



LGBTQ+ Safe-Space Training

Amy-Sarah Marshall

Pronouns: She/her

Charlottesville Pride Community Network

SafeCville.org



Goals

By the end of this training, you should:

- Understand the barriers and challenges LGBTQ+ and specifically trans people face in healthcare and other institutions
- Have several action items for turning your workplace into an effective, inclusive safe space
- Share some basic terminology and concepts as a team
- Know how you can be an ally for LGBTQ+ individuals, at work and elsewhere

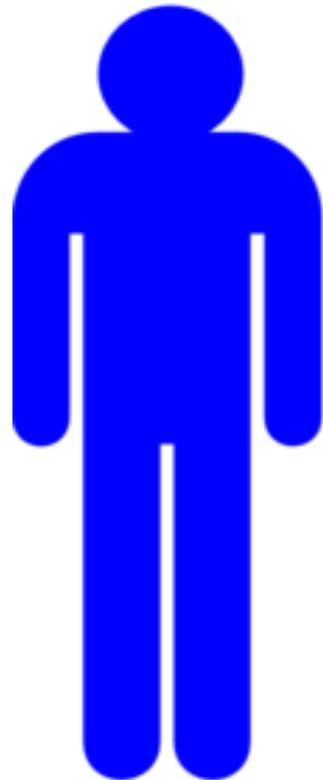
Gender

An introduction

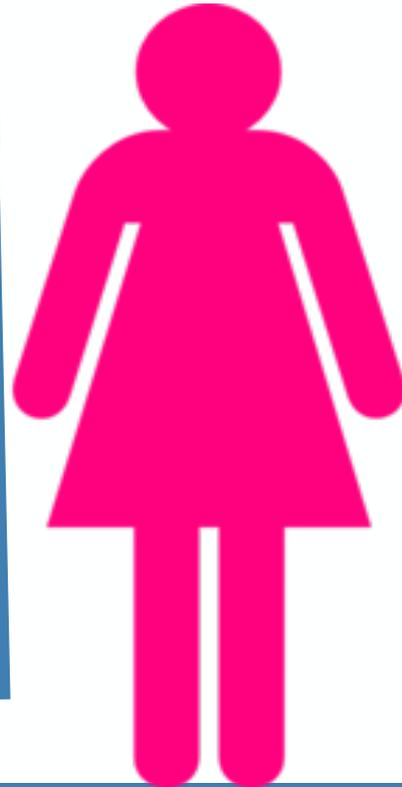


Gender Binary

MALE/MASCULINE



FEMALE/FEMININE



Gender Binary Qualities

MALE/MASCULINE

Blue
Gentleman
Likes/attracted to women
Hairy, animalistic
Tall/big/strong
Hard, tough, dominant
Loud, aggressive
Suits/pants/unfrilly
Rational
Bringing home the bacon
Meat, beer, football
Without childrearing instincts
Emotionally stunted
Works construction/yard/ cars



FEMALE/FEMININE

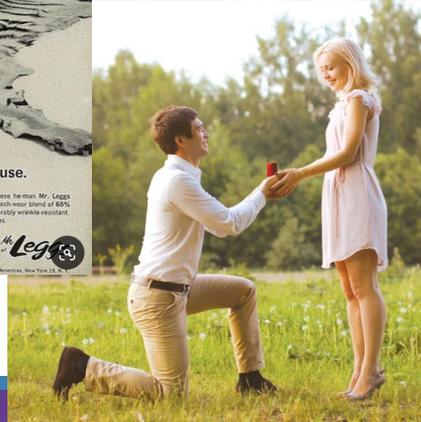
Pink
Lady- like
Likes/attracted to men
Not hairy – shaving
Petite/weak
Accepting, quiet, soft
Earrings, makeup, heels
Dresses, purses
Emotional, expressive
Curves, breasts, long hair
Innate mother instincts
Beauty, arts/crafts
Passive/nurturing
Emotionally intuitive
Cleans inside, teaches, nursing



Gender Binary: Reinforced



Gender Binary & Gender Roles



Gender tell us:

- What to look like
- What jobs we can aspire to
- Who has power in a relationship
- Who “stays at home”
- What toys we play with
- Where we are safe
- How to behave
- What we get paid

And ALL of us reinforce and police these norms.

Gender Definitions

Gender Expression

The ways in which a person communicates gender within a given culture.



Gender Roles

Social constructs that change over time and between cultures



Gender Norms Change



"The generally accepted rule is **pink** for the boys, and **blue** for the girls. The reason is that pink, being a more decided and stronger color, is more suitable for the boy, while blue, which is more delicate and dainty, is prettier for the girl."

From Earnshaw's Infants' Department (1918)

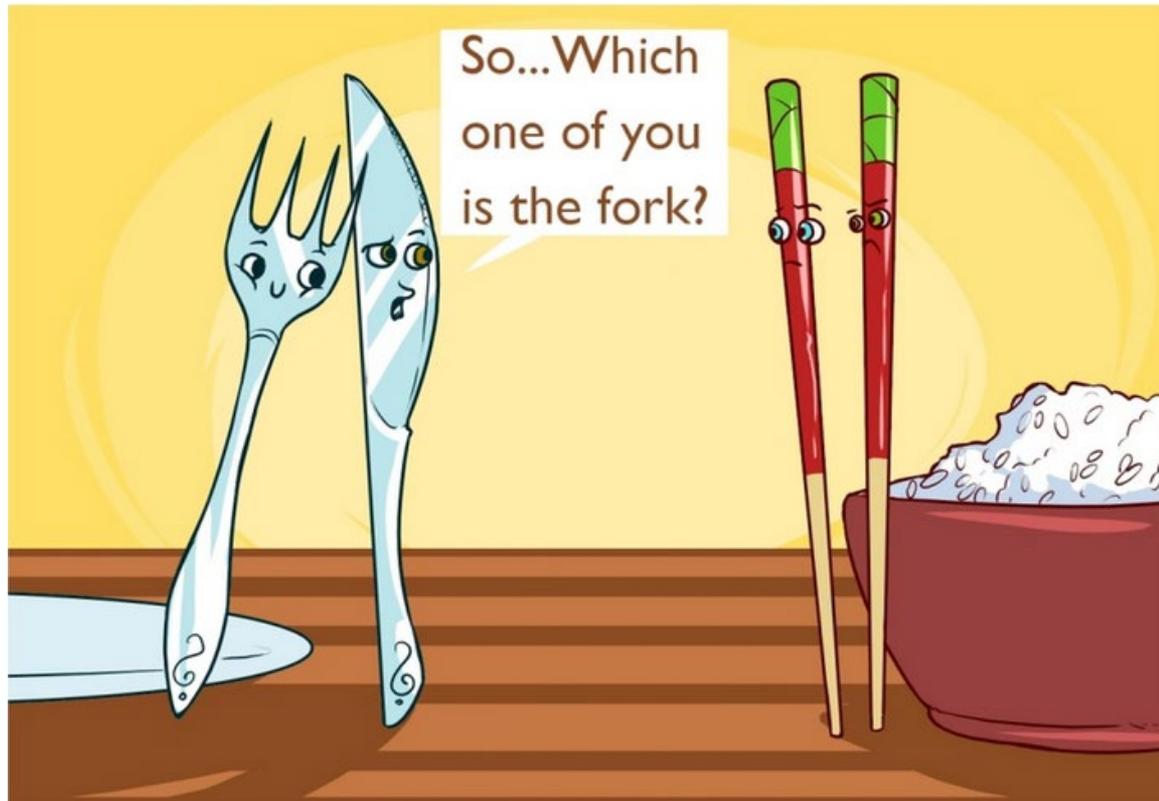
What Do You See? & Assume?



