

FOREFRONT  
L I V I N G

Moments Matter.

# Reference and Style Guide 2021



# FOREFRONT LIVING REFERENCE GUIDE

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\*Ctrl+Click heading to view each section of the document.

# FOREFRONT LIVING REFERENCE GUIDE

## BRANDING GUIDELINES

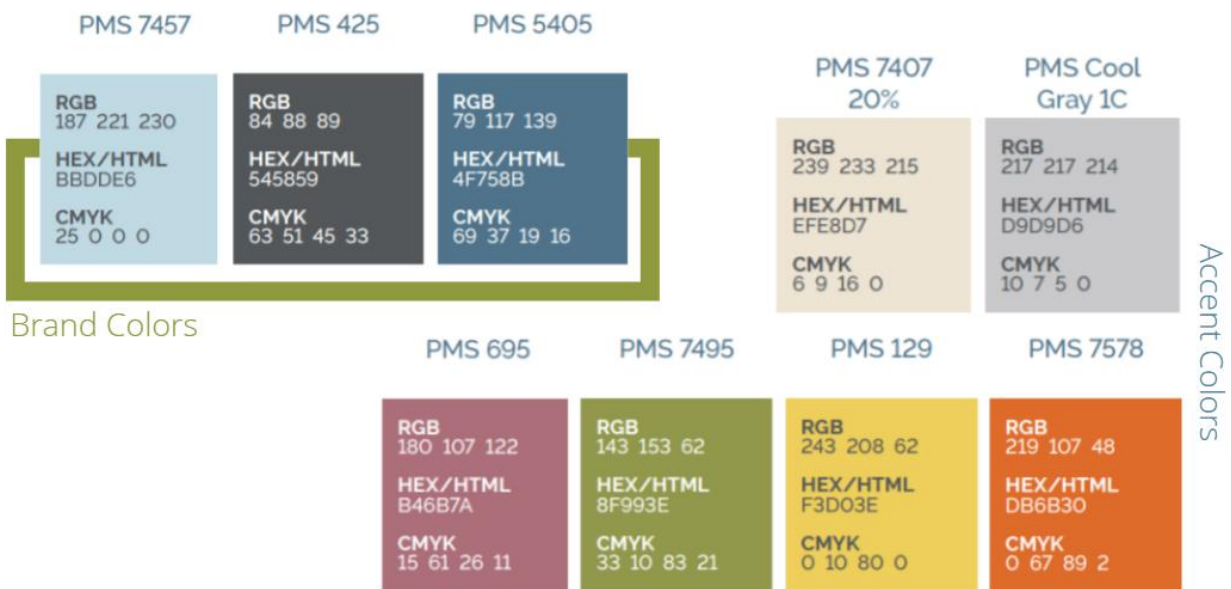
### LOGOS, COLOR PALETTES AND BRANDING

#### BRAND VOICE:

- Authentic and compassionate
- Professional and friendly
- Faith-based and inclusive
- Family oriented
- Resident and patient-centered
- Passionate and sincere

[Click to open PDF version of Branding Guidelines](#)  
[Click to open folder to logos](#)

### COLOR PALETTE FOR PRINTING



### APPROVED FONTS

- Lexend Exa
  - Logo font or headline use
- Calibri
  - Body font, emails and all other font use
- Libre Caslon and Raleway
  - Website use only

# FOREFRONT LIVING REFERENCE GUIDE

## MISSION, VISION AND VALUES GUIDELINES

### HOW TO PROPERLY USE OUR MISSION, VISION AND VALUES

Unless identified as a portion of our mission, vision or values, each stand-alone item should be used in its entirety each time it is referenced.

- When using the mission and vision use the full phrase. Do NOT leave out words.
- If using the values in a sentence, lowercase each value.
- In the tagline, include the period.

**OUR MISSION:** To make each moment matter for those we serve.

**OUR VISION:** To be the innovative partner that empowers individuals to thrive.

**OUR VALUES:**

- Diversity
- Integrity
- Stewardship
- Compassion

**OUR TAGLINE:** Moments Matter.

## LOGO USAGE GUIDELINES

### UNAPPROVED LOGO USAGE



Do not remove the wave from the rest of the logo.



