

## WILS ADA Glossary of Terms

WILS compiled this list to provide suggestions of clear, direct language to use to describe disabilities, accommodations and terms used by disability organizations. If you have ever wondered what a term means, this glossary can help you find the answer.

### A

**Able-bodied:** Sometimes used incorrectly as an antonym of “disabled” in phrases such as “Disabled people, unlike able-bodied people...” The preferred antonym for ‘disabled’ is ‘non-disabled’ or ‘person without a disability’.

**Access:** Suitability of a building or other structure for use by people with disabilities. In a broader sense, access also included making forms and information accessible to people with visual or cognitive disabilities; making alarms and signals accessible to people who are deaf or hard of hearing; and making services such as education and transport accessible to people with disabilities.

**Access aisle:** An accessible pedestrian space, for example, between parking spaces, seating or desks that provides appropriate clearance for use of those parking spaces etc.

**Access audit:** Detailed examination of a building or other structure, generally by independent experts, to ascertain its suitability for use by people with disabilities.

**Accessibility:** The degree to which a building or other structure provides access for (mainly physically) disabled people. In Singapore, this is determined primarily by the Building and Construction Authority’s Code on Accessibility in the Built Environment.

**Accessible:** In the case of a facility, readily usable by a particular individual; in the case of a program or activity, presented or provided in such a way that a particular individual can participate, with or without auxiliary aid(s); in the case of electronic resources, accessible with or without assistive computer technology.

**Access barriers:** Any obstruction that prevents people with disabilities from using standard facilities, equipment and resources.

**Accessible route:** A continuous unobstructed path connecting all accessible parts of a building or facility. Interior accessible routes may include corridors, floors, ramps, elevators, lifts, and clear floor space at fixtures. Exterior accessible routes may include parking access aisles, curb ramps, crosswalks at vehicular ways, walks, ramps and lifts.

**Accessible tourism:** A form of travel or tour operation specially catered to the needs of people with disabilities: Braille signs and audio tours for the blind/visually impaired are common examples, as are closed captions on information videos, wheelchair ramps, and ready access to elevators.

**Accessible Information Technology:** Technology that can be used by people with a wide range of abilities and disabilities. It incorporates the principles of universal design, whereby each user is able to interact with the technology in ways that work best for him or her.

**Accessible web design:** Creating web pages according to universal design principles to eliminate or reduce barriers, including those that affect people with disabilities.

**Accommodation:** An adjustment to make a program, facility, or resource accessible to a person with a disability.

**Activity limitations:** Difficulties an individual may have in executing activities.

**Activities of daily living:** In the context of rehabilitation and independent living by people with disabilities, these include dressing, making the bed, showering, shaving, combing hair, eating, making drinks and all other activities which will assist in enabling a person with a disability to function to the maximum of his or her capacity within the family and the community.

**Adaptability:** The ability of certain building spaces and elements, such as kitchen counters, sinks and grab bars, to be added or altered so as to accommodate the needs of persons with different types or degrees of disability.

**Adaptive Technology:** Name of products which help people who cannot use regular versions of products, primarily people with physical disabilities such as limitations to vision, hearing, and mobility

**Advocate:** In the disability context, this is someone, who may or may not themselves have disabilities, who speaks or intercedes for people with disabilities.

**ALS**, also known as **amyotrophic lateral sclerosis, motor neuron disease or Lou Gehrig's Disease:** A disease of the parts of the nervous system that control voluntary muscle movement. Nerve cells that control muscle cells are gradually lost, causing the muscles to become weak and eventually non-functional. Walking, talking, eating, hugging and even breathing become nearly impossible, although the mind stays sharp.

**Alternative input devices:** Allow individuals to control their computers through means other than a standard keyboard or pointing device. Examples include:

- Alternative keyboards—featuring larger- or smaller-than-standard keys or keyboards, alternative key configurations, and keyboards for use with one hand.
- Electronic pointing devices—used to control the cursor on the screen without use of hands. Devices used include ultrasound, infrared beams, eye movements, nerve signals, or brain waves.
- Joysticks—manipulated by hand, feet, chin, etc. and used to control the cursor on screen.
- Sip-and-puff systems—activated by inhaling or exhaling.
- Touch screens—allow direct selection or activation of the computer by touching the screen, making it easier to select an option directly rather than through a mouse movement or keyboard. Touch screens are either built into the computer monitor or can be added onto a computer monitor.
- Trackballs—movable balls on top of a base that can be used to move the cursor on screen. Useful for some people with mobility issues because it isolates pointer movement from button clicking.
- Wands and sticks—worn on the head, held in the mouth or strapped to the chin and used to press keys on the keyboard.

**Alternative keyboard:** A keyboard that is different from a standard computer keyboard in its size or layout of keys.

**Alzheimer's Disease:** A progressive degenerative disease of the brain that may involve a combination of symptoms including delirium, delusions, memory disturbance, depression and behavioral disturbances. There is no cure for it. It is not a normal part of the ageing process.

**Ambulant disabled person:** Someone who is, either with or without personal assistance, and who may depend on prostheses (artificial limbs), orthoses (calipers), sticks, crutches or walking aids, able to walk on the level or negotiate suitably graded steps provided that convenient handrails are available.

**Ambulatory Disability:** individuals who responded "yes" when asked if they had "serious difficulty walking or climbing stairs."

**American Community Survey (ACS):** The American Community Survey is a large, continuous demographic survey conducted by the U.S. Census Bureau that will provide accurate and up-to-date profiles of America's communities every year. Annual and multi-year estimates of population and housing data are generated for small areas, including tracts and population subgroups. This information is collected by mailing questionnaires to a sample of addresses.

**Americans with Disabilities Act of 1990 (ADA):** A comprehensive federal law that prohibits discrimination on the basis of disability in employment, public services, public accommodations and services operated by private entities, and telecommunications.

**American Sign Language (ASL):** A visually perceived language based on articulated hand gestures and their placement relative to the body. Non-manual markers such as facial expressions and movements of the body are also used. ASL is the dominant signed language in North America. ASL is not a universal language; many other countries have their own forms of sign language.

**American Standard Code for Information Interchange (ASCII):** Usually pronounced as [ask-e], this term for character encoding is based on the English alphabet. ASCII codes represent text in computers, communications equipment, including assistive technology (AT) such as screen readers and telephone relay service (TRS) equipment.

**Americans with Disabilities Act (ADA):** Signed into law on July 26, 1990, the ADA is a wide-ranging civil rights law that prohibits, under certain circumstances, discrimination based on disability. It affords similar protections against discrimination to Americans with disabilities as the Civil Rights Act of 1964, which made discrimination based on race, religion, sex, national origin, and other characteristics illegal.

**Americans with Disabilities Act Accessibility Guidelines (ADAAG):** Guidelines drafted by the Access Board that describe the minimum requirements that a building should exhibit in order to be accessible.

**Amplifying Telephone Receivers:** Telephone receivers with a volume control built into the handgrip. They allow a person who is hearing impaired to amplify the incoming conversation.

**Amputation:** Removal of a limb or other appendage from the body.

**Amputee:** Someone who has had one or more limbs amputated.

**Appeal:** A request that a higher court review the decision of a lower court. Either the plaintiff or the defendant in a case can appeal the ruling of a lower court.

**Arbitration:** When a third party holds a formal meeting with both sides in a dispute to promote resolution of a grievance, a compromise, or a settlement of a lawsuit. The result of the arbitration may be binding on the parties. An arbitrator is usually court-appointed or chosen by the parties. Some union collective bargaining agreements require mandatory arbitration of employment grievances.

**Architectural barriers:** Obstacles or other features in the built environment that impede individuals with disabilities from gaining full and complete access to the goods and services being provided.

**Architectural Barriers Act (ABA):** Addresses scoping and technical requirements for accessibility to sites, facilities, buildings, and elements by individuals with disabilities.

**Arthritis:** Refers to joint inflammation. There are many types of arthritis and the condition, which may be acute or chronic, ranges from mildly painful to severely disabling. The two most common forms of arthritis are osteoarthritis and rheumatoid arthritis.