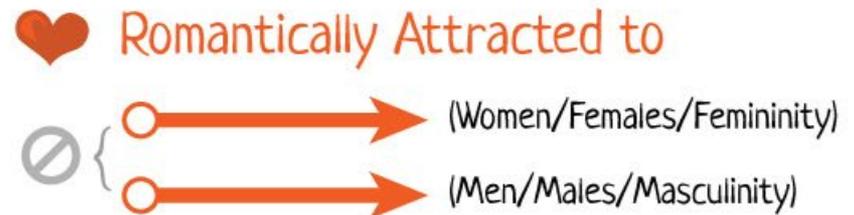
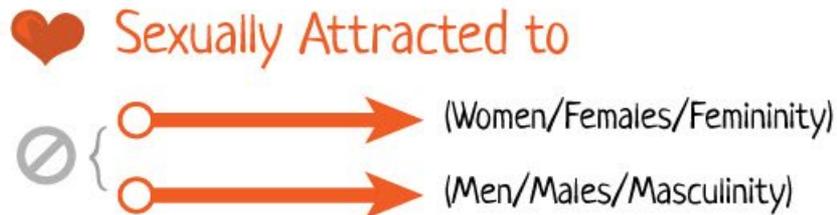
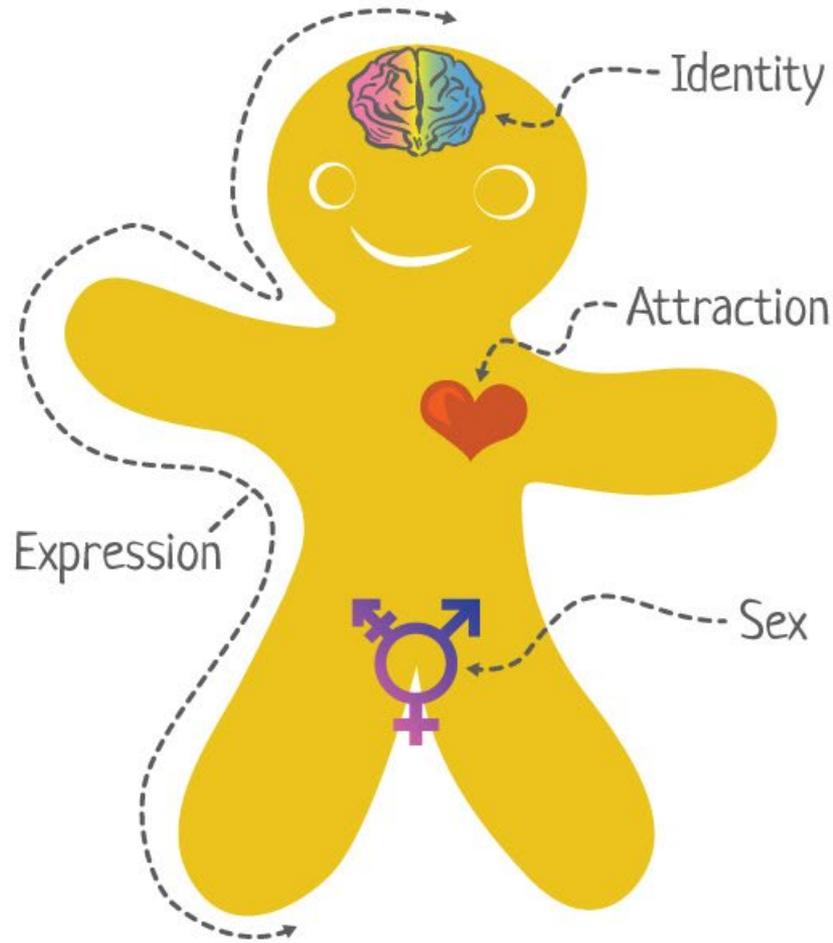
The Ellen Question