Do not stretch or shrink the logo.



Do not change the layout of the logo.



Do not change the color of the wave in the logo.



Do not un-bold the font on the logo.



Do not place the logo over a photo if it is unreadable.



Do not rotate twist or skew the logo.



Do not change the font of the logo.

# FOREFRONT LIVING REFERENCE GUIDE

## PROPER USES OF OUR LOGO

[Click here to fill out the Communications and Logo Use Submission form.](#)

<p><b><u>SOCIAL MEDIA</u></b></p> <ul style="list-style-type: none"> <li>Only use logo as profile picture or as part of header photo</li> </ul>	<p><b><u>PRINTED MATERIALS (ads, brochures, flyers, invitations, business cards, etc.)</u></b></p> <ul style="list-style-type: none"> <li>Must be approved by communications department a week prior to printing.</li> </ul>
<p><b><u>SIGNAGE</u></b></p> <ul style="list-style-type: none"> <li>Must be approved by communications department a week prior to printing/hanging/etc.</li> </ul>	<p><b><u>GIVEAWAYS (shirts, buttons, bags, etc.)</u></b></p> <ul style="list-style-type: none"> <li>Must be approved by communications department a week prior to printing.</li> <li>Must be fully legible and clean.</li> <li>Colors must be exact match to style guide colors.</li> <li>Must be sized per style guide instructions.</li> </ul>
<p><b><u>PRESENTATIONS</u></b></p> <ul style="list-style-type: none"> <li>Use provided templates on shared drive.</li> <li>Must be used in its entirety. Do not crop or edit.</li> </ul>	<p><b><u>MOMENTS MATTER TAGLINE</u></b></p> <ul style="list-style-type: none"> <li>Can stand alone or used in conjunction with Forefront Living logo.</li> <li>Always put a period after “Moments Matter.”</li> <li>Use as #MomentsMatter on social tags.</li> <li>When writing use Lexend Exa or Calibri font only.</li> </ul>
<p><b><u>WAVE ONLY</u></b></p> <ul style="list-style-type: none"> <li>Wave should only be in the following colors: White, Grey, Blue</li> <li>When wave is used alone, Forefront Living must also be used on the document and in Lexend Exa font.</li> </ul>	<p><b><u>WEBSITE</u></b></p> <ul style="list-style-type: none"> <li>Stacked logo intended specifically for website use.</li> </ul>
<p><b><u>TV APPEARANCES/PUBLIC FACING VENUES</u></b></p> <ul style="list-style-type: none"> <li>If wearing logoed item in public facing event, such as a news appearance, the logo must be current.</li> </ul>	<p><b><u>GENERAL RULES:</u></b></p> <ul style="list-style-type: none"> <li>If material created for any type of publishing includes a logo, it must be approved through communications department.</li> <li>Forefront Living should be viewed as parent company. Should always be included with subsidiary logos.</li> <li>If a logo is included on a file, should always insert from approved file (don’t copy/paste from website).</li> <li>Don’t distort the logo by stretching it.</li> <li>Check logo and wave for clarity. Always use high-resolution logo.</li> </ul>

# FOREFRONT LIVING REFERENCE GUIDE

## PRESENTATION GUIDELINES

### GENERAL POWERPOINT PRESENTATION GUIDELINES

[Click for PowerPoint templates](#)

#### CAPITALIZATION:

- **Headlines** at the top of the slide should be in all caps.
- **Sub-headers** are automatically set up as small caps by default. Capitalize as appropriate in sub-headers.
- **Body text** only capitalize if it is the first word or a proper noun/acronym.

#### SIZING AND FONT:

- The universal font for all Forefront entities' is Calibri. Font size depends on usage.
- **Headlines:** should fit one line. You may reduce the font size to a minimum of 30pt, to make it all fit. If it runs to two lines, use the sub-header or reduce the number of words (think newspaper headline).
- **Body text:** Try to use 24pt font as much as possible. The minimum font size that is typically legible when presenting is 16pt, so keep that in mind when creating sub bullets.

#### BULLET POINTS:

- Less is more! Use no more than 5 bullets per slide, no more than 5 words per bullet.
- Do not include punctuation at the end of the bullet point. These short phrases that help emphasize your point, not state entire point.
- Use bullet points and text sparingly. Instead, use images and graphs to keep the audience engaged and listening to the words you say, not the words on the screen.

