



# The Power of Words

Norma Kirkby, PHEc  
Program Director

**Alzheimer Society**  
MANITOBA  
*Dementia Care & Brain Health*

To think about:

- A time when someone's words caused you distress and took you on a downward spiral.



To think about:

- A time when someone's words brought you joy and a great sense of self esteem.



“Words are important. The language we use and the stories we tell have great significance to all involved. They carry a sense of hope and possibility or can be associated with a sense of pessimism and low expectations, both of which can influence personal outcomes.”

Devon Partnership Trust and Torbay Care Trust, 2008

Fear + Ignorance  
of dementia of dementia

= **STIGMA**

(+ Inequality)

Unforgettable 

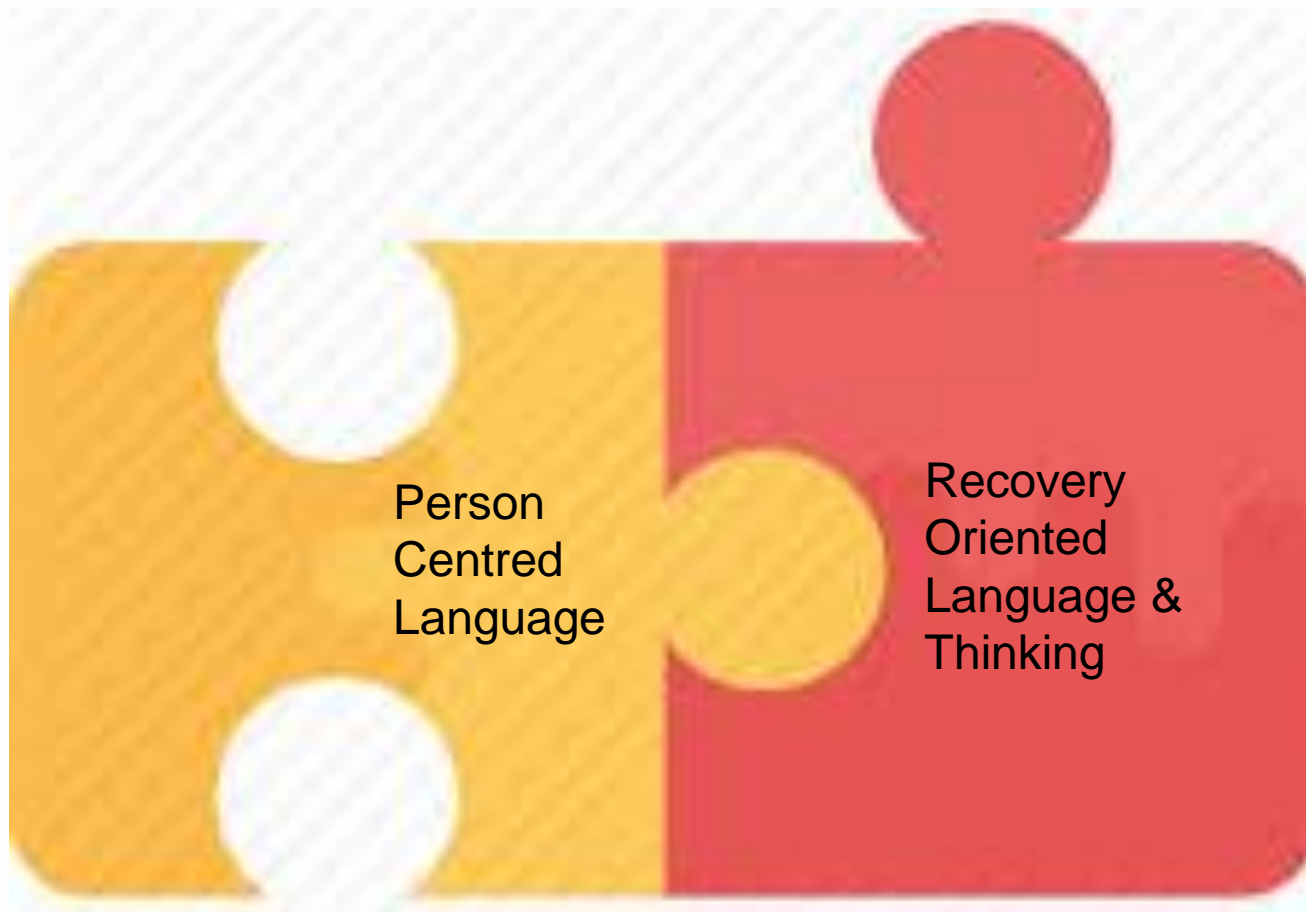
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Person  
Centred  
Language