- **Osteoarthritis** is caused by cartilage damage in the joints, whereby the padding protection has worn away, allowing bone to rub against bone. It is characterized by symptoms that usually develop gradually, including sore or stiff joints; stiffness after resting that improves with movement; pain that worsens after activity or toward the end of the day.
- **Rheumatoid** arthritis is caused by the body attacking its own tissues - an example of an autoimmune disease. The immune system attacks joints and other parts of the body, producing symptoms that vary by the individual, but often involving pain, fatigue and warm, swollen, inflamed-looking joints.

**Assistance Animals:** Enhances the lives of people with disabilities by providing highly trained assistance dogs or other animal to enhance their independence or quality of life.

**Assistance Device:** Any item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities.

**Assistive technology (AT):** Any item, piece of equipment, or product system that is used to increase, maintain, or improve functional capabilities of individuals with disabilities. Examples include message boards, screen readers, refreshable Braille displays, keyboard and mouse modifications, and head pointers.

**Association:** An entity may not discriminate against individuals or entities because of their relationship with a person with a disability.

**Ataxia:** A lack of muscle coordination which may affect speech, eye movements, the ability to swallow, walking, picking up objects and other voluntary movements. The term ataxia may also be used more broadly to indicate a lack of coordination in a physiological process, such as optic ataxia (usually part of Balint's syndrome which includes a lack of coordination between visual inputs and hand movements), or ataxic respiration (uncoordinated respiratory movements).

**Attention Deficit Hyperactivity (ADHD):** This term now includes ADD / Attention Deficit Disorder - a disorder that appears in early childhood. ADHD makes it difficult for people to inhibit their spontaneous responses (responses can involve everything from movement to speech to attentiveness). People with ADHD may be:

- Inattentive, hyperactive, and impulsive (the most common form)
- Inattentive, but not hyperactive or impulsive.
- Hyperactive and impulsive, but able to pay attention

**Auditory:** Relating to the sense of hearing or organs involved in hearing.

**Auditory processing disorder (APD):** Also known as Central auditory processing disorder (CAPD) – a disorder that affects the processing of auditory information within the brain. In its very broadest sense, APD refers to how the central nervous system (CNS) uses auditory information.

**Autism Spectrum Disorder (ASD):** A spectrum of conditions that can cause social, communication, and behavioral challenges. Learning, thinking, and problem-solving capabilities range from gifted to severely impaired. Also now includes several different conditions which used to be diagnosed separately: Autistic disorder, pervasive developmental disorder, not otherwise specified (PDD-NOS) and Asperger Syndrome.

**Augmentative communication:** The supplementation or replacement of speech through the use of aided or unaided techniques. Sign language, gestures, and fingerspelling are examples of unaided communication, whereas aided communication is associated with technology. An example of aided communication would be a computer-based system that supports verbal and written communication.

## B

**Barriers (Architectural):** Some common building standards under both the Uniform Federal Accessibility Standards (UFAS) and the Americans with Disabilities Act Architectural Guidelines (ADAAG) that eliminate common physical and architectural barriers. Examples of some architectural barriers may include:

- Walkways – 4 feet minimum width
- Doorways – 32 inches minimum clear opening
- Telephones – highest operable part not more than 48 inches from floor
- Bathroom Stalls – not less than 60 inches clear floor space to accommodate a wheelchair turning radius
- Slopes and inclines – for every one-inch drop between level surfaces, a one-foot ramped incline

**Birth defect:** Use a neutral term such as “congenital condition” or rephrase the sentence using words like “disabled since birth” or “born with...” to avoid negative connotations.

**Blindness:** Total inability to see.

**Braille:** System of embossed characters formed by using a Braille cell, a combination of six dots consisting of two vertical columns of three dots each. Each simple Braille character is formed by one or more of these dots and occupies a full cell or space. Some Braille may use eight dots.

**Braille Computer Terminal:** is one that can be interfaced with existing on-site or remote information processing systems. When connected to computers or data banks, it can deliver brailled pages of information at a rate of up to 100 words per minute. Users can request information on a standard keyboard and obtain a brailled response in a matter of seconds.

**Browser:** Software designed to access and display information available on the web. Browsers may be graphical or text-based. Text-only browsers cannot display images, sound clips, video and plug-in features that graphical browsers can. Talking browsers are also available for use by people who have difficulty reading text due to a learning disability or visual impairment.

**Buddy System:** The system of assigning the appropriate individual(s) to assist in the evacuation of persons with disabilities.

## C

**Captioned film or videos:** Transcription of the verbal portion of films or videos displayed to make them accessible to people who are deaf.

**Captioning:** Text that is included with video presentations or broadcasts that enables people with hearing impairments to have access to the audio portion of the material.

**Caregiver or carer:** A person, generally a professional, a friend or a relative, who looks after someone with a disability.

**Center for Independent Living (CIL):** A Center for Independent Living meeting the definition in Section 702 of the Act, the standards in Section 725 of the Act, and included in the state’s network of centers.

**Center for Independent Living Program (CIL Program):** The Centers for Independent Living Program funded under Part C, Chapter 1 of title VII of the Act.

**Cerebral palsy (CP):** A group of disorders that affect a person's ability to move and maintain balance and posture. CP is the most common motor disability in childhood. Cerebral means having to do with the brain. Palsy means weakness or problems with using the muscles. CP is caused by abnormal brain development or damage to the developing brain that affects a person's ability to control his or her muscles.

**Closed Circuit TV Magnifier (CCTV):** Camera used to magnify books or other materials to a monitor or television.

**Cochlear implant:** Medical device implanted within the ear to restore hearing.

**Cognitive behavior therapy (CBT):** A short-term treatment which can help you to change how you think (cognitive) and what you do (behavior). Changes in these areas can help you cope with your day-to-day life. CBT is used to solve a variety of problems, from anxiety, sleeping difficulties and depression to drug and alcohol addiction.

**Cognitive Disability:** individuals who indicated "yes" when asked if due to a physical, mental, or emotional condition, they had "serious difficulty concentrating, remembering, or making decisions."

**Compensatory tools:** Assistive computing systems that allow people with disabilities to use computers to complete tasks that they would have difficulty doing without a computer, e.g., reading, writing, communicating, accessing information.

**Communication:** Includes languages, display of text, Braille, tactile communication, large print, accessible multimedia as well as written, audio, plain-language, human-reader and augmentative and alternative modes, means and formats of communication, including accessible information and communication technology

**Communication device:** Hardware that allows a person who has difficulty using their voice clearly to use words or symbols for communication. May range in complexity from a simple picture board to complex electronic devices that allow personalized, unique construction of ideas.

**Communication disabilities:** Any visual, hearing, or speech difficulties that limit a person's ability to communicate.

**Community-based Living:** These living arrangements include apartments, privately-owned housing, self-directed assisted living, or self-directed living with family or friends.

**Consumer:** Any individual with a significant disability who is eligible for IL services under 34 CFR 364.40(a) and is currently receiving or has been provided with any IL service(s) under the program., other than information and referral.



**Consumer Service Record:** A Consumer Service Record maintained for an eligible consumer receiving IL services and meeting the requirements of 34 CFR 364.53. In cases where IL services are provided to the parent or guardian of a consumer, the CSR is established for the consumer and the services provided are reflected in that CSR.

**Core Services:** Independent Living services defined in Section 7(17) of the Act means: information and referral services; IL skills training; peer counseling (including cross-disability peer counseling); and, individual and systems advocacy.

**Cross-disability:** (Of a charity, Non-Governmental Organization (NGO) or other body) existing to serve people of differing disabilities. For example, WILS is a cross disability advocacy organization and as such advocates for the rights of persons with disabilities.

**Curb Cut:** Also called a curb ramp, it is a depression built into the curb of a sidewalk to permit passage by a wheelchair. The incline should not exceed a gradient of 1:12 and the flat surface width should be no less than 4 feet wide.

