

## STYLE GUIDE

**This document is organic and will change as needed. Directors will disseminate the information to their departments.**

### **Official Name / Unofficial Name(s) - Correct/Incorrect Usage(s)**

- Volunteers of America (VOA) - Never use “VOA” as a first reference This is the primary - Never use “The Volunteers of America” [We are now encouraged to use Volunteers of America rather than Volunteers of America Northern Rockies]
- Volunteers of America Northern Rockies (VOANR) - Never use “VOANR” as a first reference - Never use “The Volunteers of America Northern Rockies”
- A.C.E.™ Program - A.C.E.™ - Never use ACE, ACE Program, A.C.E.
- Adult Re-Entry -
- Affordable Housing -
- Aspen Grove -
- Bell Park Tower -
- Booth Hall - Booth Hall Adult Community Correction Center
- Camp POSTCARD - Never use P.O.S.T.C.A.R.D., CAMP
- Catering for a Cause - Never use C4AC, C4C
- Center of Hope -
- Community Enhancement -
- Freedom Hall -
- Gifts of Joy -
- Health Care Services -
- Homeless Services -
- Homeless Veterans' Reintegration Program (HVRP) - Never use “HVRP” as a first reference
- Independence Hall -
- Independent Transitional Living -
- Johnson County Youth & Community Services -
- Juvenile Justice -
- Magic City Terrace -
- Milestones Children's Home - Milestones - Milestones Youth Home
- Native American Services (NAS) - Never use “NAS” as a first reference
- Penrose Place -
- Scholastic Books -
- Sheridan Community Shelter - Never use Homeless Shelter
- Supportive Services for Veteran Families (SSVF) - Never use “SSVF” as a first reference
- The Children's Empowerment Fund -
- The Gathering Place- Never use Gathering Place
- The Life House- Never use Life House
- Women in Critical Need -
- Wyoming Rapid Response Fund -
- Youth Services Programs - Youth Services
- PATH Grant - Project for Assistance in Transition from Homelessness
- Highway Safety Program - Highway Safety

- HIV Prevention - HIV Prevention Program
- Mommy's Closet -
- Ryan White Care Act - Ryan White Program
- Youth & Family Intervention Program -

## **Abbreviations - Punctuation - Comma Questions - Titles**

### *States*

Spell out the name of states when used alone in text (e.g., She was a Pennsylvania native.) Use two-letter post office abbreviations elsewhere.

### *Numbers*

Spell out numbers one through nine; use figures for 10 and above. Use numerals for dimensions, distances, percentages and ages. Spell out numbers at the beginning of a sentence.

### *Percentages*

Use “percent” in text and symbol (%) in charts/graphs/tables. Always use number (6 percent, 50 percent, 8.5 percent...).

### *Phone Numbers*

Separate number groupings with periods (e.g. 307.672.0476). Use area codes, as we now span three states.

### *Money*

Use figures and the dollar sign. For amounts over the thousands, use the dollar sign, a numeral and the appropriate word (e.g., \$100 million, \$3.1 trillion).

### *Years*

For decades add an “s” to the end (e.g., 1980s). For abbreviations, use an apostrophe (e.g., a '57 Chevy).

### *Commas*

- Use a comma between city and state names and after state name or abbreviation (e.g., He was traveling from Austin, TX, to Boston, MA.)
- As a general rule, do not use the serial/Oxford comma: write ‘a, b and c’ not ‘a, b, and c’. But when a comma would assist in the meaning of the sentence or helps to resolve ambiguity, it can be used – especially where one of the items in the list is already joined by ‘and.’
- No comma is necessary in name prior to suffix (e.g., Martin Luther King Jr.).
- When a phrase lists only a month and year, do not separate with commas. When a phrase refers to a month, day and year, set off the year with commas (e.g., He said Jan. 27, 2001, was the target date; January 2001 was the opening month.).
- For numbers larger than 999 use commas to mark off thousands, millions, etc. (e.g., 1,001 reasons to smile; 2,200 people).
- Use a comma between the day and the year when following the American style for dates (e.g., August 18, 1950)
- When writing the day as well as the date also use a comma after the day (e.g., Monday, January 14, 2008)

- Do not use a comma when a date contains the month with only a day (e.g., March 17)
- Do not use a comma when a date contains the month with only a year (e.g., July 1969)
- Do not use a comma when using an inverted date (e.g., 20 July 1969)

#### *Exclamation*

Exclamation points are not used in professional communications.

