



# Creating Authentic Spaces: A Gender Identity and Gender Expression Toolkit

Jack Hixson-Vulpe, The 519

Steve Yan, TD

Colin Druhan, Pride at Work Canada

Steven Little, The 519

Out & Equal

Friday October 7th, 2016

# Welcome!

- Introductions (pronouns)



## Creating Authentic Spaces

A GENDER IDENTITY AND GENDER EXPRESSION  
TOOLKIT TO SUPPORT THE IMPLEMENTATION  
OF INSTITUTIONAL AND SOCIAL CHANGE

# Key Take Aways

- How to create environments where trans and gender diverse staff and customers can be their authentic self
- Discuss what trans inclusion looks like in your organization
- Share best practices for the future

# Pride at Work Canada

Colin Druhan, Executive Director

*Pride at Work Canada*

Connecting Employers with Resources



# TD Bank

Steve Yan, Senior Manager, Diversity and Inclusion  
*TD Bank*

How TD has used *Creating Authentic Spaces*





519  
SPACE FOR CHANGE

- 265,701 visits to The 519
- 38,450 visits to programs
- 21,661 meals served
- 5,304 participants in newcomer and refugee programs
- 6,428 attended education and training workshops
- 55,000 attendees of the Green Space Festival



# The Gender Quiz

# Gender Quiz

## Objective

- To understand the relationship between gender identity, gender expression, sex, and sexual orientation



# Gender Quiz

## Instructions

- With the person next to you, discuss key terms that come to mind.

**Anatomical**

**Female**

**Sex**

**Intersex**

**Assigned at Birth**

**Genitalia**

**Male**

Individual

Transgender

Trans

Internal

Transsexual

Gender

Woman

Man

Identity

Personal

Genderqueer

Lived Identity

Two-Spirit

Cisgender

**Masculine**

**Pronoun**

**Voice**

**Feminine**

**Gender  
Expression**

**Public**

**Make-up**

**Appearance**

**Clothing**

**Hair**

**Asexual**

**Lesbian**

**Gay**

**Sexual  
Orientation**

**Straight**

**Bisexual**

**Curious**

**Pansexual**

# The Toolkit & Infographics

## Creating Authentic Spaces

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# The Toolkit

## What's inside and how it was done

- Understanding of key terms
- How to engage in difficult conversations
- What allyship looks like
- Overview of policy review and change processes
- Organizational Score Cards
- Guidelines for how to support an employee in transition
- Roadmap to full inclusion

Created with comprehensive input from trans and gender diverse communities

# Creating A Welcoming Environment



# CREATING A WELCOMING ENVIRONMENT

## THE PERCEIVE AND FEEL FRAMEWORK

A welcoming environment feels safe. It is a space where people can find themselves represented and reflected, and where they understand that all people are treated with respect and dignity. This happens when services are consider, and are equitable and accessible to all members of the LGBTQ community, including clients, staff, and volunteers.

A SPACE WHERE PEOPLE CAN FIND THEMSELVES REPRESENTED AND REFLECTED AND WHERE THEY UNDERSTAND THAT ALL PEOPLE ARE TREATED WITH RESPECT AND DIGNITY.

### PERCEIVE

physical environment and language



Service users/staff must be able to look around their physical environment and see positive and inclusive symbols, images, and artwork.



Service users/staff must be able to look around and see positive and inclusive brochures and pamphlets that represent their experiences.



Service users/staff must be able to hear positive and inclusive language and be comfortable using inclusive and positive language.

### FEEL

overall environment, which imparts a sense of safety



Service users' and employees' gender identities and expressions are acknowledged, affirmed, and respected.



There are visible and verbal reminders that the agency is a safe place.



Accessible/supportive processes are available that allow people to raise issues and concerns, and to feel that they have been acknowledged and that there will be follow-up.



Service users and staff are aware that communication goes two ways.

### MATERIALS



Put up inclusive posters and stickers. Think about the reading material in your waiting rooms and the people represented in them.

### LANGUAGE



Make sure that inclusive and affirming language is the standard. Educate employees and make sure your policies reflect the changes to Ontario's *Human Rights Code*.

