

Universal Language



It's All In
How You Say It



...Overcoming Life's Obstacles

Please consider completing this pre-test while we wait.

Link: <https://www.surveymonkey.com/r/universal-language-pre>

Thomas E. Pomeranz, Ed.D.

Universal Enhancement

Session Goals

Participants will be able to:

- Define Universal Language
- *Define Politically Correct Language*
- Define People First Language
- *Explain why utilizing Universal Language is difficult*
- Provide examples of the language utilized in each of the four models of service delivery
- *Explain the difference between a word's denotation, connotation and slang*

Universal Enhancement

Session Goals (cont'd)...

Participants will be able to:

- **Demonstrate an appropriate strategy to support and encourage others in utilizing Universal Language**
- *Consistently utilize Universal Language in all verbal and written communication*

Universal Enhancement

What is Universal Language?



- **Promotes dignity and respect** – By allowing people with disabilities to describe themselves in the same way others are commonly referenced, universal language prevents reduction to diagnoses or deficits.

- **Encourages true inclusion** – It removes the artificial separation created by medical or rehabilitative labels and emphasizes shared human identity first.

- **Shifts from deficit to equality** – Instead of focusing on what someone “lacks” (as in medical/developmental models), universal language affirms who they are as full participants in society.

Universal Enhancement

What is Universal Language?



- **Improves communication and understanding** – Normative, familiar language makes it easier for others (employers, educators, community members) to relate without needing to decode jargon.

- **Reduces stigma** – By eliminating terms rooted in pathology or abnormality, universal language lessens the social barriers and prejudices attached to disability labels.

- **Empowers self-definition** – People are given agency to express their identities on their own terms, fostering pride and autonomy.

Universal Enhancement

What is Universal Language?



- **Supports policy and practice change** – Language influences systems; adopting universal language can reshape service models, employment practices, and community inclusion efforts.

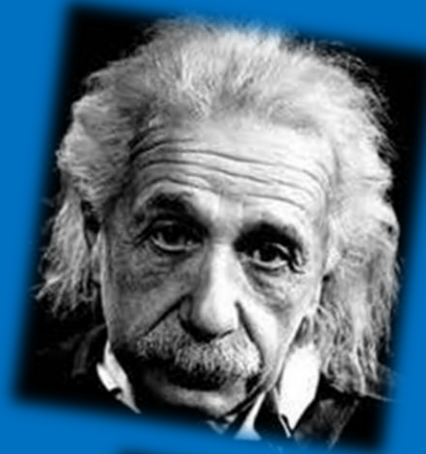
- **Bridges communities** –

When the disability field speaks in the same language as the general public, it fosters shared understanding and reduces the “us versus them” divide.

Universal Enhancement

Speak the Same

**I SPEAK TO
EVERYONE IN
THE SAME WAY,
WHETHER HE IS
THE GARBAGE MAN
OR THE PRESIDENT
OF THE UNIVERSITY.**



Albert Einstein

Universal Enhancement

Heart and Mind

Words are an MRI
of the mind *and*
deeds are an **EKG**
of the heart.



Universal Enhancement

Almost Right

The difference between
the **right** word,

and the almost-right word

Mark Twain

Universal Enhancement

Almost Right (cont'd)

is the difference between

Lightning and...



Mark Twain

**Lightning
bugs**



Universal Enhancement

Words Are Important

You are
hereby deemed
to be a **moron**.

If how we reference
people is not important,
then CALL them:

Morons

Imbeciles

Idiots



This was the legal *and*
medical terminology
used well into
the 1950's.

Universal Enhancement

Universal Language

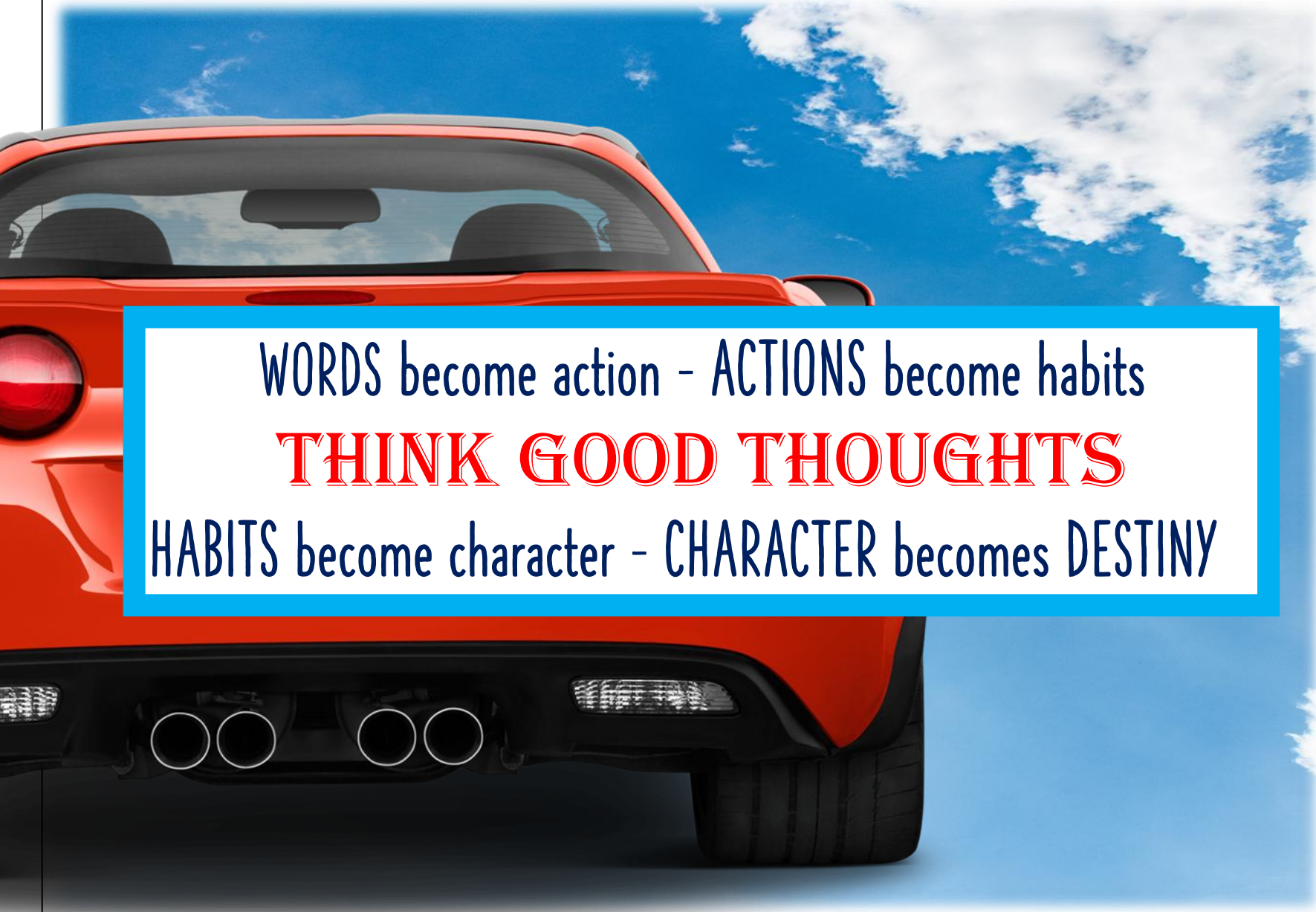
The **words** and **language**
we use when talking about
our friends and that they use
when talking **about us**

*...is
Universal
Language*



Universal Enhancement

Power Words



WORDS become action - ACTIONS become habits

THINK GOOD THOUGHTS

HABITS become character - CHARACTER becomes DESTINY

Universal Enhancement

Newbie

Staff with no experience or training in the disability field use pristine language –

UE Language!

When exposed to experienced *and* professionally educated staff, their language

becomes **tainted** and **trashed**.



Universal Enhancement

Politically Correct Language

po·lit·i·cal·ly cor·rect

A term which denotes language, policies and behavior
seen as seeking to

**minimize social and
institutional offense**

in occupational, gender, racial, cultural, sexual orientation,
certain other religions, beliefs or ideologies, disability and
age-related contexts and as purported by the term, doing
so, to an **excessive extent**.

-Wikipedia

Universal Enhancement

Politically Correct Language

Universal
Language
is

**“Politically
Correct”**

-Wikipedia

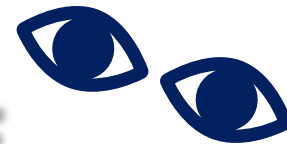
Universal Enhancement

Test Scores Revealed

The **UE Language test** will be administered *immediately* following this presentation



**All those around
you will be
assessing the
words you
SPEAK
and WRITE**



Universal Enhancement

Test Scores Revealed

**I hope you
pass the test!**



Universal Enhancement

Getting It Right

To err
in using
Universal
Language
Is forgivable.



OH
NO!

Indifference
to using it is NOT !

Universal Enhancement

Benign Disparaging Language

Boy,
you were
gypped!



I just paid \$2.50
for a cup of
coffee!

Can you
believe that?!

Gypped – To deprive of something by
fraud, cheating or swindling

Gypsy – A member of a people that arrive in Europe
migrating from northern India around the 14th Century,
now also living in North American and Australia.

-American Heritage

Universal Enhancement

They Don't Speak Up

“People are comfortable using ‘retard’ as a ‘dis’ because in the past no one has stood up and said anything in numbers counting

Most marginalized groups come from places of family pride and tradition. They are able to stand strong together out of their heritage and make a statement.

But people with *intellectual disabilities*, scattered through different families, are not part of a celebrated culture.”

Gail Williamson,
Executive Director of the Down Syndrome
Assoc. of Los Angeles

Universal Enhancement

Limited Feedback

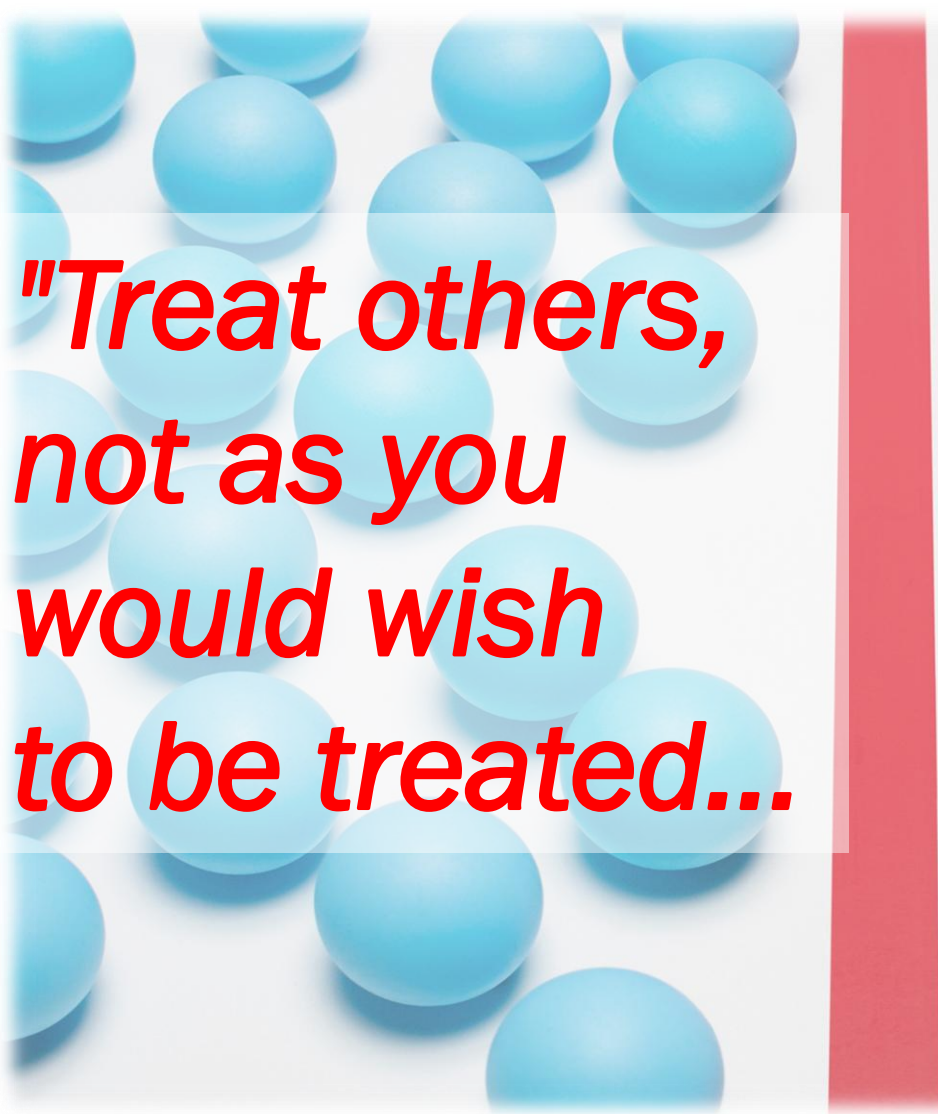
People who are the focus of insensitive language give **feedback** to modify the speaker's language.



People with **intellectual disabilities** tend not to give this feedback, thus may inadvertently perpetuate the insensitivity.

Universal Enhancement

An Alternative Perspective

The background of the slide features a collection of light blue, semi-transparent spheres of varying sizes, some of which are partially obscured by a vertical red bar. The spheres are scattered across the left and center portions of the slide, creating a textured, three-dimensional effect. The red bar is a solid, vertical rectangle that runs from the top to the bottom of the main content area, positioned between the two columns of text.

