

# RESPIRE CROSSROAD

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## GLOSSARY OF TERMS

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### A

**Activities Of Daily Living (ADLs)** - Self-care tasks/activities, including the ability to bathe/shower, dress/undress, eat, voluntarily control urinary and fecal discharge, transfer in and out of bed or chair, and walk, which are used to measure the Functional Impairment Level of an Applicant or a Client.

**Adult Day Care** - A daytime community-based program for adults with functional impairments that provides a variety of health, social, and related support services in a protective setting.

**Adult Day Health Services (ADH)** - Services provided by adult day health programs approved for operation by the Massachusetts Division of Medical Assistance, and whose general goal is to provide an alternative to twenty-four (24) hour a day long-term institutional care through an organized program of health care and supervision, restorative services and socialization.

**Advocate** - A person who gives you support or protects your rights.

**Aging Services Access Point (ASAP)** - Private, non-profit, state-designated agencies under contract with the Executive Office of Elder Affairs that provides a single-entry point for seniors to access a variety of programs and services. Formerly known as "Home Care Corporation".

**Americans With Disabilities Act (ADA)** - Legislation passed in 1990 which establishes comprehensive prohibition of discrimination on the basis of disability.

**Applicant** - An individual who has applied for services. One becomes an applicant when they enter into a defined intake procedure by telephone, mail or in person, documented by staff recording initial data.

**Assessment** - The gathering of information to rate or evaluate your health and needs, such as in a long-term care facility.

**Assisted Living Facility (ALF)** - Also referred to as an Assisted Living Residence (ALR). The Executive Office of Elder Affairs certifies Assisted Living Facilities (ALF's). Assisted Living refers to a combination of housing and supportive services which might include laundry, housekeeping, transportation, social activities and assistance with personal care such as medication management, bathing, dressing and ambulating. Assisted Living is a residential option which stresses privacy, dignity, autonomy, and individuality. ALFs vary in size and style ranging from small apartments to larger family style units. Some serve fewer than 10 residents while others serve over 100 residents. Some ALFs are non-profit organizations, some have religious affiliations and some have units or wings to address the needs of special populations such as residents with Alzheimer's disease. While the majority of Assisted Living residents pay privately some facilities do accept Group Adult Foster Care (GAFC) payments from Medicaid.

## B

**Blog** - A Web site on which an individual or group of users record opinions, information, etc. on a regular basis.

## C

**Caregiver** - A caregiver of an older adult is anyone who provides physical, financial, and/or emotional support for an older adult whose daily activities are limited by diminished mental or physical function.

**Caregiver Burden** - The emotional, physical, and financial toll that caregiving can have on a caregiver which can increase his/her stress level.

**Caregiver Service Scholarship** - Limited funding to provide assistance and relief to a caregiver while addressing the needs of the elder they take care of. The purpose is to tend to a need identified by the caregiver that will allow them to provide care successfully.

**CareTeam** - Anyone who is providing any sort of support to the older adult and most importantly the older adult him/herself. This team includes the older adult, the caregiver(s) (primary, secondary, long distance, etc.), medical professionals, allied health professionals, lawyers, homemakers, home health aides, and anyone else who contributes to supporting the health and independence of the older adult.

**CareTeam Binder** - A binder in which all important information regarding the CareTeam and the caregiving process can be kept. Three essential parts of this CareTeam binder are the contact information of anyone associated with the CareTeam, a hospital log in which an in depth record is kept of the older adult's medical appointments, and a daily journal so that everyone who cares for the older adult can write down exactly what was done and how it went.

**Case Management** - A process used by a doctor, nurse, social worker or other professional to manage your health care. Case managers make sure that you get needed services, and track your use of facilities and resources.

**Case Manager** - A nurse, doctor, or social worker who arranges all services that are needed to give proper care to a consumer.

**Central Mass Family Caregiver Support Program (CMFCSP)** - A program designed to give education, training and assistance to caregivers. This is a federally funded program.