### FORMS



Make sure forms have a space for legal name and another name (some people don't go by their legal name). Make sure forms reflect only what you need to know.

#TRANSINCLUSION

INFOGRAPHIC DESIGN BY:  
LIGHTUPTHESTORY.CA



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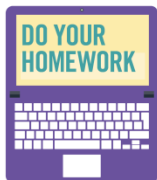


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# Being An Effective Trans Ally

# BEING AN EFFECTIVE TRANS ALLY

**BEING AN ALLY IS IMPORTANT** it lets everyone around you know that you are supportive and attentive to the needs of others. Being an ally demonstrates that you want to help change the world for marginalized communities even if you are not necessarily part of a particular group.



Use social media, blogs, websites, and books to educate yourself on the issues facing trans communities.



**BE KIND**  
be courteous, patient, and caring with people. Smiling and asking about someone's day can go a long way when someone is used to facing stares or harassment.

**MAKE ALLY A VERB**  
Being an ally is about doing something and making change with and for trans communities.

## APOLOGIZE WHEN YOU MAKE A MISTAKE

Everyone makes mistakes and that is okay! If and when someone points out your mistakes, acknowledge the wrong that has been done, apologize, and move on. It isn't always about your intent, but about the impact.

**I'M SORRY.**

## UNDERSTAND YOUR PRIVILEGE

Recognize the ways that being cisgender allows you to access washrooms, health care, or transcripts with ease. Think about the entitlements you take for granted for which others must fight.



## LISTEN

Experiences of transphobia can be dismissed, affirm the experiences of trans people. Listen to how you can provide support and be an ally.

## DIFFERENT WAYS TO SUPPORT



### BESIDE



You may need to stand beside someone to support them. Listen to them and walk with them through an experience.



### IN FRONT



You may need to stand in front of someone to help them avoid harm and hurt.



### BEHIND



You may need to stand behind someone to support them, recognizing that they are the experts and know what is best for them.

Being an ally isn't just about creating affirming spaces in your work environment; it is also about creating affirming and welcoming social environments. Think holistically about inclusion.

#TRANSINCLUSION

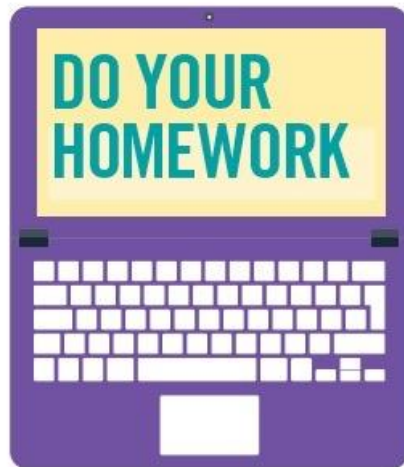
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HEAR STOP  
IT! IT!  
FOR TRANSPEOPLE

THE 519  
SPACE FOR CHANGE

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# Supporting An Employee in Transition

## SUPPORTING AN EMPLOYEE IN TRANSITION

### DEVELOPING A PLAN TO SUPPORT

When developing an employee support plan, it is important to allow the employee to guide this process. Every transition process is unique and has different steps.

### ALLOW THE EMPLOYEE TO GUIDE THIS PROCESS.

### THE FOLLOWING QUESTIONS MAY BE USEFUL TO DISCUSS WITH THE TRANSITIONING STAFF MEMBER

#### 1. SUPPORT ✓

What is the best way that I/we can support you in this process?

#### 2. HOW & WHEN ✓

How and when would you like to discuss this transition with your co-workers, managers, and customers?

#### 3. TIME OFF ✓

Would you like to take a couple of days off after this information has been disclosed?

#### 4. WASHROOM ✓

What is the most comfortable way for you to use the washroom? How can I/we best support you in feeling comfortable using these facilities?

#### 5. PRONOUNS ✓

When and how would you like to start being addressed by your proper pronouns and name?

#### 6. IF MISTAKES ✓

If we would you like to be supported if/when people make a mistake and use the wrong pronoun and name?