#### PHOTOS:

- Photos are great! Use as many as possible to help tell your story. Be sure to use high-resolution graphics only. Do not use any copyrighted or watermarked material.
- Please make sure that patients and residents included in pictures have consent forms. In addition, it is a good idea to let the person know that their picture is used in promotional material, educational material etc.

#### GRAPHS/CHARTS:

- If you feel the need to preface your graph with "I'm sorry you probably can't read this" – do not use it! It is better to reference a printed version that is easier for the audience to see.
- Use as large of font as possible. The minimum you should use is 16pt.

#### ANIMATION AND SLIDE TRANSITION:

- The basic PowerPoint template is set with no animation or slide transition.
- Animation can be helpful in emphasizing a point but used sparingly. Too much animation can be a distraction rather than a compliment to the information being presented.
- Should you need to use slide transitions, make sure they are consistent and smooth as these can also be a distraction if used improperly.

**NEW POWERPOINTS AND FORMS NEED TO GO THROUGH THE COMMUNICATIONS TEAM TO BE APPROVED FOR USE.**

# FOREFRONT LIVING REFERENCE GUIDE

## BUILDING AND LOCATION NAMES GUIDELINES

### FOREFRONT CAMPUS INFORMATION

#### MARNIE AND KERN WILDENTHAL EDUCATION CENTER

- On second reference: The Wildenthal Building
- **Internal use** with Teammates: “The Wildenthal Building” and “The Wildenthal”
- **External use** with public: please use the formal names of the building
- Address: 12467 Merit Drive | Dallas, Texas | 75251

#### THE MARY AND BOB WRIGHT CONFERENCE CENTER

- The first-floor conference area (including the three conference rooms and meeting spaces) is the **Mary and Bob Wright Conference Center**. Please use this name verbally and in writing when referring to all three of the classrooms and other meeting spaces on the first floor.
- **Internal use** with Teammates: “Wright 1” or “Wright Conference Center”

#### PAULA DUCKWORTH RESEARCH LIBRARY

- The first-floor library is the **Paula Duckworth Research Library**. Please use this name verbally and in writing when referring to the library.
- Internal use with Teammates: The Library

#### MARGO AND ROSS PEROT LAKE VIEW BALCONY

- The third-floor balcony is the **Margo and Ross Perot Lake View Balcony**. Please use this name verbally and in writing when referring the balcony.
- **Internal use** with Teammates: “Perot Balcony”

### T. BOONE PICKENS | SIMMONS IN PATIENT CENTER CAMPUS INFORMATION

#### T. BOONE PICKENS HOSPICE AND PALLIATIVE CARE CENTER

- On second reference: T. Boone Pickens Hospice Center
- **All verbal references:** please use the formal or second reference name of the building
- **Never** call it “The Pickens Center”
- In writing, this should be referred to with Faith Presbyterian Hospice
- Address: 12477 Merit Drive | Dallas, Texas | 75251

#### HAROLD E. SIMMONS IN-PATIENT CARE CENTER

- On second reference: Simmons Inpatient Center
- **Internal use** with Teammates: “Simmons Center”
- **Never** call it “The IPU”
- **External use** with public: please use the formal names of the building

#### Other Locations to Note:

- Caroline Hunt Rose Lobby
- Moody Foundation Lake
- Don and Charlotte Test Outdoor Reflection Center
- Mabee Foundation Café

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- Sammye and Mike Myers Path of Serenity
- Sammye and Mike Myers Labyrinth
- Ann Simmons Memorial Walk

### PRESBYTERIAN VILLAGE NORTH CAMPUS INFORMATION

#### PRESBYTERIAN VILLAGE NORTH (PVN)

- On second reference: PVN
- PVN Main Address: 8600 Skyline Drive | Dallas, Texas | 75243