**Chronically Ill** - Having a long lasting or recurrent illness or condition that causes a person to need help with Activities of Daily Living and often other health and support services, for example Parkinson's Disease or Alzheimer's disease. At a minimum, the condition is expected to last for at least 90 consecutive days.

**Client/Consumer** - A person who is seeking services from an organization.

**Community-Based Services** - Services designed to help older people remain independent and in their own homes; can include senior centers, transportation, delivered meals or congregate meals site, visiting nurses or home health aides, adult day care, and homemaker services.

**Community Care Ombudsman Program (CCO)** - Assists people age 60 and over who receive home care, day care services and other community services. The CCO responds to inquiries from elders and their families; educates consumers about their rights and responsibilities; counsels consumers about concerns with their services; refers consumers to appropriate resources for help and investigates and resolves complaints through mediation.

**Companions** - Companions provide regularly scheduled visits to frail elders providing socialization, medical escort, errands, light meal prep and respite to family caregivers.

**Confidentiality** - Is an understanding that certain information will not be disclosed to other individuals without expressed permission. This term is used in many settings i.e. medical, social services, human services, financial and legal.

**Congregate Meals** - A program authorized under Title III-C of the Older Americans Act which provides one meal a day (usually lunch) Monday through Friday at senior centers, churches and other locations. Each meal contains at least 1/3 of the current daily Recommended Dietary Allowance of nutrients and considers the special dietary needs of the elderly.

**Contract** - A legally binding agreement between two or more parties for specific purposes. Contracted activities must be accomplished within a definite time period and must comply with stated criteria.

**Councils On Aging (COA)** - Established to meet the needs of older adults in a specific community. The functions and activities provided may vary but most include advocacy, information and referral, social, recreational and educational programs. Provide a link to local services. Every city/town in Central Massachusetts has an established Council on Aging.

**Criminal Offender Record Information (CORI)** - A person's criminal history. You will have a Massachusetts CORI if you have ever been charged with a crime in a state or federal court in Massachusetts, whether your case ended with a conviction, a finding of not guilty, charges were dismissed, or another outcome. CORI reports help protect public safety by allowing employers, school administrators, public housing officials, and others to screen out potentially dangerous ex-offenders.

## D

**Dedicated Alzheimer/Dementia Units** - Units within a licensed Long Term Care Facility that are dedicated to individuals with a probable diagnosis of Alzheimer's or dementia. These units tailor daily care and activities to the specific needs of individuals with Alzheimer's or related dementia.

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**Depression** - A mental disorder that is characterized as; having a depressed mood, feeling of guilt, loss of interest, feelings of low self worth, interruptions in sleep and appetite, low energy and poor concentration. Depression can affect an individual's ability to take care of their daily responsibilities. Depression is a very common mental disorder.

## E

**Eldercare** - Public, private, formal, and informal programs and support systems, government laws, and finding ways to meet the needs of the elderly, including: housing, home care, pensions, Social Security, long-term care, health insurance, and elder law.

**Elder Care Advisor** - Provides enhanced information and referral services that is conducted in the home. The advisor provides information about community services in the area and may help to create and implement a care plan. There is also short term follow up provided and referrals are made when necessary.

**Elderly Nutrition Program** - The Elderly Nutrition Program is a federal and state funded nutrition program, administered by the Executive Office of Elder Affairs, which allows local elder services agencies to provide nutritious meals to senior citizens.

**Escorted Transportation Services** - A services that allows an individual to accompany an older adults or person with a disability on their shopping trips, medical appointments, social activities, hospitals or where they would like assistance.

## F

**Financial Eligibility** - Assessment of an individual's available income and assets to determine if he/she meets eligibility requirements for a specific program.

**Formal Caregiver** - An individual paid to provide care.

**Friendly Visitor** - A volunteer who visits isolated elders in their homes up to one or two hours per week.

## H

**Health Insurance Portability And Accountability Act (HIPAA)** - The privacy provisions of the federal law, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), apply to health information created or maintained by health care providers who engage in certain electronic transactions, health plans, and health care clearinghouses. The Department of Health and Human Services (HHS) has issued the regulation, "Standards for Privacy of Individually Identifiable Health Information," applicable to entities covered by HIPAA. The Office for Civil Rights (OCR) is the Departmental component responsible for implementing and enforcing the privacy regulation.

