



Behavioural Supports Ontario
Soutien en cas de troubles du comportement en Ontario

Behavioural Supports Ontario Person-Centred Language Initiative



Respond at **PollEv.com/tinak684** Text **TINAK684** to **37607** once to join, then text your message



You've joined Tina Kalviainen's session (TINAK684). When you're done, reply LEAVE

--

Powered by

PollEverywhere.com



What do you think of and see when you hear the word
"facility"?

What do you think of and see when you hear the word
"home"?

Avoid the “F Word”

Would you want to live in a “facility”?



Credit: [IAHSA Universal Language v6n4.pdf](#)



“What we say and how we say it
– it does matter!”

Joan Devine – Pioneer Network



brainXchange webinar - Event Date: November 20, 2018

Dementia as a Cognitive disAbility

Kate Swaffer

Dementia Alliance International Chair, CEO & Co-founder

Board member, Alzheimer's Disease International

Member, World Dementia Council

PhD Candidate, University of South Australia



Finally, for the last 20+ years...

- Advocates have been asking for full and equal inclusion (Article 19)
- Proactive disability support based on maintaining independence, to remain employed if working, or volunteer or remain engaged with our usual pre diagnosis activities
- • Respectful language, and dignified person-centred care
- No discrimination or stigma
- **For the last 10 years, we have also been asking for Rehabilitation** (physical and cognitive) and access to the CRPD



@KateSwaffer
@DementiaAllianc

Support and Advocacy, of, by and for people with dementia



Background of Person-Centred Language Initiative

Think Tank Session

- Hosted by the Alzheimer Society of Ontario with the help of brainXchange in July 2016.

Reignition of Conversation

- At BSO Knowledge Translation and Communications Advisory table in October 2016.

Exploration Meeting

- A Subgroup of the Advisory met in March 2017.

Selection of Leadership

- Co-leads were identified as Kate Ducak, Project Officer, Schlegel-UW Research Institute for Aging and Gagan Gill, Public Policy & Programs Analyst, Alzheimer Society of Ontario. Tina Kalviainen, Strategic Communications Specialist was assigned as lead collaborator representing the BSO Provincial Coordinating Office.

Assembly of Expert Panel

- A call for expressions of interest took place in the summer of 2017.
- First Expert Panel meeting held on October 25, 2017.



Meet the Expert Panel



- All individuals and their significant others, sharing their lived experience
- Alzheimer Society of Chatham-Kent
- Alzheimer Society of Ontario
- brainXchange
- Canadian Mental Health Association Peel Dufferin
- Huntington University
- London Health Sciences Centre
- Ministry of Health and Long-Term Care
- North Bay Regional Health Centre
- North East Specialized Geriatric Centre
- Ontario Association of Residents' Councils
- Regional Geriatric Program of Toronto
- Schlegel-UW Research Institute for Aging (RIA)
- Schlegel Villages
- Sunnybrook Health Sciences Centre
- Trillium Health Partners
- University of Waterloo

A most heartfelt thanks to the BSO Person-Centred Language Initiative Expert Panel for their thoughtful contributions.

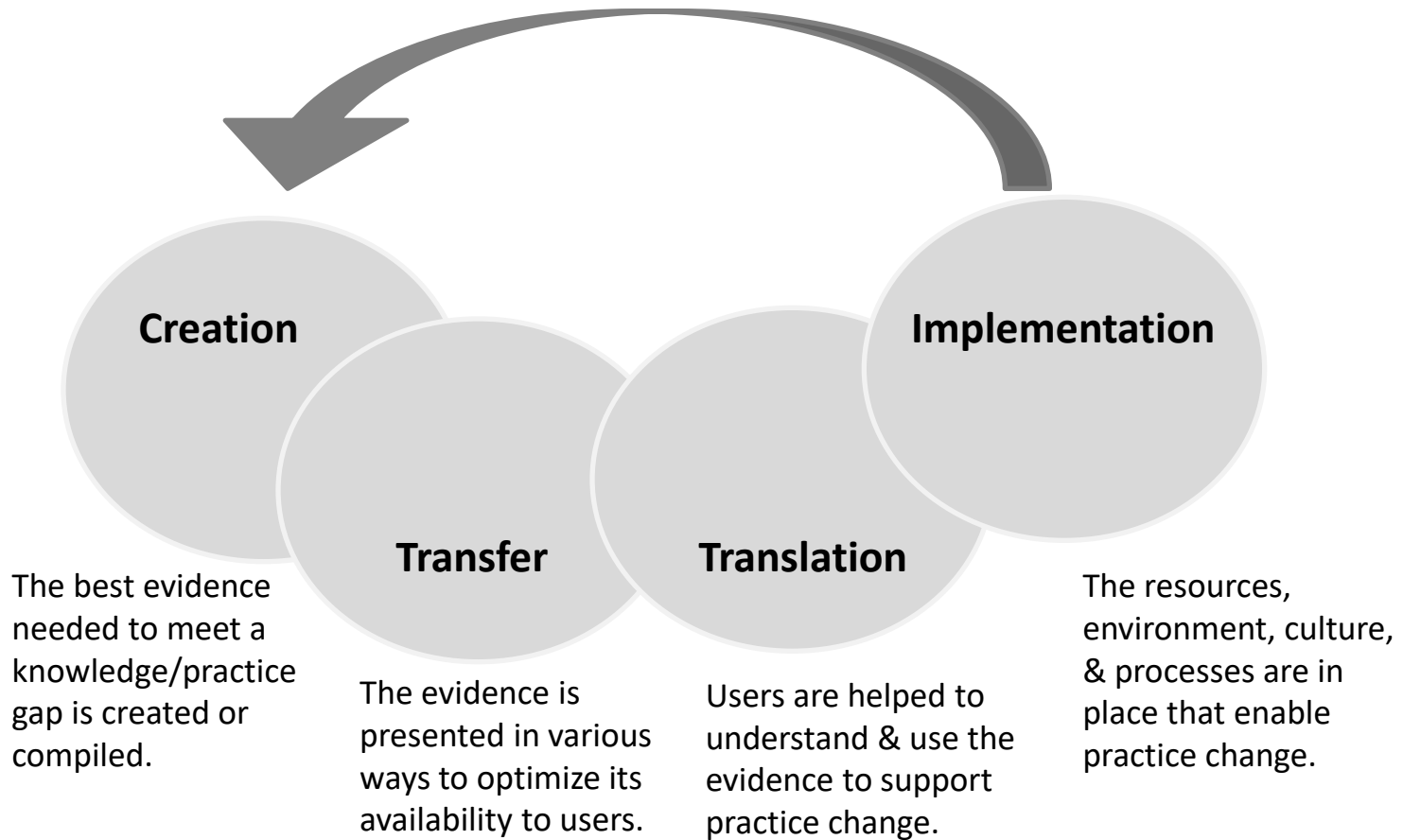


Person-Centred Language Initiative Expert Panel

Purpose: To create a set of commitment statements informed by the authentic voice of persons with lived experience to promote the consistent use of person-centred language that is appropriate, respectful, life-affirming and inclusive when talking with and referring to older adults presenting with or at risk for responsive behaviours/personal expressions that may be associated with dementia, complex mental health, substance use and/or other neurological conditions and their care partners.



