

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
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