**Home And Community-Based Service Waiver Programs (HCBS)** - The HCBS programs offer different choices to some people with Medicaid/MassHealth. If you qualify, you will get care in your home and community so you can stay independent and close to your family and friends. HCBS programs help older adults and individuals with disabilities. These programs give quality and low-cost services.

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**Home Care Program** - The Home Care Program is administered throughout the Commonwealth through contracts with 27 private non-profit corporations called Aging Services Access Points (ASAPs). It is a system of services for elder persons in Massachusetts to assist them in securing and maintaining maximum independence in their home environment. The ASAPs provide case management services that include a comprehensive, interdisciplinary needs assessment and care plan. ASAPs contract with a variety of service providers to address the identified needs of eligible elders in the Home Care Program. These services may include: homemaker, personal care, transportation, home delivered meals, laundry service, grocery shopping services, adult day care, chore services, companionship, personal emergency response, adaptive housing, and emergency shelter.

**Home Care Services** - Services provided under the home care program. Home care services include: case management, chore, companionship; emergency shelter, homemaker, home delivered meals, information and referral; protective services, respite care; social day care; transportation laundry services, and home health services in a limited way.

**Home Health Agency** - An organization that gives home care services, like skilled nursing care, physical therapy, occupational therapy, speech therapy, and personal care by home health aides.

**Home Health Aide Services** - The provision of care in the home under the supervision of a registered nurse, or if appropriate, a physical, speech or occupational therapist. Home Health Aide Services are performed by trained personnel who assist patients in following physicians' instructions and established plans of care. Services include, but are not limited to, assisting the patient with activities of daily living, exercising, taking medications ordered by a physician which are ordinarily self-administered, assisting the patient with necessary self-help skills and reporting to the professional supervisor any changes in the patient's condition or family situation.

**Home Health Care** - Limited part-time or intermittent skilled nursing care and home health aide services, physical therapy, occupational therapy, speech-language therapy, medical social services, durable medical equipment (such as wheelchairs, hospital beds, oxygen, and walkers), medical supplies, and other services.

**Home Monitoring System** - A system that will alert the caregiver when an individual wearing the transmitting device wanders outside of the designated area. Useful for individuals who are prone to disorientation, restlessness and wandering.

**Homebound** - Normally unable to leave home unassisted. To be homebound means that leaving home takes considerable and taxing effort. A person may leave home for medical treatment or short, infrequent absences for non-medical reasons, such as a trip to the barber or to attend religious service. A need for adult day care doesn't keep you from getting home health care.

**Homemaker** - Trained personnel, working under agency supervision to provide assistance in home management, including light housekeeping, laundry, grocery shopping and meal preparation.

**Homemaker Services** - In-home help with meal preparation, shopping, light housekeeping, money management, personal hygiene and grooming, and laundry.

**Hospice** - Hospice is a special way of caring for people who are terminally ill, and for their family. This care includes physical care and counseling. Hospice care is covered under Medicare Part A (Hospital Insurance).

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## I

**Independent Living Center (ILC)** - An agency designed to meet the needs of individuals with disabilities and their families. Funded by state dollars.

**Independent Living Services** - Offered through Independent Living Centers; four core services are offered, advocacy, information and referral, skills training and peer counseling.

**Informal Care** - Care provided by family members or friends who are not paid to provide care.

**Informal Caregiver** - A family member, friend, or any other person who provides care without pay.

**Informal Respite** - A caregiver's friends, family, neighbors, or other acquaintances who assist the caregiver with his/her caregiving duties.

**Information & Referral (I&R)** - The maintenance and distribution of current, concrete information regarding public and private services/resources for older adults and their caregivers, including assessment of type of assistance needed by either, and referral to appropriate services. Information and referral can be conducted by telephone, email, mail or in person and is available without regard to a person's income.