Heteronormativity



The Genderbread Person v3.3 by its pronounced METROsexual.com

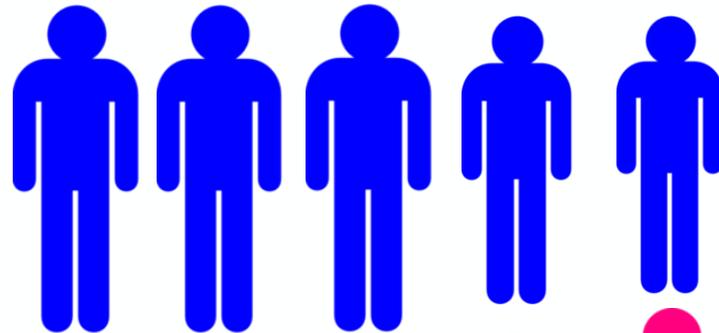


Biological Sex



Variations of hormones, genetics, organs, traits, genitalia

Male

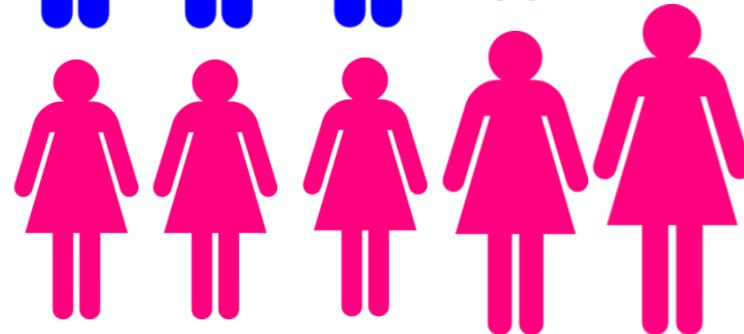


Female

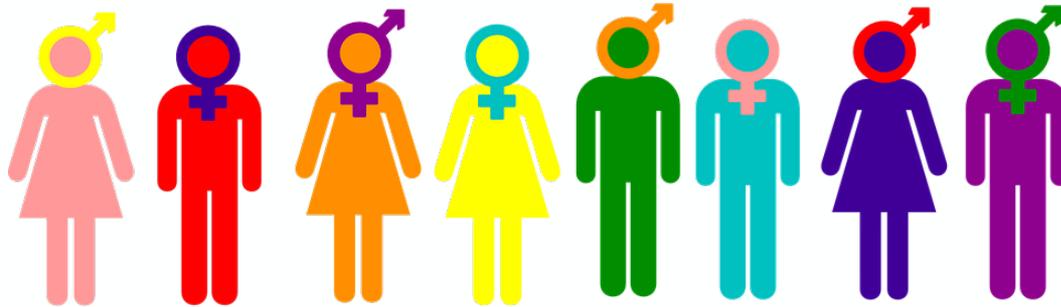
Intersex

Male to female (MTF)

Female to male (FTM)



Gender Identity Terms



Transgender

Cisgender

Gender Nonbinary

Genderqueer

Gender fluid

Gender non-conforming

Gender Expression



What assumptions does our culture draw from these kinds of images?

Sexual Orientation Terms



Lesbian

Pansexual

Gay

Demisexual

Bisexual

Demiromantic

Asexual (ace)

Queer

A fluid label/umbrella term that can apply to anyone who:

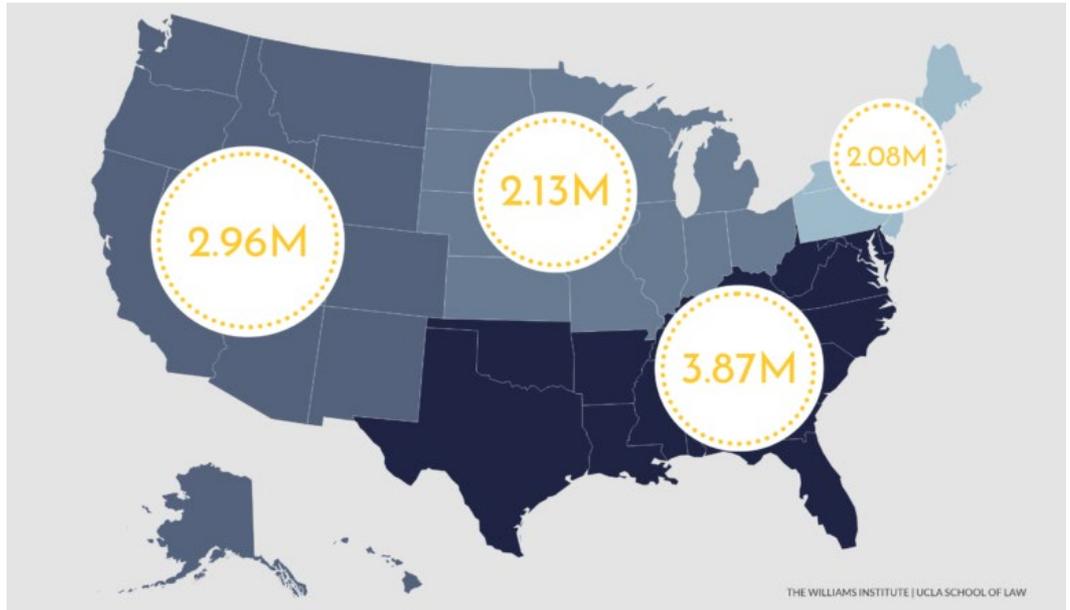
- Feels outside/beyond the gender and/or sexual binary
- Would rather not identify with a particular label
- Is gender fluid
- Queer Person of Color (QPOC)



WARNING: While generally acceptable to, and adopted by, younger people, the term may cause discomfort for older LGBT people who remember it as a pejorative, and painful, word.

Being LGBTQ

The current state of things



LGBTQ+ by the Numbers

The number of Americans who self-identify this way **increased by 60%** between 2012 and 2020, according to Gallup.

5.6% of American adults

Americans' Self-Identification as LGBT, by Generation

	LGBT	Straight/Heterosexual	No opinion
	%	%	%
Generation Z (born 1997-2002)	15.9	78.9	5.2
Millennials (born 1981-1996)	9.1	82.7	8.1
Generation X (born 1965-1980)	3.8	88.6	7.6
Baby boomers (born 1946-1964)	2.0	91.1	6.9
Traditionalists (born before 1946)	1.3	89.9	8.9

GALLUP, 2020

The Shifting Population

26% of Millennials surveyed by Kantar Futures identify as LGBTQ



	LGBT	Queer	Total
Millennials	10%	16%	26%
Total Pop.	7%	8%	15%

 Altria
Survey Response

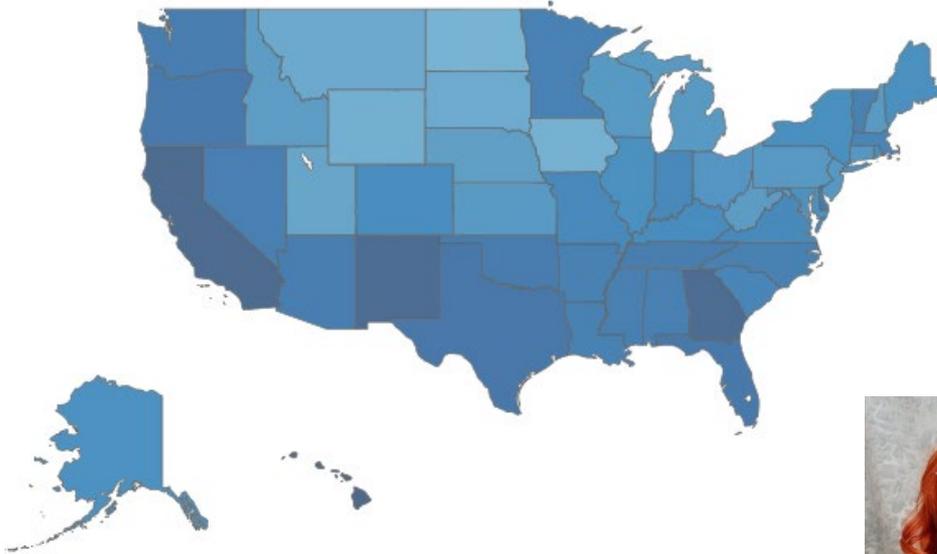
LGBT
3%

Source: Kantar Futures (2017)
Source: Altria LGBTQ Climate Survey (2017)



