

Aging and Disability Resource Center - Terminology Survey

1) My background/experience is in:

List Tally:

Aging Services	7
Independent Living	3
Developmental Disability Services	3
Mental Health Services	3
Receiving Services or Supports	
Providing Services or Supports	2
Other: other types of "disabilities" - sensory, psychiatric, acquired	

2) I have encountered miscommunication due to terminology:

Never	
Rarely	1
Occasionally	8
Frequently	1

3) Place an X or a check mark in the column that best matches your preference for each word.

Words are categorized by the type of person or thing they describe.

Blank space 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 widelyby ADRCs, and also to share your reactions to any specific terms from each list

(for "People Receiving Services or Supports")

	<i>Strongly Prefer</i>	<i>Prefer</i>	<i>Neutral</i>	<i>Oppose</i>	<i>Strongly Oppose</i>
Client	1	4	3	1	
Consumer	3	3	4		
Customer			4	2	1
Individual	5	2	3		
Peer	1	1	6	1	
Participant	2	3	4	1	
Member		1	6	1	

Person We Support	1		4	5	
Person We Work With		2	4	4	
Care Recipient		3	2	4	1
Loved One	1	1	5		3
Person With A Disability	3	5	2		
Other: Consumer, Beneficiary					

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

Client, Individual, Person We Work With, Person with a Disability, Care Recipient, participant,

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

"people first" language; peer has a very specific meaning in terms of federal funding streams pertaining to people with disabilities.

loved one is totally inappropriate for a service provider agency,

6) "for Service of Support Staff"

	<i>Strongly Prefer</i>	<i>Prefer</i>	<i>Neutral</i>	<i>Oppose</i>	<i>Strongly Oppose</i>
Service Coordinator	1		5	4	
Navigator			1	4	4
Counselor	1		2	6	
Peer			1	4	3
Peer Counselor	1		2	4	2
Technician				2	7
Support Coordinator			5	4	1
Care Manager			3	3	1
Case Manager	1		1	5	
Senior Care Coach			1	3	5
Senior Advocate	2		2	3	2
Broker	1		1	1	6
					1

Support Broker		2	2	5	1
Independent Living Specialist	1	4	4	1	
Aging Specialist	1	5	4		
Resource Specialist	1	4	4		
Program Specialist	1	4	6		
Other: Independent Living Specialist, Client Advocate, Service Coordination, Resource Specialist					

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

Independent Living Specialist, Care Manager, Independent Living specialist, Aging Specialist, Program Specialist, Case manager, Client Advocate, Advocate, Resource Specialist

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

Case / Care sounds medical in nature & thus negative. Consumer control principle does not "manage" others.
 Senior Care Coach, Broker Technician, I don't think it is up to the ADRC to establish what these terms are unless creating new positions
 Navigator, broker & coach all have potential to come across as unprofessional and/or inappropriate.

9) "People Over Age 60"

	<i>Strongly Prefer</i>	<i>Prefer</i>	<i>Neutral</i>	<i>Oppose</i>	<i>Strongly Oppose</i>	
Elder			3	5	2	
Elderly				4	4	1
Older Adult		1	8	1		
Older American		1	1	3	2	1
Senior		2	5	2	1	
Senior Citizen		1	1	5	2	
Aging Adult			3	3	3	
Aging Community		1	1	5	2	
Aged					7	2
Geriatric					4	5
Frail			1		4	5

Old
Other:

4

6

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

Senior, Elder, Older Adult, Frail(should be used as descriptive), senior citizen

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

Aged - aging is a process, Geriatric sound medical, Frail, Old

12) "Types of Disabilities..."

	<i>Strongly Prefer</i>	<i>Prefer</i>	<i>Neutral</i>	<i>Oppose</i>	<i>Strongly Oppose</i>
Mental Illness	1		2	5	2
Poor Mental Health				2	5
Mental Health Issues	1		1	6	1
Physical Disabilities	2		6	1	
Functional Impairment			1	3	3
Mental Disability			2	1	4
Developmental Disability	1		7	1	1
Intellectual Disability	2		4	2	1
Mental Retardation				1	6
Other: Developmental Delay					2

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

"Person with....," Physical Disabilities, Developmental Disability, Intellectual Disability, Individual Cognitive disability, psychiatric disability, mental illness

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

people first language, the term impairment indicates the person is broken.
 preferred term is psychiatric disability not mental illness in the disability community
 I dislike language that is misleading or vague - such as "mental disability"

15) "Aspects of Services or Supports"

	<i>Strongly Prefer</i>	<i>Prefer</i>	<i>Neutral</i>	<i>Oppose</i>	<i>Strongly Oppose</i>
Support	3	3	4	2	1
Care		2	5	1	
Assistance	3	3	3	1	
Services	1	4	5		
Long-Term Care		1	7	1	1
Long-Term Supports		4	5	1	
Long-Term Planning	3	3	4		
Assessment	1	4	4	1	
Counseling		5	4	1	
Case Management	1	2	5	1	1
Continuum	2	2	5	1	
Service Coordination	5	2	3		
Person-Centered Planning	3	5	2		
Consumer-Direction	3	3	4		
Participant-Direction	3	1	4	2	
Self-Direction	5	1	4		
Consumer Control	3	2	4		
Right to Risk	3	4	3		
Right to Fail	1	3	4	1	1

Other:

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

Support, Assistance, Long-Term Planning, Assessment, Continuum, Service Coordination, Person-Centered Planning, Consumer Direction, Services Participant Direction, Self-Direction, Consumer Control, Right to Risk, Right to Fail, Long-Term Supports, Counseling, Life skills development, planning with the individual,

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

disability or disabling condition.

18) What are the 5 words or terms you find most confusing, unclear, or ambiguous?

- 1) -Disability
- 2) - Navigator - 3
- 3) - Care
- 4) - Broker - 3
- 5) - Psychiatric Disability

Others: Technician - 2, Peer - 1, Senior Care Coach - 2, intellectual disability - 1, poor mental health - 2, case management - 2
Assessment - 1, Long-term care options - 1, long-term care - 1, long term care is associated with insurance & nursing homes

19) What are the 5 words or terms you find most offensive? What other words would you like people involved in ADRC projects to NOT use?

- 1) - handicapped - 1
- 2) - old - 3
- 3) - wheelchair bound
- 4) - mental retardation - 2
- 5) - aged - 1,

Others: poor mental health - 2, person we support - 2, person we support, person we work with, navigator, technician, frail-4, right to fail, care recipient, physical impairment, mental impairment, "managed" when referring to people, feeble, impaired

elderly - 1, retarded, crippled

20)Additional Comments:

Other words that should never be used are "honey, dear, or sweetheart." All language used should be clear, respectful, accurate, empowering and sensitive