Webinar Handout: Supporting Clients with Disabilities

September 13, 2017
Definitions of Terminology:

Here are some ways that people with disabilities are described. This list includes “outdated language” – terms and phrases that should not be used. This list also includes respectful words to describe different disabilities. What is “okay” for some people is not “okay” for others. If you don’t know what to say, just ask how a person likes to be described.

Just because someone has a disability, it doesn’t mean he/she/they is “courageous,” “brave,” “special,” or “superhuman.” People with disabilities are like everyone else. It is not unusual for someone with a disability to have talents, skills, and abilities.

It is okay to use words or phrases such as “disabled,” “disability,” or “people with disabilities” when talking about disability issues. Ask the people you are with which term they prefer if they have a disability.

When talking about people without disabilities, it is okay to say “people without disabilities.” But do not refer to them as “normal” or “healthy.” These terms can make people with disabilities feel as though there is something wrong with them and that they are “abnormal.”

When in doubt, call a person with a disability by his/her/their name.

Please note that language is ever changing and that new language options may not be fully captured in this handout.

<table>
<thead>
<tr>
<th>Disability</th>
<th>Out-Dated Language – Word(s) to Avoid</th>
<th>Respectful Language</th>
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<tbody>
<tr>
<td>General Disability</td>
<td>the disabled, the handicapped, invalid,</td>
<td>people with disabilities, person with a disability, has a disability</td>
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<tr>
<td>People without disabilities</td>
<td>Normal, healthy</td>
<td>Person without a disability</td>
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<tr>
<td>Blind or Visual Impairment</td>
<td>Dumb, Invalid</td>
<td>Blind/Visually Impaired, Person who is blind/visually impaired</td>
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<tr>
<td>Deaf or Hearing Impairment</td>
<td>Invalid, Deaf-and-Dumb, Deaf-Mute</td>
<td>Deaf or Hard-of-hearing, Person who is deaf or hard of hearing, Deafened, Deafblind</td>
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<tr>
<td>Speech/Communication Disability</td>
<td>Dumb, “One who talks bad”</td>
<td>Person with a speech / communication disability</td>
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<tr>
<td>Mental Health Disability</td>
<td>Hyper-sensitive, Psycho, Crazy, Insane, Wacko,</td>
<td>Person with a psychiatric disability, Person with a mental health disability</td>
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<tr>
<td>Mobility/Physical Disability</td>
<td>Handicapped, Physically Challenged, “Special,” Deformed, Crippled, Gimp, Spastic, Spaz, Wheelchair bound, Victim, Lame, confined to a wheelchair</td>
<td>Wheelchair user, person who uses a wheelchair, Physically disabled, Person with a mobility or physical disability, person with chronic pain</td>
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<tr>
<td>Emotional Disability</td>
<td>Emotionally disturbed</td>
<td>Emotionally disabled, Person with an emotional disability</td>
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<tr>
<td>Cognitive/Learning Disability</td>
<td>Retard, Retarded, Slow, Brain Damaged, Mentally retarded, mental handicap, “Special ed”</td>
<td>Cognitively/Developmentally disabled, Person with a cognitive/developmental disability, intellectual disability, Person with a learning or cognitive disability</td>
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<tr>
<td>Short Stature, Little Person</td>
<td>Dwarf, Midget</td>
<td>Someone of short stature, Little Person</td>
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<td>Health Conditions</td>
<td>Victim, Someone “stricken with” a disability (“someone stricken with cancer” or “an AIDS victim”), suffers from (asthma)</td>
<td>Survivor, Someone “living with” a specific disability (e.g. “someone living with cancer or AIDS”), has (e.g. asthma)</td>
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**Other concepts and approaches:**

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<tr>
<th>Universal Design</th>
<th>An approach to building and design, which makes sure that human-made spaces or structures are usable by everyone, to the greatest extent possible</th>
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<tbody>
<tr>
<td>Barrier-Free Design</td>
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<tr>
<td>Whole-life Approach</td>
<td>A “whole-life approach” to learning disabilities recognizes that learning is social, cultural, emotional and also deeply personal. Successful strategies for people with learning difficulties attend to the “whole person” and diverse learning styles.*</td>
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<tr>
<td>Self-advocacy</td>
<td>Self-advocacy is the act of speaking out on one’s own behalf and is considered to be at the core of all types of activism. Adults with learning disabilities often</td>
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lack experience and facility in one or more of these areas. The support of someone who knows them and their strengths and understands the self-advocacy process is invaluable. * Resources from Decoda Literacy Society

Resources/Referral Options

Info Sheet: Supporting Newcomers with Disabilities, AMSSA
This info sheet explores barriers to accessing settlement services for newcomers to Canada with disabilities and how service providers can improve their accessibility.

Resource Page: Supporting Newcomers With Disabilities, AMSSA
This section of the AMSSA website lists resources for newcomers with disabilities in the province of BC.

Cross-government Disability Services, Government of British Columbia
This website lists resources and services for people with disabilities that are delivered by ministries across government.

Accessibility 2024, Government of British Columbia
The government of BC is creating a road map to make BC the most progressive province in Canada for people with disabilities by 2024.

