Communication and language cheat sheet

Making sure you’re communicating respectfully with and about people with disability is important to create an inclusive workplace. Use the following guide to make sure you know what terms to use. But, as always, if in doubt – ask!

| **Appropriate language** | **Inappropriate language** |
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| Mental health condition | Emotionally disturbed, insane |
| Medical condition | Sick |
| Learning disability | Special needs |
| Person with physical disability | Crippled, physically challenged |
| Short statured | Dwarf, midget |
| Cognitive disability | Retarded |
| Low vision, blind | . . . |
| Person with disability | Disabled |
| Wheelchair user | Wheelchair bound |
| Accessible toilet | Handicapped toilet |
| Hard of hearing, Deaf | Deaf and dumb |