



Creating Welcoming and Inclusive Environments for
Trans and Non-Binary People

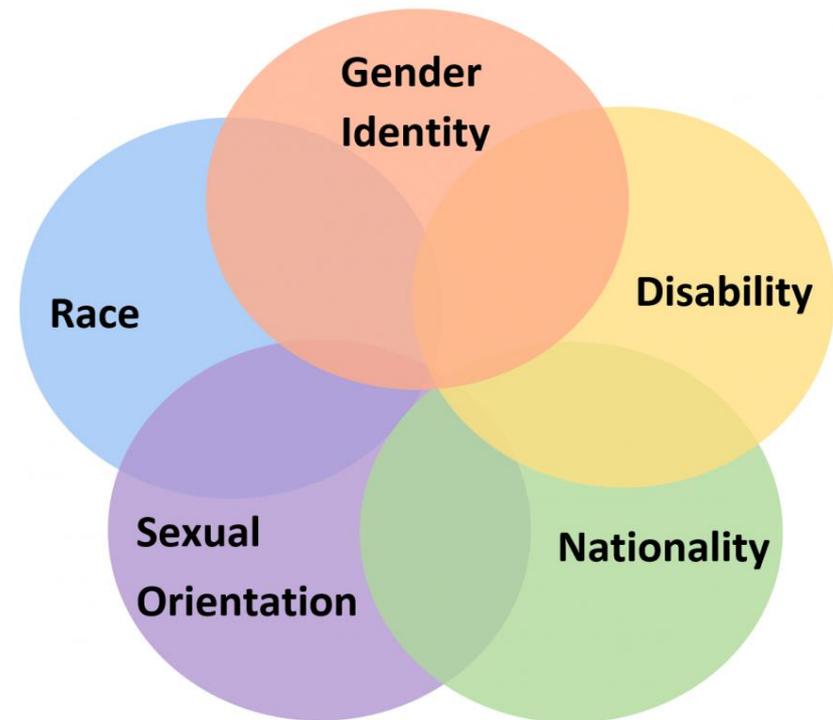
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What are our Learning Objectives for Today?

1. Define basic terms relevant to trans, non-binary, and gender variant populations.
2. Describe the environment of prejudice, discrimination, and bias experienced by the community.
3. Impart info about best practices to create welcoming and inclusive experiences for trans, non-binary, and gender variant patients.

What is Intersectionality? Why is it Important?

- Complexity of identity
- Problem of multi-marginalization
- Creating inclusive environments for trans and non-binary folks is one piece of a larger effort to create inclusive environments for everyone.



What is it Like to be Trans?

- It's hard to imagine what it would be like to be trans or non-binary unless that's part of your lived experience. So how can folks who want to be advocates find empathy?
- What if you had to hide who you are?
- What if people insisted they knew you were better than you know yourself?
- Trans folks can struggle just to be SEEN, let alone achieve full integration in their communities.



GLSEN

GENDER

TERMINOLOGY



GENDER ATTRIBUTION

HOW YOUR GENDER IS PERCEIVED BY OTHERS



SEX ASSIGNED AT BIRTH

WHAT THE MEDICAL COMMUNITY LABELS YOU



GENDER IDENTITY

HOW YOU IDENTIFY (SEE YOURSELF)



GENDER EXPRESSION

HOW YOU WANT TO DISPLAY YOUR GENDER

What's Some Relevant Basic Terminology?

- Cisgender and transgender
- Non-binary
- Gender variance/gender non-conformity
- Minority stress
- Microaggressions



How Big is the Trans Community?

- About 1.4 million Americans are trans. This is slightly larger than the population(s) of Franklin and Cuyahoga Counties, and larger than the population of 10 different U.S. states.
- There are over 39,000 trans people in Ohio.
- Columbus has one of the largest trans communities in the Midwest.



<http://williamsinstitute.law.ucla.edu/wp-content/uploads/How-Many-Adults-Identify-as-Transgender-in-the-United-States.pdf>

<https://www.usatoday.com/story/news/nation/2018/02/05/more-u-s-teens-identify-transgender-survey-finds/306357002/>

Why is There a Generational Shift?