**"Treat others,
not as you
would wish
to be treated..."**

***but rather the
way you would
treat yourself***

***in the most
challenging of
circumstances.***

paraphrased from Burton Blatt

Universal Enhancement

Empathy

**"The intellectual
identification with or
vicarious experiencing
of the
*feelings,
thoughts,
or attitudes
of another.*"**



– The Random House Dictionary of the English Language

Universal Enhancement

No-No Words

Walkers

Girls/boys

Tubers

Kids

Living Unit

Coloring

Diapers

Eaters

Playing

Bibs

Normals Feeders

Toys

Droolers

Universal Enhancement

No-No Words

Walker

Tubers

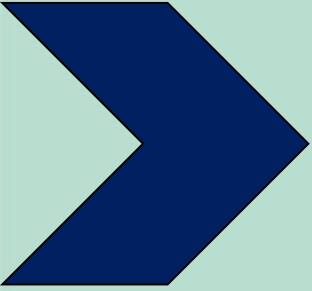
Ki

Coloring

Dia

Bi

No!

What respectful
 **words** could
be used instead?

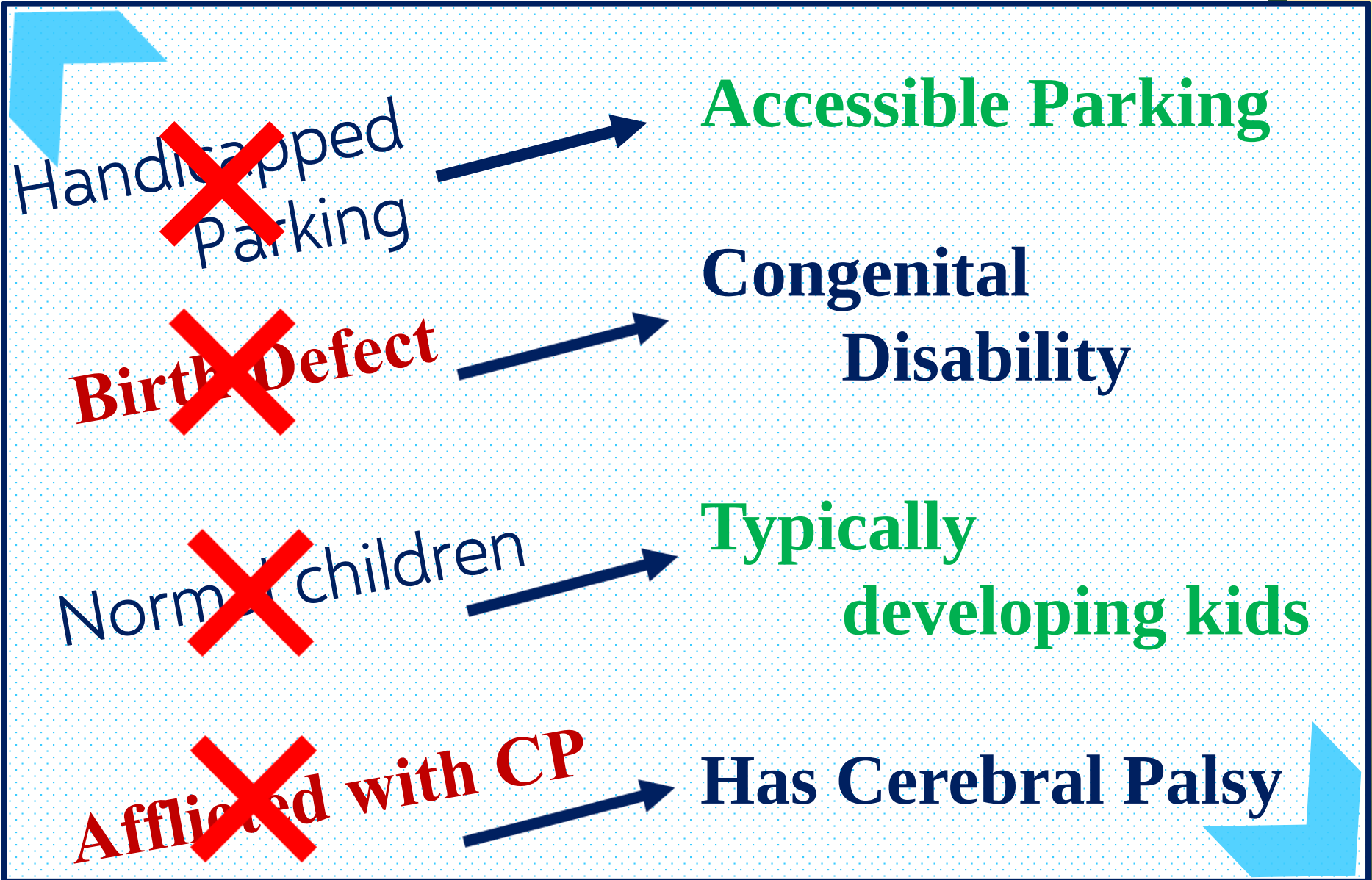
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Mind Your Mouth



Universal Enhancement

Mind Your Mouth



Universal Enhancement

Use – Don't Use

The **WORDS** emanating from or associated with a service model are not summarily to be **discarded** as the service model transitions.

The continued use and function of a word are influenced by the connotation and slang that it has attracted through its use.



Universal Enhancement

Language Timelines



OUR *service and professional language*
evolves from the clinical models
that are embraced

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Language Timelines

***This is reflective of the
timeline for those models:***

Custodial Model
Medical Model

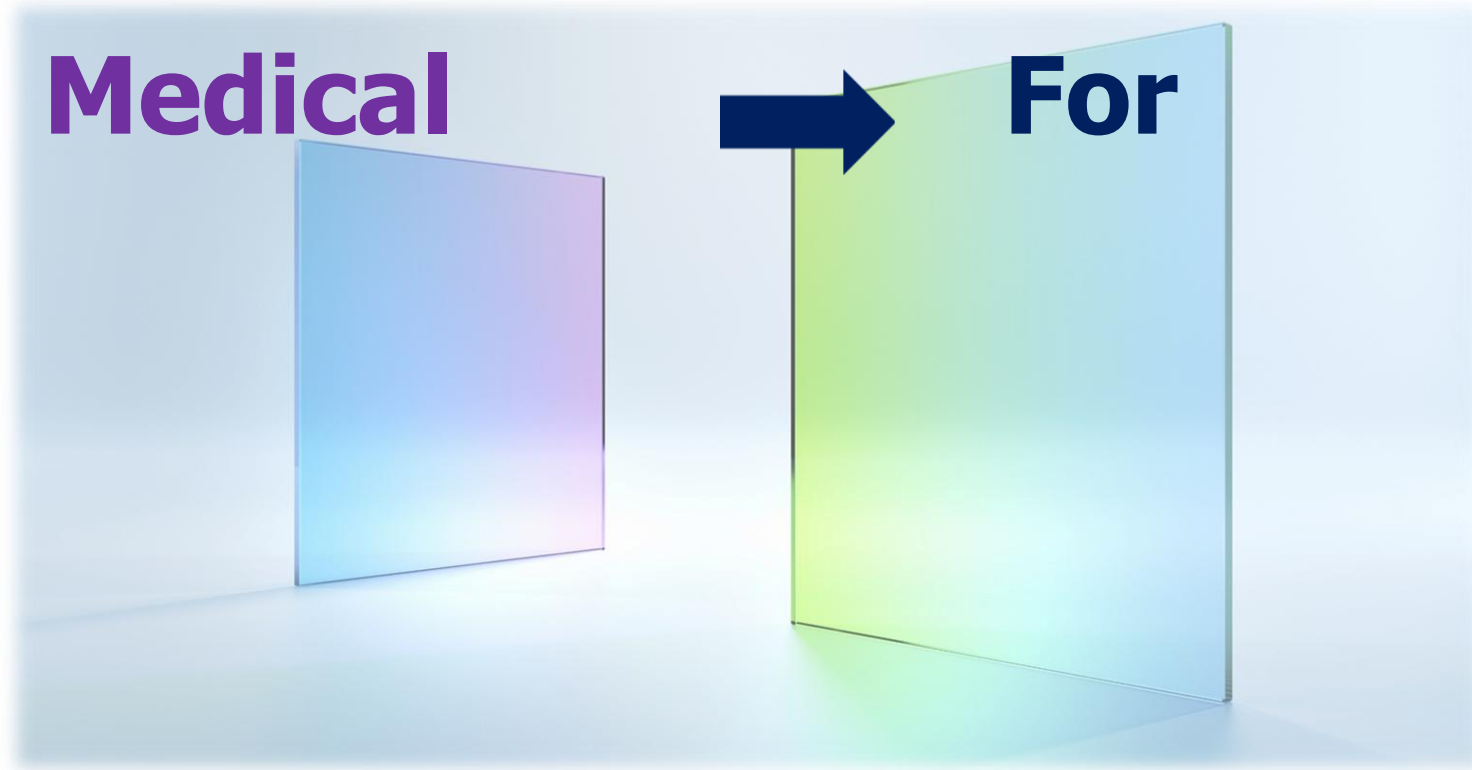
? – Early 1950s
1953 - 1962



Universal Enhancement

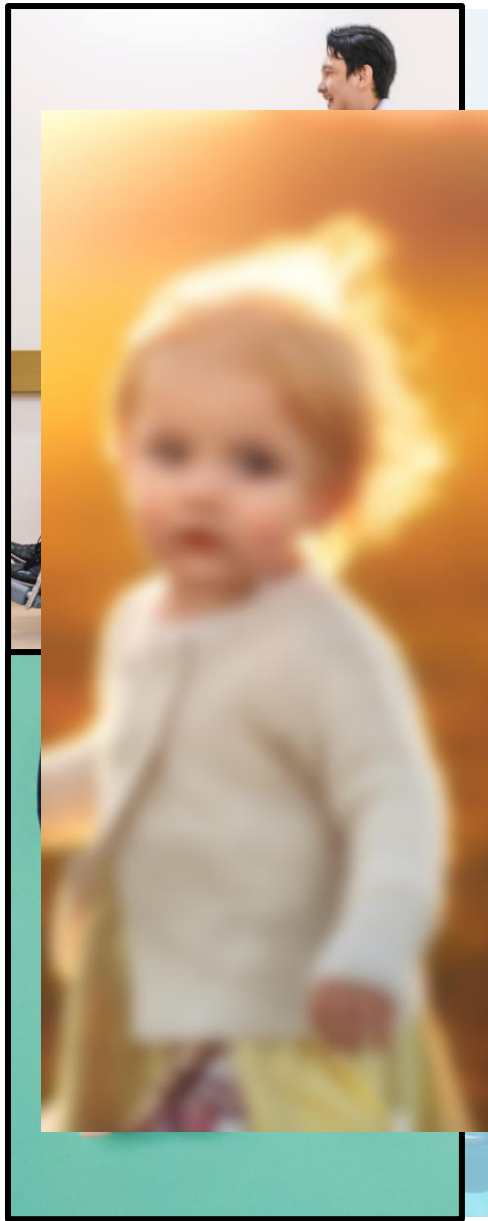
Model Driven Language

The always evolving “**models**”
of service delivery *are* the
impetus for and driver of our language.



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Medical/Custodial Model



Defines the condition of intellectual disabilities in terms of its etiology.

Structures services to provide care and protection from harm.

Holds the belief that people with intellectual disabilities cannot grow, develop, and become more independent.

Perceives and treats individuals as if they were child-like.

Universal Enhancement

Care For Words

I DO...

Nail care

Tooth Brushing

ADL's

Toileting

Hygiene

Grooming



So Ken, did you **DO** your ADL's today?



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Note The Difference

Serve: To work for somebody
as a domestic servant

Support: To keep from
weakening or failing; strengthen; to act
in a secondary or subordinate role;
active assistance and encouragement to,
or an approving and encouraging
attitude toward somebody



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Note The Difference

Serve **Support**

These
words
are not
interchangeable!

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Medical Model Language

PATIENT

Living Unit



Community Outreach

Discharge

Crib Babies

Intra-disciplinary

Dietary Supplement *Admit*

Direct Care Staff

Sharps

Active Treatment

WARD

ITP

Custodial Care

Check 'n Change



Universal Enhancement

Language Timelines

***This is reflective of the
timeline for those models:***

Custodial Model

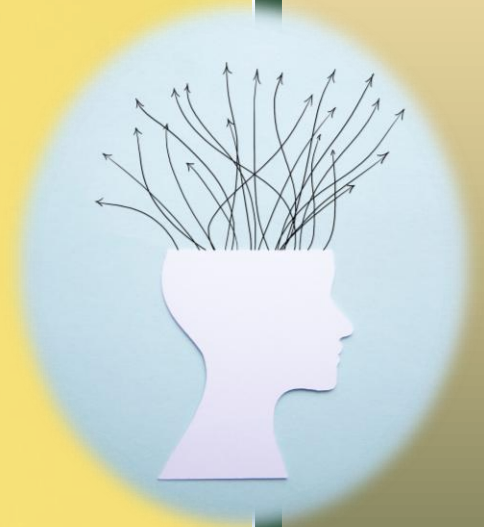
? – Early 1950s

Medical Model

1953 - 1962

Developmental Model

1963 - 1972



Universal Enhancement

Model Driven Language

The always evolving “**models**”
of service delivery *are* the
impetus for and driver of our language.