Knowledge to Practice Process Framework

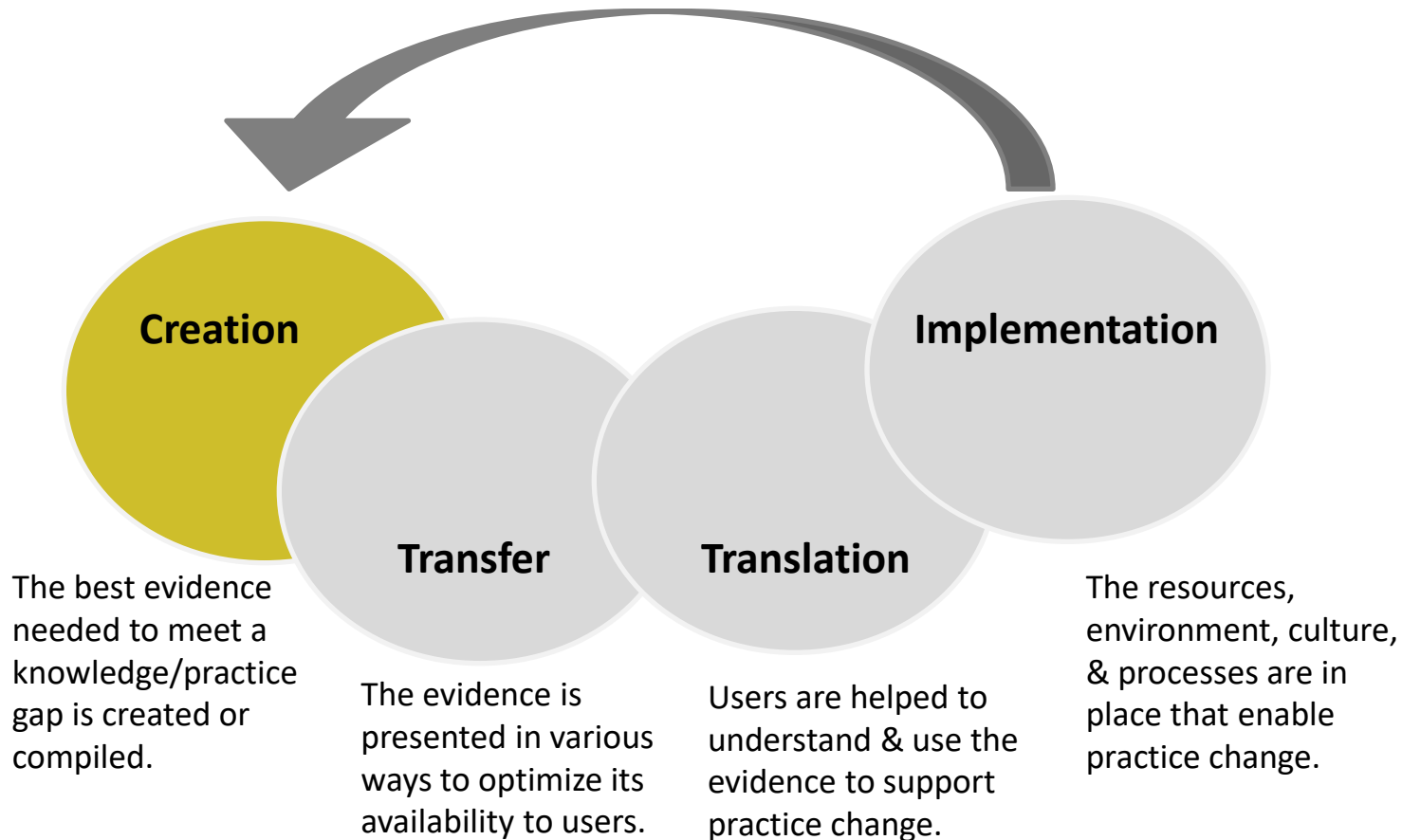


(Ryan, et al., 2013)



Knowledge to Practice Process Framework

- Creation of Expert Panel
- Gathering and review of resources and literature
- In-person meeting event
- Feedback received following presentations to various BSO Advisory tables and mental health focus consult