#### Other Locations to Note:

- Corrigan building (*use lowercase "b"*)
  - Also, applicable: the Corrigan
- Corrigan dining room
- Spa Café (*located across from the Lifestyle Fitness Center building adjacent to Martins Landing*)
- Blanchette Fitness Center
- Woodshop
- Myrtle and Emeric Gruchalla Pavilion
  - On second reference: The Gruchalla Pavilion
- Bark Park
- Rev. Dr. Blair and Cindy Monie Chapel
  - On second reference: Monie Chapel
- The Villas
- Martin's Landing
- The Hawthorne
- Joyce Hall
- Terraces
  - Do not use: T1 and T2 - will be referred to as Terraces memory care
  - Do not use: T3 - will be referred to as Terraces assisted living
  - the Terraces
- Skilled Nursing
  - Use skilled nursing generally when referring to other areas other than the COVID-19 unit.
- Transitional Rehab Center
  - On second reference: TRC

#### Other Items to Note:

- The Village Bugle
- Cubigo
- The Village Council



# FOREFRONT LIVING REFERENCE GUIDE

## WRITING STYLE GUIDELINES

### GENERAL STYLE GUIDELINES

- An oxford comma is the final comma in a list of things. It should not be included.

Example: Danielle likes apples, grapes and oranges.

Example: Chris needs a pen, pencil and paper.

- Only abbreviate street, avenue and boulevard when with numbered addresses. Road and other related causeways such as court, drive, lane, way, etc. Are not abbreviated.

Example: 12467 Merit Drive, 12 Brady St., 1400 Pennsylvania Ave., 1 Championship Road.

### CAPITALIZATION

- Always capitalize months. Spell out the month unless it is with a specific date. When used with a date, abbreviate only the following months: Jan., Feb., Aug., Sept., Oct., Nov. and Dec.

\*The seasons – Do not capitalize winter, spring, summer and fall unless they are in a title.

\*When writing the date, never write “th” after the number.

Example: The luncheon is on Oct. 16.

Example: Her birthday is August.

- Only capitalize formal titles when used before the person’s name. This rule varies when it comes to military titles, royal titles, etc.

Example: “Hey there!” said Jody Wright, corporate HR director.; Corporate HR Director Jody Wright was in a meeting all day.

- Capitalize the names of departments when using the full formal name, or when the department name is the proper name of a nationality, people, or race.

Example: Hi, I am looking for the Department of Biology.; Wendy is a member of the communications department.

### NUMBERS

- When writing out phone numbers, use dashes.

Example: Please call 972-239-5300 for more information.

- In body copy, we spell out numbers one through nine, use numerals for numbers 10 and greater and spell out all numbers at the beginning of a sentence.

Example: Fifty people attended the training session today.

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Example: I have eight things on my to-do list today.

### TIMES

- Use lowercase a.m. and p.m., with periods. Always use figures, with a space between the time and the a.m. or p.m. If it is an exact hour, no “:00” is required.

Example: The meeting starts at 9:15 a.m.; By 6 p.m. she was long gone.

- If a time range is entirely in the morning or evening, use a.m. or p.m. only once. If it goes from the morning into the evening (or vice versa), you need both a.m. and p.m. If it is an exact hour, no “:00” is required.

Example: The orientation should last from 10 a.m.-2 p.m.; The clinic should last from 1-3 p.m.

### QUOTATION MARKS

- If the quote would have required punctuation in its original form, place the punctuation inside the quotation marks.
- Place any punctuation that does not belong to the quote outside the quotation marks (except closing punctuation if the end of the quote is also the end of the sentence).

Example: “After all,” said Steve, “tomorrow is another day.”

- You should use single quotation marks if (1) quotations within quotations and (2) titles within titles in quotation marks.

Example: Joseph said, “I started telling jokes until I heard Scott say, ‘The investors said yes!’”

Example: The residents were watching ‘Little House on the Prairie.’

### OTHER WRITING GUIDELINES

- Only space once after each sentence. Programs like Microsoft automatically sets the appropriate spacing after each punctuation mark.
- Please do not use andfersands (&) write out the word “and.”



# FOREFRONT LIVING REFERENCE GUIDE

## FOREFRONT LIVING FAMILY ABBREVIATIONS

Abbreviations are used for naming documents and should only be used after the full name is listed. Please do not use abbreviations on the first reference to the organization or building names.

