

**How to be Person Centred:
Tips for Health-care Providers**

1. Remember to **knock** and **introduce yourself** and explain/ask resident for **permission** to assist them.



2. **Refrain** from using terms of endearment, e.g., honey, sweetheart, dear.



3. Ask: *What do you hope for today?*



4. Ask: *Is there something that can be done to make your day better?*

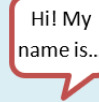


5. **Engage** in meaningful conversation to find what is important to the resident.



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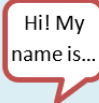


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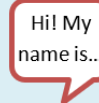


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