Western Institute for the Deaf and Hard of Hearing
WIDHH is a BC non-profit organization dedicated to creating a society in which people who are Deaf, Deafened, Deafblind, and Hard of Hearing are able to fully participate.

Canadian National Institute for the Blind
CNIB provides community-based support, knowledge and a national voice to Canadians who are blind or partially sighted.

Westcoast Association of Visual Language Interpreters
The Westcoast Association of Visual Language Interpreters (WAVLI) is the provincial professional association of interpreters who work between spoken English and American Sign Language (ASL).

Spinal Cord Injury BC
Formerly known as the BC Paraplegic Association, Spinal Cord Injury BC (SCI BC) is a not-for-profit organization dedicated to helping people with spinal cord injuries, and related disabilities, adjust, adapt and thrive.

BC Association of Speech/Language Pathologists and Audiologists
The BC Association of Speech-Language Pathologists and Audiologists is a not-for-profit association with more than 1200 member speech-language pathologists and audiologists in British Columbia.

Inclusion BC
Inclusion BC is a provincial federation whose members include people with developmental disabilities, their families and community agencies.
BC Brain Injury Association
The BC Brain Injury Association (BCBIA) is a non-profit provincial organization in British Columbia serving the interests of the acquired brain injury population.

Alzheimer Society of British Columbia
The Alzheimer Society of BC exists to alleviate the personal and social consequences of Alzheimer’s disease and other dementias, to promote public awareness and to search for the causes and the cure.

Learning Disabilities Association of BC
LDABC’s mandate is to be the Provincial network and voice for persons with Learning Disabilities (LD) and those who support them.

BC’s Services for People with Disabilities
If you are living with a disability in BC, there are programs and services available to you. These programs and services are offered through government, crown agencies and corporations.

Prepared BC: Resources for People with Disabilities
This document provides tips for individuals with disabilities on how to prepare for a natural disaster.

PADS Pacific Assistance Dogs Society
PADS breeds, raises and trains fully certified assistance dogs. Our service and hearing dogs provide life-changing independence to those with physical disabilities other than blindness. Our accredited facility dogs work with community professionals, such as teachers, RCMP and psychologists to help support healthy communities.

Kinsight
Formerly known as the Simon Fraser Society for Community Living, Kinsight provides early intervention and family support services for children and youth who are at risk for or who experience a developmental delay or disability and leisure, volunteer, supported employment and housing supports for adults with developmental disabilities.

Disability Alliance BC
The mission of Disability Alliance BC is to support people, with all disabilities, to live with dignity, independence and as equal and full participants in the community. We champion issues impacting the lives of people with disabilities through our direct services, community partnerships, advocacy, research and publications.

SPARC BC
SPARC BC works to advance accessibility and inclusion by conducting important research, leading public education campaigns, partnering with community groups, working with municipalities and through delivery of our Parking Permit Program for People with Disabilities.

Community Living BC
CLBC is a provincial crown agency, mandated under the Community Living Authority Act that funds supports and services through service agencies for adults with developmental disabilities and their families in British Columbia.

Planned Lifetime Advocacy Network (PLAN)
PLAN is non-profit organization that aims to help families secure the future for loved ones with disabilities with future and financial planning.
The Nidus Personal Planning Resource Centre
Nidus is a non-profit, charitable organization and was incorporated in 1995 as the Representation Agreement Resource Centre (RARC). Nidus is currently the only community-based resource in Canada devoted to personal planning. B.C.’s Representation Agreement Act inspired Article 12 of the United Nations Convention on the Rights of People with Disabilities (2008) which calls on governments to implement legislation that ensures all adults receive support with decision making without the need to take away or restrict their rights. The Convention has been ratified by Canada.

Assistive Technology British Columbia
In partnership with the Ministry of Advanced Education and the Ministry of Social Development & Social Innovation, ATBC provides assistive technology and related support services to adult residents of British Columbia who have permanent disabilities.

Neil Squire Society
The Neil Squire Society is a national non-profit organization that empowers Canadians through the use of computer-based assistive technologies, research and development, and various employment programs. They help clients remove barriers so that they can live independent lives and become active members of the workplace and our society.

BC Centre for Ability
For newcomer parents with children with disabilities, the BC Centre for Ability’s, Supported Child Development Program (SCD) assists families of children who require additional support to access inclusive child care programs. Working with daycares, preschools, family daycares and out of school care programs, they provide consultation services and extra staffing assistance to ensure inclusive practices for children who have a demonstrated need for extra support.

Vancouver Community College VCC
VCC offers a variety of courses for Deaf and Hard of Hearing students

(ATBC) Assistive Technology British Columbia
Assistive Technology BC (ATBC) provides assistive technology resources to make learning and working environments usable for people with disabilities throughout British Columbia. In collaboration with persons with disabilities, post-secondary institutions, employers, community organizations, and their funding partners, ATBC offers a wide range of individualized, centrally coordinated technology services including assessments, assistive equipment, training, and consultation to enable persons with disabilities to achieve their educational and employment goals.

Centre for Accessible for Post-Secondary Education Resources
CAPER-BC is mandated and funded by the BC Ministry of Advanced Education to provide service to post-secondary institutions.