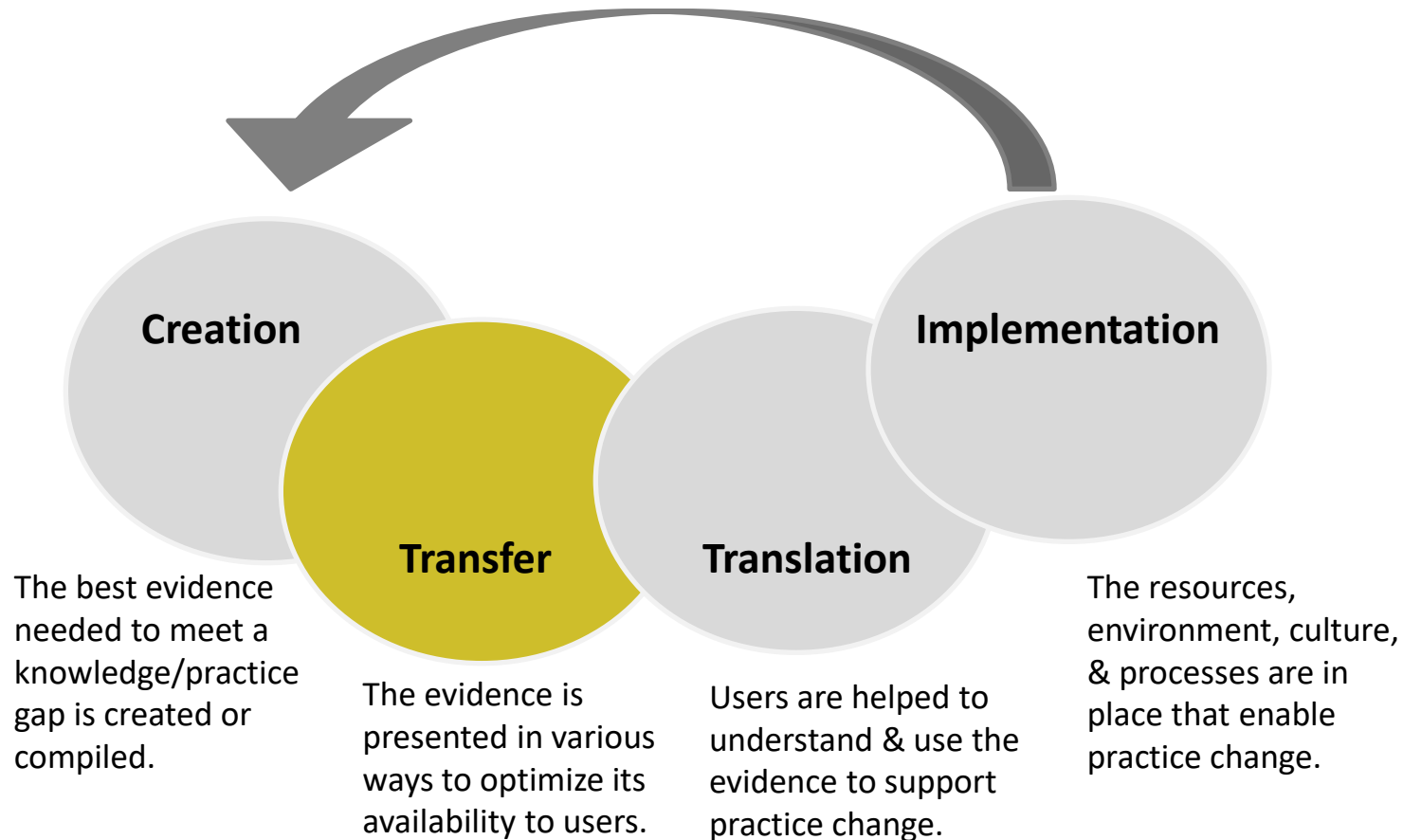


(Ryan, et al., 2013)



Knowledge to Practice Process Framework

- Report
- Logo
- Poster
- Pledge Certificate
- Online Pledge Platform
- Tools made available in both official languages.



(Ryan, et al., 2013)



Report

Released in October 2018!

Available for download on BSO's website at:

<http://www.behaviouralsupportsontario.ca/pledge>



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October 2018

Behavioural Supports Ontario Person-Centred Language Initiative

Report



Prepared and presented by

Behavioural Supports Ontario Provincial Coordinating Office
and the Person-Centred Language Initiative Expert Panel Members

Logo Design



Posters

Version 1

Take the pledge by visiting behaviouralsupportsontario.ca

1. See the Person First

I will focus on the person's wholistic well-being by respecting the role of culture and other influences such as personal experiences and the environment.



2. Build Trusting Relationships

I will be open and compassionate about each person's unique experiences and establish a trusting relationship by honouring what matters to them and their care partners.



3. Consider All Forms of Communication

I will develop a strong understanding of the person's health condition(s) and consider verbal and non-verbal means of communication (e.g. responsive behaviours / personal expressions, body language) to be forms of meaningful communication.



4. Advocate for Person-Centred Language

I will continuously reflect on and advocate for person-centred language and its potential impacts. I will be open to discussions regarding language choices for myself and others, respectfully challenge those that are not person-centred and celebrate positive language choices.



A most heartfelt thanks to the Person-Centred Language Initiative Expert Panel for their thoughtful contributions.

Version 2

Take the pledge by visiting behaviouralsupportsontario.ca

1. See the Person First



2. Build Trusting Relationships



3. Consider All Forms of Communication



4. Advocate for Person-Centred Language



A most heartfelt thanks to the Person-Centred Language Initiative Expert Panel for their thoughtful contributions.

Translated in French

1. Mettez la personne au premier plan

Je concentrerai mon énergie sur le bien-être holistique de la personne en respectant le rôle joué par la culture et par d'autres facteurs, notamment les expériences personnelles et l'environnement.



2. Construisez une relation de confiance

Je ferai preuve d'ouverture d'esprit et de compassion face aux expériences uniques propres à chacun et j'établirai une relation de confiance avec la personne aidée en mettant au premier plan ce qui a de l'importance pour elle et pour ses partenaires de soins.



3. Respectez toutes les formes de communication

Je me renseignerai à fond sur l'état de santé de la personne et je respecterai le fait que les moyens de communication verbaux et non verbaux (p. ex. comportements réactifs/expressions personnelles, expressions vocales, langage corporel) constituent des formes de communication valables.



4. Plaidez en faveur d'un langage centré sur la personne

Je continuerai d'explorer et de promouvoir le langage centré sur la personne et ses impacts potentiels. Je serai ouvert aux discussions en matière de choix linguistique pour moi-même et pour les autres, je m'opposerai respectueusement au langage qui n'est pas centré sur la personne et je mettrai en valeur les pratiques langagières positives.



Un remerciement tout particulier au groupe d'experts sur l'Initiative d'un langage centré sur la personne pour leur précieuse contribution.

Vos données seront recueillies dans le but de générer le formulaire de promesse de don pour votre usage personnel. Ces données ne seront pas conservées, ni utilisées à d'autres fins par le Soutien en cas de troubles du comportement en Ontario.