#### 7. COVERAGE ✓

Are you aware of the medical coverage that is offered by the organization you work for?

#### 8. MEDICAL LEAVE ✓

If you are planning any medical leave, do you have a timeline in mind?

#### 9. FEEL SUPPORTED ✓

Have we addressed the issues that feel most important to you? Help me understand what else we need to put in place for you to feel supported.

### AFTER AN INITIAL TIMELINE HAS BEEN CREATED, REVISIT IT ON OCCASION

Check in to see if anything has changed; perhaps the employee wishes to amend the timeline in some way. Be flexible and open to these changes. Ensure that the employee understands that this timeline is provisional and that they can discuss and modify it as they need.

#TRANSINCLUSION

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LIGHTUPTHEKYCA

HEAR STOP  
it! it!  
PROTESTERS

519  
SPACE FOR CHANGE

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# Supporting An Employee In Transition

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Which washroom are you most comfortable using? How can I/we best support you in feeling comfortable using these facilities?

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# If You are Transitioning on the Job



## IF YOU ARE TRANSITIONING ON THE JOB

**YOU!** When making decisions about transitioning at work, it is important to think of all the different steps that you would like to take in order to create a supportive and workable plan. Once established, the plan should not be considered an immovable timeline; you should be able to revisit and modify it with your employer as you go through the process.

**THINK OF ALL THE DIFFERENT STEPS THAT YOU WOULD LIKE TO TAKE IN ORDER TO CREATE A SUPPORTIVE AND WORKABLE PLAN.**

### SOME QUESTIONS TO CONSIDER WHILE CREATING YOUR TIMELINE

#### WHEN TO SHARE DECISION?

At what point would I like to make this decision public?

#### TELL ANYBODY PERSONALLY?

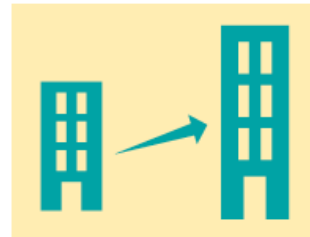
Are there co-workers, clients, or other people that I would like to tell personally?

#### ANNOUNCE YOUR DECISION?

How would I like to announce my decision to transition?

#### TAKING TIME OFF?

Will I be undergoing any procedures that require me to take a leave of absence from work? When might I want to do this?



### IF YOU WOULD LIKE TO MOVE WORK LOCATIONS

your manager must do their best to transfer you to a similar role within an appropriate distance. After moving locations, your privacy and confidentiality must be respected.

It is your decision to discuss your transition or identity at the new location.

# If You are Transitioning on the Job

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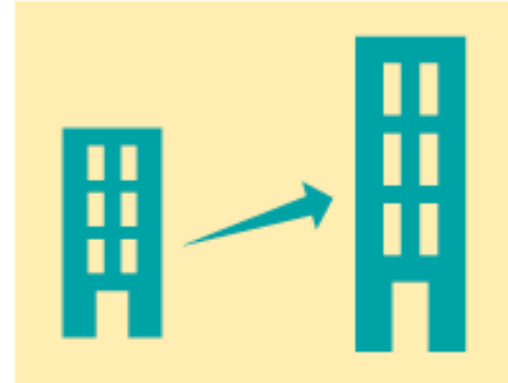
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# Your Rights as a Trans Person

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**AS A SERVICE USER OR EMPLOYEE**, you have the right to equal treatment without discrimination because of gender identity and/or expression when accessing services and goods. You have the right to accommodations, employment, and membership in a trade union or self-governing profession. You have the right to freedom from harassment because of gender identity and expression when accessing housing and during employment, as well as when acquiring goods and/or services.

### YOU HAVE THE RIGHT TO ACCESS GOODS AND SERVICES FREE FROM DISCRIMINATION AND HARASSMENT



You have the right to access the washroom or change room of your lived identity, which is not necessarily based on your birth-assigned sex.



You have a right to access women's or men's shelters, whichever one you feel reflects your lived identity.



You have the right to access health care services.



You are protected from rejection on the basis of your gender identity and/or expression when making or signing a contract.