### **FOREFRONT LIVING**

FL – Forefront Living

### **FOREFRONT LIVING FOUNDATION**

FLF – Forefront Living Foundation

### **FAITH PRESBYTERIAN HOSPICE**

FPH – Faith Presbyterian Hospice

TBHC – T. Boone Pickens Hospice and Palliative Care Center

### **PRESBYTERIAN VILLAGE NORTH**

PVN – Presbyterian Village North

AL – Assisted Living

IL – Independent Living

SN – Skilled Nursing

### **THE OUTLOOK AT WINDHAVEN**

OAW – The Outlook at Windhaven

# FOREFRONT LIVING REFERENCE GUIDE

## SUGGESTED WORD SUBSTITUTIONS

### FRIENDLIER WORDS FOR COMMUNICATIONS

At Forefront Living we pride ourselves on transparent communication to residents, families and teammates. We realize that the words we communicate matter and oftentimes the connotations of the words we use have meanings that foster a positive or negative feeling. Below are word substitutions that can encourage people to live and thrive.

INSTEAD OF	TRY
ALLOWING RESIDENTS	PERMITTING RESIDENTS
CANCELLED	POSTPONED/PAUSED/ON HOLD
CDC GUIDELINES	PREVENTATIVE GUIDELINES
CLOSED	UNAVAILABLE/INACCESSIBLE
COMPLY	WE WOULD APPRECIATE IT IF YOU
CONTAIN THE SPREAD	MAINTAIN THE RISK OF CONTAGION
CRISIS	SITUATION
CRITICAL	IMPORTANT
DIETARY	DINING
DISEASE	VIRUS
EFFECTIVE	BEGINNING
EMERGENCY	FLASH POINT
<b>FACILITY</b>	<b>COMMUNITY</b>
FAIL	SHOULD YOU NOT MEET THE REQUIREMENT
IT IS	IT LOOKS LIKE
IT'S A FACT	IT SEEMS
MITIGATION	REDUCTION
MUST	REQUESTED
NURSING HOME	RETIREMENT COMMUNITY
OUTBREAK	WAVE; WIDESPREAD
POSITIVE RESIDENT	IMPACTED RESIDENT
PRIMARY CONTACT	ESSENTIAL CAREGIVER
RAMP UP	RE-ESCALATE
REFRAIN	FORGO
REQUIRED	ASKED/REQUESTED
RESTRICTED	LIMITED
ROOM	APARTMENT
ROOM ENTERTAINMENT	ENTERTAINMENT ROOM SERVICE
RULES	SAFEGUARDS/PRECAUTIONS
SICK	EXPERENCING SYMPTOMS/ ILL
STAFFING SHORTAGE	IN THE PROCESS OF INCREASING STAFFING TO ENSURE ...
SURGE	RISE
SUSPEND	HALT/DEFER
TOO RISKY	WE AREN'T COMFORTABLE TAKING ON THAT LEVEL OF RISK

## FOREFRONT LIVING REFERENCE GUIDE

UNTIL FURTHER NOTICE	AT THE MOMENT/AT THIS TIME/FOR THE NEXT FEW WEEKS
URGENT	PRESSING
WE CAN'T	UNFORTUNATELY, WE AREN'T ABLE TO

