

Personal Detractors Definitions

Depersonalizing Interaction	Formal Definition
1. Treachery	Using forms of deception in order to distract or manipulate a person, or force them into compliance.
2. Disempowerment	Not allowing a person to use the abilities that they do have; failing to help them to complete actions that they have initiated.
3. Infantilization	Treating a person in a patronizingly (or “matronizingly”) way, as an insensitive parent might treat a child.
4. Intimidation	Inducing fear in a person, through the used of threats or physical power.
5. Labeling	Using a category such as dementia, or “organic mental disorder,” as the main basis for interacting with a person and for explaining their behavior.
6. Stigmatization	Treating a person as if they were a diseased object, an alien, or an outcast.
7. Outpacing	Providing information, presenting choices, etc., at a rate too fast for a person to understand; putting them under pressure to do things more rapidly than they can bear.
8. Invalidation	Failing to acknowledge the subjective reality of a person’s experience, and especially what they are feeling.
9. Banishment	Sending a person away, or excluding them—physically or psychologically.
10. Objectification	Treating a person as if they were a lump of dead matter to be pushed, lifted, filled, pumped, or drained, without proper reference to the fact that they are sentient beings.
11. Ignoring	Carrying on (in conversation or action) in the presence of a person as if they were not there. Also, talking about a person (not unkindly) in their presence (Kitwood, 1997a, p. 49).
12. Imposition	Forcing a person to do something, overriding desire or denying the possibility of choice on their part.
13. Withholding	Refusing to give asked-for attention or to meet an evident need.
14. Accusation	Blaming a person for actions or failures of action that arise from their lack of ability or their misunderstanding of the situation.
15. Disruption	Intruding suddenly or disturbingly upon a person’s action or reflection; crudely breaking their frame of reference.
16. Mockery	Making fun of a person’s “strange” actions or remarks; teasing, humiliating, making jokes at their expense.
17. Disparagement	Telling a person that they are incompetent, useless, worthless, etc., giving them messages that are damaging to their self-esteem.

Source: Kitwood, T., *Dementia reconsidered: The person comes first* (pp. 46–47). Rethinking ageing series. Buckingham [England]; Philadelphia: Open University Press, 1997. Reprinted with permission of Open University Press.