### YOU HAVE THE RIGHT TO TRANSITION ON THE JOB

Management and your colleagues are required to support and respect you during and after your transition.



You have the right to keep your job, provided you are maintaining consistent performance.

You have the right to be called by your name and pronoun in all settings.



You have the right to not be fired from your position due to your transition.

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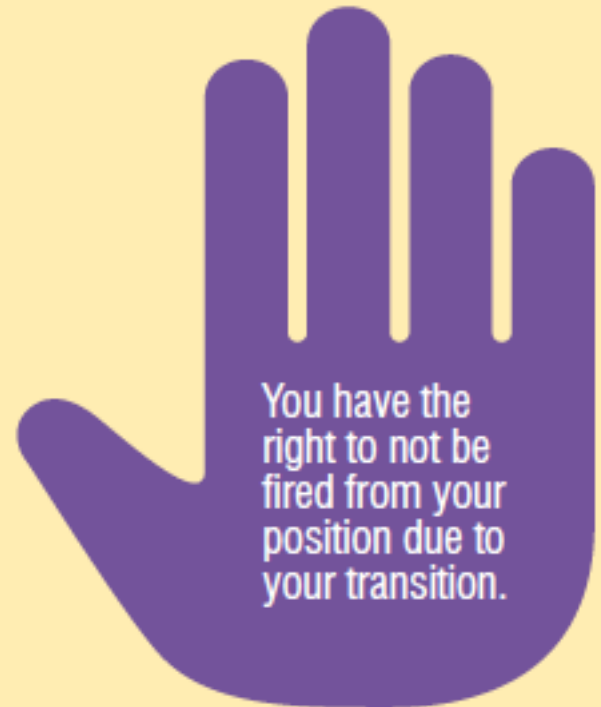


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# Gender Neutral & Gender Specific Pronouns

# GENDER-SPECIFIC & GENDER-NEUTRAL PRONOUNS

## GENDER-SPECIFIC PRONOUNS

are the ways we refer to each other in the third person. People who are transitioning in some way **might choose to change their pronouns.**



## GENDER-NEUTRAL PRONOUNS

THEY  
THEM  
THEIR



I saw Lauren come to work today and **they** seemed really happy. I wonder if it has anything to do with **their** weekend. I hope I see **them** soon to hear all about it!

ZE [ZEE]  
SIE [SEE]  
ZIE [ZEE]  
HIR [HEAR]



I saw Lauren come to work today and **ze** seemed really happy. I wonder if it has anything to do with **hir** weekend. I hope I see **hir** soon to hear all about it!

## ASK



You cannot tell someone's name or pronoun just by looking at them.

## RESPECT



If someone takes the time to let you know their name and pronoun, use and respect it. It's not up to you to decide someone else's identity.

## PRACTICE



If you have difficulty using someone's pronoun and name, practice. Ask co-workers, peers, and friends to point out when you've made a mistake.

Hi everyone, my name is Lauren. My pronouns are she and her.



Start meetings with everyone introducing themselves and stating their pronoun.

**ASK!** If you find yourself unsure of someone's pronoun, be attentive to how others refer to this person. If you are still unclear or concerned that people might be using the incorrect pronoun, politely and **privately ask that person what pronoun they use.**

All name tags and name plates can also have a spot to show someone's pronouns.

HELLO  
my name is

LAUREN

PRONOUNS: She & Her

#TRANSINCLUSION

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LIGHTUPHESKY.CA



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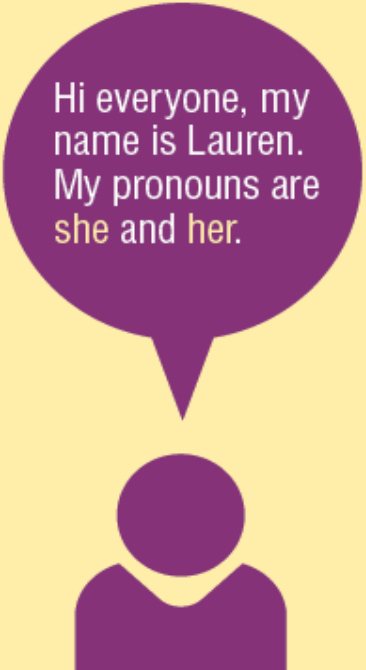
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PRONOUNS: She & Her

