

WORDSWAP

Using **Person-Centred Language (PCL)** ensures the way we speak is respectful, life-affirming, and inclusive. Here are a few ways to swap out words for PCL in your everyday language!

People

Instead of	Consider
Demented person Dementia sufferer Senile	Person living with dementia
Long-term care (LTC) home patient	Resident
Informal caregiver	Family care partner

Places

Instead of	Consider
LTC facility Nursing home Old folks' home Institution	LTC home
Adult day care	Adult day program or support program
LTC unit	Neighbourhood or Home area
Admitted or Placed	Moving in
Discharged	Moving out

Actions

Instead of	Consider
Difficult behaviours Challenging behaviours	Responsive behaviours or personal expressions
Violent behaviours	Physical expressions of risk
Triggers	Contributing factors
Exit seeking or Wandering	Exploring or Searching

Instead of labelling people by their behaviours (e.g. agitated, aggressive), objectively describe **their actions**.

Items

Instead of	Consider
Diaper	Adult brief or Incontinence product
Bib	Clothing/shirt protector
Sippy cup	Glass, cup or mug

Use the **proper names** of items that support individuals' activities of daily living; avoid infantilizing them.

How have you been inspired to use PCL?

Let us know by emailing provincialBSO@nbrhc.on.ca or using **#WordsMatterPCL** on social media!

