

## Culture of Caring Communication®

Old Language	New Language
Victims Of... Suffering From	Living with
They are bipolar; Schizophrenic	They have bipolar; They have schizophrenia
Wing, Unit, Floor, Division	Community, Neighborhood, Household
Alzheimer's Special Care or Locked Unit	Memory Care Community
Allow	Encourage, Offer, Help with
Diaper, Pampers, Pull-Ups	Panties, Briefs, Protective underwear
Patient	Person, Resident, Individual, Elder, Their Name
Feeder, Feeder table	Assist/Help with dining; Dining/Kitchen Table
Nurse Aide, CNA, Front-Line Staff	Care Partner, Care Manager, Care Associate
Locked/Locked Down Unit	Secured Area/Neighborhood, Household
Admission / Place at/ Put in, Placement	Move In
Lobby, Common Area	Living Room, Foyer
Facility, Skilled Care, Nursing Home	Community, Living Center
Eloped, Escaped	Left unescorted, Left the building/area
Behavior problems	Reactions, Having difficulty with...
Wanderers	People who like to walk/roam around
Toilet... (the resident)	Take to/help in the bathroom/powder room
Activity Director	Life Enrichment Coordinator, Event Planner
Nurses Station	(Home)Office, Work Area, Desk Area
Supplement, Nourishment	Snack, Treat, Food, Drink, Shake
Needs hydration, hydrated	Needs a drink, Has had something to drink
Bib	Napkin, Clothes Protector, Cover- Up, Apron
Transport	Escort, Assist to, Help go to...
"You need to..."	"Would you like to... I would like for you to..."
"Sit down. You're going to fall"	"May I help you walk?"
"Your tray is here"	"Dinner is served. It's lunchtime"
...is a 2 person transfer/assist	...needs a couple of people to assist/move..."
"Can't do that"/ "That's not allowed"	"Let's see/try to figure this out/ find a solution"