## 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

- Glient
- Consumer
- Disabled people
- Handicapped people
- "My clients"

## People's abilities

- People who need or use
  - o pervasive or intensive support
  - o minimal support
  - o 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
  - o wheelchairs
  - o walkers
  - o glasses
  - o orthotics
  - o etc.
- What do they like?
- What do they want?
- Who's important to them?

- Non-ambulatory
- San'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 Residential home • Their house or home Facility • The house on Barry Street "The Barry House" • Dave and Larry's house Describing people's life challenges A person with o Autism o Seizures o Down Syndrome o A cognitive impairment o Etc. • He (or she) o Hits the wall o Bites o Stops walking o Yells loudly

o Leaves without

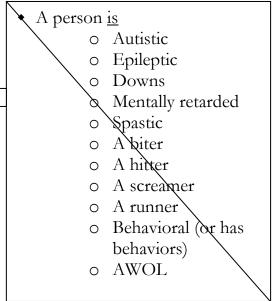
supervision

• Direct support professionals or

• Director, coordinator, assistant

associates (DSP, DSA)

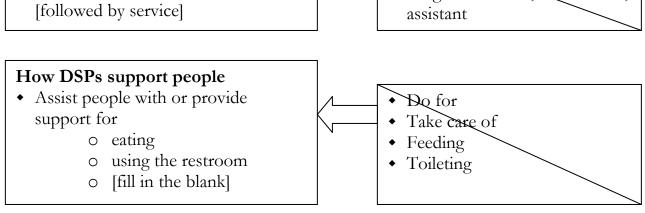
Our associates



• Program director, coordinator,

• Care providers

Care givers



Easter Seals of Southern California