Medical
Developmental



For
Fix

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Developmental Model Language

- ✓ **Simulated Tasks**
- ✓ **Readiness**
- ✓ **Task Analysis**
- ✓ **Backward Chaining**
- ✓ **Developmental Data Document**
- ✓ **Developmental Domains**
- ✓ **Prevocational**
- ✓ **Splinter Skills**



Universal Enhancement

Language Timelines

***This is reflective of the
timeline for those models:***

Custodial Model

Medical Model

Developmental Model

Habilitation Model

? – Early 1950s

1953 - 1962

1963 - 1972

1973-1991



Universal Enhancement

Model Driven Language

The always evolving “**models**”
of service delivery *are* the
impetus for and driver of our language.

Medical

Developmental

Habilitation



For

Fix

To

Universal Enhancement

Habilitation Model Language



Universal Enhancement

Habilitation Model Language

Principle of Normalization

Least Restrictive Alternative

Hierarchy of Intervention

Continuum of Service

Inter-Disciplinary

Time-out Room

Protective Oversight

Right to Risk

Level of Engagement

Programs Restraints QMRP

Maladaptive Behavior



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Language Timelines

***This is reflective of the
timeline for those models:***

Custodial Model

? – Early 1950s

Medical Model

1953 - 1962

Developmental Model

1963 - 1972

Habilitation Model

1973-1991

Participatory/Inclusionary

1992- Current



What is the next model

And what language will WE be using?

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Model Driven Language

The always evolving “**models**”
of service delivery *are* the
impetus for and driver of our language.

The diagram consists of two vertical rectangular panels. The left panel is light blue and contains the text 'Medical', 'Developmental', 'Habilitation', and 'Participatory' from top to bottom. The right panel is light green and contains the text 'For', 'Fix', 'To', and 'WITH' from top to bottom. Four dark blue arrows point from the left panel to the right panel, connecting the words: 'Medical' to 'For', 'Developmental' to 'Fix', 'Habilitation' to 'To', and 'Participatory' to 'WITH'. The word 'WITH' is in a larger, bold, red font.

Medical
Developmental
Habilitation
Participatory

For
Fix
To
WITH

Universal Enhancement

Participatory Model Language

Self-Determination

Accessible

Work

Quality of Life

Inclusion

Outcomes

Community

Relationships

Advocacy

Futures Planning

Wraparound Services

Transdisciplinary

Choices

Support

Options

Rights



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Model Driven Language

Our **language** connotes
our **clinical values**

Medical → **For**
Developmental → **Fix**
Habilitation → **To**
Participatory → **WITH**

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Changing Names

The evolution of the names of state operated facilities from the early 1800's to the present serve as an ideal representation as to how the service models impact our professional language.

St. Louis Training School (1922), St. Louis State School and Hospital (1948), Belfontaine Habilitation Center (1976)

St. Louis County Lunatic Asylum (1869), St. Louis City Insane Asylum (1876), City Sanitarium (1910), St. Louis State Hospital (1948), St. Louis Psychiatric Rehabilitation Center (1997)

Institution for the Feeble-Minded (1904), Grafton State School (1934), Grafton Developmental Center (1978), Developmental Center at West Park (approx. 2004)

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Changing Names (cont'd...)

Illinois Asylum for the Feeble-Minded (1877), Illinois State School (1954), Lincoln Developmental Center (1975)

Indiana Farm Colony for the Feeble Minded (1920), Muscatatuck State School (1941) Muscatatuck Developmental Center (approx. 1979)

Alabama Home for Mental Defectives (1923), Partlow State School (1927), Partlow Developmental Center (approx. 1975)

Willowbrook State School (1947), Staten Island Developmental Center (1974)

Sunmount Veterans Administration Hospital (for the treatment of veterans with tuberculosis) (1924), Sunmount Developmental Center (1965)

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Changing Names (cont'd...)

Missouri State Colony for Feeble Minded and Epileptic (1901), Marshall State School and Hospital (1959), Marshal Habilitation Center (1976)

Farmington State Hospital (1903), Southeast Missouri Mental Health Center (1987)

Indiana Lunatic Asylum (1846), Central State Hospital for the Insane (1889), Central State Hospital (approx. 1940)

Wyoming Insane Asylum (1886), Wyoming State Hospital for the Insane (1897), Wyoming State Hospital (1923)

State Hospital for Epileptics (1903), Parsons State Hospital and Training Center (1957)

Universal Enhancement

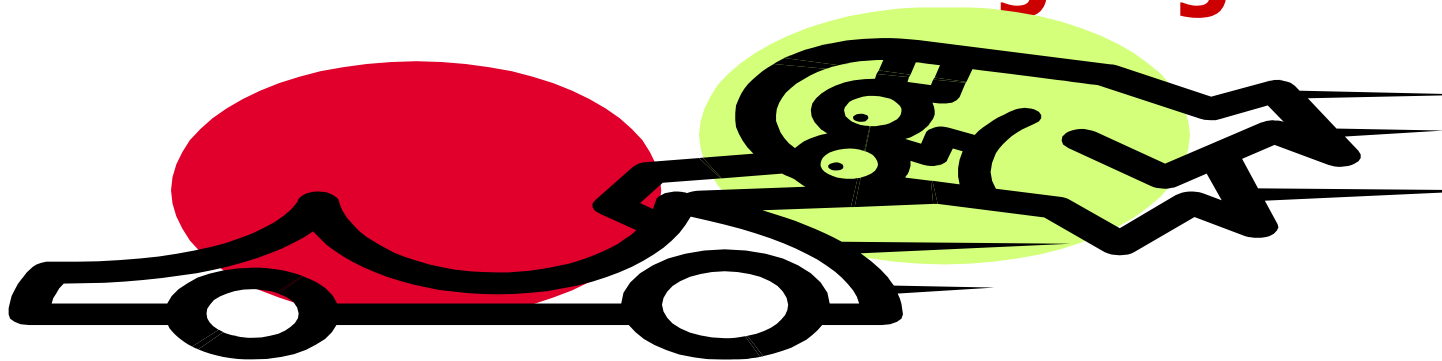


Violators

**“But my supervisor doesn’t use
Universal Language”**

**“The agency Newsletter is not
written in Universal Language”**

**“Assessments, evaluations don’t
embrace Universal Language”**



**What’s your point; people drive
over the speed limit!**

Universal Enhancement

In With The New



**Mental
Retardation**

**Intellectual
Disabilities**



Adopted in 2006 by the American Association on
Intellectual & Developmental Disabilities (AAIDD)
(formerly the American Association on Mental Retardation/AAMR)

Universal Enhancement

High Functioning Autistic

The professional community is finally acknowledging that the descriptor “**high functioning Autistic**” is both *misleading and insensitive*.



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High Functioning Autistic

Originally, the term was used to reference individuals with

Autism Spectrum Disorder
without an intellectual disability.



Over time, this term has become synonymous with expectations of greater functional skills and better long-term outcomes.

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High Functioning Autistic (cont'd...)

The study concludes **that** “**high functioning autism**” is an inaccurate clinical description when based solely on intelligence demarcations – and this term should be abandoned in research and clinical practice.



The study “substantiated that individuals with ‘high functioning autism’ – in fact have marked challenges with their everyday skills compared to what we would typically expect from their IQ.”

Gail Alvares, Lead Researcher, University of Australia

Universal Enhancement

High Functioning Autistic (cont'd...)

The study concludes **that** “**high functioning autism**” is an inaccurate clinical description when based solely on intelligence demarcations – and this term should be abandoned in research and clinical practice.



“By continuing to use this term, we may be inadvertently perpetuating a cycle that denies people access to services and supports that they need based solely on their IQ.”

Gail Alvares, Lead Researcher, University of Australia

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Good Words



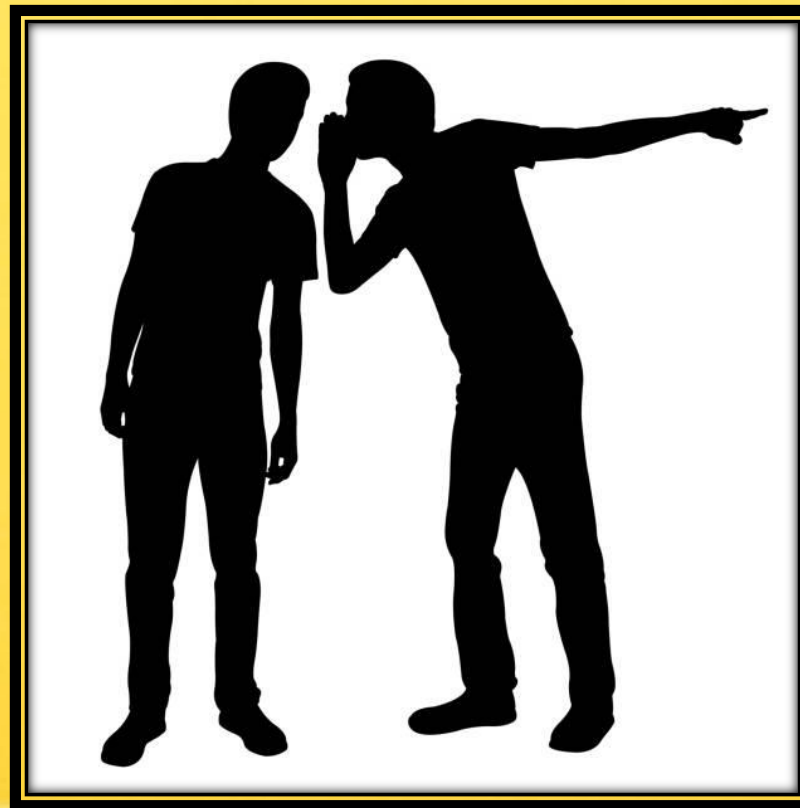
George Herbert

Universal Enhancement

Consider This

If you are
not comfortable saying
it to their face,

why
say it
behind
their
back?



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Just Words

People who say they're
just *words* have never
been on the receiving
end of words that
strike the heart - ❤️

Universal Enhancement

Just Words

*Words
are an expression
of one's feelings –*
of how one is
likely to behave.



Universal Enhancement

What's The Difference?

Would you offer employment
to a job applicant who:



- Uses racial slurs?
- Makes sexist comments?
- Vilifies a particular culture?

Universal Enhancement

What's The Difference?

Would you offer employment
to a job applicant who:



COMPANY OR EMPLOYER NAME: _____ POSITION: _____
Employment Application
YOUR NAME: _____ First _____ Last _____
ADDRESS: _____
Special functions or accommodations? _____

- Denigrates a religious group?
- Impugns a nationality?

Universal Enhancement

What's The Difference?

Would you offer employment
to a job applicant who:



COMPANY OR
EMPLOYER NAME: _____ POSITION: _____
Employment Application
YOUR NAME: _____ First _____ Last _____
ADDRESS: _____
Special functions

**Degrade people
with
disabilities?**

Universal Enhancement

Indifference

The Nay Sayers proclaim

**“Why use Universal Language,
won’t the words just be
changed again?”**

*That’s correct;
the words
will change
again,*

***and again, and again
and again, and again
and again, and again
and again, and again
and again, and again
and again, and again...***

Universal Enhancement

Prejudice

Inevitably
human descriptors
evolve to connote
negative or devaluing
meaning.



Universal Enhancement

Prejudice

*It seems there are always people who hold a **prejudice** based upon:*



- **Nationality**
- **Sexual orientation**
- **Mental health status**
- **Skin color**
- **Religion**
- **Age**
- **Sensory integrity**
- **Physical condition**
- **Gender**
- **Sect**
- **Ethnicity**

Choices

**Our lives are impacted
MORE by the
*choices people
make about US*
than by
the choices we make
about them!**

Universal Enhancement

Choices

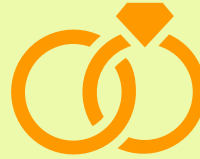
- **Offer of employment**
- Admission to college
- **Consideration for promotion**
- Proposal to marry
- **Beneficiary of insurance**
- Designation for inheritance



Universal Enhancement

Choices

Will
you
be
chosen?



Universal Enhancement

Words Change

Mongolian Idiot

Fits

Lunatic

Mentally Deficient

Tactile Defensiveness



Down Syndrome

Seizures

Mental Illness

Intellectual Disability

Tactile Selectiveness

Universal Enhancement

Words Change

**What's
the
next**



Downy Syndrome
Seizures
Mental Illness
Intellectual Disability
Tactile Selectiveness

Universal Enhancement

Words Transition

The transition of these
WORDS
reflects our changing
expectations of and
relationships with the
individuals we support.

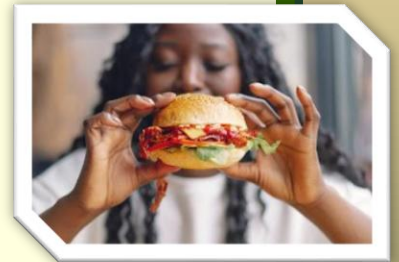
The Free Dictionary by Farlex

Universal Enhancement

Words Transition

Feed: To give food to; to provide as food or nourishment “Feed the children”

Eat: To take into the mouth and swallow for nourishment; to take into the body by the mouth for digestion “Eat your breakfast”



Dine: To have dinner; entertain at dinner; provide with dinner “Did he have dinner?”



The Free Dictionary by Farlex

Universal Enhancement

It Evolves

CHANGING WITH THE TIMES

1953-1973 National Association of Retarded Children (NARC)

1973-1981 National Association of Retarded Citizens (NARC)

1981-1992 Association of Retarded Citizens of the United States (ARC)

1992- Present **The ARC of the United States (The ARC)**



We believe the ONLY 'R-Word'
that should be used is
RESPECT.

thearc.org

Universal Enhancement

Denotation-Connotation-Slang

Denotation:

The most **specific or direct meaning** of a word, in contrast to its figurative or associated meanings.