- Millennials and Zoomers are more likely to be trans or non-binary than previous generations – Not because it’s “trendy,” but because for some people in some communities, trans and non-binary folks are now more likely to feel safe enough to be out as who they authentically are.

	Bisexual	Gay	Lesbian	Transgender	Other
	%	%	%	%	%
Generation Z (born 1997-2002)	11.5	2.1	1.4	1.8	0.4
Millennials (born 1981-1996)	5.1	2.0	0.8	1.2	0.4
Generation X (born 1965-1980)	1.8	1.2	0.7	0.2	0.1
Baby boomers (born 1946-1964)	0.3	1.2	0.4	0.2	0.0
Traditionalists (born before 1946)	0.3	0.3	0.2	0.3	0.1

Figures represent the percentage of all adult members of each generation who have that sexual orientation

GALLUP, 2020

What Does it Mean to Transition?

- Psychological, Social, and Medical transition
- Many trans folks choose to transition to align their body and appearance with their gender identity.
- Transitioning, in the vast majority of cases, results in significant improvement in quality of life for trans people.
- There is no single roadmap on how to transition.
- There are many ways to be trans, and no “wrong” way.



What's My Story? (Part 1)



- I knew I was “different” from a young age, but I didn’t know I was trans.
- I spent over 20 years dismissing the idea that I might be trans.
- Why was I so afraid to psychologically transition? And after that, still terrified to socially or medically transition? Let’s talk about that next.



What Levels of Violence do Trans Folks Face? What About Health Inequities?

- Higher rates of unemployment, poverty, housing insecurity – All linked to the lack of full legal protection for trans and non-binary folks
- There's an epidemic of violence against trans folks – Black trans women are the most aggressively targeted group.
- Higher rates of tobacco usage and alcohol/substance use & misuse among trans populations, particularly among trans youth.
- Higher rates of mental illness (particularly depression, anxiety disorders, trauma-related disorders, and suicidal ideation) than the rest of the population.
- What drives these health inequities? *Minority stress*.

<https://hrc-prod-requests.s3-us-west-2.amazonaws.com/FatalViolence-2020Report-Final.pdf?mtime=20201119101455&focal=none>

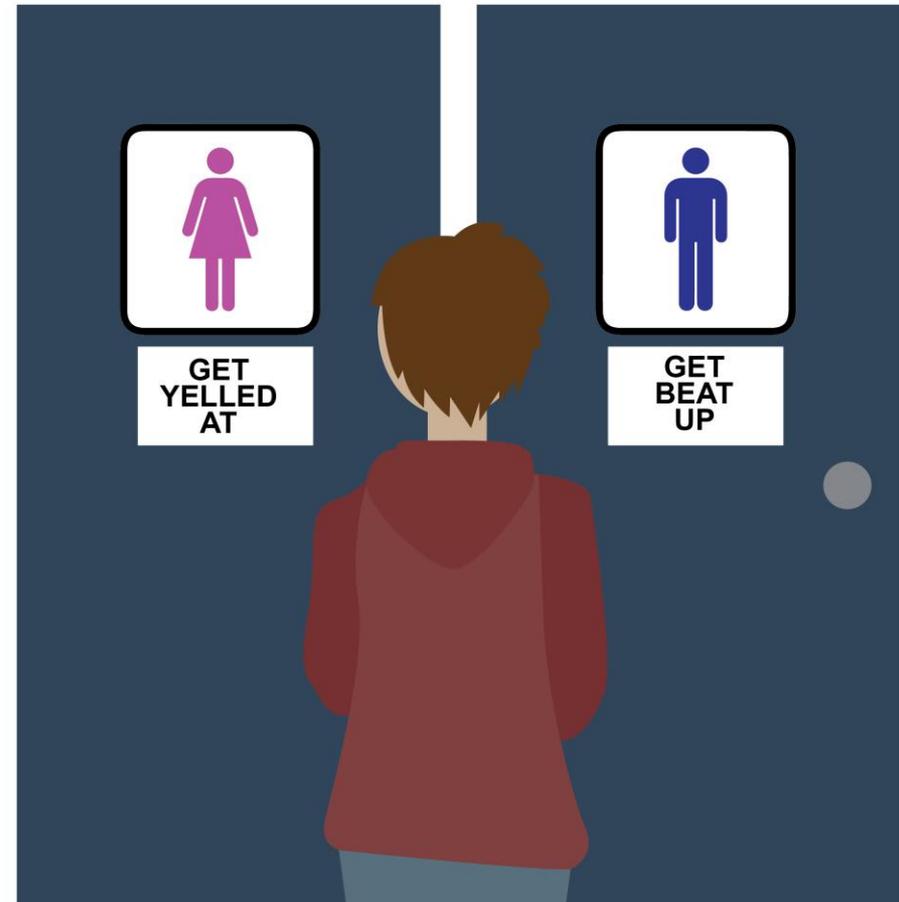
<https://www.hrc.org/resources/transgender-people-and-hiv-what-we-know>