## D

**Deaf/deaf:** Uppercase “Deaf” refers to a group of people who share a language (American Sign Language) and a culture. Lowercase “deaf” is used to refer to the audio logical condition of not hearing.

**Deaf-Blindness (also referred to as dual sensory impairment):** A combination of both visual and hearing impairments. A person with deaf-blindness cannot be accommodated by services focusing solely on visual impairments or solely on hearing impairments, so services must be specifically designed to assist individuals with deaf-blindness.

**Deaf Culture:** A set of values, behaviors, and traditions belonging to the deaf and close allies. American Deaf culture centers on the use of ASL and identification and unity with other people who are deaf.

**Dementia:** A general loss of cognitive abilities characterized by memory loss and one or more of several other symptoms including severe speaking difficulties, reduced organizational and planning abilities, and problems recognizing the significance of sights, sounds and other sensory stimuli. The medical profession acknowledges many forms of dementia; examples are boxer’s dementia, post-traumatic dementia, presenile and senile dementia, and vascular dementia. Two main types of dementia are Alzheimer’s disease and multi-infarct dementia. It is important to note that dementia is an illness and not normal ageing.

**Department of Housing and Urban Development (HUD):** Federal agency designated to enforce the Fair Housing Act (FHA).

**Department of the Interior (DOI):** Federal agency whose Civil Rights Division handles Title II of the Americans with Disabilities Act (ADA).

**Department of Justice (DOJ):** Federal agency that has the authority to enforce all provisions of the Americans with Disabilities Act (ADA), but focuses primarily on ADA Title II (public services by State and local government) and ADA Title III (public accommodations).

**Department of Labor (DOL):** Federal agency responsible for administering and enforcing the Family and Medical Leave Act (FMLA).

**Department of Transportation (DOT):** Federal agency which, in cooperation with the U.S. Access Board, develops standards for transportation vehicles, including over-the-road buses, under the Americans with Disabilities Act (ADA).

**Designated State Unit:** The designated state unit, or units, identified under section 101(a)(2)(B) of the Act, authorized to jointly develop and sign, with the Statewide Independent Living Council (SILC), the State Plan for Independent Living (SPIL) under section 704 of the Act. The term includes a state agency solely designated under state law to provide IL services to individuals who are blind. In such states, the state agency for the blind may administer the provisions in the state plan related to services for individuals who are blind. In a 723 state, the DSU receiving, accounting for, and disbursing the funds for the CIL program is always the general agency.

**Detectable Warnings:** A standardized surface feature built in or applied to walking surfaces or other elements to warn visually impaired people of hazards on a circulation path. Detectable warnings consist of raised truncated domes and contrast visually with adjoining surfaces, either light-on-dark or dark-on-light.

**Developmental disability / developmental:** General term for a number of conditions involving mental and/or physical disabilities arising before the age of 18 years.

**Developmental Co-ordination Disorder (DCD):** A delay in acquiring gross motor (large movements of the limbs and body) or fine motor (smaller movements, e.g. of fingers) skills.

**Digital:** Computer formatted data or information.

**Direct threat:** Significant risk of substantial harm to the health or safety of the individual or others that cannot be eliminated or reduced by reasonable accommodation (as defined in Title I of the Americans with Disabilities Act (ADA)).

**Disability:** A physical or mental impairment that substantially limits one or more major life activities; a record of such an impairment; or being regarded as having such an impairment (Americans with Disabilities Act of 1990). **Discrimination:** Act of making a difference in treatment or favor on a basis other than individual merit.

**Disability Access Symbols:** Intended advertise access services to customers, audiences, staff, etc. Advertisements, newsletters, conference and program brochures, membership forms, building signage, floor plans and maps are examples of material that might display these symbols.

Any language accompanying the symbols should focus on the accommodation or service, not on who uses it. For example, “Ramped Entrance” may accompany the wheelchair symbol. This is important because not only do individuals in wheelchairs use ramps, but so do people with baby carriages, luggage, packages, etc. Language that fosters dignity is important too. For example, “Reserved Parking” may be used with the wheelchair symbol to indicate that parking spaces designated for people with disabilities.

**Disability Culture:** Describes the group identity and common history of discrimination shared by people with disabilities which have generated art, music, literature and other expressions of their lives and experience of disability.

**Disability etiquette:** Proposes recommendations regarding the interaction of non-disabled people with people with disabilities, both in terms of physical contact and the use of language/terminology.

**Discrimination:** Refers to any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. It includes all forms of discrimination, including denial of reasonable accommodation.

**Diversity:** Recognizing and valuing differences between individuals and groups of people - an important concept in terms of the integration of people with disabilities into society.

**Dog Guide:** The dog guide (“seeing eye” and “guide dog” are brand names) undergoes extensive specialized training to assist and alert persons who are blind, deaf and hard of hearing. It must learn basic obedience, to lead rather than “heel,” to avoid obstacles (including overhead objects), and to “work” in stores and elevators, on various forms of public transportation, and when crossing streets, etc. Dog guides are legally permitted to accompany their owners into buildings including all Federal and State buildings,

hotels, motels, restaurants, grocery stores, airplanes, trains and buses. To refuse to allow a dog guide entry to any of these places is a violation of the law.

**Down's syndrome:** A congenital (and usually chromosomal) disorder characterized by a flattened facial profile, moderate to severe mental disability and short stature. It is a lifelong condition and occurs because some babies' cells contain an extra chromosome 21.

**Dysarthria:** A condition in which problems effectively occur with the muscles that help produce speech, often making it very difficult to pronounce words. It is unrelated to any problem with understanding cognitive language.

**Dyslexia / dyslexic tendencies:** A specific learning difficulty which mainly affects the development of literacy and language related skills. Areas of difficulty include: working memory, organization, reading comprehension, handwriting, punctuation, concentration, sequencing words and numbers. Students with dyslexia may also mispronounce common words or reverse letters and sounds in words.

## E

**Earmarked Funds:** Funds appropriated by the state and expressly or clearly identified as state expenditures in the relevant fiscal year for the sole purpose of funding the general operation of CILs meeting the requirements of Sections 702 and 725 of the Act.

**Effective communication:** Communication with people with disabilities must be as effective as communication with others.

**Electronic information:** Any digital data for use with computers or computer networks including disks, CD-ROMs, web resources.

**Environmental barrier:** Obstacle preventing a person with a disability from travelling and/or having access to buildings. An example is a building with steps as the sole means of entry, which would prevent people in wheelchairs from visiting that building.

**Environmental factors:** The physical, social and attitudinal environment in which people live and conduct their lives. These are either barriers to or facilitators of the person's functioning.

**Equal Opportunity:** An opportunity for people with disabilities to participate and benefit from programs and services that is equal to and as effective as the opportunity provided to others.

**Equality:** Disabled people should

- have access to education, employment, goods, services, facilities, transport and resources
- enjoy participation in any area of economic, social, political, cultural and civil life on an equal basis with any other person in society.

**Equal Employment Opportunity Commission (EEOC):** Federal agency primarily responsible for enforcement of Title I of the Americans with Disabilities Act (ADA), which deals with employment discrimination.

**Essential job function:** Fundamental job duties of the employment position the individual with a disability holds or desires. The term "essential functions" does not include the marginal functions of the position.

- A job function may be considered essential for any of several reasons, including but not limited to the following:
  - The function may be essential because the reason the position exists is to perform that function;
  - The function may be essential because of the limited number of employees available among whom the performance of that job function can be distributed; and/or
  - The function may be highly specialized so that the incumbent in the position is hired for his or her expertise or ability to perform the particular function.
- Evidence of whether a particular function is essential includes, but is not limited to:
  - The employer's judgment as to which functions are essential;
  - Written job descriptions prepared before advertising or interviewing applicants for the job;
  - The amount of time spent on the job performing the function;
  - The consequences of not requiring the incumbent to perform the function;
  - The terms of a collective bargaining agreement;
  - The work experience of past incumbents in the job; and/or
  - The current work experience of incumbents in similar jobs.

