AMSI ICL1 – Inclusive Communication and Language
Second Draft Edition – 2025

Summary:
Combines "Ableism We Need to Unlearn" and "Positive Language and Inclusive Terminology" into a unified standard for eliminating ableist expressions and promoting respectful, person-centered communication in services for individuals with IDD. Aligns with CQL Basic Assurances® (Factor 2: Dignity and Respect, Indicator 2a) and applies to all internal and external communications.

Key Points:
– Part 1: Identifies and prohibits harmful, ableist language and stereotypes
– Part 2: Promotes preferred, person-first language and positive framing, with evolving open lists
– Sets quality factors, their indicators with measurable quality objectives, and uses *shall*, *should*, *may* to define requirements
– Includes role-specific training modules for direct support workers, managers, HR, and public-facing staff
– Ensures consistent language use in policies, materials, and daily practice across all levels of the organization

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