Choose Your Words: Culture Change in LTC

Keep ahead of the curve! Changing your team's language can change thinking, too!

Turning the tables also means turning your word choices into something new. Try this new language to stay focused on the true meaning of Culture Change:

If you usually say: *Patient*   **Try this:** *Resident*

Why? This allows for a connotation of someone who dwells within this establishment, who calls this place HOME.

If you usually say: *Patient*   **Try this:** *Elder*

Why? This change in terminology commands the respect of others. An elder is one who has achieved and possesses knowledge and wisdom through their experiences in life. Wouldn't you want to be known for your accomplishments?

If you usually say: *Facility*   **Try this:** *Home*

Why? Home is a place where comfort and security are found. Where do you want to live? Home is "Where the heart is".

If you usually say: *Control*   **Try this:** *Facilitate / Mentor / Influence / Guide*

Why? Employees are our greatest asset. Given the opportunity, team members can put the education we offer to work. This is empowering. An active role for every staff member enables them to influence positively those around them.

If you usually say: *Plan*   **Try this:** *Inspire*

Why? To inspire means that you have compelled others to act through emotion or through their intellect. Has the dining experience you created allowed for the inspiration of your residents to seek new socialization and build upon a positive attitude?

As we work in a "person centered environment," ask yourself: Do you plan things for your staff and residents, or do you inspire them to define their own plans?

If you usually say: *Direct*   **Try this:** *Lead / Influence*

Why? This means to guide through example. There is a difference between directing and influencing. If we influence others, we allow space for personal growth and we encourage an increase in self-worth! How can you encourage the growth of your team and the growth of your residents?

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