**In-Home Services** - A category of services under the federal Older Americans Act that must be provided by all Area Agencies on Aging. In-home services include homemaker, home health aides, visiting and telephone reassurance, chore maintenance, in-home respite care (including adult day care) and minor home modifications.

**Instrumental Activities Of Daily Living (IADLs)** - Tasks such as ability to prepare meals, do house work, go shopping, do laundry, medication management, transportation, money management, use the telephone, get around when outside of the home.

## L

**Long-Term Care Facility** - Long-Term Care Facilities (LTCF) include nursing homes, rehabilitation and residential care facilities (rest homes and assisted living facilities), as well as continuing care retirement communities. They provide a range of medical and or social services designed to help people who have disabilities or chronic care needs. Services may be short or long term.

## M

**Meals On Wheels (MOW)** - A program for providing home-delivered meals to elderly and individuals with a disability without regard to income. The program is funded through a combination of federal funds through Title IIIC of the Older Americans Act and state funding.

**Mental Health** - The capacity of an individual to successfully meet the daily demands of life in order to function in society. Mental health encompasses both emotional and psychological well-being. It is influenced by one's biology, environment, emotional state, and cultural factors. Often mental health is defined as the absence of any identifiable or significant mental disorder.

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**Mistreatment** - Any action that is likely to harm an individual. Mistreatment may be in the forms of the use of medications or treatments, isolation, or physical or chemical restraints which harm or are likely to harm the patient or resident.

**Multi-Purpose Senior Center (MPSC)** - The Older Americans Act calls upon local Area Agencies on Aging (AAAs) to establish "a focal point for comprehensive service delivery", with an emphasis on locating such focal points at senior centers that offer a variety of community-based services under one roof.

## N

**Neglect** - When caregivers do not give a person the care or the goods or services needed to avoid harm or illness. It may also refer to when an older adult does not recognize the negative consequences of not accessing goods or services for him/herself which may result in harm or illness.

**Nursing Facility** - A facility which primarily provides to residents skilled nursing care and related services for the rehabilitation of injured, disabled, or sick persons, or on a regular basis, health related care services above the level of custodial care to other than individuals with intellectual disabilities.

**Nutrition Program** - The Massachusetts Nutrition Program is the second largest program operated by the Executive Office of Elder Affairs. Twenty-eight (28) nutrition projects, located throughout the Commonwealth, serve millions of meals to elders each year. Meals are provided at congregate meal sites as well as to homebound elders. Additionally, the Nutrition Screening Counseling program operates a commodity foods program, a homeless elder meals program and sponsors a variety of nutrition education programs.

## P

**Peer Counseling** - A service offered through an Independent Living Center that pairs a staff member and consumer with similar disabilities so they are able to work with someone who can relate to or understand what they are experiencing.

**Personal Care** – Non-skilled, personal care, such as help with activities of daily living like bathing, dressing, eating, getting in and out of bed or chair, moving around, and using the bathroom. It may also include care that most people do themselves, like using eye drops. The Medicare home health benefit does pay for personal care services.

**Personal Care Attendant (PCA) Program** - A Medicaid/MassHealth program that helps Medicaid/MassHealth eligible members with long-term disabilities live at home by providing funds for them to hire Personal Care Attendants (PCAs) to assist them with their personal care needs.

**Personal Emergency Response Systems (PERS)** - Medical communications alerting systems that allow an elder experiencing a medical emergency at home to access medical service via an electronic transmitter to a central monitoring station.

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**Programs Of All-Inclusive Care For The Elderly (PACE)** - PACE combines medical, social, and long-term care services for frail people. PACE is available only in states that have chosen to offer it under Medicaid. To be eligible, you must:

- Be 55 years old, or older,
- Live in the service area of the PACE program,
- Be certified as eligible for nursing home care by the appropriate state agency , and
- Be able to live safely in the community.

The goal of PACE is to help people stay independent and live in their community as long as possible, while getting high quality care they need.