Votre prénom

Votre nom de famille

Si vous souhaitez rester informé des mises à jour ou des versions futures des documents, veuillez vous inscrire à notre bulletin trimestriel en sélectionnant le lien suivant : <http://brainxchange.ca/bsopnewsletter.aspx>



Affiche complète avec texte



Poster simplifié sans texte

Certificat
#000003

Je m'engage à :

1. Mettre la personne au premier plan

2. Construire une relation de confiance

3. Respecter toutes les formes de communication

4. Plaider en faveur d'un langage centré sur la personne

Tina St-Louis Kalviainen

nom

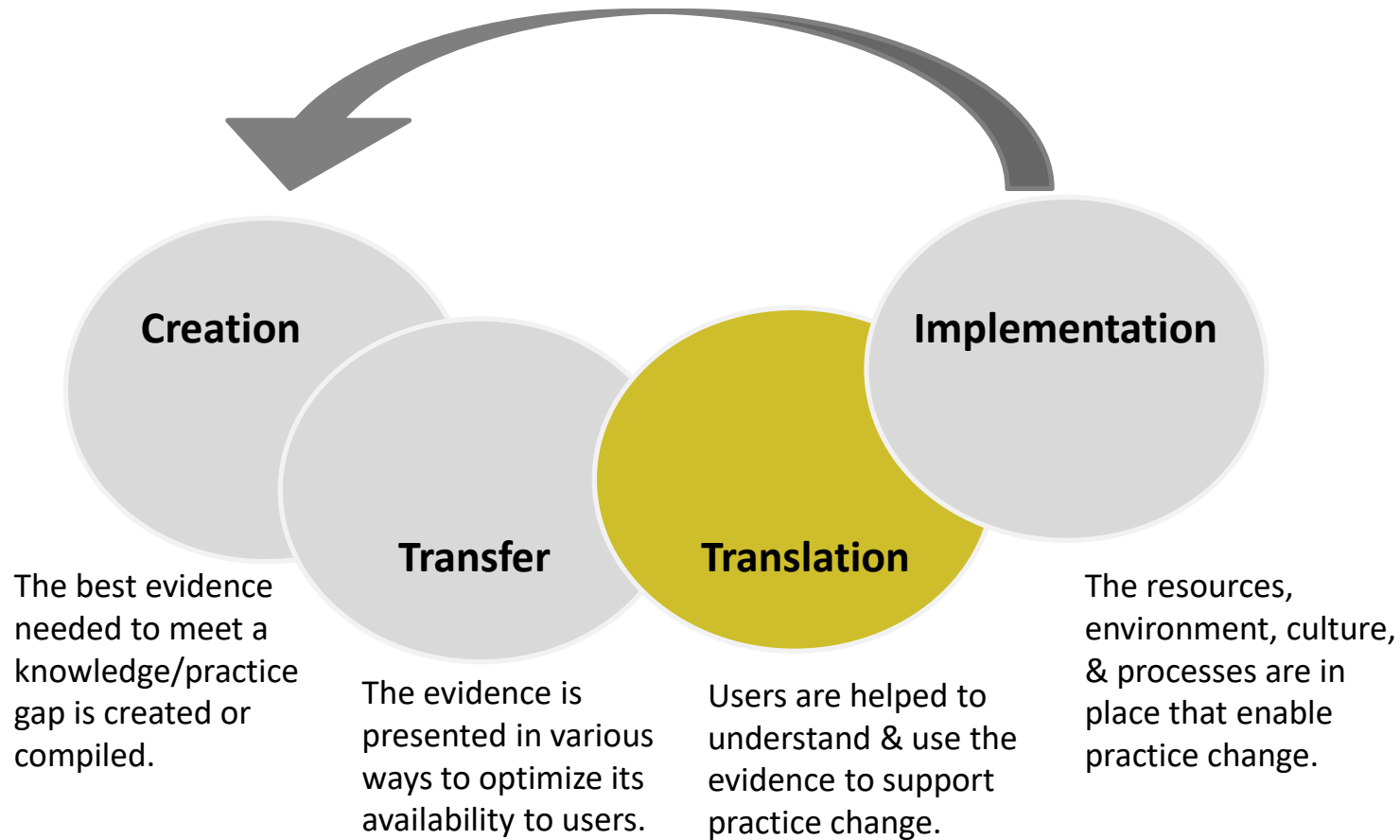
20 novembre 2018

date

Behavioural Supports Ontario
Soutien en cas de troubles du comportement en Ontario

Knowledge to Practice Process Framework

- Educational Webinar
- Identification of influential individuals
- Review Policies and Documentation
- Engage in language comparison exercises



(Ryan, et al., 2013)