Transgender Population

Percent of adults identifying as transgender in the U.S.
0.00% 0.78%



0.6%

1.4 million adults in the U.S. identify as trans = about the same number of natural redheads



The Current State of Things



VIRGINIA



Virginia Values Act Signed Into Law—Extending Long-Delayed, Critical Protections to LGBTQ Virginians

about 2 months ago



Legal Protections: Virginia

Virginia

SELECT TOPIC ▾

SELECT STATE ▾

✗ DOES NOT SUPPORT 3

SCHOOL ANTI-BULLYING

State does not have a law that addresses harassment and/or bullying of students based on sexual orientation and gender identity.

EDUCATION

State does not have a law that addresses discrimination against students based on sexual orientation and gender identity.

TRANSGENDER HEALTHCARE

State has neither a ban on insurance exclusions for transgender healthcare nor does it provide transgender-inclusive health benefits to state employees.

% PARTIAL SUPPORT 1

GENDER MARKER UPDATES ON IDENTIFICATION DOCUMENTS

State has laws and policies that facilitate a gender marker update on driver's licenses only.

✓ SUPPORTS 6

HOUSING

State prohibits discrimination in housing on the basis of sexual orientation and gender identity.

EMPLOYMENT

State prohibits discrimination in employment on the basis of sexual orientation and gender identity.

MARRIAGE EQUALITY & OTHER RELATIONSHIP RECOGNITION

State issues marriage licenses to same-sex couples.

HATE CRIMES

State has a law that addresses hate or bias crimes based on sexual orientation and gender identity.

PUBLIC ACCOMMODATIONS

State prohibits discrimination in public accommodations on the basis of sexual orientation and gender identity.

ANTI-CONVERSION THERAPY

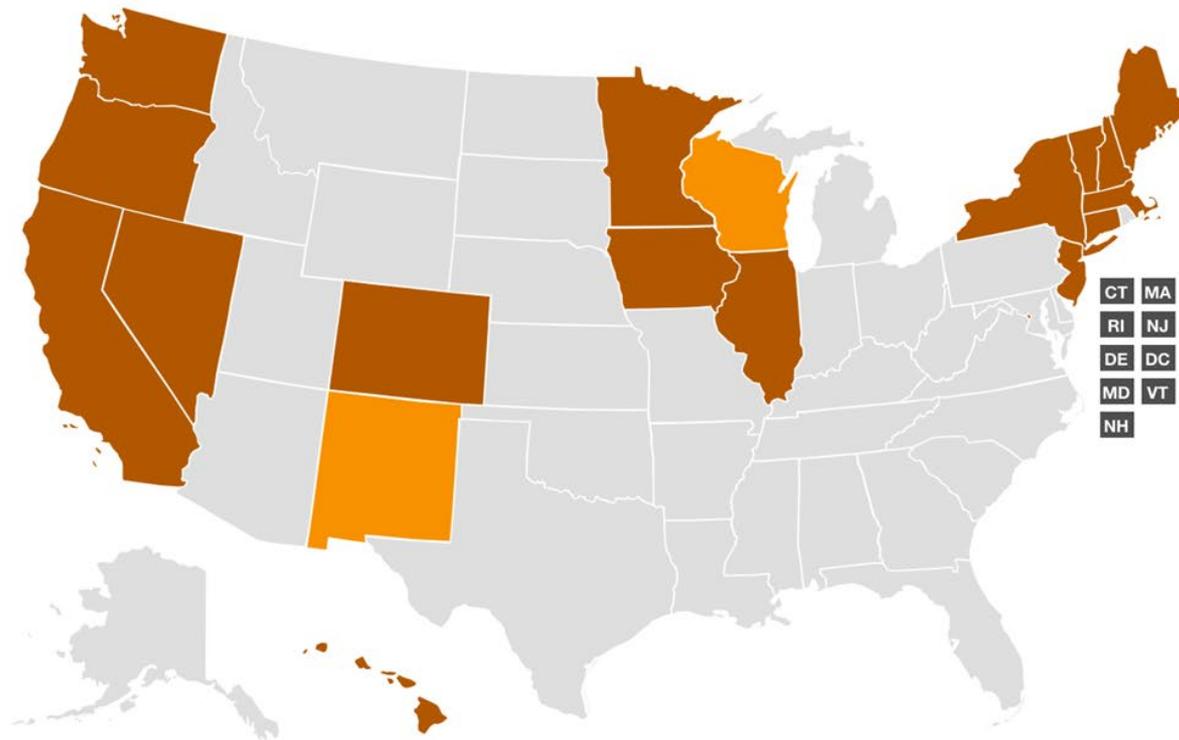
This state protects youth from so-called "conversion therapy."