Recovery  
Oriented  
Language &  
Thinking





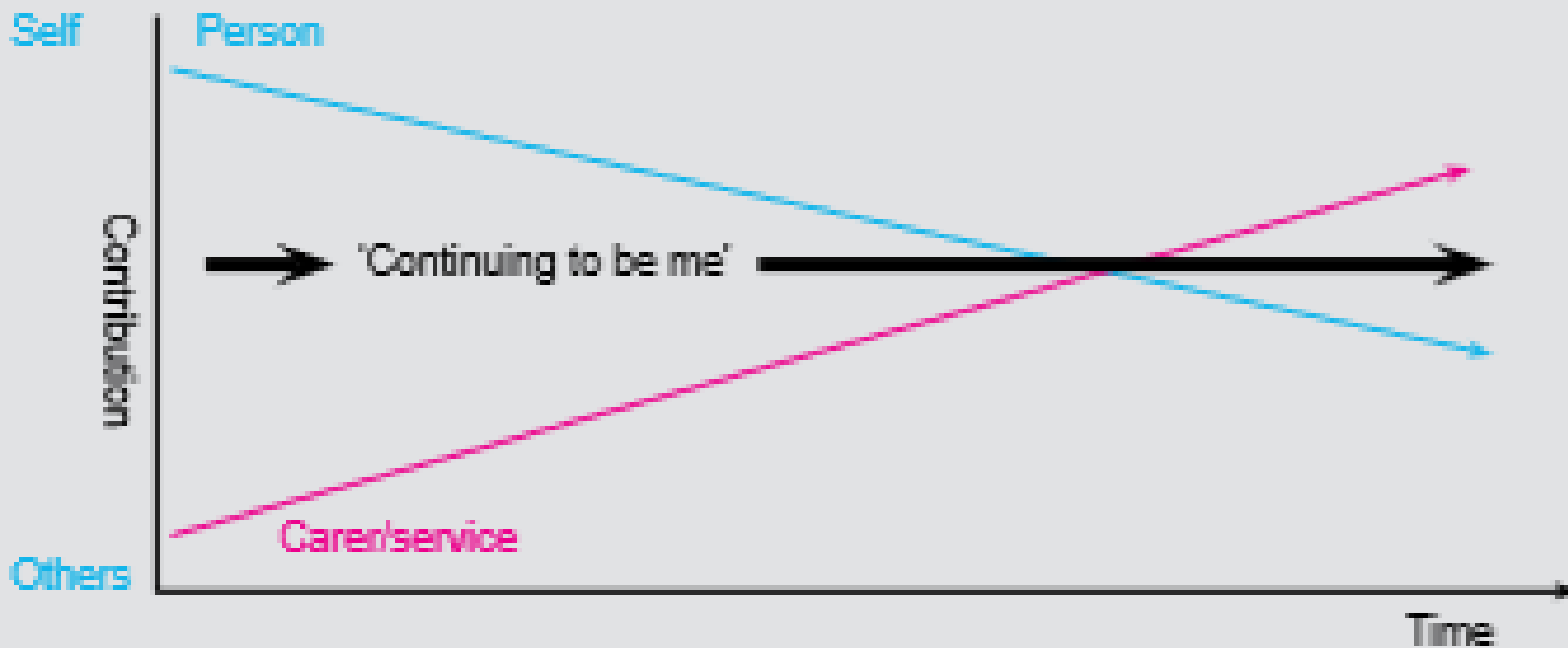
<https://alzheimer.ca/en/Home/We-can-help/Resources/For-health-care-professionals/culture-change-towards-person-centred-care/person-centred-language-guidelines>

# Recovery Oriented Approach

**Recovery** is defined as living a meaningful, contributing life not getting better or being cured.

- Believes a person with illness can have a meaningful life

Diagram 1 (from Daley et al, 2013)



“Continuing to be me” – Recovering a life with a Diagnosis of Dementia – ImROC (2016)

# Recovery Oriented Approach

**Recovery** is defined as living a meaningful, contributing life not getting better or being cured.

- Believes a person with illness can have a meaningful life
- Helps the person build on a lifetime of experience and resilience

# Recovery Oriented Communication with a Person with Dementia

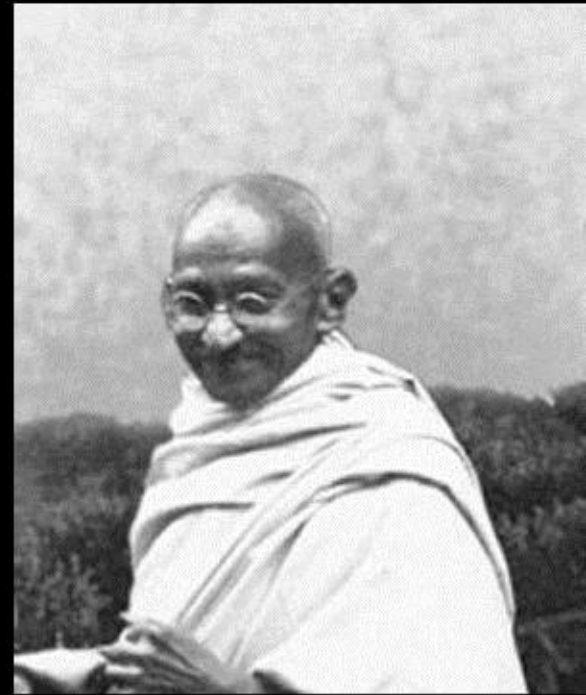
- Supports the person's sense of identity
- Shows understanding of the person's view of life – promotes hope
- Helps the person maintain their sense of self outside of their disability
- Avoids patronizing discussion