## Q

**Quality Of Care** - Can be defined as a measure of the degree to which delivered health services meet established professional standards and judgments of value to the consumer.

**Quality of Life** - Includes self perceived health status, mental status, sexual function and stress level, helps to explain an individual's general well-being.

## R

**Religious Accommodation** - No person shall be considered to be abused or neglected for the reason that such person, in accordance with his/her express or implied consent, is being furnished or relies upon treatment by spiritual means through prayer alone in accordance with a religious method of healing in lieu of medical treatment.

**Residential Respite** - Respite services offered in a facility where the older adult may stay on a temporary basis. These temporary stays are usually not covered by insurance and must be paid for privately.

**Respite** - The in-home care of a chronically ill beneficiary intended to give the caregiver a rest. Can also be provided in a hospice or nursing home (as with hospice respite care).

**Respite Care** - The in-home care of a chronically ill beneficiary intended to give the caregiver a rest. Can also be provided in a hospice or nursing home (as with hospice respite care).

## S

**Senior Aide** - An individual 55 years or older who is enrolled in the Senior Community Service Employment Program. See [Senior Community Service Employment Program](#).

**Senior Centers** - Focal points within a city/town that coordinate a comprehensive set of services where older adults can, receive advocacy, socialization, nutritional meals, health services and participate in activities that will enhance their involvement in and with the community. They may offer outreach services to homebound older adults. Not every city/town in Central Massachusetts has an established Senior Center.

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**Senior Community Service Employment Program (Senior Aides)** - Part-time employment for elder persons who meet specified income criteria. Funded under Title V of the Older Americans Act, the program of Labor, and on the local level by the Executive Office of Elder Affairs, the National Council of Senior Citizens, and the National Council on Aging. Work sites and activities are within the aging and other social service networks and provide a compliment to existing services to elders.

**Senior Companions** - Elder Service Corps enrollees and Senior Aides who are assigned to provide company and supervision to lonely, or socially isolated elder people, and to provide relief to family members with dependent elderly relatives.

**Skilled Nursing Facility (SNF)** - A facility (which meets specific regulatory certification requirements) which primarily provides inpatient skilled nursing care and related services to patients who require medical, nursing, or rehabilitative services but does not provide the level of care or treatment available in a hospital.

**Social Day Care (SDC)** - Provides an individualized program of social activity for elders who require daytime supervision because of physical impairment or social or emotional problems that impair their capacity for self-care. Activities of social day care include: assistance with walking, assistance with mealtime activities, assistance with grooming, and nutrition services including minimum of one meal per day. This differs from "Adult Day Health Care" in that it does not focus on health-related services.

**Socialization** - Activities that encourage an individual to interact with others, may include cultural, intellectual, educational, social and physical activities.

**Standby Assistance** - Caregiver stays close by the individual to watch over the individual and provide physical assistance if necessary as they perform Activities of Daily Living. Someone who does not need hands-on help might need standby assistance if they are unsteady or have physical movement limitations.

**Substantial Assistance** - Hands-on or standby help required to perform Activities of Daily Living.

**Supplemental Nutritional Assistance** - Services for eligible individuals that provides home delivered meals and other nutrition related services. See [Nutrition Program](#).

**Support Groups** - Groups of people who share a common bond, e.g., caregivers, who come together on a regular basis to share problems and experiences. May be sponsored by social service agencies, senior centers, religious organizations, as well as organizations such as Central Massachusetts Agency on Aging.

**Supportive Day Care Services** - Provides social activity for elders who require daytime supervision due to physical impairment or social, emotional problems that impair their capacity for self-care. Activities include; assistance with mealtime, grooming, and walking. Program provides a minimum of one meal a day. Supportive Day Care Services differs from Adult Day Care because it is not focused on health-related services.

## T

**Telephone Reassurance** - Service for older individuals who need regular telephone conversations to check on their safety and well-being.

**Transportation Services** - Also referred to as escort services. Provides transportation for older adults to services and appointments. May use bus, taxi, volunteer drivers, or van services that can accommodate wheelchairs and persons with other special needs.

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