

# Language Use Guidelines – Using Universal Language

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## Universal Language

## Non-Universal Language

### The people who receive our services

- ◆ People, individuals
- ◆ People we support
- ◆ People who need support
- ◆ People supported

- ◆ Client
- ◆ Consumer
- ◆ Disabled people
- ◆ Handicapped people
- ◆ “My clients”

### People’s abilities

- ◆ People who need or use
  - pervasive or intensive support
  - minimal support
  - moderate support
- ◆ People who have more or less cognitive ability

- ◆ Low or high functioning
- ◆ Capacity (as in “She has the capacity of a three year old.”)
- ◆ Mentally retarded

### Describing people

- ◆ Use positive attributes
- ◆ What can they do?
- ◆ What supports do they need?
- ◆ People use
  - wheelchairs
  - walkers
  - glasses
  - orthotics
  - etc.
- ◆ What do they like?
- ◆ What do they want?
- ◆ Who’s important to them?

- ◆ Non-ambulatory
- ◆ Can’t speak
- ◆ Can’t see, hear
- ◆ Vegetative
- ◆ Can’t do anything
- ◆ Non-responsive
- ◆ Crippled
- ◆ Child in an adult body
- ◆ A sad case

### What people do

- ◆ Work
- ◆ Socialize
- ◆ Exercise
- ◆ Play
- ◆ [What do you do?]

- ◆ ADLs
- ◆ ROMs
- ◆ Sensory stimulation
- ◆ Activities not for their age group

### Where people live

- ◆ Their house or home
- ◆ The house on Barry Street
- ◆ Dave and Larry's house

- ◆ Residential home
- ◆ Facility
- ◆ "The Barry House"

### Describing people's life challenges

- ◆ A person with
  - Autism
  - Seizures
  - Down Syndrome
  - A cognitive impairment
  - Etc.
- ◆ He (or she)
  - Hits the wall
  - Bites
  - Stops walking
  - Yells loudly
  - Leaves without supervision

- ◆ A person is
  - Autistic
  - Epileptic
  - Downs
  - Mentally retarded
  - Spastic
  - A biter
  - A hitter
  - A screamer
  - A runner
  - Behavioral (or has behaviors)
  - AWOL

### Our associates

- ◆ Direct support professionals or associates (DSP, DSA)
- ◆ Director, coordinator, assistant [followed by service]

- ◆ Care providers
- ◆ Care givers
- ◆ Program director, coordinator, assistant

### How DSPs support people

- ◆ Assist people with or provide support for
  - eating
  - using the restroom
  - [fill in the blank]

- ◆ Do for
- ◆ Take care of
- ◆ Feeding
- ◆ Toileting