

Words Matter!

The words we use have a significant impact on the communities and cultures we create. Institutional words create institutional cultures. Change your language and change your community culture!

Try This!	Not That!
Older People, Older Adults, Elders	The Elderly, Seniors
Community	Facility
Neighborhood	Unit – Hall – Wing
Suite or Apartment Home	Room – Unit
Up to 66 people call this community home	66 beds
Occupancy, Number of People Living in the Community	Census
Choosing/Making a Choice or Decision	Refused/Non-Compliant
Secured Neighborhood	Locked Unit
Dining Room or Restaurant	Cafeteria – Dining Hall
Community Life or Life Enrichment	Activities
Dining Services or Culinary Services	Dietary or Food Services
Resident or Guest (for a short term rehab or respite stay)	Patient
Move-In	Admission
New Neighbor or New Resident	New Admission
Move-Out or Returning Home	Discharge
Resident Service Center	Nurses Station
Individual Living with Different Abilities	Disabled
Individual Living with (condition)	Diabetic, demented, etc.
Individual Needing Assistance with Dining	Feeder
Individual Communicating an Unmet Need/Individual in Distress	Behavior
Brief or Brand Name	Diaper
Care Partner	Care Giver
Direct Care Partners or Those Working Most Closely with Residents	Front Line Staff
Residents That Live in This Community, Residents that I support	“My” residents
Life Plan Community	Continuing Care Retirement Community

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