



Aging and Disability Resource Center Technical Assistance Exchange

Aging and Disability Terminology Survey

This survey was created to stimulate thought and discussion surrounding the different words and terminology used by ADRC partners to refer to themselves, each other, the people they work with, and the services and supports they provide. Language is an essential element of culture; organizations have their own ways of doing business and their own ways of talking about it. People who have career backgrounds in aging, disability, and other specialties often use different words to refer to the same things, or they may use the same words but intend different meanings. Because language is constantly evolving, ADRC partners may not be able to agree on a standard set of words to use, but should strive for a greater understanding of what words are most appropriate in certain settings.

We encourage ADRCs to use this survey with their partners, Advisory Boards, and other stakeholders to begin a dialogue about understanding terminology.

1. My background/experience is in:

- Aging Services
- Independent Living
- Developmental Disabilities Services
- Mental Health Services
- Receiving Services or Supports
- Providing Services or Supports
- Other:

2. I have encountered miscommunication due to terminology:

- Never
- Rarely
- Occasionally
- Frequently



Instructions:

- ◆ Place an X or a ✓ in the column that best matches your preference for each word.
- ◆ Words are categorized by the type of person or thing they describe.
- ◆ Blank spaces are provided for you to fill in other words you use that fit each category.
- ◆ Underneath each section, you are asked to identify your preference for the word or words you would most like to see used widely by ADRCs, and also to share your reactions to any specific terms from each list.

<i>People Receiving Services or Supports...</i>		Strongly Prefer	Prefer	Neutral	Oppose	Strongly Oppose
A	Client					
B	Consumer					
C	Customer					
D	Individual					
E	Peer					
F	Participant					
G	Member					
H	Person We Support					
I	Person We Work With					
J	Care Recipient					
K	Loved One					
L	Person With A Disability					
M						
N						

In your opinion, which term or terms in the list above would you most like people involved in ADRC projects to use?

Do you have specific reactions to any of the terms used above? Please share your thoughts:



	<i>Service or Support Staff...</i>	Strongly Prefer	Prefer	Neutral	Oppose	Strongly Oppose
A	Service Coordinator					
B	Navigator					
C	Counselor					
D	Peer					
E	Peer Counselor					
F	Technician					
G	Support Coordinator					
H	Care Manager					
I	Case Manager					
J	Senior Care Coach					
K	Senior Advocate					
L	Broker					
M	Support Broker					
N	Independent Living Specialist					
O	Aging Specialist					
P	Resource Specialist					
Q	Program Specialist					
R						
S						

In your opinion, which term or terms in the list above would you most like people involved in ADRC projects to use?

Do you have specific reactions to any of the terms used above? Please share your thoughts:

<i>People Over Age 60...</i>		Strongly Prefer	Prefer	Neutral	Oppose	Strongly Oppose
A	Elder					
B	Elderly					
C	Older Adult					
D	Older American					
E	Senior					
F	Senior Citizen					
G	Aging Adult					
H	Aging Community					
I	Aged					
J	Geriatric					
K	Frail					
L	Old					
M						
N						

In your opinion, which term or terms in the list above would you most like people involved in ADRC projects to use?

Do you have specific reactions to any of the terms used above? Please share your thoughts:

<i>Types of Disabilities...</i>		Strongly Prefer	Prefer	Neutral	Oppose	Strongly Oppose
A	Mental Illness					
B	Poor Mental Health					
C	Mental Health Issues					
D	Physical Disabilities					
E	Functional Impairment					
F	Mental Disability					
G	Developmental Disability					
H	Intellectual Disability					
I	Mental Retardation					
J						
K						

In your opinion, which term or terms in the list above would you most like people involved in ADRC projects to use?

Do you have specific reactions to any of the terms used above? Please share your thoughts:



<i>Aspects of Services or Supports...</i>		Strongly Prefer	Prefer	Neutral	Oppose	Strongly Oppose
A	Support					
B	Care					
C	Assistance					
G	Services					
D	Long-Term Care					
E	Long-Term Supports					
F	Long-Term Planning					
J	Assessment					
K	Counseling					
L	Case Management					
M	Continuum					
N	Service Coordination					
O	Person-Centered Planning					
P	Consumer-Direction					
Q	Participant-Direction					
R	Self-Direction					
S	Consumer Control					
T	Right to Risk					
U	Right to Fail					

In your opinion, which term or terms in the list above would you most like people involved in ADRC projects to use?

Do you have specific reactions to any of the terms used above? Please share your thoughts:



What are the five words or terms you find most confusing, unclear, or ambiguous?

- 1.
- 2.
- 3.
- 4.
- 5.

What are the five words or terms you find most offensive? What other words would you like people involved in ADRC projects to NOT use?

- 1.
- 2.
- 3.
- 4.
- 5.

Additional Comments:

Thank you for your thoughtful participation in this survey.