Connotation:

The set of associations **implied** by a word in addition to its literal meaning. The set of attributes constituting the meaning of a term.

Slang:

A kind of language occurring chiefly in **casual** and **playful speech**. To use angry and abusive language.

Connotation-Denotation

“*CRIPPLED*”



Denotation: Unable to walk

Connotation: Damaged

Slang: *Crip*

Slang Evolves

**Slang evolves in
ways that can feel
unpleasant,
*like the grime that
gathers on a mop
after being dragged
across a dirty floor.***



Universal Enhancement

We Fixed It

Competent

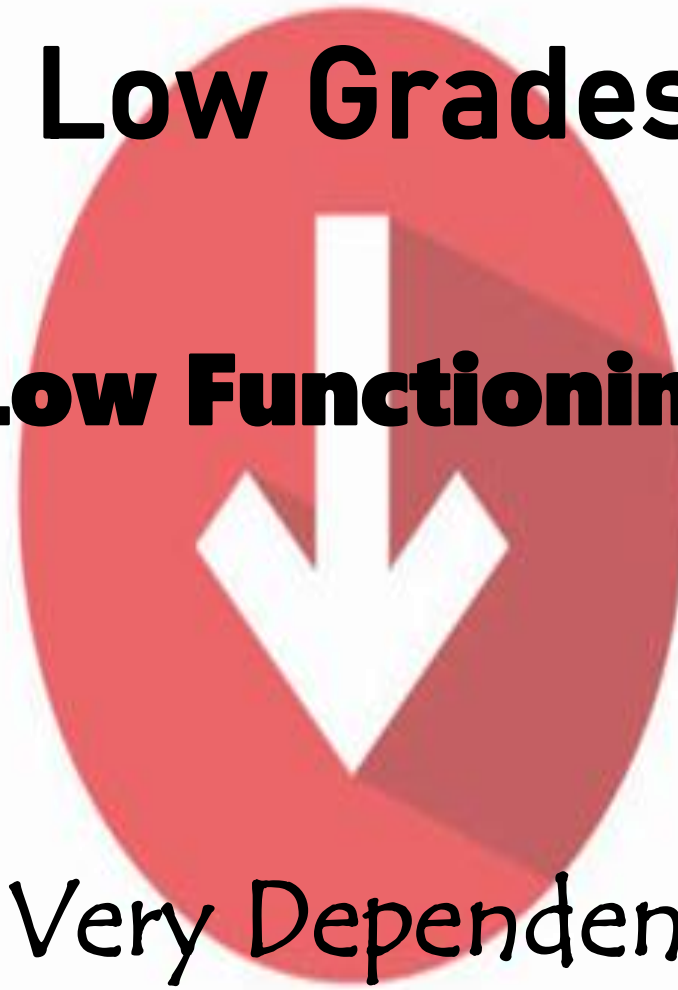


High Functioning

High Grades

Low Grades

Low Functioning



Very Dependent

Universal Enhancement

DEI

Diversity, Equity, and Inclusion (DEI)

have sometimes taken on a negative connotation, particularly when these words are commonly used to describe supports and services for people with disabilities.

We should be mindful and sensitive to how these terms are perceived.



Universal Enhancement

DEI

Consequently,
consideration
may be given to
changing *our*
language.



Negative

Diversity
Equity
Inclusion

Positive

Belonging
Respect
Shared Access

Universal Enhancement

Composure Area



Universal Enhancement

Globally Challenged



Globally challenged

1. Suggesting challenges in all aspects of ability.
2. Mobility, language, cognitive, social, etc.
3. A phrase that currently holds a limited negative connotation and stigma

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Slang

What
denotations
inspire
these
SLANG
terms:



Looney

Schizy

PSYCHO

Retard

Spaz

Crip

Maniac

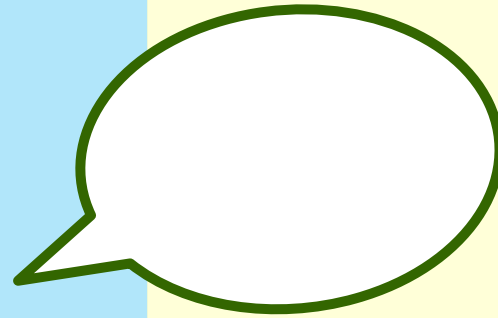
Dumb

Universal Enhancement

Professional Jargon...

...the specialized or technical vocabulary and idioms of those in the same trade, work profession or similar group.

American Heritage Dictionary



Hierarchy of intervention

Work enclave

Aversives

Time study

Over-correction

Inclusion

Stereotypical behavior

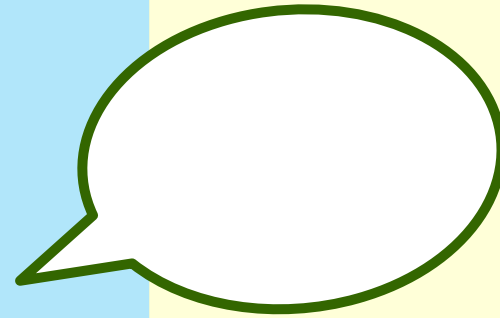
Decisional capacity

Universal Enhancement

Professional Jargon...

...the specialized or technical vocabulary and idioms of those in the same trade, work profession or similar group.

American Heritage Dictionary



Normalization

Restitution

Work hardening

Medicaid Waiver

Continuum of
services

Fast track

Look-behind

Social role valorization

Universal Enhancement

The “F” Words

Function– Bright, intelligent, capable,
competent



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Speaking “Hibbity Hobbity”



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High Functioning

Referencing an individual as “**high or low functioning**” is ***disparaging.***



Do you tell your child they are **high functioning** when they Ace a test



Universal Enhancement

High Functioning

HIGH FUNCTIONING:

Bright

Competent

Smart

Intelligent

Capable

Knowledgeable



Universal Enhancement

Abilities and Limitations

Why would you call someone *low-functioning* who runs out of their home and you cannot even catch up with them?



**We all have
abilities
as well as
limitations.**

Universal Enhancement

Educationally Speaking

Trainables: *Mental Age 5-8;*
Cannot learn academic subjects in school.

One who undergoes training; to
condition; to guide the mental or
physical development of (someone)



Universal Enhancement

Educationally Speaking

Educables: Mental Age 8-12;
may learn to approximately
6th grade level.

One that can be educated; to
give knowledge to (someone)



Universal Enhancement

The “F” Words

Function– Bright, intelligent, capable, competent

Feed– Assist in eating



Universal Enhancement

Feed the “Clients”



Universal Enhancement

Direct Care



The Feeder

**Don't nurture learned
helplessness –**

support self-determination!



The Dresser



**The
Bather**

Universal Enhancement

The To's

To Do For=
To Care For=
Sympathy



Universal Enhancement

The To's

To Do To=
To Program=
Manage



Universal Enhancement

The To's

To Do *With* =
To *Care About* =
Empathy



Universal Enhancement

The “F” Words

Function– Bright, intelligent, capable, competent

Feed– Assist in eating

Facility– Home, apartment, condo



Universal Enhancement

Facility

*Facilities
are meant
to be
flushed,
not
lived in.*



Universal Enhancement

Street Signs



Universal Enhancement

Say Hello

If I don't name
the home,
how will the
caller know
where they are
calling?

Valley View
Group Home.
**May I
Help you?**



Universal Enhancement

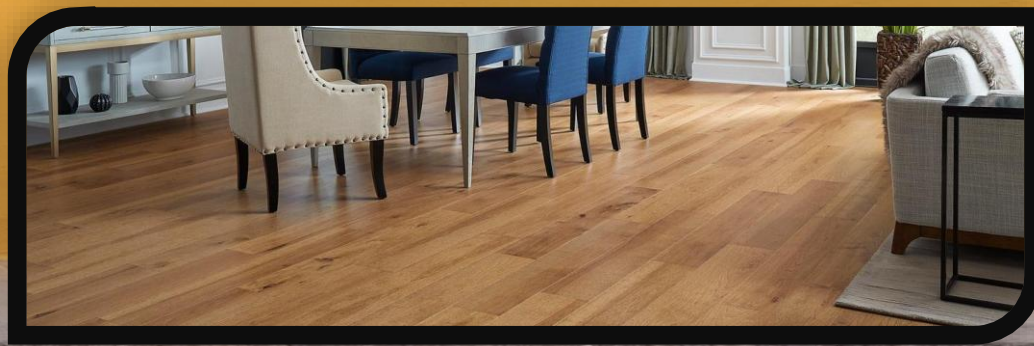
The “F” Words

Function- Bright, intelligent, capable, competent

Feed- Assist in eating

Facility- Home, apartment, condo

Floor- Bathroom, kitchen



Universal Enhancement

Working on the Floor



Universal Enhancement

It's All In The Name

Angels Unaware
We Care
Forest Haven
Friendship Village
Sunrise Community
Over the Rainbow
New Horizons
Angels Sitting On
High-House of Joy
Hope Haven
Sunshine, Inc.
Care Cab
Helping Hands & Hearts, Inc.
Sunny Oaks, Inc.
Open Arms Care
Green Acres Rehab
Happiness House
Heavenly Care Remember Me
Sunny Hill Farms

Do these names evoke
images of **inclusion** *and*
self-determination?

Universal Enhancement

It's All In The Name (cont'd)

Career Development Center

Accessible Communities

Community Advantage

Community Alternatives

Community Partners

Community Ventures in Living

Choices for Community Living

Creative Living

Opportunity Living

Modern Support Services

Opportunity Enterprise

Community Living, Inc

Assets, Inc

Pride Inc

Pathfinders

Enable



What **visions** are *evoked*
by these
AGENCY names?

Universal Enhancement

Oxymorons

Group Home

Volunteer Friend

Positive Punishment

Therapeutic Hold

Day Activity Room

Independent Supported Living

Required Relaxation

Universal Enhancement

Oxymorons

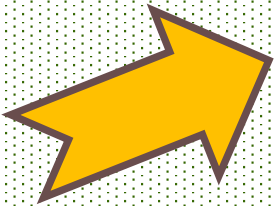


Universal Enhancement

Group Home

**Groups do not live in
homes,**

Oxymoron



Universal Enhancement

Group Home

**Groups do not live in
homes,
families *and*
individuals do.**



Universal Enhancement

Group Home



Group:

- 1) a number of individuals assembled together;
- 2) an assemblage of related organisms-often used to avoid taxonomic connotations when the kind or degree of relationship is **NOT** clearly defined.

Webster's Ninth New Collegiate Dictionary, Merriam-Webster, Inc., Publishers

Universal Enhancement

Group Home

Home:

1) a: one's place of residence, b: house;

2) the social unit formed by a family living together;

3) a: a familiar or usual setting: congenial environment, b: habitat;

4) an establishment providing residence and care for people with special needs.



Webster's Ninth New Collegiate Dictionary, Merriam-Webster, Inc., Publishers

Universal Enhancement

The Imposition of Sharing Lives



Where would you
all like to go to
dinner tonight?
Denny's or
Taco Bell?



Group homes were never intended
as places where people must share their
lives - they were intended as places
where people share space.

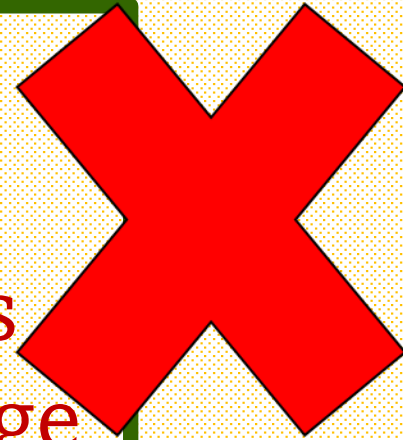
Universal Enhancement

Self Injurious Behavior

Avoid the terms....

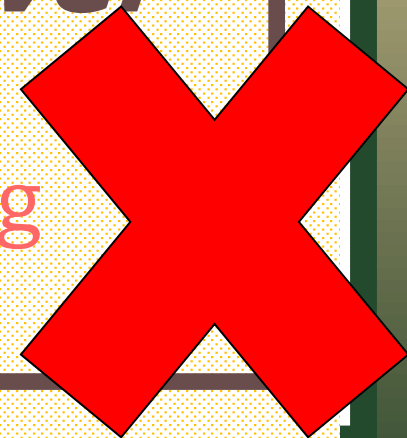
Self Abuse:

an old Elizabethan term describing what happens to young men who engage in excessive masturbation.



Self Destructive:

you will never see someone destroying themselves!



Universal Enhancement

Beds

I work in
an 8- bed
home.

