

GLOSSARY

OUT WITH THE OLD

Admit

Allowing a person permission to enter a restricted area.

Allow

To give permission to conduct an action.

Ambulate

relocate oneself from location to location via bipedal transportation.

Assignment

A task or objective, the completion of which is expected of an individual.

Assistant

One who gives aid and support to an individual acknowledged as a superior.

Behaviors

Actions, especially undesirable ones such as causing a disturbance or striking out at others. Sometimes described as acting out.

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Move in

To become a resident of a home or dwelling.

Encourage / Welcome

To inspire or stimulate an action by suggesting approval; to foster good regards about an action.

Walk

To travel by foot.

Residents I'm Caring For

A person whose comfort, health, and well-being are the responsibility of the individual in question.

Associate

A partner or colleague.

Communication

The exchange of information between two or more individuals.

OUT WITH THE OLD

Being Right

“People who need to be right have little patience for others. They perceive their ideas as the right way to do things and their viewpoints as the right way to think.”

LifeCoachesBlog.com*

Charge Nurse

A licensed medical professional who controls the operations of the staff in a designated area.

Complainer

An individual recognized for issuing excessive complaints.

Confused

Unable to think with clarity.

Control

To restrain through domination or assertion of superiority.

Corporate Office

Central location for the staff members who control a large company. The seat of power.

Dietary

A term that relates to the biological function of digesting foodstuffs.

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Doing What Is Right

“Real integrity is doing the right thing, knowing that nobody’s going to know whether you did it or not.”

Oprah Winfrey

Nurse Leader / Neighborhood Nurse Leader

A licensed medical professional who provides leadership and guidance to his or her team.

A Person with Concerns

A person with a vested interest in an issue or the well-being of individual.

Living in the Past

Given to frequent reminiscences of prior experiences.

Facilitate / Mentor / Influence / Guide

To assist the progress of a person or group through education; to advise or supervise others in order to help the individual or group improve.

Home Office

Central location for the staff members who provide support and connectivity for an organization. Exists to empower others.

Dining Services

A group of staff members who serve the nutritional needs of residents.

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Direct

To give commands to others, backed by an understood or perceived authority.

Lead / Influence

To guide through example; to impel others to act in a certain way.

Discharge

To end a professional or clinical situation, as at the end of a military career or hospital stay. To send away.

Move out

To discontinue one's residence in a home or dwelling.

Discipline

Punishment assigned for purposes of correction; utilized for breaches of an established order or code of conduct.

Coaching / Counseling

Advice or instruction offered to direct the conduct of others through appeals to the intellect or emotions.

Discipline

A profession that requires specialized training.

Department

A division of a business that manages a particular aspect of the company.

Area of Expertise

Special skill or knowledge.

Doing Something For

For: An action done on behalf of someone else, with or without their involvement.

Doing Something With

With: An action done on behalf of someone who is an active participant in the process.

Elope

To vacate the premises without permission or official leave.

Unescorted Exit / Left the Building

To leave without notifying those responsible for your care.

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Expired

No longer useful or viable, as with spoiled food or drivers' licenses.

Facility

A building or compound built to serve a specific function or service, as in educational, medical, military, or transportation facilities.

Feeder

One who is fed by another; in other contexts, a reference to livestock that is being fattened for market.

Focus on Task

Dedication to completing an assigned duty or piece of work.

Front Line Staff / Line Staff

Employees who carry out the work of an establishment in direct contact with the customer. Often referred to as those in the most direct "line of fire".

I AM Power

Possessing control or authority over others.

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Died

No longer living; lacking functions necessary to sustain life.

Passed away

A phrase commonly used to express that someone has died.

Community

A social group comprised of individuals or families who share a common locality and who often share a common culture.

Home

A place where a person finds comfort and security; "Where the heart is."

Person Who Needs Assistance with Dining

A human being who needs someone to contribute to the fulfillment of needs related to eating.

Focus on Behavior

Emphasis on how a person conducts him- or herself

Care Team Member / Care Team Associate

Persons associated with a common goal whose role is to be attentive and provide assistance or treatment to those in need.

I EMpower

Enabling others to take control over their own affairs.

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Industry

A field of financial endeavor engaged in producing or selling goods or services.

Institutional Nursing Home

“Staff, systems, and policy-driven service to frail elders in residence, who must subjugate themselves to fit within the framework of highly regimented and scheduled services that are delivered through departmental silos of top-down management within public institutional settings.”

In Pursuit of the Sunbeam

Steve Shields & LaVrene Norton

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Profession

A career which requires the active use of specialized knowledge and training.

Household Model

“Small groups of people sharing house and home while directing their daily lives through a responsive, highly valued, and decentralized self-led team that is supported by values-driven, resource-bearing leadership philosophies, practices, policies and systems.”

