**

Benjamin Lee Whorf studied Hopi, a Native American language spoken in northeastern Arizona. Based on his studies, Whorf claimed that speakers of Hopi and speakers of English see the world differently because of differences in their language.

“There is more involved than just language and thought; there is also culture. Your culture – the traditions, lifestyle, habits, and so on – that you pick up from the people you live and interact with shapes the way you think, and also shapes the way you talk.”

CULTURE CHANGE MOVEMENT



- Over the last several years – recognition for the need to shift away from the institutional model.
- This shift requires organizations and the people within them to re-examine beliefs, values, attitudes, ***language***, practices and policies and explore the full range of efforts needed to transform the culture into a community where everyone thrives. (WWME, 2014)

HEART OF CULTURE CHANGE

- Person-centred practice (or what we call resident-centred care).
- It includes – respecting, valuing, and honouring each person in the care partnership.
- Simple way to honour our residents is through the language we use.



RESIDENT-CENTRED LANGUAGE

INSTITUTIONAL WORDS



RESIDENT-CENTRED WORDS

Your beliefs become your thoughts.

Your thoughts become your words.

Your words become your actions.

HOW DO YOU THINK OUR WORDS CAN CHANGE YOUR WORLD?

- ***“It takes a village to care”*** these words imply a sense of ‘family’ with many people having a part in the Residents’ well-being.
- ***“Flexible”*** – a great word that means you have choices e.g. when to go to bed, wake up, eat, take a shower/bath, etc.
- Non-institutional words remind Residents they live in a village – we use ***“neighbourhoods”*** instead of “units”. Our residents wear ***“aprons”*** and not “bibs”. We ***“assist with eating”*** and don’t “feed” residents.

Link to The Power of Words Video
<https://youtu.be/Hzgzim5m7oU>

HOW DOES LANGUAGE SUPPORT OUR RESIDENTS

- It has helped to erase labels from our residents.
 - When somebody has “behaviours”, it becomes a label and is seen as their norm. BUT there is always a reason.
 - Sometimes it takes us trying to find the root cause and then trying to support and potentially stop the trigger from occurring.
- It also humanizes our residents and makes their living space a home. For example, it’s not the “nursing station” it’s the “**hub**”.

HOW CAN WE FOSTER CULTURE CHANGE WITH THE LANGUAGE WE USE?

- The words we choose can add or take away value from the topic we are discussing.
- When we use labels we are presenting a negative view of our residents. In order to change the culture of aging, changing our everyday language is key!



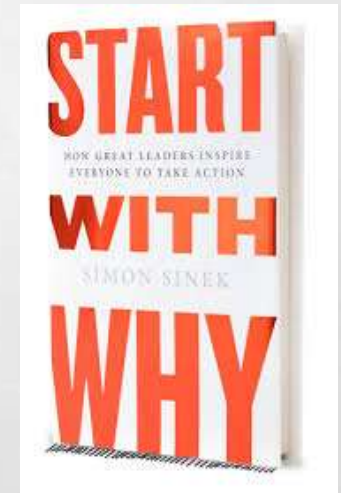
WHERE DO YOU SEE IT HAPPENING IN THE VILLAGES?

- Villages are the merging of different backgrounds/experiences and each team member brings something new to the table.
- Discussions during *“huddles”* & orientation demonstrate the importance and power that words hold.
- We have to actively focus on using the newer more resident-centred terminology.
- It’s a continuous journey but the transformation from trying to use these new descriptions vs. accepting them as the new appropriate terminology was incredible to watch.
- Most impressive was when our extended partners began using our terminology too!



HOW HAS LANGUAGE BEEN DIFFERENT AT UG?

- When people understand the 'why' behind the change, people will want to join in and create the desired change alongside you.
- The team at UG truly enjoys providing resident-centred care.
- Our team is open to new suggestions if they benefit the resident.
- We hold each other accountable.
- We have changed people for the better to help support living!



AUDIENCE QUESTION

– YOUR TURN



How has your team reviewed
the current language
being used?

WHY DO WE NEED TO “BETTER” OUR LANGUAGE

- Erases labels from our residents.
- Humanizes our residents and makes LTC their home; not just a building with 4 walls that houses them.
- Supports and inspires a culture change journey.
- Helps create a shared language unique to our organization and reflective of our mission, vision, and values.



CHANGE PEOPLE'S MINDSET

- We want language to be strengths-based.
- Focus on well-being.
- Bring back that human caring quality.



AUDIENCE QUESTION

– YOUR TURN



How do you think it is possible
for your team to adopt or
change their language to help
foster culture change?

REMEMBER...



RESOURCES

WEBSITES:

[ARTIFACTS OF CULTURE CHANGE](#)

[DESIGN ON A DOLLAR](#)

[THE EDEN ALTERNATIVE](#)

[IDEAS INSTITUTE](#)

[PIONEER NETWORK](#)

[DR. ALLEN POWER](#) AUTHOR OF “DEMENTIA BEYOND DRUGS” AND “DEMENTIA BEYOND DISEASE”



Questions/Comments?

**Please enter any other questions
or comments in the chat box.**



Acknowledgements

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- Jessica LuhKim, Director of Education & Program Development, Schlegel Villages
- The RIA Team

Also, to all of those who continue to encourage us and help us along our culture change journey!



For more information:

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Thank you for participating

Your feedback is important to us!

A link to a **webinar survey** will be emailed to you following this webinar.

