

## Definitions for Competency, Cultural Awareness and Sensitivity for Seniors and Persons with Disabilities (SPD) Training

Term	Definition
Assistive listening device	Electronic and information technology that enables people with disabilities to perform tasks they would not otherwise be able to do or to increase the quantity, quality or efficiency of their work.
Audio recording	Recording of reading materials for people who are blind or visually impaired.
Braille	A writing system for persons with visual impairments that contains patterns of raised dots read by touch.
Captioning	A title or explanation for a picture or illustration, especially in a magazine.
Email	A system for sending messages from one individual to another via telecommunication links between computers.
Large print	Reading material in which the font is considerably larger than usual to accommodate persons with poor vision.
Qualified American Sign Language (ASL) interpreters	Persons who can competently, accurately and impartially interpret (both receptively and expressively) using any specialized terminology necessary for two-way communication.
Qualified readers	Trained readers used by persons with low vision to be able to access information contained in otherwise inaccessible material.
Relay service	Services that enable persons who are deaf, hard of hearing or speech-impaired to communicate through a communications assistant with people who use a standard telephone.
Text message	Written cell phone message sent in textual form designed to appear on the viewing screen of a cell phone.
TTY	A text typewriter that allows persons who are deaf, hard of hearing or speech-impaired to communicate by telephone by sending and receiving typed messages.

Video Relay Service (VRS)	A telecommunications service that allows persons who are deaf, hard of hearing or speech impaired to communicate over video telephones and similar technologies with hearing persons in real time, via a sign language interpreter.
Sighted guide	A technique that enables a person who is blind to use a person with sight as a guide.