

# Villageeze - Terms to avoid

## *Words and phrases that communicate the Spirit of Friendship Culture*

### AVOID

### USE INSTEAD

activities	Leisure programs, events, lifelong learning
admission (forms, office, process)	move-in or application (forms or procedures); moves in, joins the community, becomes a member; we don't 'admit' residents, we 'welcome' them
aged, elderly	people, individuals, older/mature adults
amigo carts	motorized scooters
Alzheimer's or dementia	Memory support, memory loss, or use the name of the area: Reflections at The Willows, Reflections at Briarwood
aide	certified nursing assistant
arts and crafts	arts/painting studio, creative arts
assisted living	Refer to as The Willows, when possible
apartment	Apartment home or residence
appointment	Visit, meeting, tour
basement	garage level, lower level
beauty shop	hair salon, salon, salon & spa
bed	accommodation, residence
bib	clothing protector
building	neighborhood

bus	transportation services, coach, shuttle
call center, operator	communication center, receptionist
card room	game room
care	service, amenity, personal attention,
CCRC	Use Friendship Village, community
clerk, secretary	administrative or health information assistant
clinic	Alexian physician center
Commons Cupboard	Village Market & Café
continuum of care	continuum of services
dementia unit/services	memory support area/services
depositor	Charter Member, future resident
Development	Friendship Senior Service Foundation, Foundation
diaper	incontinence product, (name of product)
die	live out one's life
dietary	Dining and Hospitality
dietetic	nutritional
dining room	call it by name: Sheffield's, Seasons
discharge	move-out, go home, depart, change residences
employees	associates

face sheet	personal information form
Facilities	Building Operations
facility	Friendship Village, community, neighborhood, campus
financial screening	financial qualification
food service	dining services
garden plots	resident gardens, garden spaces
home	AVOID (connotes nursing home)
home-like	warm, friendly, welcoming, inviting
home health	home care
independent living	residential living
levels of care	Levels of service
locked, secure unit	Reflections at The Willows/Briarwood, secure area
MST, mini-mental	health assessment
meals	when possible, name the meal, i.e., breakfast, brunch, lunch, dinner; dining credit, dining option, dining services
meds	medications, prescriptions
move	transition
nursing home or SNF	healthcare center, Briarwood rehabilitation services, skilled nursing
O/2	oxygen

patient	resident, person
problem	challenge, concern
residential social workers	Life Services Associates
retiree	AVOID USING
room	apartment home, suite, accommodation
sales office	Marketing office
sales counselor	Residency Counselor
security, safety, service center	Resident Services
semi-private	shared accommodation
senior, senior citizen	mature adult, older adult, 62 and older
senior living industry	retirement living field, profession
socialization	socialize, get together with friends
storage locker	resident storage area
tray service	delivery service
unit	residence, apartment home, garden home
waiting room	lobby, reception area
walkers, canes, DME	assistive devices
wing	neighborhood, here, pavilion
write-up, disciplinary	progressive counseling