**Exclusion:** The process in which individuals or entire communities of people are systematically blocked from (or denied full access to) various rights, opportunities and resources that are normally available to members of a different group, and which are fundamental to social integration within that particular group (e.g., housing, employment, healthcare, civic engagement, democratic participation, and due process. The outcome of such exclusion is that affected individuals or communities are prevented from participating fully in the economic, social, and political life of the society

in which they live. In the context of education, exclusion refers to the disciplinary sanction imposed as a result of a breach of a school's behavior policy.

## F

**Facility:** All or any portion of a physical complex, including buildings, structures, equipment, grounds, roads, and parking lots.

**Federal Communications Commission (FCC):** Federal agency that is responsible for enforcement of Title IV of the Americans with Disabilities Act (ADA), which covers telecommunications. The FCC address all types of consumer-related matters – from answering questions and responding to consumer complaints, to distributing consumer education materials and assuring consumer input in their policy making activities.

**FM Sound Amplification System:** Electronic amplification system consisting of three components: a microphone/transmitter, monaural FM receiver and a combination charger/carrying case. It provides wireless FM broadcast from a speaker to a listener who has a hearing impairment.

**Functioning:** An umbrella term for body functions, body structures, activities and participation. It denotes the positive aspects of the interaction between an individual (with a health condition) and that individual's contextual factors (environmental and personal factors).

## G

**Graphical User Interface (GUI):** Program interface that presents digital information and software programs in an image-based format as compared to a character-based format.

**Guidance:** Many agencies that enforce an Americans with Disabilities Act (ADA) issue informal statements of guidance. These statements do not have the force of law, but provide information about how the agency interprets the ADA.

## H

**Handrail:** A rail designed to be grasped by the hand so as to provide stability or support - commonly used while ascending or descending stairways and escalators in order to prevent injurious falls. Other applications include bathroom handrails—which help to prevent falls on slippery, wet floors. Handrails are typically supported by posts or mounted directly to walls.

**Harassment** – Unwelcome conduct in the workplace based on an individual's disability that creates an environment that makes it difficult for that person to work.

**Hard of Hearing:** A person with mild to moderate hearing loss. A person who is hard of hearing may or may not consider themselves part of the Deaf community

**Hardware:** Physical equipment related to computers.

**Hearing Aid:** A hearing aid consists of a receiver and amplifier of sound. All sounds in the environment are amplified with the same intensity. A hearing aid does not sort, process, or discriminate among sounds. Because someone is wearing a hearing aid it does not mean that the person can hear normally. Aids do not correct hearing, but they improve hearing in some people.

**Hearing Carry-Over (HCO)** – A call type method used by people who have difficulty speaking, but have no difficulty hearing voice. A less common call type than Voice Carry-Over (VCO), the HCO allows a speech-impaired person to type messages on a TTY (which are voiced by the relay operator) and then pick up the handset and listen to the other person's response.

**Hearing Disability:** individuals who indicated "yes" when asked if they were "deaf or ... [had] serious difficulty hearing."

**Hearing impairments:** Complete or partial loss of ability to hear caused by a variety of injuries or diseases including congenital defects.

**Helper:** An external program that can be called up by a web browser to display specially formatted material, such as word processed documents, spreadsheet documents or video/sound pieces. The Helper program is launched by the web browser as a separate application to view or play the file.

**Host:** Any computer which holds Internet resources for access by others, or the computer that maintains your Internet access and email account.

**Household:** as defined by the U.S. Department of Housing & Urban Development: A household consists of all people who occupy a housing unit regardless of relationship. A household includes the related family members and all the unrelated people, if any, such as lodgers, foster children, wards, or employees who share the housing unit. A person living alone in a housing unit, or a group of unrelated people sharing a housing unit such as partners or roomers, is also counted as a household. The term does not include persons renting a portion of the dwelling.

**Household Income:** The US Bureau of Economic Analysis (BEA) November 2004 ***Alternative Measures of Household Income*** paper measures the 2 most widely used measures of household income, the BEA's and the US Census Bureau. The conclusion to the paper states: *It is clear that there is not one single definition of household income that can serve all purposes. Instead the BEA and the Census Bureau have and will*

*continue to provide an array of measures that address different user needs.* WILS definition of Household Income is pre-tax money receipts of all residents over the age of 15 combined. The residents of the household do not have to be related to the householder for their earnings to be considered part of the household's income. Money receipts include: wages and salaries (before withholding and other taxes), unemployment insurance, disability, child support, Social Security, Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), alimony, unemployment compensation, rent, Veterans' pensions, Supplemental Nutrition Assistance Program (SNAP) – formerly known as Food Stamps, workers' compensation, government retirement pension, government survivor pensions, government disability pensions, Welfare or Temporary Assistance for Needy Families (TANF), just to name a few.

**Household Member:** The IRS defines a member of household as a relative, or a non-relative if that person lived with you for the entire tax year.

**Housing Unit:** is defined as a house, an apartment, a mobile home, a group of rooms, or a single room that is occupied or if vacant, is intended for occupancy as separate living quarters. *A single room that is occupied, or if vacant, is intended for occupancy as separate living quarters* – if a consumer rents a room in their home to someone, the person renting the room is a renter and the consumer is a landlord. On WILS Sliding Fee Application, page 2, the consumer would report the rental income under the heading "Income from business or self-employment".

I

**Impairment:** A physical impairment is a physiological disorder or condition, cosmetic disfigurement or anatomical loss affecting one or more of the body systems. A mental impairment is any mental or psychological disorder.

**Inclusion:** (1) an all-encompassing practice, ensures that people of differing abilities visibly and substantially belong to, are engaged in, and are actively connected to the goals and objectives of the whole wider society, as opposed to being labeled as "other" amongst a "typically developed" individual (2) a term used by people with disabilities and disability rights advocates for the idea that all people should take action to freely accommodate people with a physical, mental, cognitive, and or developmental disability.

**Inclusive education:** The education of children with disabilities side-by-side with non-disabled children, rather than in segregated education institutions such as special schools.



**Independent Living:** the ability to examine alternatives and make informed decisions and direct one's own life. This concept involves the belief that people with disabilities should have the same choice, control and freedom over their lives as other people in society. This means:

- Greater choice and control over any assistance needed to go about everyday life
- Access to housing, transport, health, social care, education, employment and other services and opportunities
- Participation in family, community and civic life

Independent Living is a reaction to the tendency in the past of grouping people with disabilities into specialized homes, which alienates them from the community.

**Independent Living Disability:** individuals who indicated "yes" when asked if due to a physical, mental, or emotional condition, they had difficulty "doing errands alone such as visiting a doctor's office or shopping."

**Independent Living Plan:** An Independent Living Plan for the provision of Independent Living services mutually agreed upon by an appropriate staff member of a service provider and an individual with significant disabilities.

**Individual with a Disability:** A person who has a physical or mental impairment that substantially limits one or more of the major life activities of such individual or a record of such an impairment or is regarded as having such an impairment.

**Integration:** The inclusion, participation and acceptance of people with disabilities in society at large.

**Interactive Process:** An informal dialogue between the employer and employee used to identify the precise limitations resulting from the disability and determine potential reasonable accommodations that could overcome those limitations.

**International Symbol of Accessibility:** The most recognizable Symbol of Accessibility, which we call the International Symbol of Accessibility, or ISA, is often known as the wheelchair symbol.

**Interpreter:** Professional person who assists a deaf person in communicating with hearing people.

## J

**Joystick:** A device consisting of a lever that allows a pointer to move up, right, left, or down and serves as an alternative to a mouse. It usually includes buttons to enable mouse clicks.

## K

**Keyboard emulation:** A method of having an alternative device and/or software, such as a switch-based system, serve the role of a keyboard.

**Keyguard:** A plastic or metal shield that covers a keyboard with holes over the keys. It allows use of a keyboard without undesired activation of surrounding keys.