**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



Avoid  
**“CURL UP and DIE”**  
or  
**“Cringe worthy”**  
words



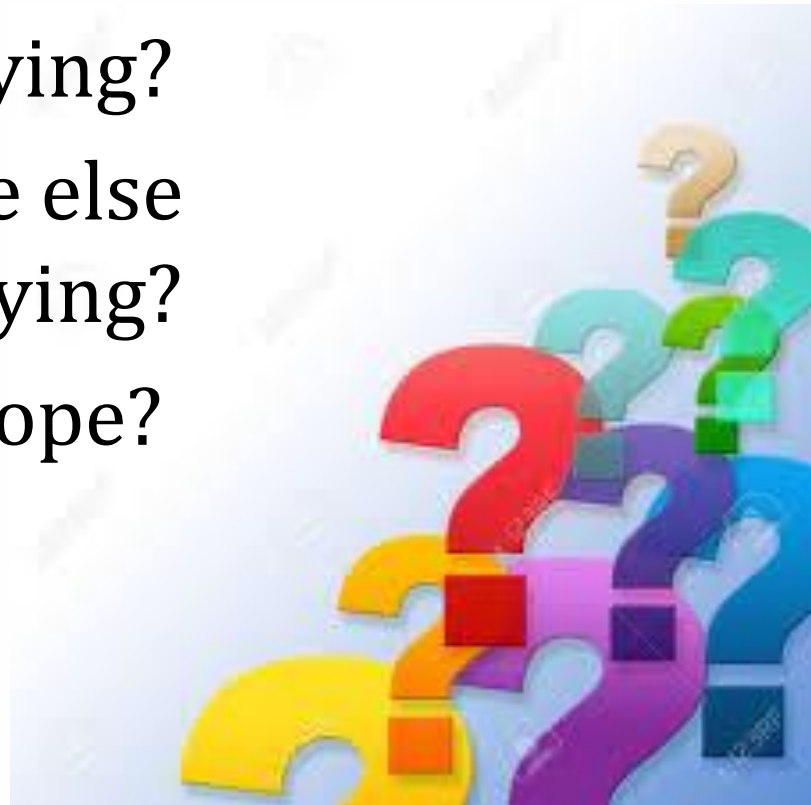
# Person Centred - Recovery Oriented Language is:

- Respectful
- Non-judgemental
- Clear and understandable
- Free of jargon and speculative comment
- Consistent with body language
- Strengths based
- Carries a sense of hope



# Questions to Ask Ourselves:

- What else am I saying?
- How will someone else hear what I am saying?
- Am I portraying hope?



# Conversations of Hope

- Give expectation of good things
- Help the person to cope with difficult things
- Help people work toward goals and manage their present situation
- Hope is built on the support of others, self esteem and one's spiritual view
- Hope can be infused by others
- Help the person to maintain their strength as a person

***Today is the  
best of the rest.***





# Strategies for Better Language

- Make a personal commitment to use language that carries hope and is respectful



# Strategies for Better Language

- Make an organizational commitment to use person centred - recovery oriented language (PC-ROL) and practices:
  - Interact with everyone (residents, family members and staff) with PC-ROL
  - Require chart notes to be expressed in PC-ROL
  - Write policies and job descriptions in PC-ROL



# Strategies for Better Language

- Make an organizational commitment to use person centred - recovery oriented language (PC-ROL) and practices: (cont)

- Discuss PC-ROL in the Employee Handbook
- Ask questions about how the person uses PC-ROL in interviews
- Discuss PC-ROL in staff orientation
- Include PC-ROL as a performance standard in annual reviews

- Behavioural Supports Ontario (2018)





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<https://www.youtube.com/watch?v=aSc6nc7o8O4>

# Resources

- Behavioural Supports Ontario Person-Centred Language Initiative; Behavioural Supports Ontario (2018)
- Concept of Hope in Nursing Practice; Essays, UK (2018)  
Retrieved from <https://www.ukessays.com/essays/nursing/the-definition-and-concept-of-hope-in-relation-with-nursing-practice-nusing-essay.php?vref=1>
- 'Continuing to be me' – Recovering a life with a Diagnosis of Dementia; Rachel Perkins et al, ImROC (2016)
- Person Centred Language Guidelines; Alzheimer Society of Canada (2017)
- Recovery Oriented Language Guide; MHCC (2018)



# Alzheimer Society of Manitoba

**Is a community-based non-profit organization, whose mission is to alleviate the individual, family and social consequences of Alzheimer's disease and related disorders while supporting the search for a cure**

**Alzheimer Society of Manitoba**

**Phone: 204-943-6622**

**Fax: 204-943-5308**

**[www.alzheimer.mb.ca](http://www.alzheimer.mb.ca)**