###### Appendix D-Acceptable and Unacceptable Language in a Service Environment

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| **OUTDATED OR OFFENSIVE** | **REASON(S)** | **CURRENTLY ACCEPTED** |
| "The" anything:  The blind  The disabled  The autistic | An individual is a person first before he/she is a person with a disability  Views people in terms of their disability  Groups people into one undifferentiated category  Condescending  Does not reflect the individuality, equality or dignity of people with disabilities | People with disabilities  People who are blind  People who are visually impaired  People with autism  Exceptions: "deaf people" and "deaf community". These two terms are acceptable. |
| Handicapped | Outdated  Connotes that people with disabilities need charity  Disabilities do not handicap: Attitudes and architecture handicap | People with disabilities |
| Admits he/she has a disability | Disability is not something people "admit" to or need to admit to | He/she has a disability |
| Normal, healthy, whole (when speaking about people without disabilities as compared to people with disabilities) | People with disabilities may also be normal, healthy and whole  Implies that the person with a disability is not normal | Non-disabled  Person without a disability |
| Courageous | Implies person has courage because one has a disability | Has overcome his/her disability  Successful  Productive |
| Slurred speech  Unintelligible speech | Stigmatizing | Person/people with a communication disability  Person/people with slow speech |
| Cripple  Crippled | From Old English, meaning "to creep"  Also used to mean "inferior"  Dehumanizing | Has a disability  Physical disability |
| Deformed  Freak  Vegetable | Connotes repulsiveness and/or oddness  Dehumanizing | Multiple disabilities  Severe disabilities |
| Crazy  Insane  Psycho  Maniac  Nut Case | Stigmatizing  Considered offensive  Reinforces negative stereotypes | Behavioral disability  Emotional disability  Person with mental illness  Person with a psychiatric disability |
| Retarded  Retardate | Stigmatizing  Implies that a person cannot learn | Developmentally delayed  Developmental disability (the term "mental retardation" is no longer acceptable) |
| Stricken/Afflicted by x  (e.g. Stricken/Afflicted by MS) | Negative connotation of "afflicted" or "stricken" | Person who has x  (e.g. Person who has multiple sclerosis) |
| Midget | Outdated term  Considered offensive | Person of short stature |