### INDUSTRY TERMINOLOGY AND GLOSSARY

#### INDUSTRY TERMINOLOGY, DEFINITION AND PROPER CAPITALIZATION

- **Activities of Daily Living (ADL)** – These are the routine life tasks that people do every day. The six basic ADLs are eating, bathing, getting dressed, toileting, transferring and continence.
- **Acute** – A sudden and severe condition.
- **Advanced Directives** – A written statement of an individual's preferences and directions regarding health care. Advanced directives protect a person's rights even if he or she becomes mentally or physically unable to choose or communicate his or her wishes. Examples include Living Wills and Medical and Durable Powers of Attorney.
- **Aspiration** - Aspiration occurs when food particles or fluids are accidentally sucked into the lungs. This can occur at end of life if an individual who has trouble swallowing is asked to eat or drink fluids.
- **Assessment** – Determination of a resident's care needs, based upon a formal structured evaluation of the resident's physical and psychological condition and ability to perform activities of daily living.
- **Assisted Living Facility (ALF)** – Assisted living communities provide moderate care and assistance with daily activities, aimed at maximizing resident independence. Typical support may include: meal preparation, medication management, transportation, assistance with getting dressed and help using the restroom. Assisted Living may not be appropriate for those with severe cognitive issues, behavioral issues, limited mobility (bed bound), or for those who require ongoing round the clock nursing care.
- **Atropine** - Atropine drops are used in the hospice setting to reduce excess mucus secretion and saliva production when patients are no longer able to clear their throats themselves.
- **Audiologist** – Healthcare professional specializing in identifying, diagnosing, treating, and monitoring disorders of the auditory and vestibular system portions of the ear.
- **Medicare Benefit Period** – Starts the day the subscriber is admitted to a hospital or skilled nursing and ends when the subscriber has not received hospital inpatient or skilled nursing care for 60 consecutive days.
- **Bereavement Coordinator** – Also known as bereavement counselors, provide support to families struggling with grief after the loss of a loved one.
- **Centers for Medicare and Medicaid Services (CMS)** – CMS is an element of the Department of Health and Human Services, which finances and administers the Medicare and Medicaid programs. Among other responsibilities, CMS establishes standards for the operation of nursing facilities that receive funds under the Medicare and Medicaid programs.
- **Chaplain** - Chaplains are an ordained member of the clergy who provide spiritual support to patients and their families.
- **Co-Insurance** – The percentage of costs of a covered health care service that you pay after you have paid your deductible. The most common is 80/20, your insurance pays 80% of the cost of care and you are responsible for the remaining 20%.

## FOREFRONT LIVING REFERENCE GUIDE

- **Continuum of Care** – Full spectrum of care available at Continuing Care Retirement Communities which may include Independent Living, Assisted Living, Nursing Care, Home Health, Home Care, and Home and Community Based Services. Also see Continuing Care Retirement Community.
- **Continuing Care Retirement Communities (CCRC)** – A unique senior community with varying levels of care, often encompassing Independent Living, Assisted Living and Skilled Nursing services on a single campus. As an older adult’s health and care needs change, they may transition from one level of care to another, allowing them to “age in place”.
- **Culture Change** – Culture Change is the transformation of the medical model of nursing home care to a more social-based, home-like care model, focusing on resident choice and relationships – not only between residents and staff, but also between all levels of staff and families/friends of residents. Residents, families, and staff work in a cooperative and respectful way. The resident’s daily life does not adhere to a rigid schedule but is based on the resident’s life-long habits.
- **Deductible** – The amount the subscriber must pay (1) for each benefit period for the Part A and/or (2) each year for Part B before Medicare begins to pay.
- **Dementia** – The loss of intellectual functions (thinking, remembering, reasoning) of sufficient severity to interfere with a person’s daily functioning. Rather than a single disease or condition, dementia is a variety of symptoms that may accompany certain diseases or conditions, including memory loss and impaired cognition. Symptoms may also include changes in personality, mood and behavior. Dementia is irreversible when caused by disease or injury, but may be reversible when caused by drugs, alcohol, depression, or imbalances of hormones or vitamins. Examples include Alzheimer’s and Louis Body Dementia.
- **Dexamethasone** - A corticosteroid medication used to treat inflammation. At end of life, it is used to decrease intracranial pressure, increase appetite, and promote a sense of well-being.
- **DNR/AND (do not resuscitate/allow natural death)** - A DNR is a legal order to withhold CPR or other life-saving measures in accordance with the patient’s wishes to allow natural death to occur if they stop breathing or their heart stops beating.
- **Dual Eligibility** – Someone who qualifies for both Medicare and Medicaid.
- **Durable Power of Attorney** – A legal document in which a competent person gives another person (called an attorney-in-fact) the power to make health care decisions for him or her if unable to make those decisions. A DPA can include guidelines for the attorney-in-fact to follow in making decisions on behalf of the incompetent person.
- **Family Council** – Family Councils provide educational opportunities and a support system for its members, and often enhance activity programs. Sometimes, nursing homes organize Family Councils chaired by facility staff.
- **Gerontology** – The scientific study of the biological, psychological, and social effects of aging.
- **Healthcare Power of Attorney** – Also known as, healthcare proxy, the appointment of a healthcare agent to make decisions when the principal becomes unable to make or communicate decisions.
- **HIPPA** – The Health Insurance Portability and Accountability Act (HIPAA) requires that all covered entities (most nursing facilities meet the definition of covered entity) provide a notice to patients detailing the ways in which the covered entity will use or disclose the patient’s protected healthcare information (PHI).