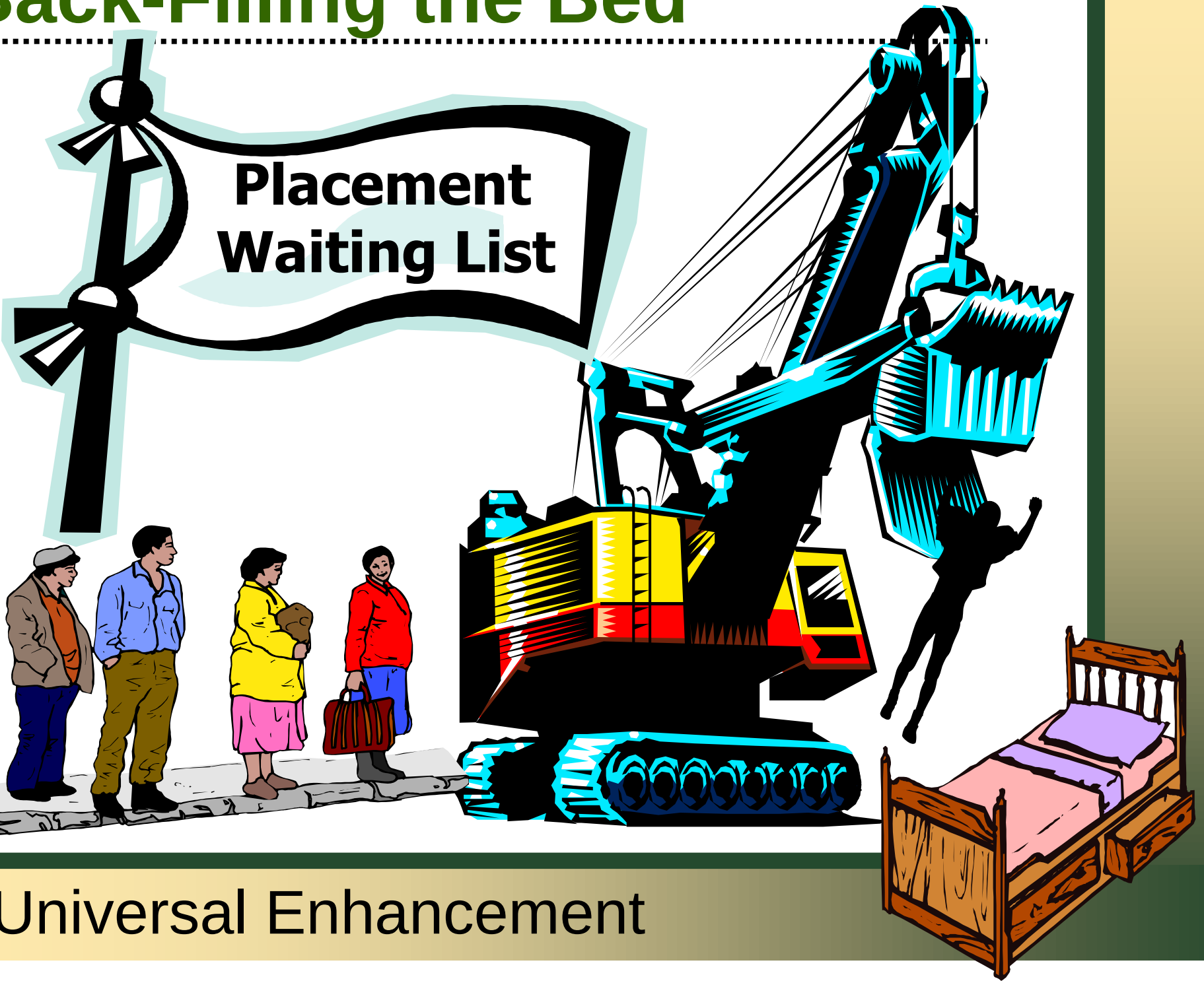
What kind of
beds? Double,
bunk, hideaway,
rollaway, or
Murphy?