In Pursuit of the Sunbeam

Steve Shields & LaVrene Norton

It's Too Big a Change.

What we are inclined to say when the change before us seems overwhelming.

What Are Some Small Changes That Will Help Me Get to that Big Change?

A way to manage for success!

Letting Barriers Stop You

Allowing objects or forces to restrain or obstruct progress.

Letting Vision Guide You

Participating in actions created through a belief in that which may yet come to be.

Loading Up

Securing items in a vehicle for transport, as with cattle on a train car.

Seating Residents in the Van

To place or help (the resident) into or onto a seat

Lobby / Day Room

Either an entrance corridor in a public building used as a waiting area, or a room at an institution used for group activities.

Living Room / Family Room

An area in a person's home used for recreation, entertaining guests, or other social activities.

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Make Rounds

To perform repetitive tasks while travelling in a pre-determined pattern.

Medical Jargon

Vocabulary specific to a particular trade which is often unintelligible to outside groups.

No

The easiest answer when an individual is asked to do something new or unusual.

Pass Meds

To circulate medications; the act of interchanging medicine between two persons.

Patient

A person under medical care or treatment; often, one who suffers from an affliction.

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Check on a Resident

To inquire as to the well-being of an individual.

Plain English

A communication style that focuses on considering the audience's needs; for this reason, unnecessary words, jargon, and technical terms are avoided.

Yes

A response that often requires some creative thinking, and which supports putting people before task. A response that may require the individual to “let go” of preconceived notions or routines. Not necessarily the “easy answer”.

Help with Meds /

Give Mr. Kotovsky His Meds

Assisting a person in accomplishing the task of taking medicine.

Elder

A person who has achieved old age and, with it, the respect of others. A person possessing wisdom and knowledge achieved through a lifetime of experiences.

Guest

The recipient of others' hospitality; often, one who pays for services provided.

Resident

A person who dwells in a place.

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Perform a Task

To complete an assigned duty or piece of work.

Plan

To schedule a sequence of events which will occur under controlled conditions.

Problem

An issue causes difficulty; an impediment to normal function.

Run a Meeting

To orchestrate the proceedings of a gathering so as to directly manage how business is conducted.

Schedule

A sequential series of events scheduled to achieve an objective, with each event assigned a timed interval in which to occur.

Seeing Things in Black and White

Perceiving only absolutes; judging persons, things, and ideas as either entirely positive or entirely negative.

Shipped Out

To send away, often through professional channels.

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Make a Difference

An act that results in a significant change in the status of events.

Inspire

To compel others to act through emotional or intellectual influence.

Challenge

A test to the abilities of an individual or group, often one that is stimulating to those involved.

Opportunity

A situation that offers a chance for improvement.

Facilitate a Meeting

To assist the flow of events in a gathering so as to maximize efficiency and communication.

Routine

A standard course of actions and events which are comfortable to the individual carrying them out.

Seeing Shades of Gray

Allowing intermediate positions into one's worldview.

Taken to the ER

Escorted safely to a destination — in this case, a hospital.

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Smith / Room 241 / The Fractured Hip
Impersonal “shorthand” ways to refer to residents, whether by surname, location, or diagnosis.

Subordinates
Those who submit to the authority of a person of superior rank or skill.

Take Credit
An assertion made by an individual that he or she receive praise or recognition for an action with a positive result.

They
Used to refer to management, corporate, another department, another shift, etc.; a group that does not include the individual referring to it.

“Toilet” the Resident
‘Toilet’ is not even listed in the dictionary as a verb!

To Service
To repair or restore to working condition, as with automobiles.

Tour
A brief journey through an area, often for the purpose of inspection.

Transport to
To move from one place to another, as with freight.

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Ms. Smith / Linda
Respectful ways to refer to residents by the names they prefer.

Followers
Those who adopt the teachings or methods of a person of superior rank or skill.

Give Credit
An assertion that someone else receive praise or recognition for an action with a positive result.

We
Used to refer to our community, our neighborhood team, our organizations team, etc.; a collective group that does include the individual referring to it.

Help the Resident to the Bathroom
Give assistance in travelling to a restroom, or with restroom activities.

To Provide Care For
To watch over; to serve in a compassionate capacity.

Visit
A short stay, often for purposes of discussion with acquaintances or friends.

Assist to
To support; to render aid in a time of need.

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Trying to Find Who Was at Fault

Seeking out a person to whom blame can be assigned for a flaw or failing.

Unit Division

A subgrouping of items or persons perceived to be identical in function or form.

What's Wrong

Determining what is inappropriate or out of order.

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Trying to Find the Reason It Happened

Searching for the root cause of a problem or mistake.

Neighborhood

A small cluster of individuals or families who live in close proximity to one another.

What's Right

Determining what is correct or proper.