## FOREFRONT LIVING REFERENCE GUIDE

PHI is defined as individually identifiable health information that relates to the past, present, or future physical or mental health of, or the provision of healthcare to, a patient or resident.

- **Health Maintenance Organization (HMO)** – An organized system for providing comprehensive health care in a specific geographic area to a voluntarily enrolled group of members.
- **Home Health Care** – Provision of medical and nursing services in the individual’s home by a licensed provider. Medicare can cover this care, if it meets certain guidelines.
- **Hospice** – Hospice care is provided to enhance the life of someone who has six months or less to live. Hospice care is a type of health care that focuses on the palliation of a terminally ill patient's pain and symptoms and attending to their emotional and spiritual needs at the end of life. Hospice care prioritizes comfort and quality of life by reducing pain and suffering. In a nursing facility, hospice does not pay for room and board.
- **Hospice Aide** - A hospice aide, sometimes called a CNA or STNA, addresses each patient’s personal care needs including grooming, bathing and feeding.
- **Hospice Discharge** - When a patient is determined to no longer be eligible for hospice services, the patient may be discharged from hospice, and hospice services will cease.
- **Hospital Lifetime Reserve Days** – Each Medicare subscriber has 60 hospital lifetime reserve days. These days are not renewable and therefore may be used only once.
- **Independent Living** – Independent living is when an older adult or senior still has the physical and mental capacity to live independently but wants to be free of home maintenance, live in a safe environment, engage in interesting activities and enjoy the companionship from others his/her age. Independent living offer specific services and amenities that cater to senior citizens and promotes active, healthy lifestyles. Independent living is not an option for someone who cannot care for him/herself.
- **Informed Consent** - In order to have true informed consent, a patient must understand all the risks, benefits and alternative options associated with the care being provided.
- **Life Care Community** – A type of a continuing Care Retirement Community that offers a full continuum of care and involves a life care contract (also called Type A contract) that guarantees a fixed/predictable monthly service fee as residents healthcare needs change.
- **Life Plan Community** - Life Plan Communities offer residents the benefits of an independent living apartment within a vital and socially active community along with the covenant of Life Care and medical assistance if and when those services are needed.
- **Living Will** – Written document stating, in advance, an individual’s wishes concerning the use of life-saving devices and procedures in the event of terminal illness or injury, should the individual no longer be able to make their own decisions.
- **Long-Term Care (LTC)** – The broad spectrum of medical and support services provided to persons who have lost some or all their capacity to function without assistance, due to illness or injury.
- **Managed Care** – Put in place to coordinate all care services received to maximize benefits and minimize costs. Managed care plans use their own network of health care providers and require approvals prior to receiving services.