## L

**Large print books:** Most ordinary print is six to ten points in height (about 1/16 to 1/8 of an inch). Large type is fourteen to eighteen points (about 1/8 to 1/4 of an inch) and sometimes larger. The format of large print books is also proportionately larger (usually 8 1/2 x 11 inches).

**Learning disability** (also known as intellectual disability or learning difficulty):

- a significantly reduced ability to understand new or complex information or to learn new skills;
- a reduced ability to cope independently;
- an impairment that started before adulthood, with a lasting effect on development.

**Lip-reading / visual hearing:** The ability to understand someone's speech by observing their lip movements.

## M

**Mainstreaming disability:** Describes a strategy for making the concerns and experiences of people with disabilities an integral part of the design, implementation, monitoring and evaluation of policies and programs. The goal is to achieve disability equality in all political, economic and societal areas so that people with disabilities benefit equally. This requires that all measures, programs, services and practices are assessed to determine their impact on the participation of people with disabilities, instead of simply assuming their neutrality.

**Mainstreaming, inclusion:** The inclusion of people with disabilities, with or without special accommodations, in programs, activities, and facilities with their non-disabled peers.

**Major life activities:** Functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working, and participating in community activities (Americans with Disabilities Act of 1990).

**Marginal functions:** Duties of a job that are not absolutely necessary for the job being performed.

**Mediation:** When a third party holds an informal meeting with both sides in a dispute to promote resolution of a grievance, a compromise, or a settlement of a lawsuit. The result of the mediation, if any, is not binding on the parties. A mediator can be court-appointed or chosen by the parties.

**Mental disability:** Refers to any illness or disorder of the mind that: has significant psychological or behavioral manifestations, is associated with 54 painful or distressing symptoms, and impairs an individual's level of functioning in certain areas of life. There are several different types of mental illness with differing levels of severity. The cause may be genetic, congenital, or as a result of physical, psychological, chemical, environmental, or social factors. People with mental disabilities often face stigmatization due to a general lack of understanding about their disability and the barriers they face. This is often called an invisible disability due to it not being immediately apparent. Many people with this disability do not like to make the fact they have a mental disability public due to the stigmatization they are likely to face. This is especially the case when seeking employment.

**Minor Child:** person under the age of 18

**Minority:** Alaskan Natives, American Indians, Asian Americans, Blacks (African Americans), Hispanic Americans, Native Hawaiians, and Pacific Islanders.

**Mitigating measures:** A measure utilized (such as medication or glasses) that eliminates or reduces the symptoms of an impairment so it is no longer substantially limiting.

**Mobility aid:** A device designed to assist walking or otherwise improve the mobility of people with a mobility disability. Examples are crutches, walking frames, wheelchairs and mobility scooters. For people who are blind or visually impaired, the white cane and guide dog have a long history of use. Other aids can help with mobility or transfer within a building or where there are changes of level.

**Mobility impairment:** Disability that affects movement ranging from gross motor skills such as walking to fine motor movement involving manipulation of objects by hand. In addition to the people who are born with a disability, this group includes a large amount of people whose condition is related to age or accidents.

**Monitors:** This term is given to those assigned and identified as lead participants in an emergency evacuation plan. The duties of a monitor can include assisting with the coordination of the evacuation for their floor or unit, identifying people with disabilities who require special assistance, and coordinating assignment of "buddies" while the emergency evacuation process is taking place.

**Mouse emulation:** A method of having an alternative device and/or software, such as a switch based system, serve the role of a mouse.

**Mouth Wand:** A mouth wand is a rod with a tooth grip that is held in the mouth and used to perform tasks that would ordinarily be performed by hand. Various attachments may allow the individual to type, draw, paint, etc.

**Multimedia:** In terms of electronic information, any data which is presented through several formats including text, graphics, moving pictures and sound.

**Multiple disability / Multi-Sensory Impairment (MSI):** (of a person) having two or more disabilities, for example being both blind and deaf simultaneously.

**Multiple Sclerosis (MS):** (also known as disseminated sclerosis or encephalomyelitis disseminate): A chronic, typically progressive disease involving damage to the sheaths of nerve cells in the brain and spinal cord. Symptoms may include numbness, impairment of speech and of muscular coordination, blurred vision, and severe fatigue.

**Muscular dystrophies:** A group of diseases caused by defects in a person's genes. Over time, this muscle weakness decreases mobility and makes the tasks of daily living difficult. Different types of muscular dystrophy affect specific groups of muscles, have a specific age when signs and symptoms are first seen, vary in how severe they can be, and are caused by imperfections in different genes.

## N

**National Center on Accessibility (NCA):** Organization that provides training, technical assistance and research on access to parks, recreation, and tourism.

**National Council on Disability (NCD):** Independent Federal agency making recommendations to the President and Congress on issues affecting Americans with disabilities.

**National Institute on Disability and Rehabilitation Research (NIDRR):** Under the U.S. Department of Education, this organization provides funding for various projects, including the ten regional centers in the ADA National Network that provide information, training, and technical assistance on the Americans with Disabilities Act (ADA).

**Natural Supports:** are personal associations and relationships developed in the community that enhance the quality of life for people. Natural supports are the relationships we all have very day in our lives – unpaid, informal, ordinary relationships, including, but not limited to; a family member; friendships within the community, a

neighbor; association with fellow students or employees; an association developed through participation in clubs, organizations, and civic activities.

**Neurotypical or “NT”:** A term used to describe someone not on the Autism Spectrum.

**Non-disabled:** Person or people without a disability and preferred antonym for disabled.

**Non-Governmental Organization (NGO):** any nonprofit, voluntary citizens’ group which is organized on a local, national or international level.

## O

**Obsessive-Compulsive Disorder (OCD):** An anxiety disorder that presents itself as recurrent, persistent obsessions or compulsions. Obsessions are intrusive ideas, thoughts or images while compulsions are repetitive behaviors or mental acts that person feels they must perform.

**Occupational Therapy:** A profession concerned with promoting health and well-being through occupation. The primary goal of occupational therapy is to enable people to achieve and maintain independence in the activities of everyday life. Occupational therapists achieve this outcome by enabling people to do things that will enhance their ability to participate or by modifying the environment to better support participation.

**Office of Disability Employment Policy (ODEP) –** Under the U.S. Department of Labor, provides national leadership by developing and influencing disability-related employment policies as well as practices that affect the employment of people with disabilities.

**Office of Federal Contract Compliance Programs (OFCCP) –** Part of the U.S. Department of Labor's Employment Standards Administration, responsible for ensuring that employers doing business with the Federal government comply with the laws and regulations requiring nondiscrimination.

**Optical character recognition (OCR):** Technology system that scans and converts printed materials into electronic text.

**Orthotics:** A specialty within the medical field concerned with the design, manufacture and application of orthoses. An orthosis (plural: orthoses) is an externally applied device used to modify the structural and functional characteristics of the neuromuscular and skeletal system. An orthoptist is the primary medical clinician responsible for the prescription, manufacture and management of orthoses. An orthosis may be used to:

- Control, guide, limit and/or immobilize an extremity, joint or body segment for a particular reason
- To restrict movement in a given direction

- To assist movement generally
- To reduce weight bearing forces for a particular purpose
- To aid rehabilitation from fractures after the removal of a cast
- To otherwise correct the shape and/or function of the body, to provide easier movement capability or reduce pain

Patients benefiting from an orthosis may have a condition such as Spina Bifida or cerebral palsy, or have experienced a spinal cord injury or stroke. Equally, orthoses are sometimes used prophylactically or to optimize performance in sport.

## P

**Palliative:** care is an approach to specialized medical and nursing care for people with life-limiting illnesses. It focuses on providing people with relief from the symptoms, pain, physical and mental stress of the terminal diagnosis.

**Pass Through:** Funds that a provider receives on behalf of a consumer that are subsequently issued by the provider directly to the consumer (e.g., representative payee funds, Medicaid or state PAS funds).