Universal Enhancement

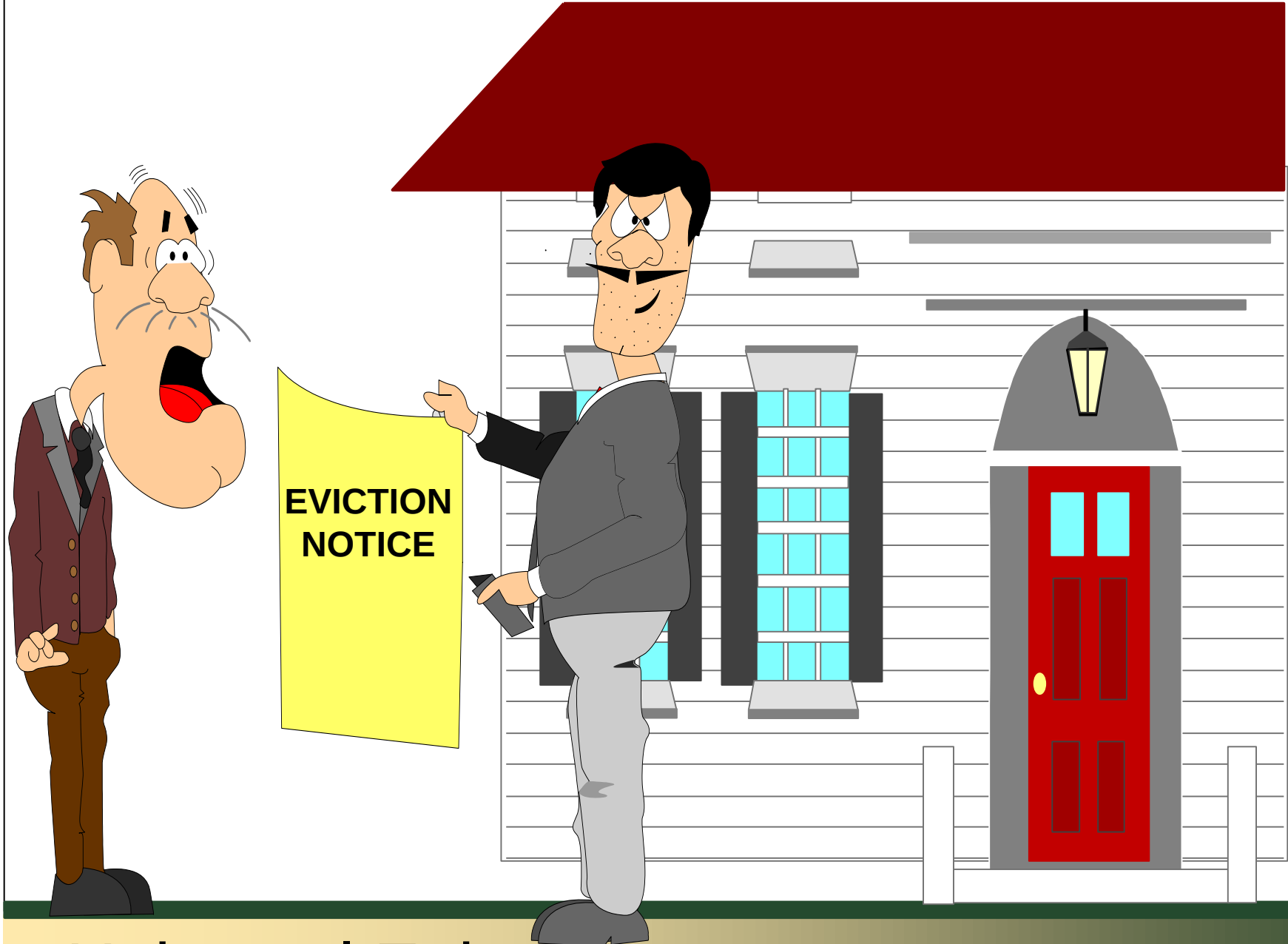
Back-Filling the Bed

**Placement
Waiting List**



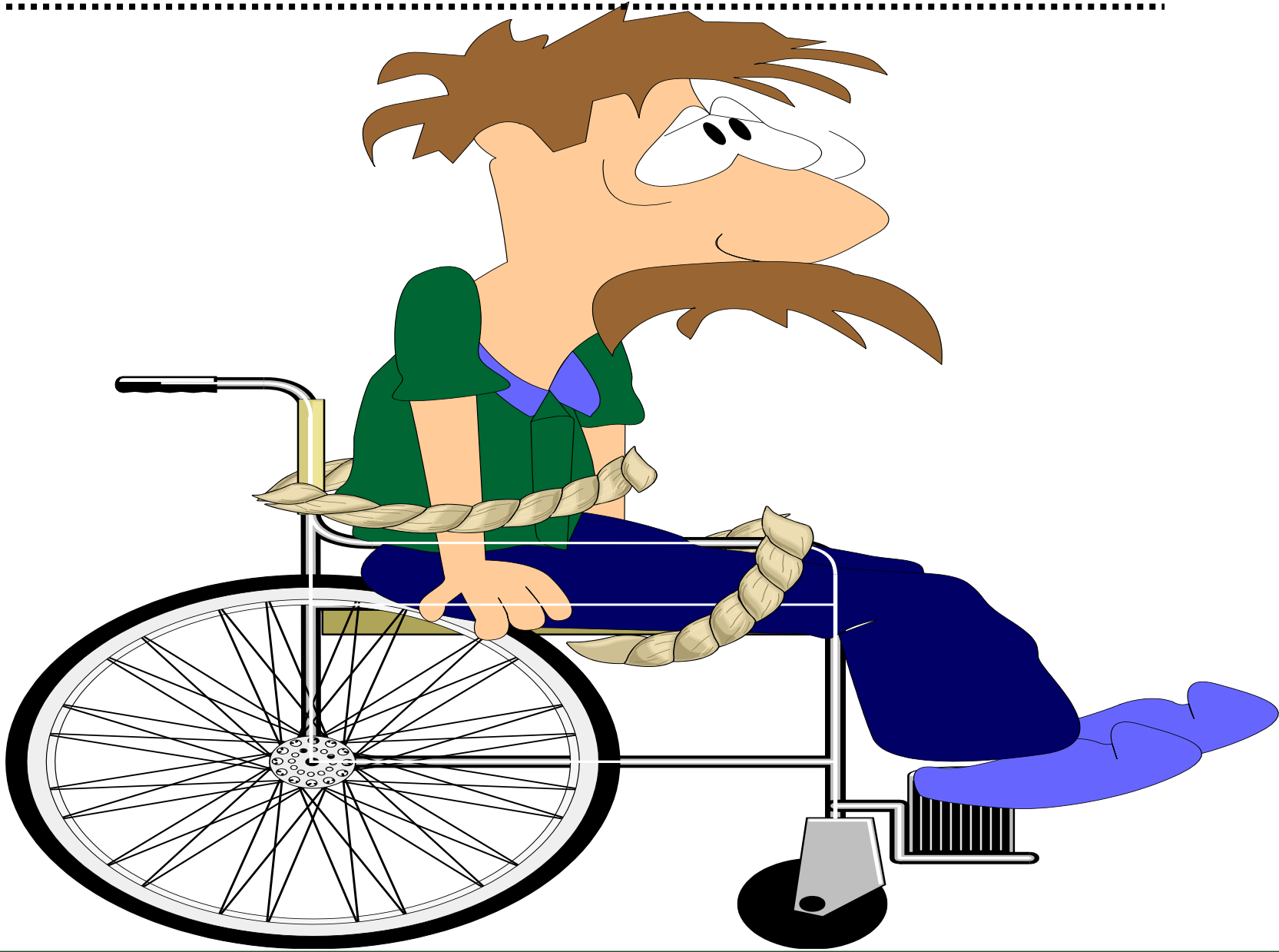
Universal Enhancement

Discharge Planning



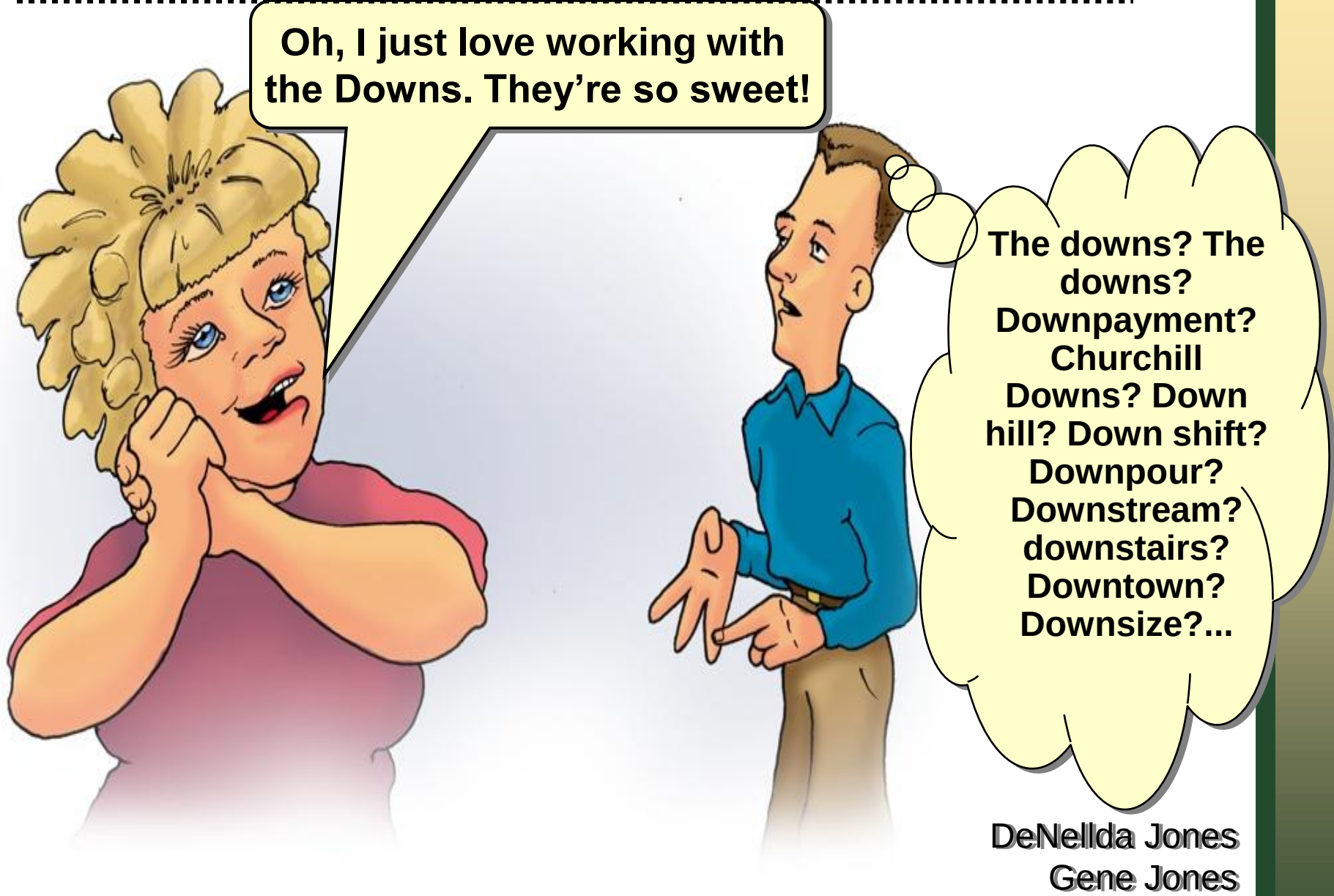
Universal Enhancement

Wheelchair-Bound



Universal Enhancement

Down Right Wrong



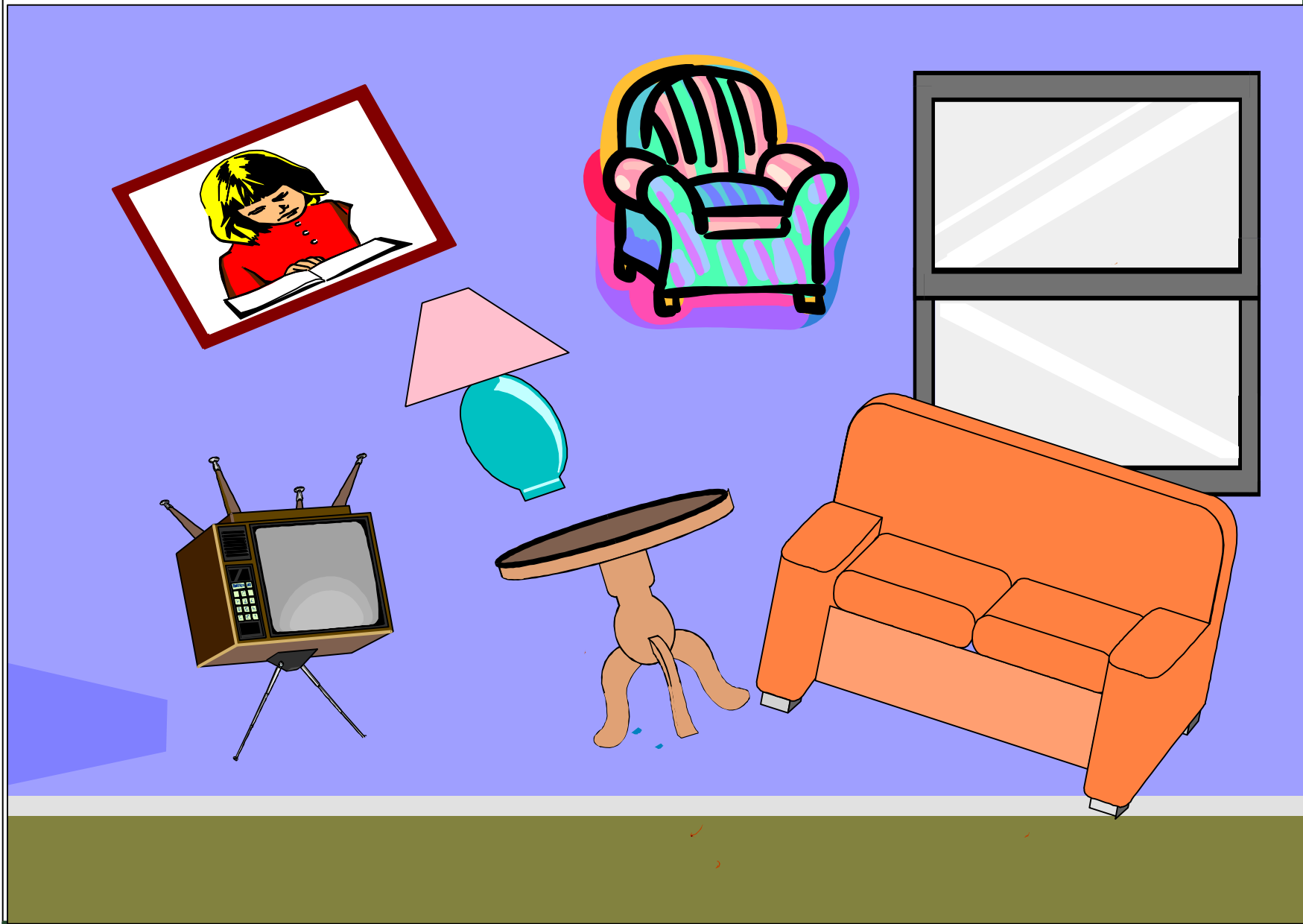
Oh, I just love working with the Downs. They're so sweet!

The downs? The downs?
Downpayment?
Churchill
Downs? Down hill?
Down shift?
Downpour?
Downstream?
downstairs?
Downtown?
Downsize?...

DeNellda Jones
Gene Jones

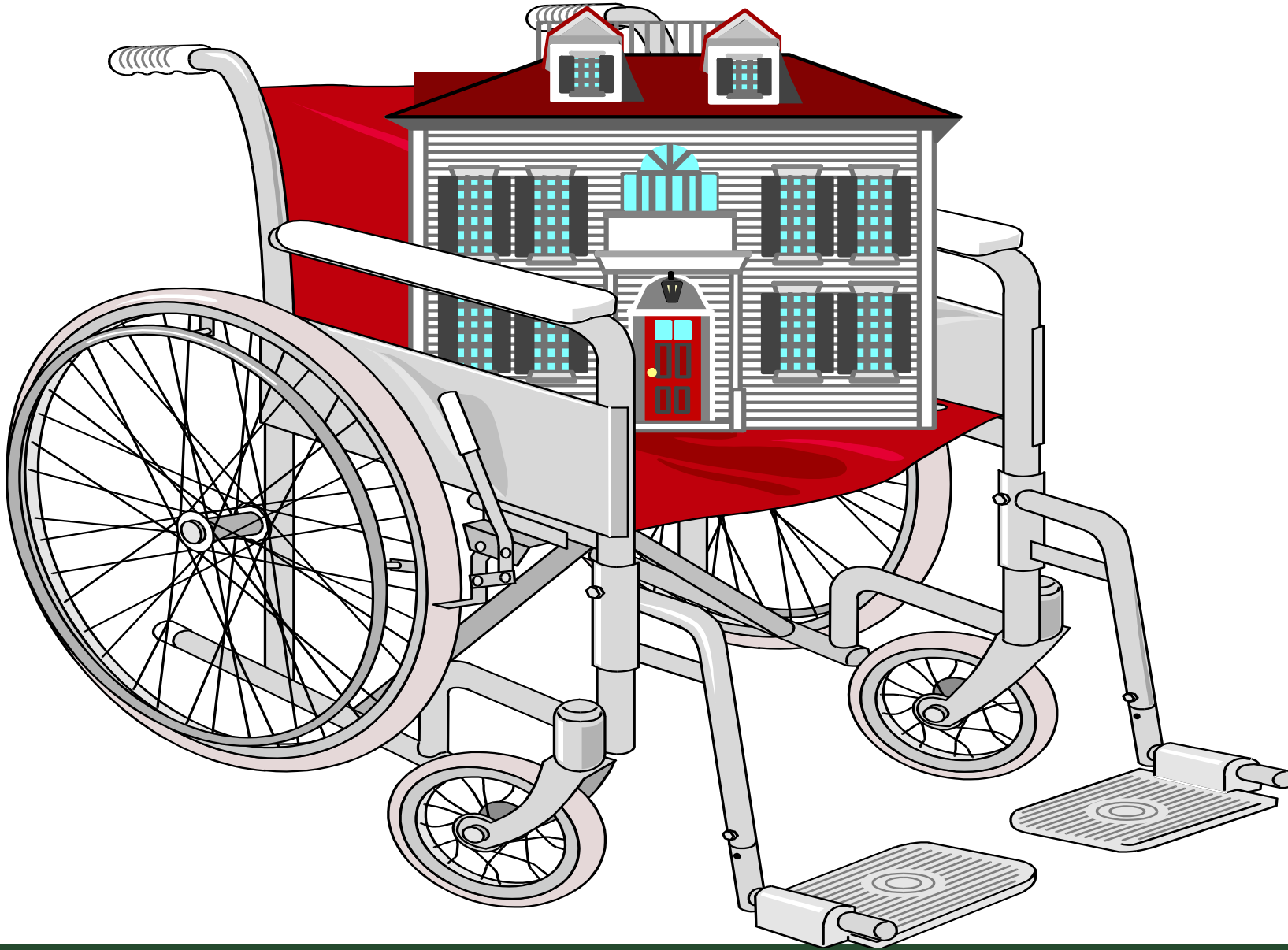
Universal Enhancement

Behavior Home



Universal Enhancement

The Wheelchair Group Home



Universal Enhancement

Chairs Eat First

OK, Slow walkers
and Chairs eat first!

No thanks,
I'm stuffed.

Did she
say walkers
or rockers?

Race you there!

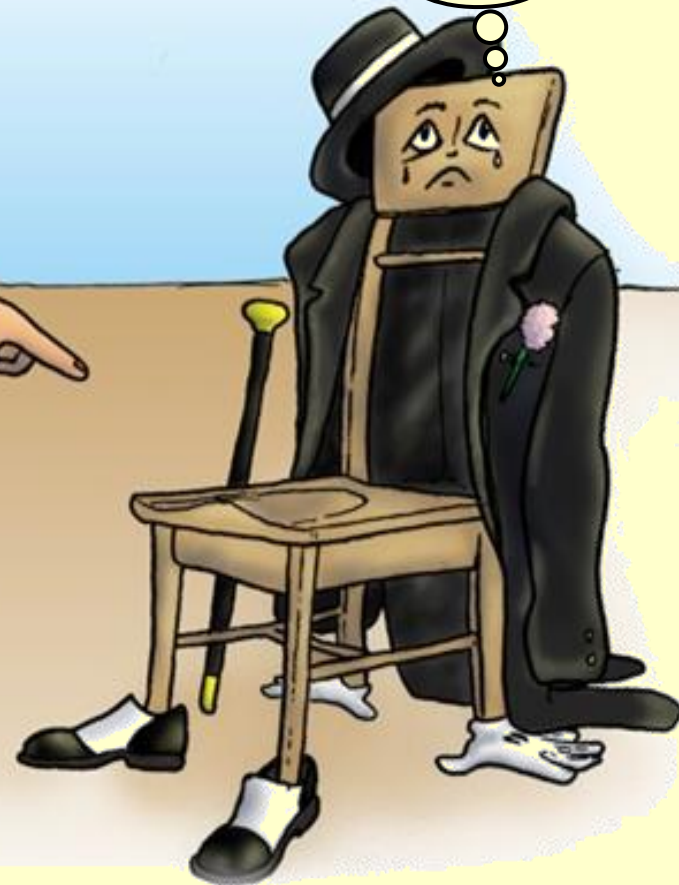
DeNellda Jones
Gene Jones

Universal Enhancement

All In How You Say It

He can't go, He's a chair!
There's no lift on the van.