## FOREFRONT LIVING REFERENCE GUIDE

- **Medicaid** – Public assistance funded by individual states in the U.S. for people who are unable to pay for health care. Medicaid can only be accessed when all other assets and funds are depleted. There are income eligibility criteria that must be met to qualify.
- **Medicare** – A U.S. federal health insurance program for people 65 years and older and those with disabilities. Medicare will not pay for “housing or long-term care, rather they will pay for short periods of time when rehabilitation is believed to be possible. i.e. Short Term Rehab, but they do not pay for assisted living or long term care nursing care.
- **Non-Profit** – A nonprofit organization exists to serve the public good and strives to achieve a profit to further the advancement of the organization’s mission. A nonprofit organization qualifies for 501(c) tax-exempt status by the IRS because its mission and purpose are to further a social cause and provide a public benefit. The earnings from non-profit organization are put back into the organization to further its growth.
- **Occupational Therapy** – Therapeutic use of work, self-care, and play activities to increase independent function, enhance development, and prevent disability; may include adaptation of task or environment to achieve maximum independence and to enhance quality of life.
- **Ombudsman** – Often a volunteer representative who handles complaints of residents and families and works to resolve any problems or differences with the community staff by defining concerns, explaining rights and identifying choices. An ombudsman can help resolve the problem in most cases; however, complaints involving serious abuse or neglect are referred to Adult Protective Services. In all situations, confidentiality is maintained, and no information is released without permission of the resident or legal guardian. In addition, an ombudsman is a good source of information about selecting a long-term care facility, eligibility criteria, and other services for seniors and resident rights.
- **Palliative Care** – Any form of medical care or treatment that concentrates on reducing the severity of disease symptoms, rather than striving to halt, delay, or reverse progression of the disease itself or to provide a cure. The goal is to prevent and relieve suffering and to improve quality of life for people facing serious, complex, and/or terminal illnesses.
- **Patient’s Bill of Rights** - The hospice patient bill of rights is a list of rights guaranteed to patients and their families.
- **Pre-Admission Screening and Annual Resident Review (PASARR)** – A process for determining whether a person being considered for admission has any mental illness or mental retardation. Federal law requires nursing homes that participate in Medicare or Medicaid to screen all patients. If an initial evaluation reveals mental illness or mental retardation, a more in-depth evaluation is performed to determine whether the patient needs special services that cannot be provided in a nursing home. Patients whose mental conditions change during their stay in the facility will be retested.
- **Private Pay Patients** – Patients who pay for their own care or whose care is paid for by their family or another private third party, such as an insurance company. The term is used to distinguish patients from those whose care is paid for by government programs (Medicaid, Medicare, and Veterans Administration).
- **Physical Therapy** – Treatment of disease or injury by physical and mechanical means. Physical therapists plan and administer prescribed physical therapy treatments for patients to help restore their function and strength.



## FOREFRONT LIVING REFERENCE GUIDE

- **Power of Attorney** – A legal document allowing one person to act in a legal manner on another’s behalf pursuant to financial or real-estate transactions.
- **Pre-Admission Screening** – An assessment of a person’s functional, social, medical, and nursing needs, to determine if the person should be admitted to an assisted living or nursing environment.
- **Recertification** - After a patient has been receiving hospice care for six months, they must be evaluated for recertification to confirm they still meet hospice eligibility requirements. After the six-month point, recertification is required every 60 days.
- **Rehabilitation** – Therapeutic care for individuals requiring intensive physical, occupational, or speech therapy, provided to restore them to a former capacity.
- **Registered Nurse (RN)** – A Registered Nurse is a nurse who has both passed a state board examination and is licensed by a state agency to practice nursing. A minimum of two years of college is required in addition to passage of the state exams. The RN plans for resident care by assessing resident needs, developing, and monitoring care plans in conjunction with physicians, as well as executing highly technical, skilled nursing treatments.
- **Resident Assessment** – A standardized tool that enables nursing homes to determine a patient’s abilities, what assistance the patient needs and ways to help the patient improve or regain abilities. Patient assessment forms are completed using information gathered from medical records, discussions with the patient and family members, and direct observation.
- **Resident Care Plan** – A written plan of care for nursing residents developed by an interdisciplinary team with specific measurable objectives and a timeline for services to be provided to meet a resident’s medical, nursing, mental, and psychosocial needs.
- **Resident Council** – Resident Councils are run by and for the residents of the community and have the same rights under federal law as Family Councils. A Resident Council routinely meets to answer resident questions, organize events, and discuss concerns. Facility staff may assist with the operations of the Resident Council.
- **Respite Care** – Respite care provides short-term relief for primary caregivers. It can be arranged for just an afternoon or for several days or weeks. Care can be provided at home, in a healthcare facility, assisted living community or in hospice care.
- **Skilled Nursing Care** – Level of care that includes services that can only be performed safely and correctly by a licensed nurse (either a registered nurse (RN), or a licensed practical nurse (LVN)).
- **Skilled Nursing Facility (SNF)** – Generally speaking, a skilled nursing facility is a clinical provider of 24-hour licensed nursing. A SNF is primarily engaged in providing services for residents who require medical or nursing care and/or therapy services for the rehabilitation of injured, disabled, or sick persons.
- **Social Worker** - Hospice social workers are trained to evaluate the well-being of patients and support their wishes. They help to manage stress and emotional distress and can connect the patient and their family to additional resources in the community.