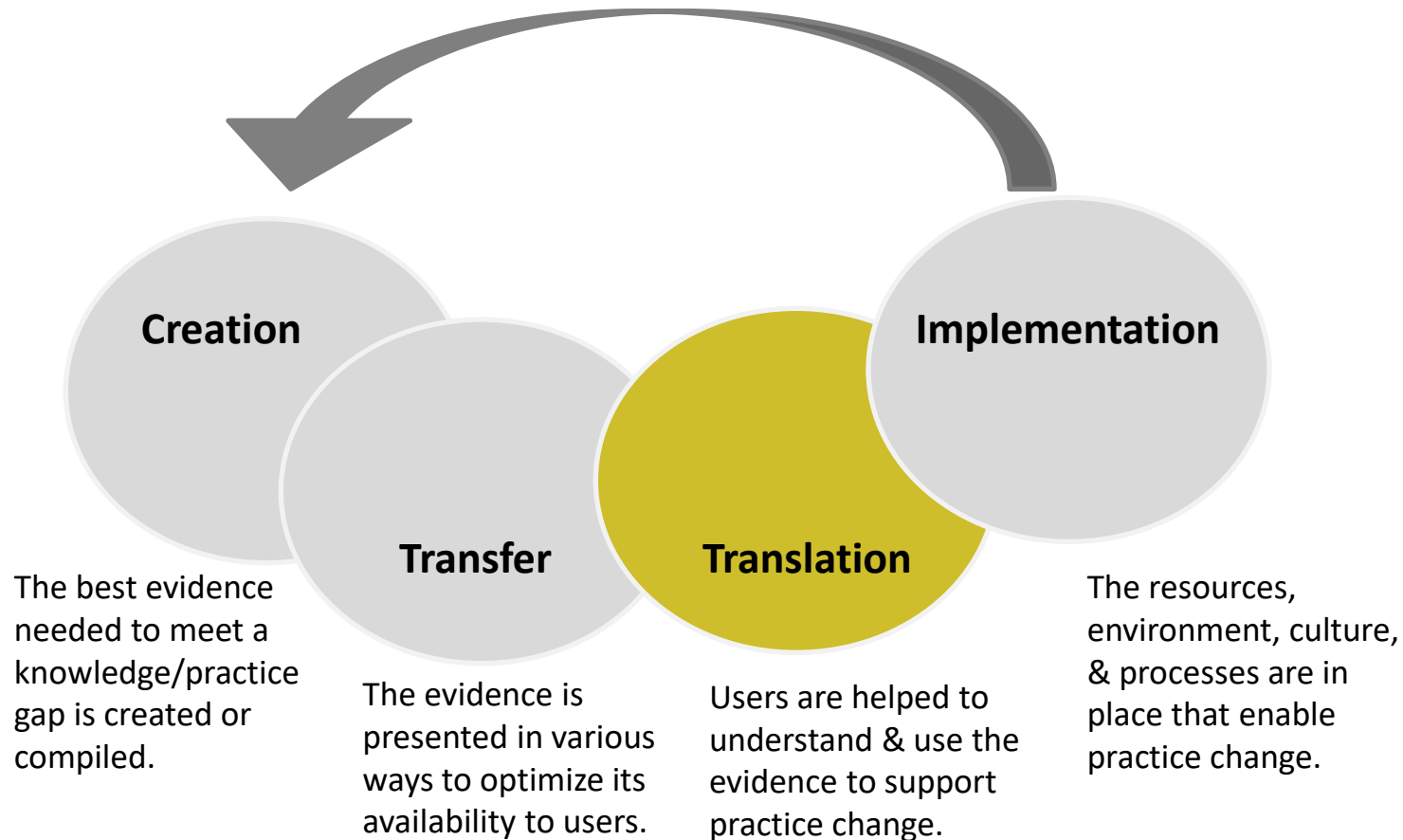


Continued

Human Resources elements, such as:

- Onboarding staff/orientation
- Employee Handbook
- Job Descriptions
- Recruitment Questions
- Training and Development
- Employee Performance Review / Evaluation
- Reward and Recognition

Knowledge to Practice Process Framework

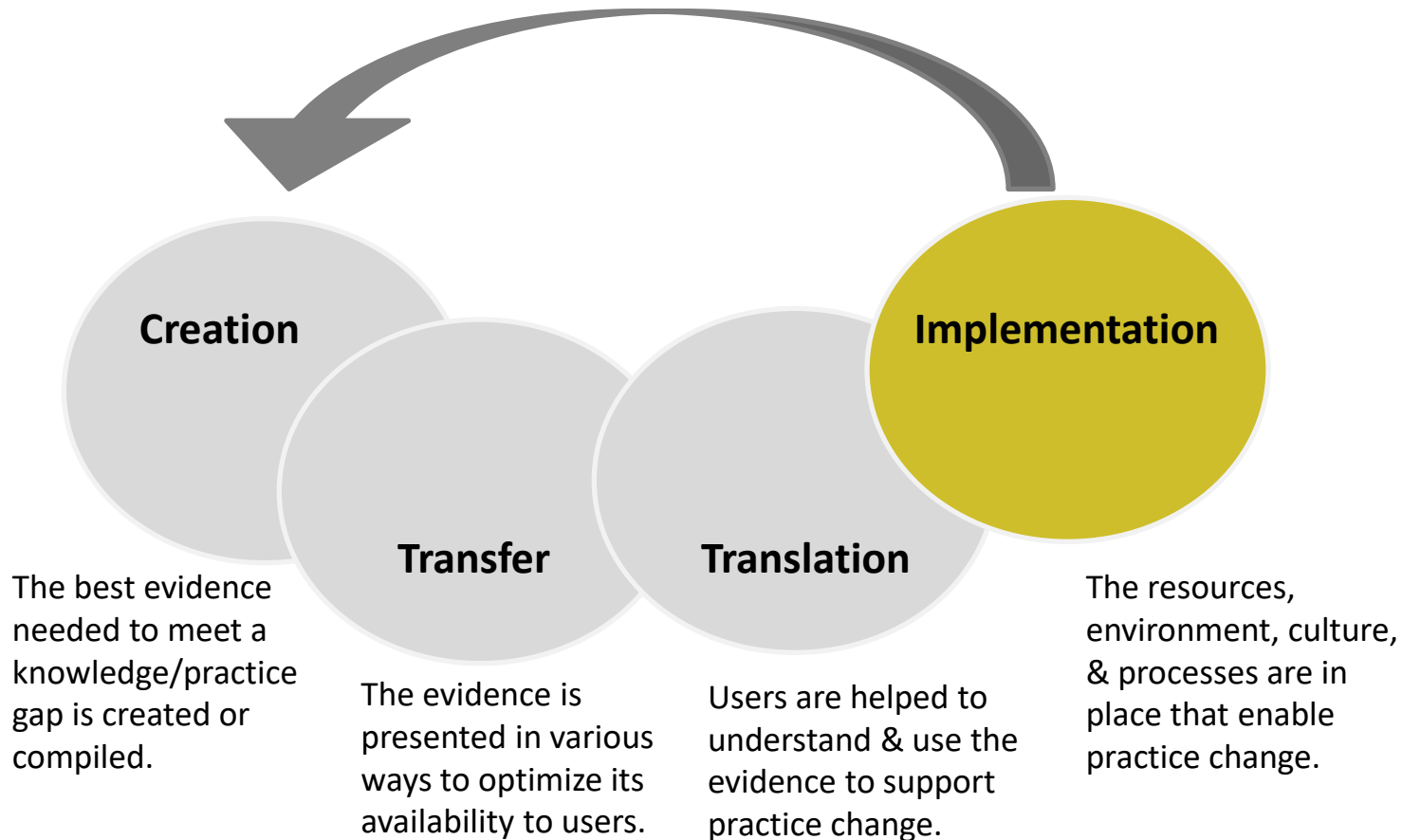


(Ryan, et al., 2013)



Knowledge to Practice Process Framework

- Changing words alone won't change practices – need commitment to both
- Self-Reflection of bias / attitudes
- Will require perseverance and ongoing efforts
- May need to revisit the phases of the framework

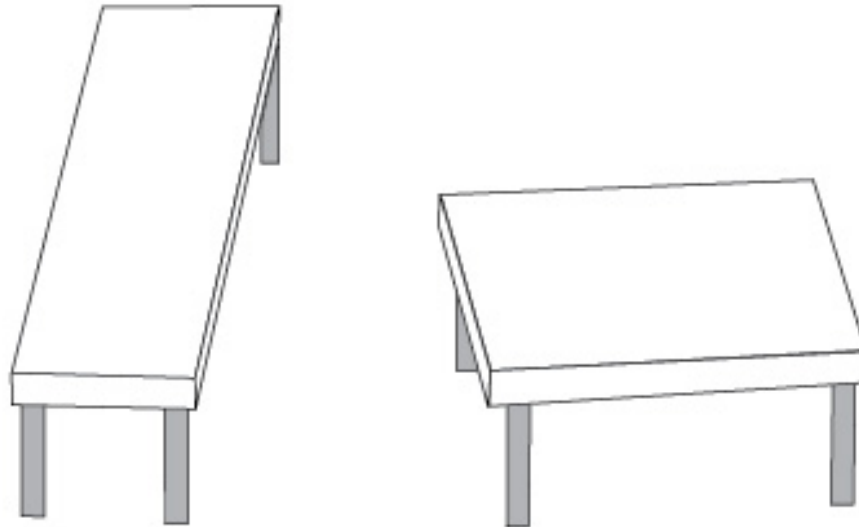


(Ryan, et al., 2013)