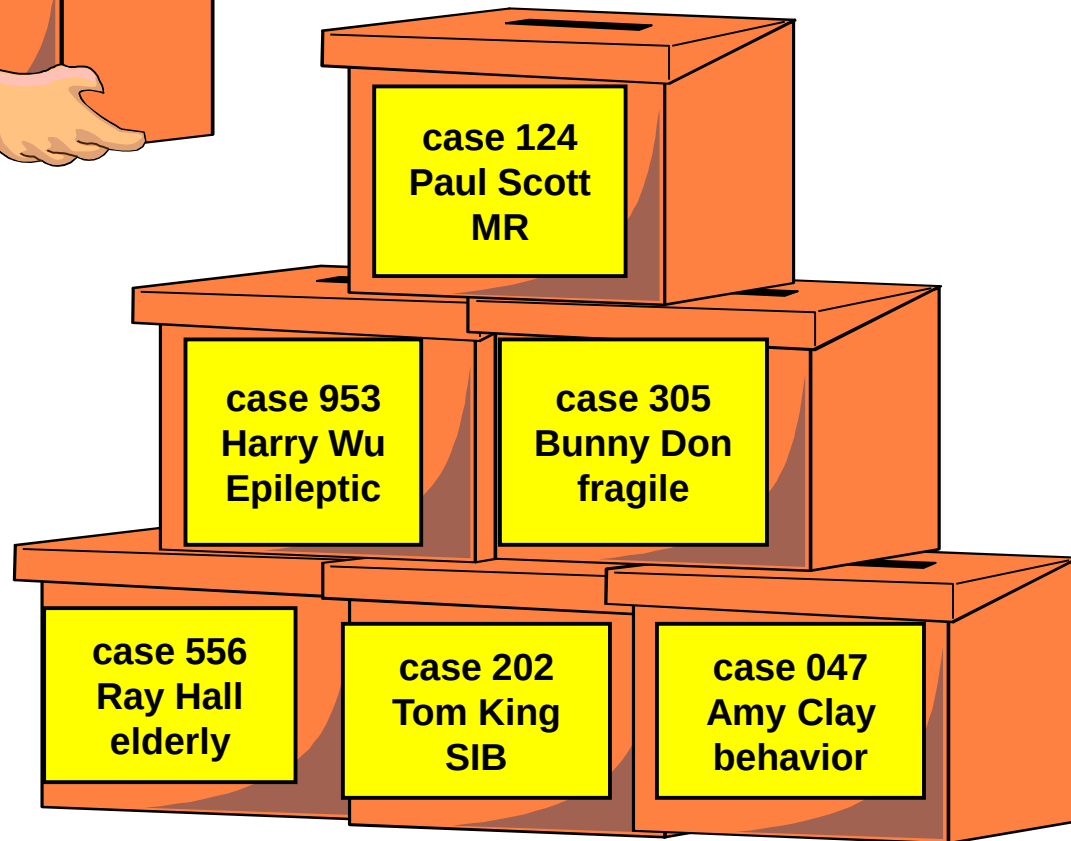
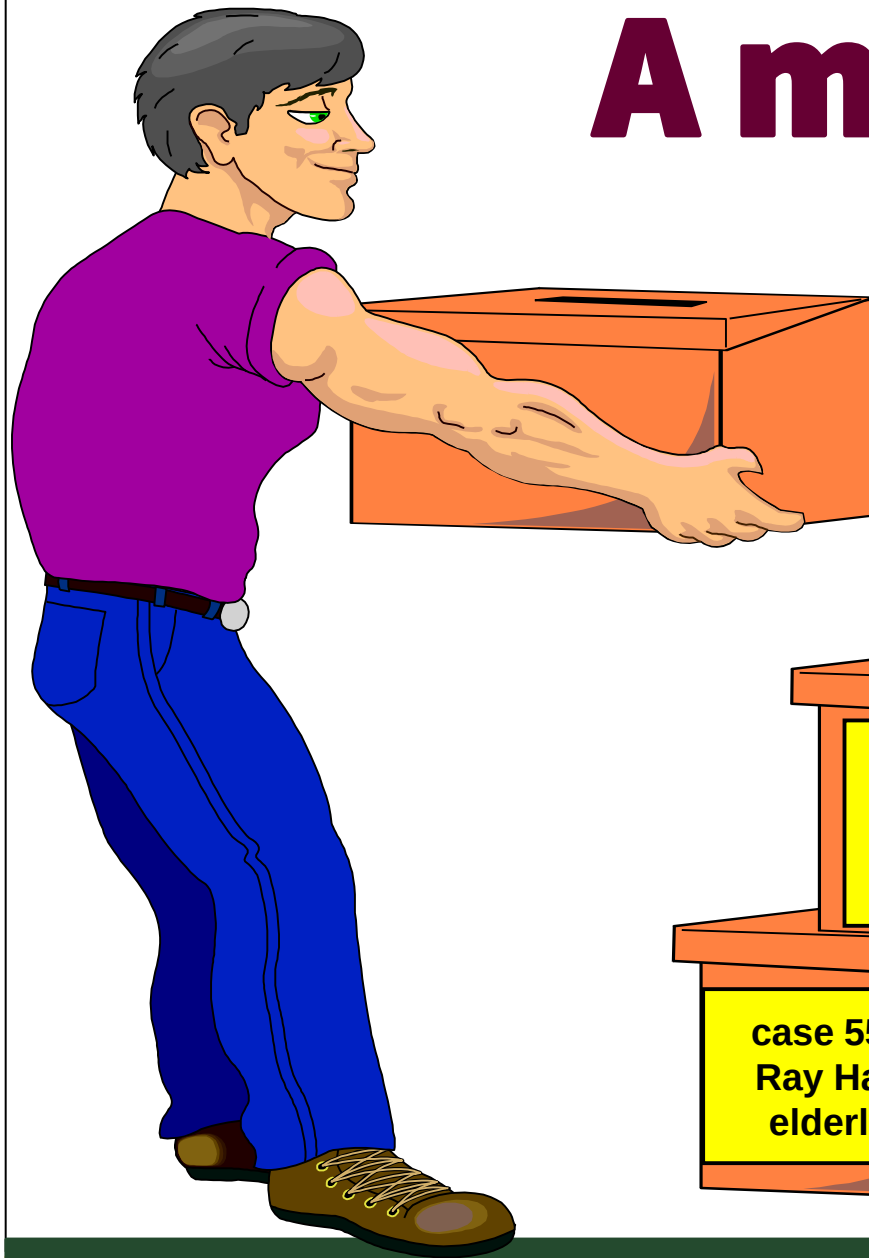
And I got all
dressed up



Universal Enhancement

Case Manager

A manager of cases



Universal Enhancement

What Do You Call Them?

PATIENT



RESIDENT



CLIENT



CONSUMER



Universal Enhancement

Call 'em What?

Hey, how are
those people you
support doing?

How do we

reference

THAT'S

the people

HOW!

we support?



Universal Enhancement

Just Call Me...



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THE MOST APPROPRIATE LABEL IS
USUALLY THE ONE PEOPLE'S PARENTS
HAVE GIVEN THEM.

Universal Enhancement

Banish Labels



Universal Enhancement

Banish Labels (cont'd)



Universal Enhancement

Role

***We move
freely
from one role
to another
without
permission-***



***holding many roles
at one time.***

Universal Enhancement

Role

Employee



Voter



Student



Patient



Parishioner

Mentor

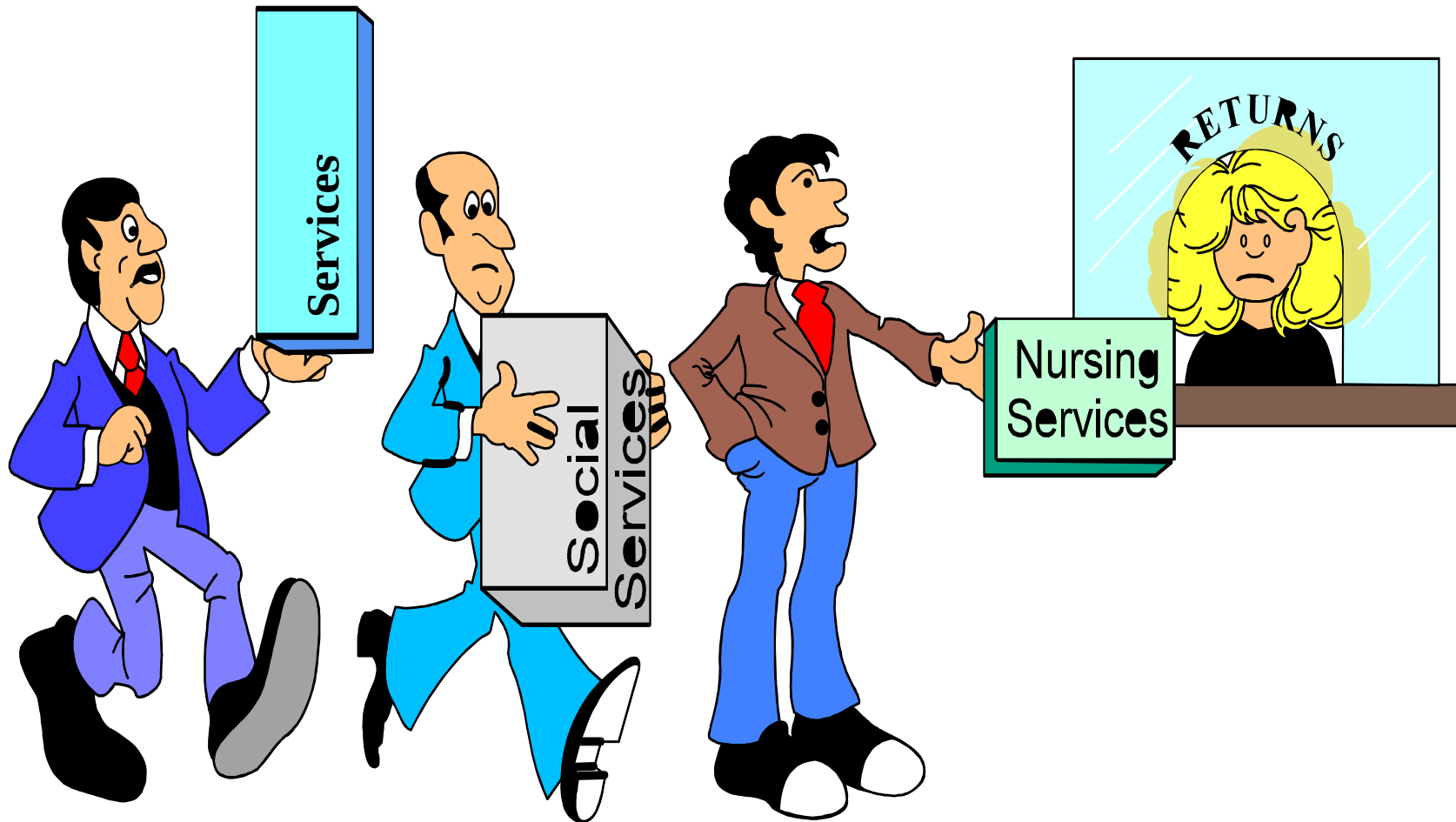


Universal Enhancement

Consumers

If they are consumers,

where is the return window?



Universal Enhancement

Consumer

FLASHBACKS



Feeble-mindedness with marked mental instability.



Amentia due to congenital blindness.

Two consumers shown here from A. F. Tredgold's *Text-Book of Mental Deficiency (Amentia)*. This was the primary textbook in cognitive impairment from its first publication in 1908 through its eighth edition published in 1952. Its dedication reads: "To all those persons of sound mind who are interested in the welfare of their less fortunate fellow creatures."

1848: THE TERM 'CONSUMER' COMES ON THE SCENE

Ralph Nader's grandparents weren't yet alive when people with disabilities were first called "consumers" by human services systems.

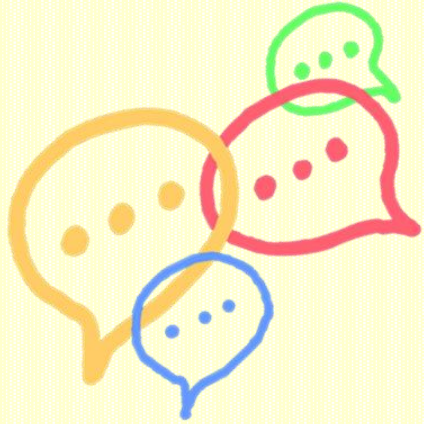
Samuel Gridley Howe, progressive leader of America's institutional movement, had this to say to the Massachusetts state legislature in 1848: "There are at least a thousand persons of this class who not only contribute nothing to the common stock, but who are ravenous consumers; who are idle and often mischievous, and who are dead weights upon the material prosperity of the State."

The term caught on and became a buzzword in human services which persists even today. In 1858, Henry Knight cut the ribbon on the first institution for undesirables in Connecticut, saying, "Being consumers and not producers they are a great pecuniary burden to the state."

Mouth May – June 2001

Universal Enhancement

People-first Language



People-first language is a way of speaking that puts the person ***before*** their disability to avoid dehumanizing them. It is part of respectful disability etiquette.

*The **goal** is to mention the person before the disability, like saying “**people with disabilities**” instead of “disabled people,” to show they are people first.*



Universal Enhancement

People-first Language (cont'd)

This approach treats disability as a secondary trait, not part of someone's identity.

Critics argue that separating the person from the disability suggests the disability is negative, which can still be dehumanizing.

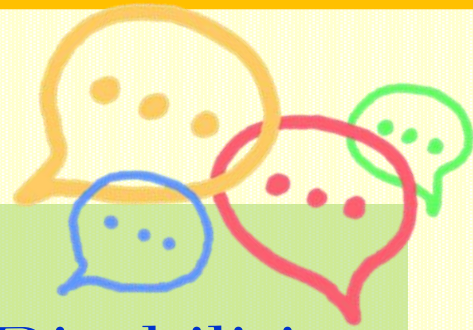
The term “people-first language” first appears in 1988 as recommended by advocacy groups in the US. Wikipedia



Universal Enhancement

People-first Language (cont'd)

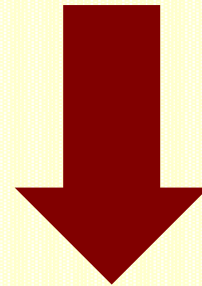
- ✓ People with Developmental Disabilities
- ✓ People with Intellectual Disabilities
- ✓ People with Cerebral Palsy
- ✓ People with Epilepsy



Universal Enhancement

People-first Language (cont'd)

***The disability is
secondary-
just a
characteristic of
the person.***



***It does not
define who
they are!!***



Universal Enhancement

The Deaf

The term hearing impaired is rejected by the majority of deaf people where the terms **hard-of-hearing, deaf are preferred.**

Wikipedia



Universal Enhancement

The Deaf

Deaf culture rejects fixing what's “wrong”
and instead



Universal Enhancement

The Deaf

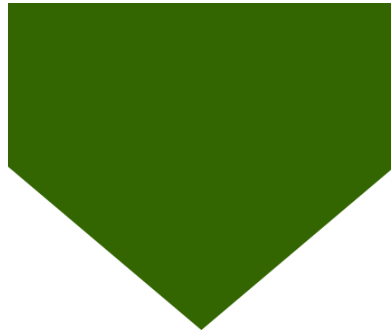
Celebrates what's possible



Dr. Bill Viscars, ASL University

Universal Enhancement

The Deaf



***If* given the opportunity to
become hearing
most “deaf” people
would remain deaf.**

Universal Enhancement

Did You Ever Say...



or heard others say...