#### *Hyphens*

Use a hyphen when a compound modifier precedes a noun, except the adverb very and adverbs ending in -ly.

#### *Quotation Marks*

Periods and commas always are placed within the marks. Dash, semicolon, question mark and exclamation point are placed within the marks when they apply to the quoted matter only; place them outside when they apply to the entire sentence.

#### *Spaces*

Use only one space after punctuation marks, including periods.

#### *Months*

Abbreviate months if you include the date (e.g., They were married Dec. 21, 2002). Do not abbreviate when used alone or with a year (e.g., They were married in December 2002). Do not abbreviate March, April, May, June, or July.

#### *Titles*

Capitalize only before a proper name. (e.g., Volunteers of America Northern Rockies President & Chief Executive Officer Jeff Holsinger; Jeff Holsinger, president & chief executive officer of Volunteers of America Northern Rockies.)

#### *Courtesy Titles*

Courtesy titles such as Mr., Mrs., Miss, or Ms. are generally not used. (Some exceptions apply)

#### *Composition Titles*

- Books, albums, plays, operas – italics – such as *One Flew Over the Cuckoo's Nest*, *She's So Unusual*, *The Cat and the Canary*
- Movie titles, papers, dissertations, songs, articles, TV series – quotes – such as "The Green Mile," "Survivor"
- Newspapers – italics – *Pittsburgh Post-Gazette*, *The (Sharon, Pa.) Herald*, *New Castle News*
- Magazines – italics – *Time*, *U.S. News & World Report*, *Yahoo! Internet Life*

## **Letters**

### *Font*

The official Volunteers of America fonts are the Meta family (generally used for titles and design) and Adobe Garamond Pro. If your computer does not allow those fonts, contact IT to have them added. We use the color “black” or “automatic.”

### *Letterhead*

Volunteers of America will provide an appropriate color and B&W version of our letterhead for employees. Employees will be expected to only use the provided letterhead (Aug. 1).

## **Email**

### *Font*

The official Volunteers of America fonts are the Meta family (generally not used in email) and Adobe Garamond Pro. If your email application does not allow those fonts, the only acceptable substitutes are Times (as that is what Adobe Garamond Pro is) and Times New Roman (a close relative). We use the color “black” or “automatic.”

### *Images/Backgrounds*

Emails sent through [@voanr.org](mailto:@voanr.org) addresses will not use photos or graphics in the signature, nor will they have backgrounds, other than white.

### *Signatures*

An appropriate, clean and simple signature will be used with [@voanr.org](mailto:@voanr.org) addresses. An addition of “Sent from my iPhone” (or the like) is acceptable above the signature. For consistency through the organization signatures will align with the following:

Dave M. Shumway [Name]

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Director of Communications, [www.voanr.org](http://www.voanr.org) [Title, website]

Email - [dshumway@voanr.org](mailto:dshumway@voanr.org) [VOANR email address]

Office - 406.252.4118 [Phone number(s)]

Cell - 630.740.2156 [Cell - only if it is a VOA cell phone]

*[We recommend using a smaller font size for this]* This information has been disclosed to you from records whose confidentiality is protected by Federal Law. Federal Regulations (42 CFR Part 2) prohibit you from making any further disclosure of it without the specific written consent of the person to whom it pertains, or as otherwise permitted by such regulations. A general authorization for the release of medical or other information is not sufficient for this purpose. This message may contain confidential information and is intended only for the recipient(s) addressed in the e-mail. If you are not the named addressee, do not disseminate, distribute or copy this e-mail. Please notify the sender immediately if you have received this e-mail by mistake and delete this e-mail from your system.

**Questions, comments, need help explaining this to your team ... contact the director of communications, information above.**