Exploration of Unconscious Bias Exercise

Shepard's Tables



Based on the picture of the two tabletops, are they:

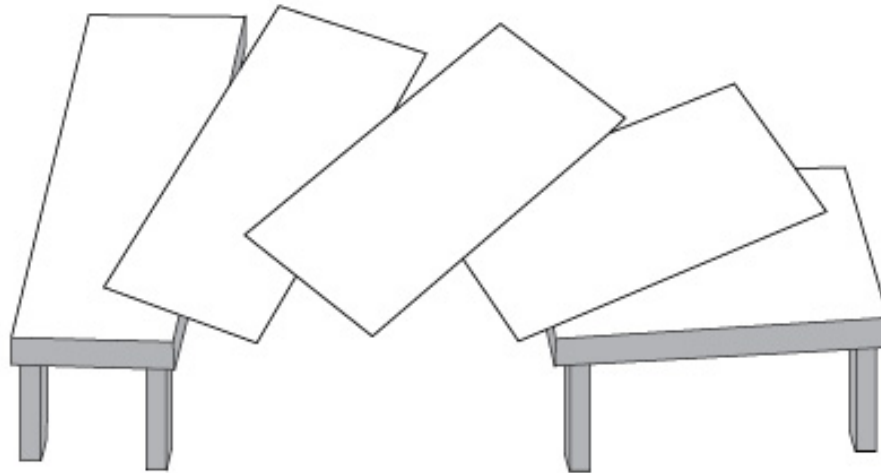
Same size?

Same shape?

Left is bigger
than right?

Right is bigger
than left?

Exploration of Unconscious Bias Exercise



Exploration of Unconscious Bias Exercise



[Shepard's Tables - Video Clip](#)



1.

See the Person First

I will focus on the person's wholistic well-being by respecting the role of culture and other influences such as personal experiences and the environment.



**Is the environment mainly
or more than physical
surroundings?**



2.

Build Trusting Relationships

I will be open and compassionate about each person's unique experiences and establish a trusting relationship by honouring what matters to them and their care partners.



How do you establish a trusting relationship?



3.

Consider All Forms of Communication

I will develop a strong understanding of the person's health condition(s) and consider verbal and non-verbal means of communication (e.g. responsive behaviours / personal expressions, body language) to be forms of meaningful communication.



How are verbal and non-verbal means of communication meaningful to you?

How might verbal and non-verbal means of communication differ for people you interact with?



4.

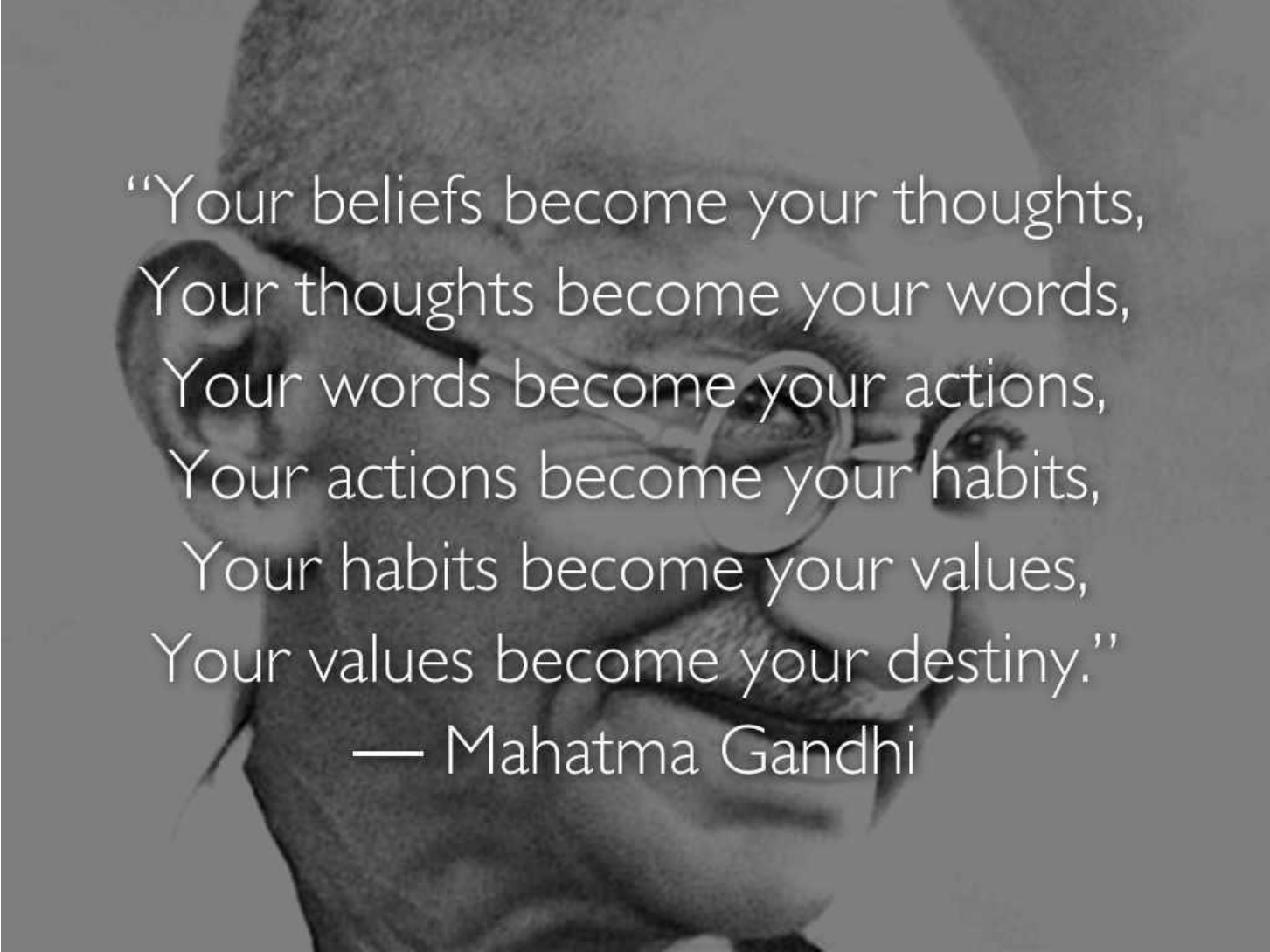
Advocate for Person-Centred Language

I will continuously reflect on and advocate for person-centred language and its potential impacts. I will be open to discussions regarding language choices for myself and others, respectfully challenge those that are not person-centred and celebrate positive language choices.