**Paralympic Games:** a major international multi-sport event, involving athletes with a range of physical disabilities, including impaired muscle power (e.g. paraplegia and quadriplegia, muscular dystrophy, Post-polio syndrome, Spina Bifida), impaired passive range of movement, limb deficiency (e.g. amputation or dysmelia), leg length difference, short stature, hypertonia, ataxia, athetosis, vision impairment and intellectual impairment. There are Winter and Summer Paralympic Games, which since the 1988 Summer Games in Seoul, South Korea, are held almost immediately following the respective Olympic Games. All Paralympic Games are governed by the International Paralympic Committee (IPC).

**Paralysis:** Condition involving loss of sensation or of muscle function.

**Parkinson's disease:** PD (also known as idiopathic or primary parkinsonism, hypokinetic rigid syndrome/HRS, or paralysis agitans) is a degenerative disorder of the central nervous system. The motor symptoms of Parkinson's disease result from the death of dopamine-generating cells in the substantia nigra, a region of the midbrain; the cause of this cell death is unknown. Early in the course of the disease, the most obvious symptoms are movement-related; these include shaking, rigidity, slowness of movement and difficulty with walking and gait. Later, thinking and behavioral problems may arise, with dementia commonly occurring in the advanced stages of the disease, whereas depression is the most common psychiatric symptom. Other symptoms include sensory, sleep and emotional problems.

**Participation:** Involvement in a life situation.

**Participation restrictions:** Problems an individual may experience in involvement in life situations.

**Path of travel:** A continuous, unobstructed way of pedestrian passage.

**Pathological demand avoidance syndrome (PDA):** People with PDA will avoid demands made by others, due to their high anxiety levels when they feel that they are not in control. PDA is increasingly recognized as part of the autism spectrum. The main features of PDA are: obsessively resisting ordinary demands; appearing sociable on the surface but lacking depth in their understanding (often recognized by parents early on); excessive mood swings, often switching suddenly; comfortable (sometimes to an extreme extent) in role play and pretending; language delay, seemingly as a result of passivity, but often with a good degree of 'catch-up'; obsessive behavior, often focused on 66 people rather than things.

**People-first language:** Aims to avoid perceived and subconscious dehumanization when talking with or about people with disabilities. The basic idea is to impose a sentence structure that names the person first and the condition second, for example "people with disabilities" rather than "disabled people" thus

- acknowledging the person before the disability
- shifting the focus away from the condition

**Peripheral neuropathy:** A condition caused by damage to the nerves in the peripheral nervous system which includes nerves that run from the brain and spinal cord to the rest of the body.

**Personal services or personal devices:** Public entities and public accommodations are not required to provide personal services or personal devices. Examples of personal devices that entities are not required to provide include wheelchairs, prescription eyeglasses, and hearing aids. Personal assistance service need not be provided in activities such as eating, toileting, and dressing unless the service is typically provided by the entity.

**Physical or mental impairment:** Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological; musculoskeletal; special sense organs; respiratory, including speech organs; cardiovascular; reproductive; digestive; genitourinary; hemic and lymphatic; skin; and endocrine; or any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities (Americans with Disabilities Act of 1990).

**Plug-in:** Separate program written to be launched by a specific web browser to display or run special elements in web pages, such as animation, video, or audio.

**Portable Document Format (PDF):** An open file format created and controlled by Adobe Systems for representing two-dimensional documents in a device independent and resolution independent fixed-layout document format. Unless properly tagged, these documents will be inaccessible to those with visual impairments.

**Post-Traumatic Stress Disorder (PTSD):** A condition that is triggered by experiencing or witnessing a terrifying event. Symptoms may include flashbacks, nightmares, severe anxiety and uncontrollable thoughts about the event. Sometimes people with PTSD have difficulty adjusting and coping and can get better with good self-care and therapeutic intervention.

**Poverty Rate:** Percent of the population who are determined to be in poverty. The Office of Management and Budget in Statistical Policy Directive 14 sets the standards for which poverty is calculated. The U.S. Census Bureau uses a set of dollar value thresholds that vary by family size and composition to determine who is in poverty. If a family's total income is less than the dollar value of the appropriate threshold, then that family and every individual in it are considered to be in poverty.

**Primary function areas:** Areas housing the major activities for which a facility was intended.

**Program access:** A public entity's services, programs, or activities, when viewed in their entirety, must be readily accessible to and usable by individuals with disabilities.

**Prosthesis:** An artificial substitute or replacement of a part of the body such as a tooth, eye, a facial bone, the palate, a hip, a knee or another joint, the leg, an arm, etc. A prosthesis is designed for functional or cosmetic reasons or both.

**Public accommodations:** Private entities that own, operate, lease, or lease to places of public accommodation. Places of public accommodation include places such as restaurants, hotels, theaters, convention centers, retail stores, shopping centers, dry cleaners, laundromats, pharmacies, doctors' offices, hospitals, museums, libraries, parks, zoos, amusement parks, private schools, day care centers, health spas, and bowling alleys.

**Public entity:** A public entity covered by Title II of the Americans with Disabilities Act (ADA) is defined as:

- Any State or local government,
- Any department or agency of State or local government,
- Certain commuter authorities,
- AMTRAK.

**Q**



**Quadriplegia or tetraplegia:** partial or total paralysis of all four limbs and torso.

**Qualified Individual with a Disability: (1)** An individual with a disability who, with or without reasonable modification to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity. (Americans with Disabilities Act of 1990) – **(2)** A person with a disability who satisfies the requisite skill, experience, education and other job-related requirements of the employment position such individual holds or desires, and who, with or without reasonable accommodation, can perform the essential functions of such position.

## R

**Ramp:** A slope or inclined plane for joining two different levels, as at the entrance or between floors of a building. A ramp should be at least 4 feet in width and have a gradient no greater than 1:12. (The incline should be no greater than one inch to every 12 inches of length).

**Reader:** Volunteer or employee of an individual with a disability (e.g., visual impairment, learning disability) who reads printed material in person or records to audiotape.

**Reading Machines:** These devices convert printed materials as found in books, magazines, periodicals, typewritten letters and reports, as well as online computer programs and the World Wide Web, in different type-styles and sizes of type, into spoken synthetic English speech.

**Reading system:** Hardware and software designed to provide access to printed text for people with visual impairments, mobility impairments, or learning disabilities. Character recognition software controls a scanner that takes an image of a printed page, converts it to computer text using recognition software and then reads the text using a synthesized voice.

**Readily achievable:** Easily accomplished and able to be carried out without much difficulty or expense. Public accommodations are required to remove barriers when it is readily achievable to do so.

**Reasonable accommodation:** A modification or adjustment to a job, the work environment, or the way things usually are done that enables a qualified individual with a disability to enjoy an equal employment opportunity. For example:

1. Modifications or adjustments to a job application process that enable a qualified applicant with a disability to be considered for the position such qualified applicant desires; or
2. Modifications or adjustments to the work environment, or to the manner or circumstances under which the position held or desired is customarily performed, that enable a qualified individual with a disability to perform the essential functions of that position; or
3. Modifications or adjustments that enable a covered entity's employee with a disability to enjoy equal benefits and privileges of employment as are enjoyed by its other similarly situated employees without disabilities.

**Reasonable modification:** A public entity must modify its policies, practice, or procedures to avoid discrimination unless the modification would fundamentally alter the nature of its service, program, or activity.

**Refreshable Braille Display:** Hardware connected to a computer that echoes screen text on a box that has cells consisting of pins that move up and down to create Braille characters.

**Registry of Interpreters for the Deaf:** The Registry of Interpreters for the Deaf (RID) Inc., a national corporation with over 50 chapters, was organized in 1964 for the purpose of providing interpreting services to the deaf of America and its trust territories. In addition, the RID has members from other nations. The RID provides certification of interpreters and a grievance process for the clients to file a complaint about a certified interpreter who does not comply with the RID Code of Ethics.

**Regulations:** Regulations are issued by government agencies and have the force of law. Regulations provide more detailed interpretation of statutes. Federal regulations can be found in the Code of Federal Regulations.