<https://www.nbcnews.com/feature/nbc-out/transgender-students-face-higher-rates-substance-abuse-study-finds-n795016>

<https://www.psychologytoday.com/us/blog/the-truth-about-exercise-addiction/201612/why-transgender-people-experience-more-mental-health>

What's an Example of Minority Stress That Trans and Non-Binary Folks Experience?

- For many trans and non-binary folks, something as simple as trying to use a public restroom can be a stressful or even panic-inducing experience.



Which Social Norms Feed This Hostile Environment?

- Social norms as determinants of health
- Cisnormativity
- Transphobia



Racism

Ableism

Classism

Trans Folks and Linkage to Care

- Trans people suffer from health inequities that put them in a position where they have a greater than average need for health care services.
- However, trans folks are less likely to get linked and stay linked to care. What is going on here?

How are Trans Folks Treated When Trying to Access Care?

- Refusals of care
- Lack of affirmation, use of wrong name, misgendering
- Harsh or abusive language
- Assaults and unwanted touching



<https://www.americanprogress.org/issues/lgbtq-rights/news/2018/01/18/445130/discrimination-prevents-lgbtq-people-accessing-health-care/>

Why do Trans Folks Expect to Face Prejudice and Bias?

- Either from personal experience, or from hearing about others' experiences, many trans people EXPECT to face prejudice in health care settings.
- Not only does this contribute to minority stress felt by trans people, it can also convince some community members that they shouldn't seek out care or resources unless they absolutely have to.



Gender Affirmation as a Social Determinant of Health

- Gender affirmation leads to better health outcomes for trans people. Social affirmation has the biggest positive impact.
- Family support for trans youth has been shown to lead to better mental health outcomes.



Pega, F., & Veale, J. F. (2015). The Case for the World Health Organization's Commission on Social Determinants of Health to Address Gender Identity. *American Journal of Public Health, 105*(3). doi:10.2105/ajph.2014.302373

Glynn, T. R., Gamarel, K. E., Nemoto, T., & Operario, D. (n.d.). The Role of Gender Affirmation in Psychological Well-Being Among Transgender Women. *PsycEXTRA Dataset*. doi:10.1037/e504962016-001

Crosby, R. A., Salazar, L. F., & Hill, B. J. (2016). Gender Affirmation and Resiliency Among Black Transgender Women With and Without HIV Infection. *Transgender Health, 1*(1), 86-93. doi:10.1089/trgh.2016.0005

Trans folks fear discrimination in health care environments, and also face uncertainty surrounding their basic access to care.

What can institutions do to create more welcoming and affirming environments for trans, non-binary, and gender variant people?

What's My Story? (Part 2)

- I started my transition in 2012, and was fully out as Ramona by 2014.
- Transitioning was the best decision I've ever made. But it hasn't been easy or simple, or a straight line.
- As I've gotten more comfortable with myself, I've found I want to explore a much wider range of gender expression. I still like to present "fem," but sometimes, I want to present more androgynously or even boyishly.
- I'm getting gender-affirming surgery this May. Yippee!



I am VERY Lucky.

- My transition would not have gone as smoothly as it has so far without me working for employers (The Ohio State University and the Equitas Health Institute) and getting care from providers (at Equitas Health and OhioHealth) who follow best practices on trans and non-binary inclusion.
- What do those best practices look like?