**What are some ways to
celebrate positive language
choices?**





“Your beliefs become your thoughts,
Your thoughts become your words,
Your words become your actions,
Your actions become your habits,
Your habits become your values,
Your values become your destiny.”

— Mahatma Gandhi



WHAT'S
NEXT STEP **YOUR** **?**



- **Read and apply the concepts in the report.**
- **Explore the appendices.**



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Report



Prepared and presented by

Behavioural Supports Ontario Provincial Coordinating Office
and the Person-Centred Language Initiative Expert Panel Members

<http://www.behaviouralsupportsontario.ca/pledge>



Take the online pledge!

Visit the Behavioural Supports Ontario website and personalize your pledge to the Person-Centred Language Commitment Statements.

<http://www.behaviouralsupportsontario.ca/pledge>

Your information will be collected for the purpose of generating the pledge form for your personal use, and will not be retained or used for any other purposes by Behavioural Supports Ontario.

Your First Name

Your Last Name

Pledge

Cancel

Should you wish to remain informed regarding updates or future versions of the documents, please sign up for our quarterly newsletter by selecting the following link: <http://brainxchange.ca/bsopnewsletter.aspx>



Personalize your pledge.

Save and/or print for your records.

Certificate
#111179

I pledge to:

1. See the Person First
2. Build Trusting Relationships
3. Consider all Forms of Communication
4. Advocate for Person-Centred Language

BSO Provincial Coordinating Office
Name

October 9, 2018
Date

 Behavioural Supports Ontario
Soutien en cas de troubles du comportement en Ontario



Share with Us!

Individuals taking the Person-Centred Language pledge at the 8th Annual North Simcoe Muskoka Dementia Network Fall Conference which took place in October of 2018.



Sharing in Newsletters

BSO Provincial Updates

Release of the Person-Centred Language Initiative Report and accompanying documents!

Behavioural Supports Ontario's (BSO) Knowledge Translation and Communications Advisory reignited a conversation on language with intentions of fulfilling one of its terms of reference objectives: **to critically reflect and provide recommendations regarding language and communications used by BSO and its key stakeholders.**

Leads were assigned to the BSO Person-Centred Language Initiative and an expert panel comprised of individuals and their significant others, sharing their lived experience including others with various expertise was formed. Over the course of a year, the expert panel was able to create a living document in the shape of **Person-Centred Language Commitment Statements** informed by the authentic voice of persons with lived experience to promote the consistent use of person-centred language that is appropriate, respectful, life-affirming and inclusive when talking about individuals served by BSO's mandate. This document also includes relevant practical resources to further awareness and knowledge regarding person-centred language and communication.

Heartfelt Thanks

We would like to express a most heartfelt thanks to the Person-Centred Language Initiative Expert Panel members for their thoughtful contributions.

Translated in the French Language

Posters and pledge certificate have been translated in the French language.

<http://www.behaviouralsupportsontario.ca/pledge?lang=fr>

Take the Online Pledge

We encourage all of you to take the online pledge and generate a personalized certificate by visiting:
<http://www.behaviouralsupportsontario.ca/Pledge>

Read and Apply the Concepts in the Report

You may download BSO's Person-Centred Language Initiative Report by selecting the following link:
http://www.behaviouralsupportsontario.ca/Content/Pledge/BSO_Person-Centred_Language_Initiative_Report%20_October_2018.pdf

Save the Date

BSO Person-Centred Language Initiative – Report, Tools and Upcoming Webinar

Behavioural Supports Ontario (BSO) worked with an expert panel to create resources to support person-centred language. The 23-page report provides background on the project and the panelists (which included OARC's Dee Lender and David Kent). The report breaks down and defines what is meant by "person-centred language" and offers strategies to consider and asks vital questions for organizational and self reflection.

Posters, certificates and an online pledge were created to support LTC home's efforts to adopt appropriate language. Please note that these tools are also available in French here.

Finally, BSO will offer a live webinar to support the initiative on Tuesday, February 19, 2019 from 12 noon to 1 pm. Details and registration will follow in January. OARC is proud to support this important project!

Questions? Please contact provincialBSO@nbrhc.on.ca | 1-855-276-6313



by providing
pulse – pg. 6



RETHINKING LANGUAGE TO TACKLE STIGMA

January 16, 2018

By: Kristian Partington

Like many people, Ron Drouillard had never given much thought to the idea people use in their day-to-day conversations can have a major part to play in the perpetuation of stigmas and stereotypes. When he returned home after a meeting in Toronto subject of non-stigmatizing language for people living with dementia, however, he had a different perspective.

The meeting, organized by the Behavioural Supports Ontario Provincial Coordination partnership with the Alzheimer Society of Ontario and Schlegel-UW Research Aging, focused on dementia and the role of language in stigmatizing those with the changes a diagnosis presents. Through his own personal experience, Ron offered and said he was thankful to have been asked to join the group alongside Brittany Kroeger from University Gates and David Kent from Erin Meadows. Worth as someone living with dementia rose, he says, knowing that his opinion was among those offered on the expert panel.



Dear brainXchange members,

We are excited to share with you some updates and knowledge exc

- [Release of the Person-Centred Language Initiative Report!](#)
- ["You don't look like you have dementia"](#)
- [Upcoming Events](#)
- [Events On Demand](#)
- [Featured Resources](#)
- [In the News](#)

Release of the Person-Centred Language Initiative Report

In Fall 2016, Behavioural Supports Ontario's (BSO) Knowledge Translation and Communications Advisory reignited a conversation on language with intentions of fulfilling one of its terms of reference objectives: **to critically reflect and provide recommendations regarding language and communications used by BSO and its key stakeholders.**

Leads were assigned to the BSO Person-Centred Language Initiative and an expert panel comprised of individuals with lived experience and various other expertise was formed. Over the course of a year, the expert panel was able to create a living

Included in Advanced Gerontological Education (AGE) Inc.'s GPA Certified Coach Newsletter, The Coach Approach, Issue 9, December, 2018

A PERSON-CENTRED LANGUAGE INITIATIVE



Hopefully you are all familiar with the statement regarding language at the top of page 198 in your GPA CC Manual:

"The language we choose to communicate our message is powerful and can have a lasting effect on the persons with whom we interact. GPA strives to promote the voice of persons living with dementia and use language that ensures dignity, respect and promotion of personhood."