- He's a body rocker*
- She's a head banger*
- She's a runner*



Universal Enhancement

AWOL/Elope

AWOL : absent from a post,
especially a military position assigned,
without official permission

Elope: leave secretly to
get married; to go away
suddenly especially in
order to marry or cohabit
with a lover without the
knowledge or consent of
parents or guardian

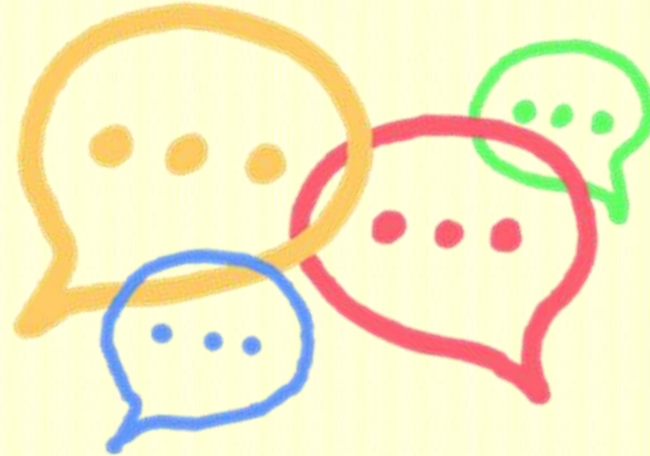


Universal Enhancement

AWOL/Elope

Universal Language:

- Left without permission
- Left without staff knowledge
- Left without supervision
- Left without support



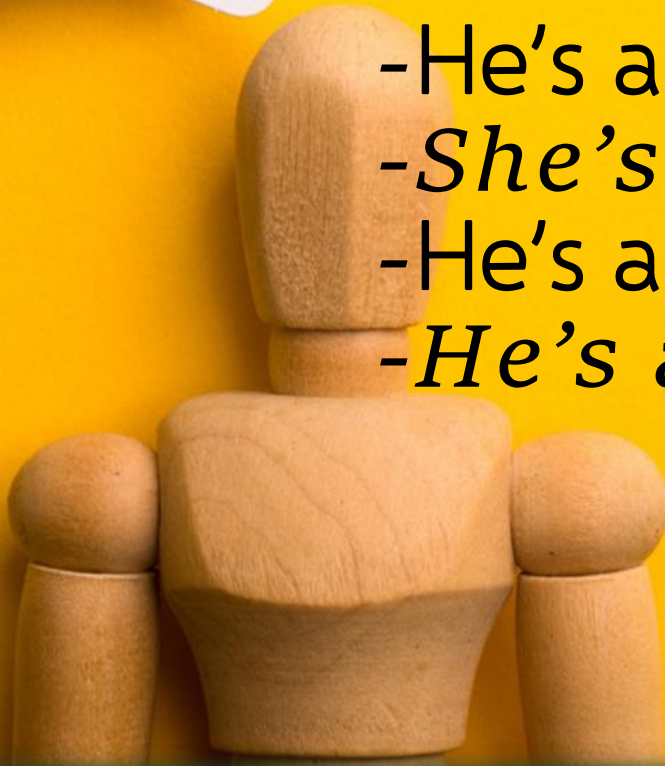
Universal Enhancement

Did You Ever Say... (cont'd)



or heard others say...

- He's a body rocker*
- She's a head banger*
- She's a runner*
- He's a food grabber*
- She's a hair puller*
- He's a "hoarder"*
- He's a feces smearer*



Universal Enhancement

Did You Ever Say... (cont'd)

This is not WHO
they are.

Don't define
people by
what limits them

Universal Enhancement

That's Not Who They Are

As a consultant I review thousands of pages of Progress Notes, Shift Notes, Incident Committee meeting minutes and Anecdotal Notes. Unfortunately I find that all too frequently we are still using descriptors to document our observations about individuals with developmental disabilities.

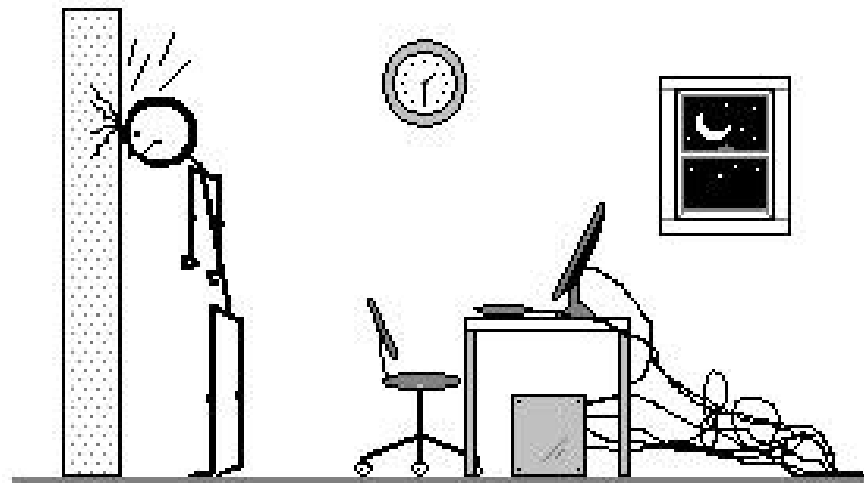
Head banger
Self abuser

Agitator
Rectal digger

Fabricator
Pack Leader

These descriptors are stigmatizing, devaluing and insensitive and will follow people all of their lives.

How would we feel if others identified us by our most unfortunate habits and behavioral issues?



Universal Enhancement

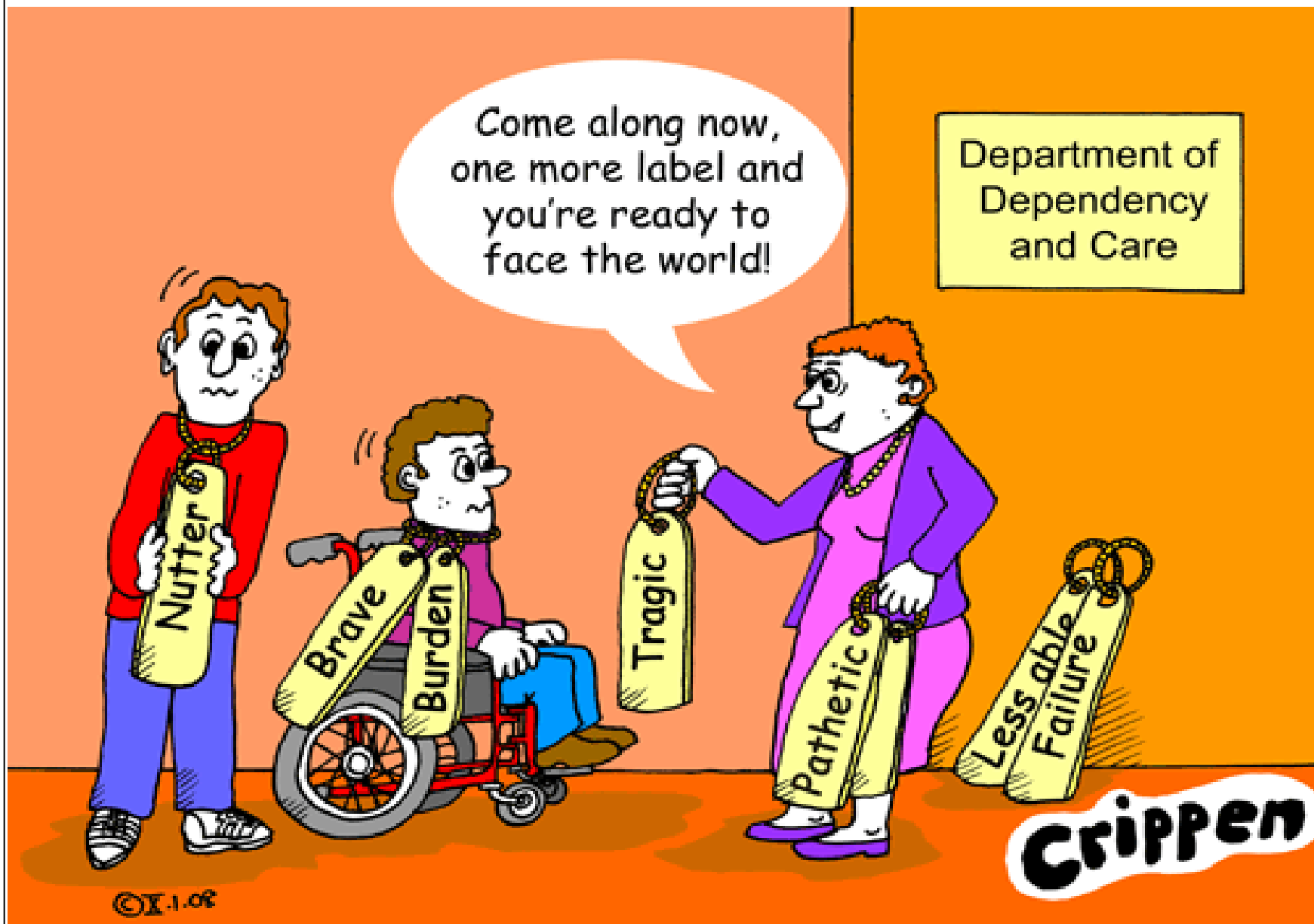
Labels

Jars
have
labels....
people
don't !



Universal Enhancement

More Labels



Universal Enhancement

Explain The Difference

He/she is...

Schizophrenic

Psychotic

Sociopathic

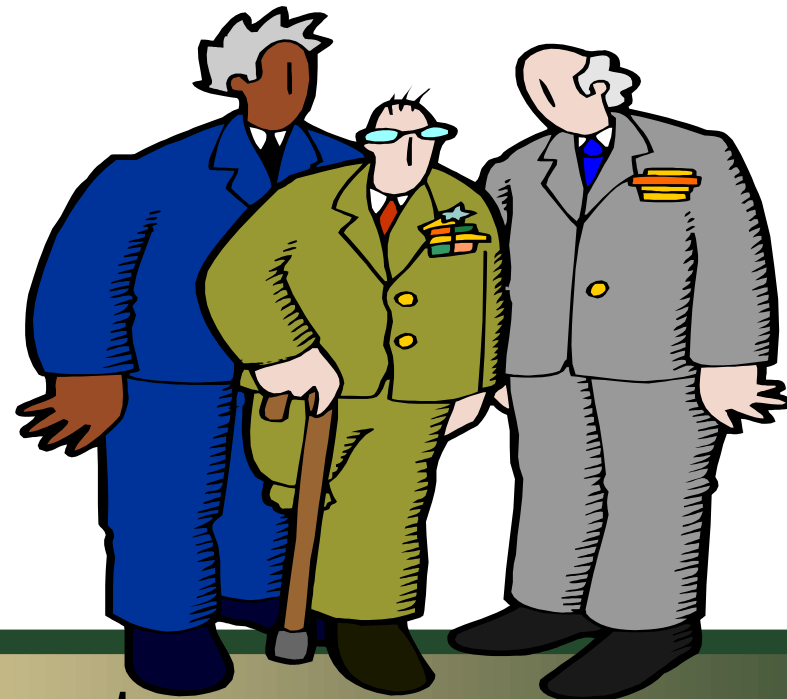
Manic

An amputee

A diabetic

An albino

An alcoholic



Universal Enhancement

Words - What 'ya Say?

"We have 45 independents"

"I just made a van run"

**"We support 10
Apartment people"**



Universal Enhancement

Words - What 'ya Say?

“The staff are loading the van”

“She completed the med pass”

“We operate a behavior home”



Universal Enhancement

Biological References

Are adults with
developmental disabilities
who require pervasive supports
referenced

as
ladies

and

gentlemen?

Universal Enhancement

Biological References

or

Do we default to
biological references;



females & **males?**

Universal Enhancement

Demonizing

“He likes to hurt people”

“He enjoys threatening others”

“She makes attacking others a game”

“He thinks it’s funny to make others cry”

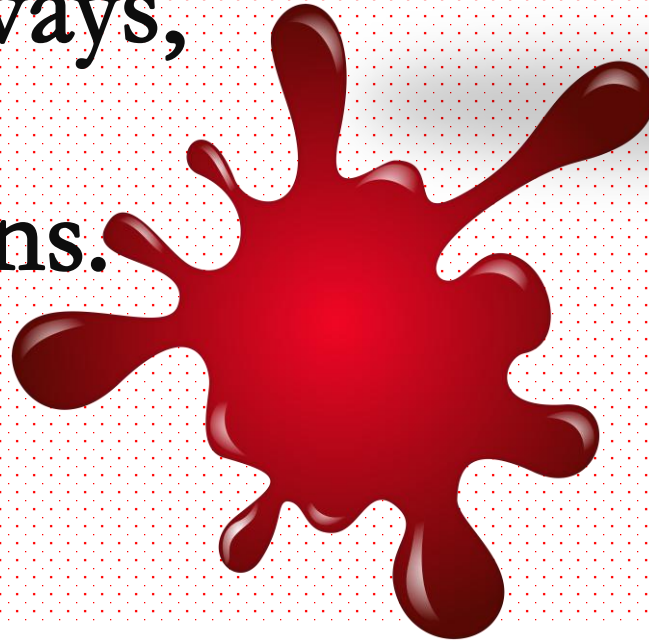
“She loves to break other’s property”



Universal Enhancement

Demonizing

When referencing
people in
EVIL ways,
it tarnishes
their reputations.



Universal Enhancement

Demonizing

What
are
their
unmet
needs?



Universal Enhancement

Don't Correct

“We are admitting
2 high-functioning males
to the Oak Street house,
our 6-bed facility.”

**Don't correct;
affirm using
Universal
Language:**

“Oh, 2 *capable* men are
moving into a home
on Oak Street
to *share a residence*
With 4 other people.”

Universal Enhancement