THE BIG IDEA

- Breaking the habit of guessing or assuming a person's gender identity based on outward appearances or behaviors is the ultimate goal.
- In the process of socialization, we are very strongly conditioned to automatically attribute gender to others based on their outward gender expressions or cues.
- Take control away from your Lizard Brain. How? (Coming Up)



Questions and Statements to Avoid

- Two questions to ask yourself: “Why do I need to ask this?” and “Is this something that is appropriate to ask a co-worker?”
- Don’t ask invasive questions just to satisfy your curiosity. You can email me with questions if you’d like – For real.
 - “Have you had/are you going to get ‘the surgery?’”
 - “Have you completed/will you complete your transition?”
 - “You look so good for a trans person! I never would have guessed.” AND/OR “You were so handsome/beautiful/etc before you transitioned”
 - To a trans woman: “If a man is attracted to you, does that mean he’s gay?”
 - Don’t “out” trans people to others unless you have their explicit permission.

Terms to Avoid when Talking About or Interacting with Trans People

Don't Use...	Instead Use...
Transgendered	Transgender
“He’s a transgender.”	“He’s a trans man” or “he is transgender.”
Tranny	Almost anything else.. (this is considered an intensely hateful slur by the vast majority of trans women)
“Born a woman”	“assigned female at birth”
“It”	“They,” or, if the person has already shared their pronouns, use those.

Why are Initial Interactions so Important?

- Impact of initial interactions
- Positive effects of affirming initial experience
- Negative effects of negative initial experiences
- **IMPORTANT:** Your trans clients/patients/etc have probably already had negative experiences in institutional environments before.

What Does Avoiding Assumptions Look Like?

Some tips to avoid assuming things about gender identity in interactions with people you've just met:

Instead of: “Good morning, sir!”

Say: “Good morning!”

Instead of: “He is waiting for the appointment to start.”

Say: “They are waiting for the appointment to start”

Instead of: “Do you have a wife/husband?”

Say: “Are you in a relationship?”

Instead of: “What are your mother and father’s names?/Do you have brothers or sisters?”

Say: “What are your parents’ names?/Do you have siblings?”

<https://www.lgbthealtheducation.org/wp-content/uploads/Collecting-SOGI-Data-Webinar-Final.pdf>

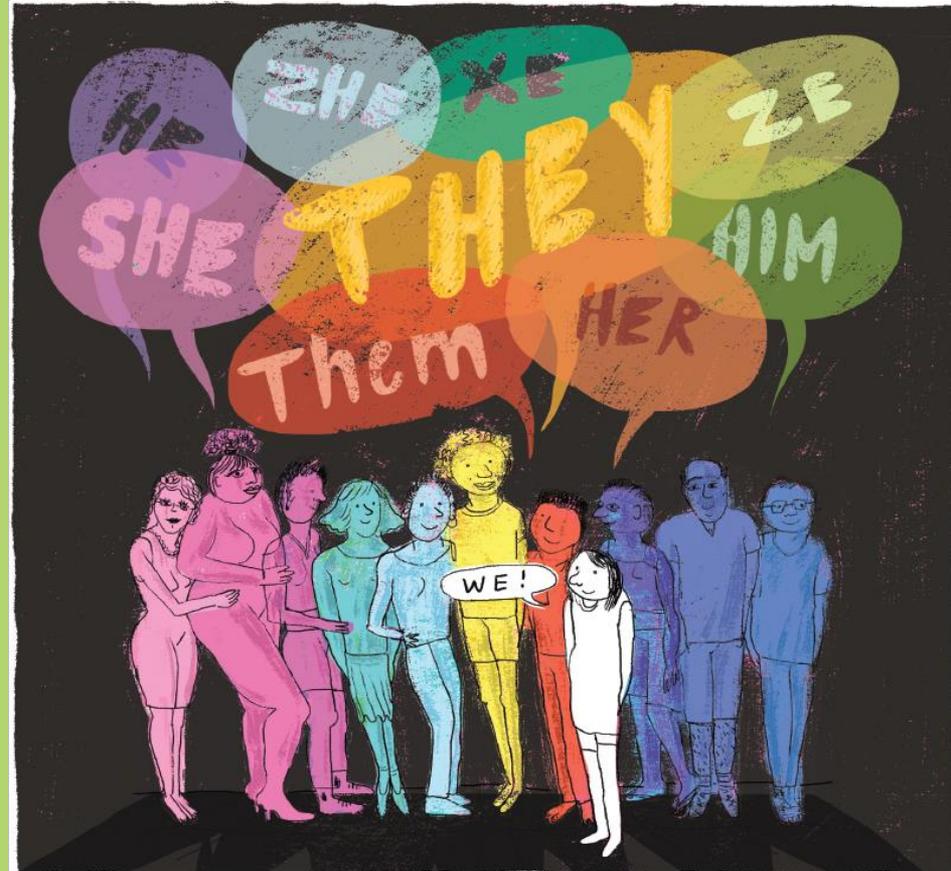
Why is it Important to get Names and Pronouns Right?