**Rehabilitation:** Planned process with defined goals, timeframes and means in which professions and/or services co-operate in assisting the efforts of a person to achieve best possible functioning and coping capabilities, thereby promoting independence and participation in society.

**Rehabilitation Services Administration:** A federal agency under the United States Department of Education, Office of Special Education and Rehabilitative Services, and is headquartered within the Department of Education in Washington, D.C.

**Relay Service:** Also known as Telecommunication Relay Service, or IP-Relay, this is an operator service that allows individuals who are deaf, hard-of-hearing, speech-impaired, and speech-disabled to place calls to standard telephone users via TDD, TTY, personal computer or other assistive telephone device.

**Repetitive Stress Injury (RSI):** A disability that may be chronic or acute and usually is described as pain caused by overuse of extremities, usually hands and wrists.

**Reporting Year:** The most recently completed federal fiscal project year starting October 1 and ending September 30.

**Residual Hearing:** Residual hearing is the amount of hearing remaining after hearing loss. Few people hear no sound at all, although for purposes of communication, they are considered to be deaf.

**Respite care:** The provision of short-term accommodation in a facility outside the home in which a family member may be placed. This provides temporary relief to those who are caring for family members. Respite programs provide planned short-term and time-limited breaks for families and other unpaid care givers of children with a developmental delay and adults with an intellectual disability in order to support and maintain the primary care giving relationship. Respite also provides a positive experience for the person receiving care. It has been shown to help sustain family caregiver health and well-being, avoid or delay out-of-home placements, and reduce the likelihood of abuse and neglect.

## S

**Scanning input:** A switch-based method of controlling a computer. Activations of a switch will, in order, bring up a control panel that upon subsequent switch activations, allow a user to focus in on a desired control or keystroke. Custom scanning layouts can be created for a variety of purposes and programs and may also be used in a communication device.

**Schizophrenia:** A long-term mental health condition illnesses marked by major distortions of reality, withdrawal from social contact, and disturbances of thought, language, perception and emotional response.

**Screen enlargement:** Hardware and/or software that increases the size of characters and text on a computer screen.

**Screen reader:** Software used to echo text on a computer screen to audio output, often used by people who are blind, with visual impairments, or with learning disabilities.

**Screen resolution:** Refers to the clarity or sharpness of an image. For computer monitors, this term indicates the number of dots on the screen used to create text and graphics. Higher resolution means more dots, indicating increased sharpness and potentially smaller text.

**Section 508 of the Rehabilitation Act:** Legislation that requires federal agencies to develop, procure, and use accessible electronic and information technology.

**Section 722 State:** A state in which Rehabilitation Services Administration (RSA) issues grants under Part C directly to eligible agencies for the planning, establishment, and operation of CILs.

**Section 723 State:** A state where the Designated States Units (DSU) issues grants or assistance contracts under Part C to eligible entities for the planning, establishment, and operation of CILs.

**Sensory impairment:** A disability that affects touch, sight and/or hearing.

**Sensory Processing Disorder (SPD):** A condition in which the brain has trouble receiving and responding to information that comes in through the senses. Some people with sensory processing disorder are very sensitive to things in their environment such as sounds or bright lights.

**Service animal:** Any animal trained to provide assistance or perform tasks for the benefit of a person with a physical or mental disability. Guide dogs are the best-known examples of service animal or companion dog. These latter terms are used extensively in North America and Europe but less so in Asia-Pacific and other regions of the world.

**Service Provider:** Refers to individuals/organizations that provide formal assistance designed and focused on prevention as well as remediation of problems and improving the overall quality of life for people who feel they need help and guidance with certain circumstances, a crisis or a chronic situation in order for the person requesting assistance to move forward with their life.

**Sighted Guide:** A sighted guide is a person who physically assists an individual who is blind, only when that person accepts assistance. When serving as a sighted guide for an individual who is blind, let the person take your arm (right or left depending on the person's preference), walk about one half-step ahead. S/he will follow the motion of your body. When showing a person who is blind to a chair, place his/her hand on the back of the chair. At times, it may also be helpful to provide a physical description of the physical environment surrounding them and the route being taken.

**Sign language:** Manual communication commonly used by deaf. The gestures or symbols in sign language are organized in a linguistic way. Each individual gesture is called a sign. Each sign has three distinct parts; the handshape, the position of the hands, and the movement of the hands. American Sign Language (ASL) is the most commonly used sign language in the United States. Deaf people from different countries speak different sign languages.

**Special Educational Needs (SEN):** A child or young person has SEN if they have a learning difficulty or disability which calls for special educational provision to be made for him or her. A child of compulsory school age or a young person has a learning difficulty or disability if he or she has a significantly greater difficulty in learning than the majority of others of the same age, or has a disability which prevents or hinders him or her from making use of educational facilities of a kind generally provided for others of the same age in mainstream schools or mainstream.

**Special educational provision:** Provision that is different from or additional to that normally available to pupils or students of the same age, which is designed to help children and young people with SEN or disabilities to access the National Curriculum at school or to study at college.

**Special Education School:** School which is specifically organized to make special educational provision for pupils with Special Educational Needs.

**Specific Learning Disability:** Disorder in one or more of the basic psychological processes involved in understanding or in using language, spoken or written, which may manifest itself in difficulties listening, thinking, speaking, reading, writing, spelling, or doing mathematical calculations. Frequent limitations include hyperactivity, distractibility, emotional instability, visual and/or auditory perception difficulties and/or motor limitations, depending on the type(s) of learning disability.

**Speech impairment:** Problems in communication and related areas such as oral motor function, ranging from simple sound substitutions to the inability to understand or use language or use the oral-motor mechanism for functional speech.

**Speech input or speech recognition:** A method of controlling a computer and creating text by dictation. Speech input software is combined with a microphone.

**Statewide Independent Living Council:** established in each State as required by Section 705 of the Act.

**State Independent Living Services:** program funded under Part B, Chapter 1 of Title VII of the Act.

**State Plan of Independent Living:** jointly developed and signed by the director of the designated state unit(s) and the chairperson of the Statewide Independent Living Council, acting on behalf of and at the direction of the Council. The plan addresses the provision of state IL services, the development and support of a statewide network of centers for independent living and the working relationships among programs providing IL services, CILs, the state VR program, and other programs providing services for individuals with disabilities.

**Speech-To-Speech (STS):** A relay service available to any telephone callers with a speech disability and to those who wish to talk with them.

**Surcharges** – Surcharges for provision of auxiliary aids and services, barrier removal, alternatives to barrier removal or other modifications to provide an equal opportunity to people with disabilities are prohibited.

## T

**Tactile Signage:** Signs or labels with Braille, raised letters or textured patterns that can be read tactilely by persons with visual impairments.

**Talking Calculators:** Various models of hand-held or desk-type calculators that "speak" are available and come with an assortment of basic functions from independent memory to accumulating memory. The Library of Congress distributes a "Reference Circular" that provides information on available models and manufacturers. Calculators with Braille output are also available, although not in common use.

**Telecommunications Device for the Deaf (TDD) or Teletypewriter (TTY):** A device which enables somebody who has a speech or hearing impairment to use a telephone when communicating with someone else who has a TDD/TTY. TDD/TTYs can be used with any telephone, and one needs only a basic typing ability to use them.

**Telecommunication Relay Service (TRS)** – Also known as a Relay Service, or IP-Relay, this is an operator service that allows individuals who are deaf, hard-of-hearing, speech-impaired, and speech-disabled to place calls to standard telephone users via TDD, TTY, personal computer or other assistive telephone device.

**Teletypewriter (TTY)** – Also known as a Teletype, or text telephone, this is a device for text communication via a telephone line, used when one or more of the parties has hearing or speech difficulties.

**Temporary Disability:** a physical or mental disability which hampers your discharging of responsibilities for a short period of time. WILS recognizes that individuals with temporarily disabling conditions that are a result of injuries, surgery, or short-term medical conditions may need access to services and resources similar to individuals with permanent disabilities. Examples of temporary disabilities may include, but are not limited to; broken limbs, hand injuries, or short term impairments following surgery or medical treatments.