I encourage you all to refer to it at the beginning of your sessions and note that changing language is a process that we all must do together. I often mention that I am constantly learning new ways to say things in a more respectful manner. We must be open to learning

ourselves, in addition to helping others improve their language.

GPA Certified Coaches can now access more help in this change movement. In October 2018, Behavioural Supports Ontario (BSO)

released **The Person-Centred Language Initiative Report**, (see excerpt, left) the culmination of a collaborative initiative with vast organizational and individual representation, including individuals and their significant others sharing their lived experience. This important work is based on the **Knowledge to Practice Process Framework** (Ryan, et al., 2013), also referenced in the GPA CC Webinar "Building a BSRT" and includes many tools and resources to support the transfer, translation and implementation of person-centred language at the point of care.

We encourage you to take the online pledge (see my pledge certificate, below) to do the following:

1. See the Person First.
2. Build Trusting Relationships.
3. Consider All Forms of Communication.
4. Advocate for Person-Centred Language.

Thank you for your contribution to furthering person-centred, respectful, inclusive language.



October 2018
Behavioural Supports Ontario
Person-Centred Language Initiative
Report



Prepared and presented by
Behavioural Supports Ontario Provincial Coordinating Office
and the Person-Centred Language Initiative Expert Panel Members

Sharing on Social Media



Kate Ducak
@KateDucak

Follow

Have you taken the person-centred language pledge yet?
behaviouralsupportsontario.ca/Pledge

6:43 AM - 18 Nov 2018



Schlegel-UW Research Institute for Aging

November 6 at 1:30 PM

We're happy to share the launch of Behavioural Support Person-Centred Language Initiative, which includes a change. Our very own Kate Ducak worked closely with Alzheimer Society of Ontario to develop the resource <http://ow.ly/2PjR50jy7Lr>

BEHAVIOURALSUPPORTSONTARIO.CA

www.behaviouralsupportsontario.ca

You, Stephanie Bolduc and 13 others

AGE Inc.
@GPA_AGEinc

Follow

AGE took the pledge! Wonderful initiative from Behavioural Supports Ontario. We use person-centred language when we talk about dementia. Take the pledge here:
behaviouralsupportsontario.ca/Pledge
[@GERAScentre](#) [@brain_Xchange](#)
[@AlzCanada](#) [@AlzheimerOnt](#) [@OLTCAnews](#)
[@AdvantAgeOnt](#)

12:19 PM - 31 Oct 2018

1

Birgit Pianosi likes this



Sian Lockwood • 2nd

Project Officer, Knowledge Mobilization at Schlegel-UW Research Institute for Aging (...)
1mo

I pledge to do this and I pledge to help others do the same.

You can take the pledge



Andrea Iaboni
@dementiarehab

Follow

#alzheimersdisease

Person-Centred Language
behaviouralsupportsontario.ca

8 Likes

Like Comment

I've just taken a pledge to use person-centred language when talking about dementia.

You can too:

behaviouralsupportsontario.ca/Pledge

Congrats to Behavioural Supports Ontario for this excellent work.

[@brain_Xchange](#) [@AlzCanada](#)
[@AlzheimerOnt](#) [@OLTCAnews](#)
[@AdvantAgeOnt](#)



Stay in Touch!

BSO Provincial Coordinating Office: Contact Information



Call: 1-855-276-6313



Email: provincialBSO@nbrhc.on.ca



Visit: <http://www.behaviouralsupportsontario.ca/>



Subscribe to the BSO Provincial Pulse quarterly newsletter by visiting: <http://brainxchange.ca/bsopnewsletter.aspx>

Provide your contact information and click “Subscribe Now” to stay current on the latest BSO developments and other related news.



Exchange



What?

A Person-Centred Language Commitment Statements Poster in exchange for sharing the actions taken to implement and spread Person-Centred Language.

How?

The first 50 to submit a completed survey will receive a complimentary 24" x 36" coloured poster!

[Survey Link to BSO PCL Poster Request](#)



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A most heartfelt thanks to the Person-Centred Language Initiative Expert Panel for their thoughtful contributions.



Together *We Care*

APRIL 1-3, 2019 | TORONTO CONGRESS CENTRE

Upcoming Event

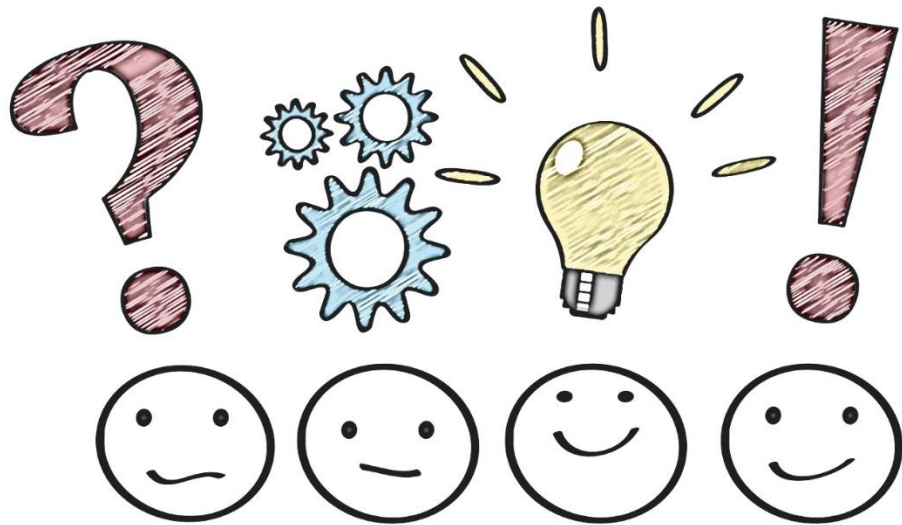
BSO “**Person-Centred Language Matters!**” Workshop

Wednesday, April 3, 2019 from 1:00 – 2:00 p.m.

Together We Care 2019 Convention and Trade Show in Toronto.

To register, please visit: <https://together-we-care.com/>





**Do you
have questions,
comments,
recommendations?**



Thank you

Thank you!

THANK YOU!

Thank you for your time and attention!

