

Choosing the right words is so important when we are talking to kids about their treatment. Here are some tips on picking words that can lead to success.

Instead of...	Try...	Why It's Important
Do you want to take your medicine?	Do you want your medicine in a cup or a squirter/syringe?	We don't want to offer choices that really aren't options. It's not an option <u>not</u> to take the medicine, but we can offer choices on <u>how</u> to take it.
You have to hold still.	You have a very important job, and that's to be still, like a statue.	Giving kids a job offers independence and feels less like we are just telling them what to do.
I'm sorry that they are doing this to you.	Your nurse/doctor is a helper – your nurse/doctor is doing this to help your body stay healthy.	Even though the things we do might be uncomfortable, it is important to explain that it's all to help them. Kids should also always feel that nurses/ doctors are on their side.
Don't look!	It's okay for you to watch, and we can explain what's happening as we go.	Many children benefit from watching their procedures. Telling them not to look can actually be more upsetting.
You won't feel anything.	You might feel (a tight squeeze, some pressure, a quick poke, a cold feeling).	Everyone's perception of pain and discomfort is different. We can describe the feeling without saying that it definitely will or will not hurt.
Don't cry! Don't be scared. You're a big kid!	It's okay to cry/feel nervous. You're doing a great job telling us how you are feeling. We are all here to help you.	Every feeling is valid, and we can't expect kids not to get upset. It's important to allow them to feel and express their feelings, in order to work through them.