Legal Protections: Education

Education

SELECT STATE ▼

SELECT ISSUE ▼



Address discrimination against students based on sexual orientation and gender identity

16 STATES AND DC

Address discrimination against students based on sexual orientation only

2 STATES

CT MA
RI NJ
DE DC
MD VT
NH

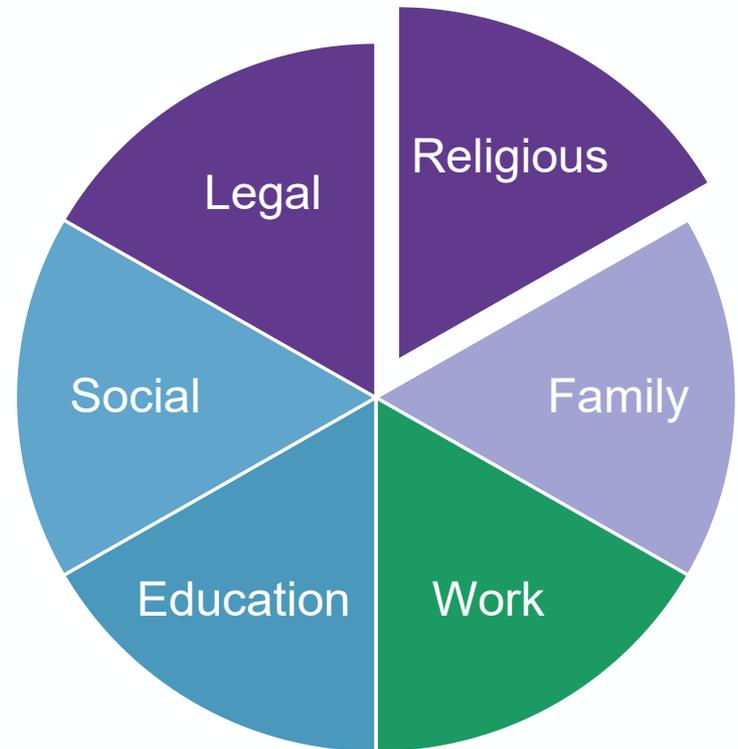
Increasingly, states are explicitly addressing discrimination against LGBTQ elementary and high school students. This map indicates state laws that prohibit discrimination against students in public education on the basis of sexual orientation or gender identity. The states that explicitly address discrimination against LGBTQ students are shown.

Updated January 02, 2020

Minority Stress

Daily discrimination,
stigma, bias, internalized

Exponential for people belonging to
other marginalized groups



“Coming Out”

“It gets tiring... you have to come out all the time, over and over...it’s not a one-time thing”



LGBTQ Youth at School

59.5% of LGBTQ students felt unsafe at school because of their sexual orientation:

- 48.7% were cyber bullied
- 12.3% were physically assaulted
- 57% were sexually assaulted



- 98.5% heard “gay” used in a negative way (e.g., “that’s so gay”)
- 95.3% heard homophobic remarks (e.g., “dyke” or “faggot”);
- 94.0% heard negative remarks about gender expression (not acting “masculine enough” or “feminine enough”)

LGBTQ Youth at School: Gaps

The gaps of positive experiences in school also impact the self-esteem, confidence, and health of children with LGBTQ parents and who are themselves LGBTQ. It also perpetuates stigma and bias for everyone.

Questions to Consider

In school, did you:

- Read books by and about LGBTQ people?
- Learn about LGBTQ people in history?
- Celebrate LGBTQ History Month or any other remembrance day for the gay/queer community?
- Review historical events that affected the LGBTQ community?
- Talk about the definitions of sexual orientation and gender identity?
- Get instruction that included any positive images of same-sex couples and families?
- Have an LGBTQ-specific club?
- See fliers for LGBTQ community events?
- Get assigned research or other projects that touch on the LGBTQ experience?
- Know any out LGBTQ teachers or other staff?
- See rainbow stickers in the classroom?

Microaggressions

“Death by a thousand cuts.”

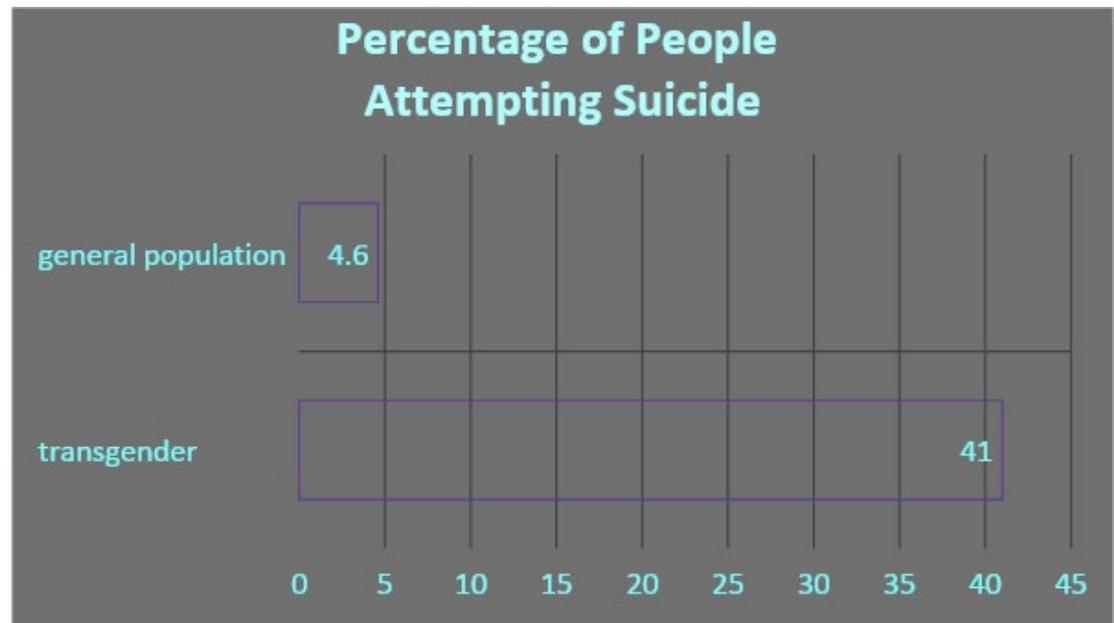
It's when they add up, day after day, that the cuts cause wounds from which it is hard to recover.



Transgender People At Risk

↑ 50%

rate of
attempted
suicide for
transgender
youth



LGBTQ Health

Disparities & risks

“Discrimination puts LGBT people at heightened risk for a range of health issues, from depression and addiction to cancer and chronic conditions,” said [Ryan Thoreson](#), an LGBT rights researcher at Human Rights Watch.

