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

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| **OUTDATED OR OFFENSIVE** | **REASON(S)** | **CURRENTLY ACCEPTED** |
| "The" anything:The blindThe disabledThe autistic | An individual is a person first before he/she is a person with a disabilityViews people in terms of their disabilityGroups people into one undifferentiated categoryCondescendingDoes not reflect the individuality, equality or dignity of people with disabilities | People with disabilitiesPeople who are blind People who are visually impaired People with autism Exceptions: "deaf people" and "deaf community". These two terms are acceptable. |
| Handicapped | OutdatedConnotes that people with disabilities need charityDisabilities 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 wholeImplies that the person with a disability is not normal | Non-disabledPerson without a disability |
| Courageous | Implies person has courage because one has a disability | Has overcome his/her disabilitySuccessfulProductive |
| Slurred speech Unintelligible speech | Stigmatizing | Person/people with a communication disabilityPerson/people with slow speech |
| Cripple Crippled | From Old English, meaning "to creep"Also used to mean "inferior"Dehumanizing | Has a disabilityPhysical disability |
| Deformed Freak Vegetable | Connotes repulsiveness and/or oddnessDehumanizing | Multiple disabilitiesSevere disabilities |
| Crazy Insane Psycho Maniac Nut Case | StigmatizingConsidered offensiveReinforces negative stereotypes | Behavioral disabilityEmotional disabilityPerson with mental illnessPerson with a psychiatric disability |
| Retarded Retardate | StigmatizingImplies that a person cannot learn | Developmentally delayedDevelopmental 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| Midget | Outdated termConsidered offensive | Person of short stature |