# Washrooms & Change rooms

## WASHROOMS AND CHANGE ROOMS

**EVERYONE HAS THE RIGHT** to go to the washroom without fear of violence or humiliation. Ontario's *Human Rights Code* protects people on the grounds of gender identity and gender expression, which means all people have the right to access washrooms, change rooms, or other gendered spaces based on their lived identity – how they choose to identify and present themselves to the world. Their birth-assigned sex has no necessary correlation to their lived identity.

**IF YOU ARE A TRANS PERSON, YOU HAVE THE RIGHT TO USE THE WASHROOM THAT FITS YOUR LIVED IDENTITY.**

## UNIFORMS

**ALLOW EMPLOYEES TO PICK THEIR OWN UNIFORMS.**



## CONSIDER NOT USING GENDERED UNIFORMS

Creating a standard uniform where people can choose what makes them feel most comfortable is a great way to support all staff.



### PROVIDE ACCESS ✓

It is ideal to have at least one single-stall, gender-neutral washroom at your organization.

### NO ASSUMPTIONS ✓

Never assume that a person who identifies as trans wants to use gender-neutral washrooms.

### PROVIDE OPTIONS ✓

Point out all washroom location options. Let the person decide where they want to go.

**IF SOMEONE HAS AN ISSUE** with a person who identifies as trans using a particular washroom or change room, it is their responsibility to remove themselves from that situation. The **duty to accommodate** rests in providing the trans person access to the washroom or change room of their choice.

#TRANSINCLUSION

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HEAR STOP  
TALK!  
PROGRESS THROUGH  
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519  
SPACE FOR CHANGE

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# Starting Conversations

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### AVOID ASSUMED USE OF GENDERED TITLES



USE THESE TITLES ONLY AFTER YOU HAVE CONFIRMED HOW SOMEONE WISHES TO BE ADDRESSED.

#### EMAIL CONVERSATION

TO OPEN AN EMAIL DIALOGUE, CONSIDER STARTING IT WITH...

##### WHEN WRITING AN EMAIL,

it is not required to use a gender-specific title (i.e., Mr., Ms., Miss., Mrs.), consider just using the person's first and last name. Along with gender-neutral pronouns, you can use Mx. as a gender-neutral title.



#### SAMPLE CONVERSATIONS THAT REMOVE GENDERED TITLES



Hi there, how are you today?

How can I help you today?  
What would you like support with?



I would just like to confirm what name you go by. [...] Great, thanks so much for giving me that information. I will make a note with your account to ensure that other folks know that this is your name.



Is there anything else you would like to tell me to help us better meet your needs?

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HEAR STOP  
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# 3-Way Stop

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Share best practices for:

- Creating a Welcoming Environment
- Supporting an Employee in Transition
- Being an Effective Trans Ally

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## THE PERCEIVE AND FEEL FRAMEWORK

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Service users' and employees' gender identities and expressions are acknowledged, affirmed, and respected.



There are visible and verbal reminders that the agency is a safe place.



Accessible/supportive processes are available that allow people to raise issues and concerns, and to feel that they have been acknowledged and that there will be follow-up.



Service users and staff are aware that communication goes two ways.

### MATERIALS



Put up inclusive posters and stickers. Think about the reading material in your waiting rooms and the people represented in them.

### LANGUAGE



Make sure that inclusive and affirming language is the standard. Educate employees and make sure your policies reflect the changes to Ontario's *Human Rights Code*.

### FORMS



Make sure forms have a space for legal name and another name (some people don't go by their legal name). Make sure forms reflect only what you need to know.

#TRANSINCLUSION

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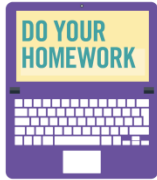
# 3-Way Stop!

## Questions:

- What are you already doing that works well?
- What ideas do you have for the future?