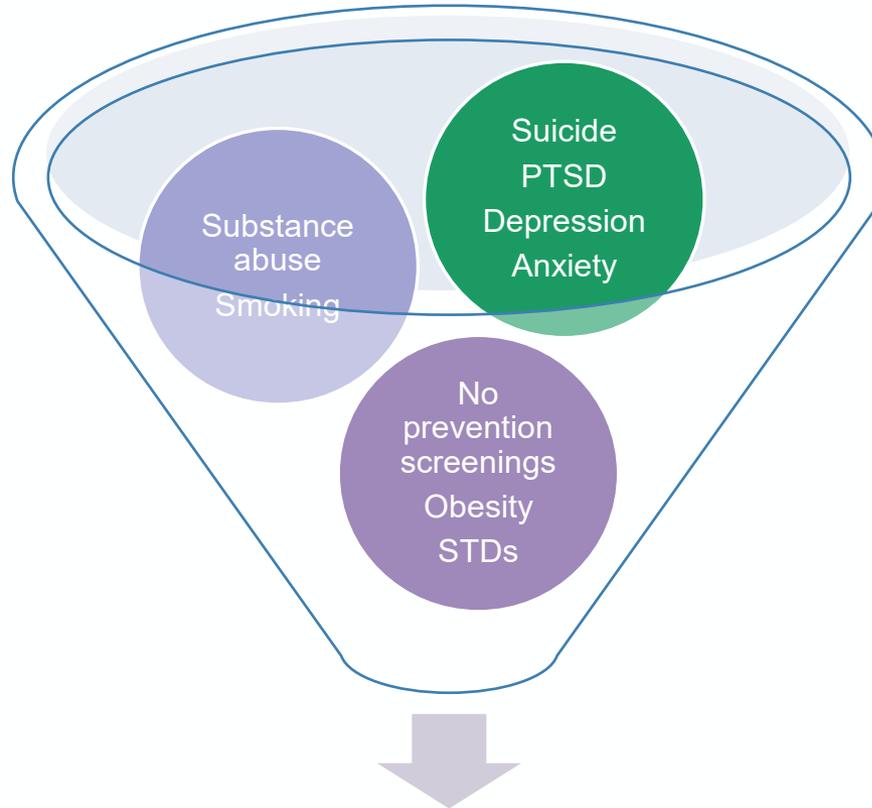
Social Determinants of Health

Factors that compromise LGBTQ+ people's health:

- Domestic violence
- Legal discrimination in access to health insurance, employment, housing, marriage, adoption, and retirement benefits
- Lack of laws protecting against bullying in schools
- Lack of social programs targeted to and/or appropriate for LGBTQ youth, adults, and elders
- Shortage of healthcare providers knowledgeable and culturally competent in LGBT health
- Conversion therapy & family rejection
- Homelessness



Effects on LGBTQ Health



Overall poorer health outcomes

History With Healthcare

 **50%**

**LGBT people reported
discrimination by a healthcare
provider**

Expectation of Rejection

 **29%**

trans people
refused care due to their
gender identity

Patient Stories at UVA Health

A security guard called me **SIR** as I was walking towards the lobby.

Someone from the clinic called and left a voicemail about my wrist surgery, but then forgot to hang up, so I heard her making **jokes about me being trans** to someone else.

In the clinic waiting room, a child wandered over to me. When the mom grabbed her child and chided her for coming near to me, **I wondered if it was because I was trans or not.** I tried to smile at the mom, but she wouldn't meet my eye. Was I being too sensitive?

I was in the ER and they didn't have enough beds, so they put me on this gurney in the hallway, and this nurse came over and started grabbing my shirt and trying to lift it up, and I screamed **STOP STOP** and she wouldn't.

Consequences in the Clinic

In the healthcare setting, LGBTQ people:

- Avoid seeking healthcare
- Stay closeted with providers
- Don't advocate for themselves/feel vulnerable
- Distrust providers' knowledge about LGBTQ healthcare issues