**Title:** A section of a statute. For example, the Americans with Disabilities Act (ADA) has five titles.

**Title I:** Of the five titles of the Americans with Disabilities Act (ADA), Title I of the ADA pertains to Employment. Under ADA Title I, covered entities shall not discriminate against a qualified individual with a disability. This applies to job application procedures, hiring, advancement and discharge of employees, worker's compensation, job training, and other terms, conditions, and privileges of employment.

**Title II:** Of the five titles of the Americans with Disabilities Act (ADA), Title II of the ADA pertains to State and Local Government (public entities). ADA Title II requires agencies to comply with regulations similar to Section 504 of the Rehabilitation Act. These rules cover access to all services, programs, or activities offered by the public entity, and extends coverage to public transportation entities. Access includes physical access described in the Uniform Federal Accessibility Standards or the ADA Standards for Accessible Design and access that might be obstructed by discriminatory policies or procedures of the entity.

**Title III:** Of the five titles of the Americans with Disabilities Act (ADA), Title III of the ADA pertains to Public Accommodations (private entities). Under ADA Title III, no individual may be discriminated against on the basis of disability with regards to the full and equal enjoyment of the goods, services, facilities, or accommodations of any place of public accommodation by any person who owns, leases (or leases to), or operates a place of public accommodation.

**Title IV:** Of the five titles of the Americans with Disabilities Act (ADA), Title IV of the ADA pertains to Telecommunications. ADA Title IV addresses telephone and television access for individuals with hearing and speech disabilities. Specific requirements under Title IV include: closed captioning of Federally funded public service announcements (PSA), and telephone companies must establish in-state and state-to-state telecommunications relay services (TRS) 24 hours a day, 7 days a week.

**Title V:** Of the five titles of the Americans with Disabilities Act (ADA), Title V of the ADA pertains to miscellaneous provisions, most of which apply to all titles of the ADA.

**Trackball:** A mouse alternative that is basically an upside-down mouse. Useful for some people with mobility impairments because it isolates pointer movement from button clicking.

**Traumatic Brain Injury (TBI):** Open and closed head injuries resulting in impairments in one or more areas, including cognition; language; memory; attention; reasoning; abstract thinking; judgment; problem-solving; sensory, perceptual, and motor abilities; psychosocial behavior; physical functions; information processing; and speech. The term does not apply to brain injuries that are congenital, degenerative, or induced by birth trauma.

## U

**Undue burden:** Significant difficulty or expense. A public accommodation is not required to provide any auxiliary aid or service that would result in an undue burden.

**Undue hardship:** An action that requires "significant difficulty or expense" in relation to the size of the employer, the resources available, and the nature of the operation. The concept of undue hardship includes any action that is unduly costly, extensive, substantial, disruptive, or would fundamentally alter the nature or operation of the business. Accordingly, whether a particular accommodation will impose an undue hardship must always be determined on a case-by-case basis.

**Undue financial and administrative burden:** A public entity does not have to take any action that it can demonstrate would result in an undue financial and administrative burden. This applies in program accessibility, effective communication, and auxiliary aids and services. The determination of a undue financial and administrative burden must be:

1. Made by the head of the public entity or his/her designee.
2. Accompanied by a written statement of the reasons.
3. Based on all resources available for use in the program.

**Unserved Population and Underserved Population:** Include, but are not limited to, groups or populations of individuals with significant disabilities who: Have cognitive and sensory impairments;

1. Are members of racial and ethnic minority groups;
2. Live in rural areas; or
3. Have been identified by the eligible agency as unserved or underserved with a center's project area

**Universal design (UD):** Also known as "inclusive design" and "design for all," this is an approach to the design of products, places, policies and services that can meet the needs of as many people as possible throughout their lifetime, regardless of age, ability, or situation.

## V

**Virtual keyboard:** Software used to emulate a keyboard. A picture of a keyboard is displayed on a computer screen and the user points and clicks on the pictures of keys to enter text.

**Vision impairments:** Complete or partial loss of ability to see, caused by a variety of injuries or diseases including congenital defects. Legal blindness is defined as visual



acuity of 20/200 or less in the better eye with correcting lenses, or widest diameter of visual field subtending an angular distance no greater than 20 degrees.

**Visual Alarms:** A flashing light device that is placed into a building or facility alarm system. If single station audible alarms are provided, then single station visual alarm signals should also be provided.

**Vocational Rehabilitation Act of 1973:** Act prohibiting discrimination on the basis of disability which applies to any program that receives federal financial support. Section 504 of the Act is aimed at making educational programs and facilities accessible to all students. Section 508 of the Act requires that electronic office equipment purchased through federal procurement meets disability access guidelines.

**Voice Carry-Over (VCO):** A call type method that allows an individual who is deaf or hard of hearing to use his or her voice while receiving responses from a hearing person via text typed by the relay operator (also known as communication assistant or relay agent). VCO, a more common call type than Hearing Carry-Over(HCO), has many variations, including 2-Line VCO.

**Video Relay Services (VRS):** allows an individual who uses sign language to be able to place a phone call by signing instead of typing. The VI (video interpreter) uses a web cam or videophone to voice the signs of the individual who is deaf or has a hearing or speech disability to the person who has hearing and sign the words of the person who has hearing to the individual who is deaf or has a hearing or speech disability.

**Vision Disability:** Individuals who indicated "yes" when asked if they were "blind or ... [had] serious difficulty seeing even when wearing glasses."

**Vision impairments:** Complete or partial loss of ability to see, caused by a variety of injuries or diseases including congenital defects. Legal blindness is defined as visual acuity of 20/200 or less in the better eye with correcting lenses, or widest diameter of visual field subtending an angular distance no greater than 20 degrees.

**Visual Alarms:** A flashing light that is placed into a building or facility alarm system. If single station audible alarms are provided, then single station visual alarm signals should also be provided.

## W

**Web Accessibility Initiative (WAI):** This is the effort of the World Wide Web Consortium (W3C) that pursues accessibility of the Web through technology, guidelines, tools, education and outreach, and research and development.

**Wheelchair:** Mobility aid used by people with physical disabilities that make walking difficult or impossible. Avoid phrases such as “Confined to a wheelchair” or “wheelchair-bound”, since wheelchair users (also sometimes known as wheelchair riders) view their wheelchairs as liberating or enabling rather than confining. The word “wheelchair” or its derivatives occurs in terms such as “wheelchair dancer” to describe a performing artist and “marathon wheeler” or “wheelchair marathoner” to describe a marathon participant.

**White cane / white stick:** This long white walking-stick provides sufficient information to the blind traveler to ensure safe, efficient and independent travel in both familiar and unfamiliar environments. The cane, when used appropriately, previews the environment to detect obstacles and/or surface changes in one’s path of travel, allowing the traveler sufficient time to stop or change course as necessary. Its length allows it to be used as a probe to extend one’s reach for exploring the environment or detecting objects of interest and its distinctive coloration identifies its user as being either blind or partially sighted. It is an indication of ability as opposed to disability and serves as a symbol of independence for its user.

**Working:** Americans with Disabilities Act (ADA) plaintiffs can argue that they have substantial limitations in one or more major life activities. The major life activity of "working" is considered to be the major life activity of "last resort." Plaintiffs who argue that they have an impairment that affects their ability to work must show that their impairment limits their ability to work in a "broad range" of jobs, rather than in just one job or class of jobs. Courts usually require plaintiffs to submit detailed evidence (usually from a vocational rehabilitation agency) of their ability to do certain types of jobs that are available in the community. Plaintiffs who argue a limitation in "working" usually are not able to prove that they meet the ADA definition of disability.

**Workforce and Innovation and Opportunity Act (WIOA):** and its implementing regulations are designed to strengthen and improve the nation’s public workforce development system and help Americans with significant barriers to employment, including individuals with disabilities, into high quality jobs and careers and help employers hire and retain skilled workers. Title IV of WIOA amended title I of the Rehabilitation Act of 1973.