# BEING AN EFFECTIVE TRANS ALLY

**BEING AN ALLY IS IMPORTANT** it lets everyone around you know that you are supportive and attentive to the needs of others. Being an ally demonstrates that you want to help change the world for marginalized communities even if you are not necessarily part of a particular group.



Use social media, blogs, websites, and books to educate yourself on the issues facing trans communities.



**BE KIND**  
be courteous, patient, and caring with people. Smiling and asking about someone's day can go a long way when someone is used to facing stares or harassment.

**MAKE ALLY A VERB**  
Being an ally is about doing something and making change with and for trans communities.

## APOLOGIZE WHEN YOU MAKE A MISTAKE

Everyone makes mistakes and that is okay! If and when someone points out your mistakes, acknowledge the wrong that has been done, apologize, and move on. It isn't always about your intent, but about the impact.

**I'M SORRY.**

## UNDERSTAND YOUR PRIVILEGE

Recognize the ways that being cisgender allows you to access washrooms, health care, or transcripts with ease. Think about the entitlements you take for granted for which others must fight.



## LISTEN

Experiences of transphobia can be dismissed, affirm the experiences of trans people. Listen to how you can provide support and be an ally.

## DIFFERENT WAYS TO SUPPORT



### BESIDE



You may need to stand beside someone to support them. Listen to them and walk with them through an experience.



### IN FRONT



You may need to stand in front of someone to help them avoid harm and hurt.



### BEHIND



You may need to stand behind someone to support them, recognizing that they are the experts and know what is best for them.

Being an ally isn't just about creating affirming spaces in your work environment; it is also about creating affirming and welcoming social environments. Think holistically about inclusion.

#TRANSINCLUSION

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HEAR STOP  
IT! IT!  
FOR TRANSPEOPLE

THE 519  
SPACE FOR CHANGE

# 3-Way Stop!

## Questions:

- What are you already doing that works well?
- What ideas do you have for the future?

## SUPPORTING AN EMPLOYEE IN TRANSITION

### DEVELOPING A PLAN TO SUPPORT

When developing an employee support plan, it is important to allow the employee to guide this process. Every transition process is unique and has different steps.

### ALLOW THE EMPLOYEE TO GUIDE THIS PROCESS.

### THE FOLLOWING QUESTIONS MAY BE USEFUL TO DISCUSS WITH THE TRANSITIONING STAFF MEMBER

#### 1. SUPPORT ✓

What is the best way that I/we can support you in this process?

#### 2. HOW & WHEN ✓

How and when would you like to discuss this transition with your co-workers, managers, and customers?

#### 3. TIME OFF ✓

Would you like to take a couple of days off after this information has been disclosed?

#### 4. WASHROOM ✓

Which washroom are you most comfortable using? How can I/we best support you in feeling comfortable using these facilities?

#### 5. PRONOUNS ✓

When and how would you like to start being addressed by your proper pronouns and name?

#### 6. IF MISTAKES ✓

How would you like to be supported if/when people make a mistake and use the wrong pronoun and name?

#### 7. COVERAGE ✓

Are you aware of the medical coverage that is offered by the organization you work for?

#### 8. MEDICAL LEAVE ✓

If you are planning any medical leave, do you have a timeline in mind?

#### 9. FEEL SUPPORTED ✓

Have we addressed the issues that feel most important to you? Help me understand what else we need to put in place for you to feel supported.

### AFTER AN INITIAL TIMELINE HAS BEEN CREATED, REVISIT IT ON OCCASION

Check in to see if anything has changed; perhaps the employee wishes to amend the timeline in some way. Be flexible and open to these changes. Ensure that the employee understands that this timeline is provisional and that they can discuss and modify it as they need.

#TRANSINCLUSION

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HEAR STOP  
it! it!  
PROBETANDERS

519  
SPACE FOR CHANGE

# 3-Way Stop!

## Questions:

- What are you already doing that works well?
- What ideas do you have for the future?

# Creating Authentic Spaces

# Creating Authentic Spaces

A GENDER IDENTITY AND GENDER EXPRESSION  
TOOLKIT TO SUPPORT THE IMPLEMENTATION  
OF INSTITUTIONAL AND SOCIAL CHANGE

# Thank You!



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