What You Can Do

Steps to take



Coming Out Exercise

last name starts
with letters
A - F

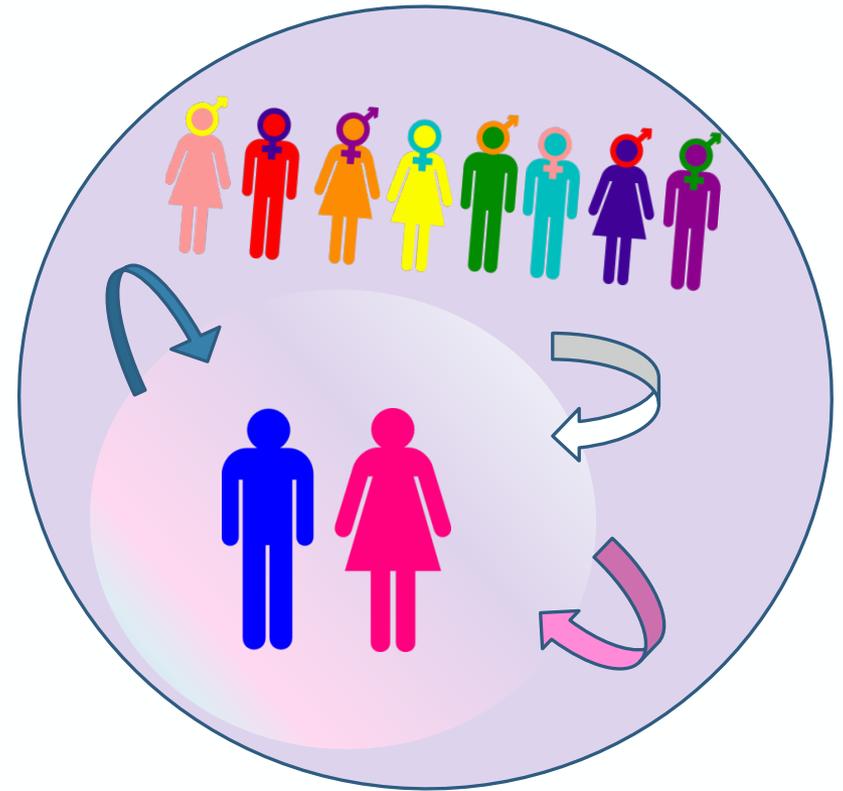
last name starts
with letters
M - R

last name starts
with letters
G - L

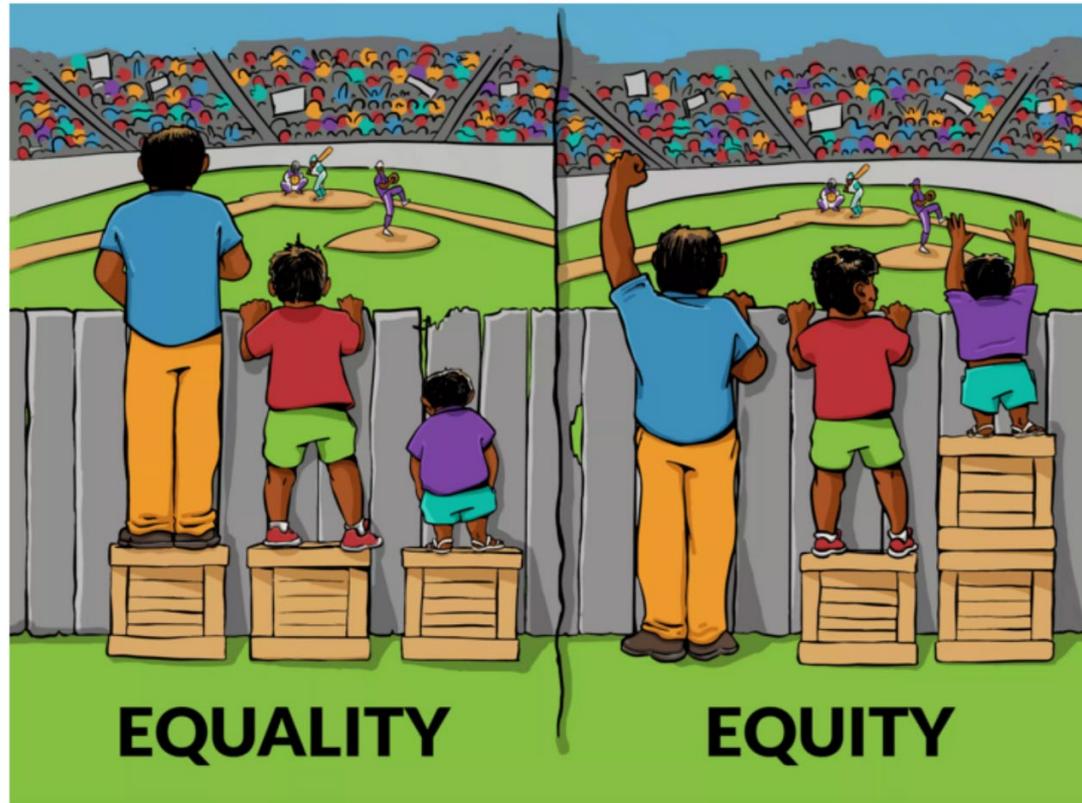
last name starts
with letters
S - Z

What is a 'Safe Space'?

A place or environment in which a person or category of people can feel confident that they will not be exposed to discrimination, criticism, harassment, or any other emotional or physical harm.



Equity vs. Equality



Make Inclusion Visible

A rainbow or other explicit welcome shows that you:

- Aren't ashamed or afraid of negative social reaction
- Understand why the rainbow is important
- Care about serving LGBTQ people



Empathy Inventory

Ask yourself:

- What norms do your images present?
- What assumptions does your language make?
- Who can relate to the content you're creating?
- Who will have to work around forms, policies, etc.



Make Inclusion Explicit

- Make sure antidiscrimination policies list sexual orientation and gender identity.
- Post these policies in visible places.
- Apply to clients, customers, vendors, staff.
- Make sure your team knows the policy, what it means, and how they'll be held accountable to it.
- Hold everyone accountable.

“Everyone*” doesn't cover it.

Make Inclusion Lived

- Make restrooms gender-neutral
- Provide private restroom options



Use Inclusive Language

Don't say:

- “She is a transgender” or “She’s transgendered”
- Cross-dresser, drag queen/king, transsexual or tranny, homosexual
- Deadname: The previous name reflecting prior gender
- “Sex change”

Do say:

- “Phyllis is a transgender woman.”
- “He’s a trans man.”
- Surgery - “Gender confirmation” or “gender affirmation”

Don't Assume

“Are you in a relationship?” vs.
“Do you have a husband?”

“Your guest here” vs. “He is here”

“What is their name?” vs.
“What’s her name?”

Try genderless terms: spouse,
partner, significant other, parent,
guardian

Don't use “sir” and “ma'am”



Who Are Your Patients?

The people you serve could be:

- LGBTQ+
- Have siblings, parents, kids, ex-spouses who are LGBTQ+
- Two married women, one of whom is trans, with children
- A person in a heterosexual relationship who has or continues to have sex with people of their own gender/sex
- Unwilling to disclose their identity or sexual behavior
- Using terms that don't match up with your expectations



Why does it matter?

Practice Pronouns

1. **Set the example:** "My name is Amy, and I use **she/her** pronouns." **TRY IT NOW!**
2. **Ask:** "What pronouns do you **use**?" "How would you like to be referred to?"
3. Neopronouns: xe/xem/xyr, ze/hir/hirs, ey/em/eir, fae/faer/faers

Why does it matter?

She/Her

They
Their
Them

He/Hi
m

Calm Your Grammatical Angst

Don't hide behind grammar rules. They've changed.

When they is used in the singular, it takes a plural verb: Taylor said they need a new car. (Again, be sure it's clear from the context that only one person is involved.)

Associated Press, 2019

“The use of plural pronouns to refer back to a singular subject isn't new: it represents a revival of a practice dating from the 16th century. It's increasingly common in current English and is now widely accepted both in speech and in writing.”
Oxford English Dictionaries

Apologize: Impact vs. Intent

Apologize briefly and correct yourself.

- “And I was saying to someone that **he’s** a really good, **sorry, she**, that she was a really good painter.”

Don’t over-apologize, complain, or whine.

- “Gosh, pronouns are so difficult!”
- “I didn’t mean it!”



Don't Minimize or Discount

It's no big deal
I don't care
It doesn't matter to me

It doesn't bother me
Who cares? Whatever
This is a pretty liberal place

Cultural Change: Outreach

Responsive, **authentic** programs:

- Reach out to local LGBTQ groups for input
- Attend LGBTQ events
- Let partner organizations know what you're working toward
- Advocate for equity in schools

LOCAL TRANSGENDER HEALTHCARE & SUPPORT

- The [UVA Transgender Teen Health Clinic Gender Health Clinic](#) for adults
- [Side by Side](#) youth support
- [Transgender Health Services at the Virginia Department of Health](#)
- [Transgender services at UVA Student Health](#)
- [Transgender Health Alliance of Central Virginia](#)

Treat others the way
they want to be
treated.