- Intent vs Impact
- How does getting this wrong harm trans and non-binary folks?
- Minor changes = Big positive impact



Best Practices for Pronoun Usage

- Introduce yourself as “Hello, my name is _____, and my pronouns are _____.” This will cue the person you are talking to that it is OK to reciprocate.
- Also, most trans people interpret this as a powerful sign of inclusiveness.
- There are tons of ways you can signal to trans people that you have considered pronouns.
 - *Email signatures*
 - *Wearing a pronoun pin*
 - *Adding pronouns to name field in videoconferencing*
 - *Business cards*
 - *ID badges*
 - *And more!*



Best Practices For Pronoun Usage

- IF you get someone's pronouns wrong, apologize sincerely and quickly and then move on from it. Don't dwell. Don't keep apologizing, and don't try to explain why or make it about yourself.
- Practice getting other people's pronouns right even when they are not around, and correct other people when they get absent people's pronouns wrong.
- If you don't know what a person's pronouns are, default to using their name or the singular they (they/them/theirs).
- Get out of the habit of guessing a person's pronouns based on gender expression cues.



The Singular They & Gender-Inclusive Language

- Many (but not all) non-binary people use they/them/theirs pronouns.
- Some people are uncomfortable with this because they believe it is “grammatically incorrect.”
- The singular they was Merriam-Webster’s 2019 Word of the Year.

Oh no, someone left their cell phone.

Dang, I wonder if they’ll miss it?

Of course they will. *It’s their phone.*

Not what I meant. I was wondering if they’ll miss it in time to come back for it before the shop closes.

I hope so, for their sake.

YOU ALREADY KNOW HOW TO USE SINGULAR *THEY*.

When a nonbinary person asks you to use “they” as their pronoun, you can handle it.

More Notes on Pronouns

- Neopronouns: Emergent pronouns, such as Xe/Xem/Xir that don't fit into established sets of pronouns.
- Multiple pronouns: Some people may use more than one set of pronouns, such as she/they.
- All/any pronouns with respect
- No pronouns – Default to person's name
- General Guideline: Just meet people where they are
- Once a person has shared their pronouns, it's ok to (politely) ask follow up questions.

When greeting others

Avoid:

ladies **gentlemen** **ma'am** **sir** **girls** **guys** etc.

Consider using instead:

“Thanks, **friends**.
Have a great
night.”

“Good morning,
folks!”

“Hi, **everyone!**”

“And for **you?**”

“Can I get
you **all**
something?”

Why?

Shifting to gender-inclusive language respects and acknowledges the gender identities of all people and removes assumption.

Be mindful of language

Based on Toni Latour's "Hello there" cards.

Learn more at qmunity.ca

How Do We Bring it All Together and Create an Environment of Respect and Trust

- Refer to people by their chosen name and correct pronoun
- Protect confidentiality, reassure patients
- Educate colleagues regarding trans issues
- Respect patient wishes regarding potentially sensitive physical exams and tests
- Be familiar with commonly used terms and the diversity of identities within the trans community
- Be non-judgmental, open, professional. Provide client-centered care (e.g., meet the person “where they are”)
- Be an advocate. “See something, say something.”

Respect the journey.

Believe the reality.



Equitas Health Institute

Questions?

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Post-test:

<https://www.surveymonkey.com/r/OSUPublicHealthAlumniPostTest25March2021>

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