Resources
& Tools



Next Steps: Individuals

- Know your own bias - [Use the Harvard bias tool](#)
- Include a TV show, book, or podcast in your media diet that features LGBTQ+ main characters
- Read up on [LGBTQ+ history](#) & celebrate LGBTQ History Month
- Attend an LGBTQ+ event
- Check in with LGBTQ+ friends
- Practice listening, not assuming
- Be a vocal ally when needed



Check Your Personal Bias

Can you name 3 people in history who were lesbian, gay, bisexual, or transgender?

Do you know 3 leaders in business or politics who are LGBTQ?

How many books have you read and movies or TV shows have you seen with LGBTQ main characters?

How would you feel if your religious leader, your child's teacher, a therapist came out to you as LGBTQ?

How would you feel if a friend, parent, sibling, or child came out to you?

Would you go to a doctor who was LGBTQ?

How would you feel if people thought you were LGBTQ?

Have you ever been to an LGBTQ event?

Have you ever said or participated in jokes about LGBTQ people?

Have you stood up for someone LGBTQ being harassed?

Have you ever researched LGBTQ issues/people?



Watch: Patient Perspectives

[Voices of Transgender Adolescents in Healthcare](#)

[Addressing Health Disparities in the LGBTQ+ Community](#)

[Vanessa Goes to the Doctor](#)

[We Are Here: A Transgender Training Video for Healthcare Professionals](#)

[To Treat Me, You Have to Know Who I Am](#)

[A Trans Man at the Doctor's | Toby Walker](#)

An infographic from NIHCM (National Health Care Quality Improvement Center) titled "25 NIHCM". It states: "LGBTQ+ people face health disparities linked to stigma and discrimination." Below this, it says "Health inequities in LGBTQ communities persist at all stages of life." The infographic lists three key statistics:

- Youth who are lesbian, gay or bisexual are **5x** more likely to attempt suicide.
- Adult LGBTQ populations have **higher rates of substance use, including tobacco & alcohol**.
- LGBT elders may experience social isolation as they are **twice as likely** to live alone.

The infographic includes icons for a brain with a gear, a person with a red outline, and a group of three people.

Important Dates to Know

[National Coming Out Day, Oct. 11](#)

[October: LGBTQ History Month](#)

[Transgender Day of Remembrance, Nov. 20](#)

[Pride Month/Stonewall anniversary, June](#)

[International Pronouns Day, Oct. 20](#)

National LGBT Health Awareness Week - March

International Transgender Day of Visibility - March 31

LGBT HISTORY MONTH 2020



Resources

LGBTQ+ ORGANIZATIONS TO KNOW

[Equality Virginia](#)

[PFLAG](#)

[Human Rights Campaign](#)

[National Black Justice Coalition](#)

[GLSEN](#)

[GLAAD](#)

[National Center for Trans Equality](#)

[National LGBTQ Task Force](#)

Guide: [HOW TO BE AN ALLY](#)

YOUTH/EDUCATION

[GLSEN LGBTQ Youth Survey Virginia](#)

[GLSEN Youth of Color Data](#)

[Trevor Project](#)

[Side by Side](#) youth support groups

[Campus Pride](#)

PRONOUNS

[Understanding pronouns](#)

[Infographic on gender-specific and gender-neutral pronouns](#)

[Video about what pronouns are / why they matter](#)

TERMINOLOGY

[LGBTQ and gender terms](#)

[The BIG LIST of gender identities & terms](#)

[MX - the alternative to Ms/Mr](#)

[Genderbread Person versions & more](#)

Article: [“What’s the Big Deal About Misgendering & Deadnaming?”](#)

Find local businesses/organizations, events, youth programs, more at: [Cville Pride](#)



Business & Healthcare

BUSINESS

[Pride Legal - workplace law](#)

[LGBTQ Workplace Inclusion Strategies](#) (Pride at Work)

[LGBTQ Workplace Inclusion](#) Webinars (HRC)

[7 Steps for Creating an Inclusive Workplace](#)

[Equality Means Business](#) - Virginia directory

[Workplace resources from HRC](#)

CREATING POLICIES

[Sample policies and guidance](#)

[Anti-discrimination policy worksheet/info](#)

[How to Initiate a Diversity & Equity strategy](#)

[SHRM on updating policies, 2020](#)

COLLECTING CLIENT/EMPLOYEE DATA

[LGBTQ Self-ID in the Workplace](#) (HRC)

[LGBTQ Self-Identification Programs](#) Webinar (HRC)

LEGAL RESOURCES

[US EEOC](#)

[Lambda Legal](#)

[ACLU](#)

HEALTH

Family Acceptance Project: [Videos & resources for helping families accept their LGBTQ+ children](#)

[Debunking transgender myths videos](#)

[LGBTQ Healthcare Training for Providers](#)

[Mental Illness & LGBTQ Health](#)

[Center for LGBTQ Health Research](#)

[LGBTQ Aging](#)

[Fenway Health](#) (research & best practices)

LOCAL TRANSGENDER HEALTHCARE

The [UVA Transgender Teen Health Clinic Gender Health Clinic](#) for adults

[Transgender Health Services at the Virginia Department of Health](#)

[Transgender services at UVA Student Health](#)

[Transgender Health Alliance of Central Virginia](#)



Let's Practice

In small groups, share your answers to the pre-work questions. Reflect on each challenge or issue.

- How could it be handled differently?
- What next steps would help?
- How can you help each other in this kind of situation?

Watch [We Are Here: A Transgender Training Video for](#)

- [Healthcare Professionals](#) – and reflect: Do you feel competent to handle these scenarios? If so, why? If not, what tools do you need to feel competent?
- Write down 1 or more experiences you've had at work (or elsewhere) with an LGBTQ+ person (patient, colleague, etc.) that felt negative or challenging; what aspects of the interaction didn't go well? What would have made it better?

In Other Words: Diamond Stylz



Recommended Media

This is by no means an exhaustive list. Rather, these are good introductions to LGBTQ+ stories and culture.

BOOKS

JMRL has a list of books for children and families, too!

Captive Genders

Black on Both Sides A Racial History of Trans Identity.

Becoming a Visible Man

Gender Outlaw

Last Time I Wore A Dress

Redefining Realness

Stone Butch Blues

Trunky (Trans Junky)

TV SHOWS

The Fosters

Pose

Queer Eye

She-Ra

PODCASTS

[12 Podcasts to Listen to](#)

Still Processing

WEBSITES/News

[The Advocate](#)

afterellen.com

afterelton.com

The Root

