



Trans & Non-Binary Inclusion Guide

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SECTION 01:

Foundations



Foundations

About This Guide

This *Trans and Non-Binary Inclusion Guide* is intended for those who are committed to creating positive, equitable and affirming workplaces that acknowledge and value gender diversity. It is designed to support executive, senior and mid-level management, human resources professionals and other invested employees, business leaders, resource groups and community members.

Many resource guides look to more outward-facing measures of success like marketing and accessibility of services for LGBT+ clients and customers. While certainly important, this guide aims to first look inward at workplace culture and employee experiences as a foundation from which to build services that are in alignment with your internal culture and values.

Additionally, this guide aims to amplify the specific and unique needs of transgender and non-binary* employees – an often underrepresented perspective in general, even within resources that claim to be for the benefit of all LGBT+ people.

By and large, the vast majority of resources regarding, and research on, LGBT+ people focus primarily on sexual orientation (i.e. the needs and trends among gay and lesbian people) and have very limited (if any) information specific to trans, non-binary and other gender-diverse people who face barriers that are often distinct from those experienced by sexual minorities. It is also important to note that many existing resources – including those that are trans- and non-binary-specific – tend to focus on the needs and desires of white, middle-class and abled LGBT+ people.

As you read through this guide, you are encouraged to consistently explore how barriers may be amplified or experienced uniquely by those who are marginalized in multiple intersecting ways (i.e. based on gender, race, class or ability).

If this guide is one of your first forays into this subject, and/or you are uncertain or needing clarity on terms that are being used throughout this document, you are encouraged to reference the Glossary on Page 5 as needed.

*This guide uses the term "trans(gender) and non-binary" to refer to a variety of gender identities as outlined in the glossary.

Organizational Assessment Checklists

In each section of this guide, there will be a checklist with considerations and questions for assessing the current culture of inclusion and accessibility for trans and non-binary employees at your workplace. The lists will look like this:

- Have you considered _____?
- Do you have _____ in place?
- What about _____?

With each item on the checklist, we encourage you to consider:

- **Why** are we at where we're at, and **why** are we pursuing this change?
- **How** can we pursue changes?
- **Who** else needs to be involved?
- **When** could you pursue it?
- **What** else might you need?¹



Photo Credit: The Gender Spectrum Collection

Glossary

Because gender is an ever-evolving and ever-expanding concept, so is the language used to describe it. For some, it may feel overwhelming to grasp the unique differences between various terms. Try not to stress – with an understanding of some of the basics, more specific or nuanced terms are often possible to deduce, or if you hear a term that’s new for you, you can always look it up in a resource like this one.

Assigned sex: Refers to biological characteristics used to classify people as male, female or intersex. It refers to the physical elements like genetics, hormones and internal and external sexual anatomy and is often assigned at birth and included on legal documents (i.e. ID, birth certificate, passport). Being intersex means that someone has naturally-occurring variations in their physical sex development, which is different from being trans (related to gender identity).

Gender identity: A person’s internal and individual sense of being a woman, a man, both, neither or something entirely different (as described below). A person’s gender identity may also be affected by social, emotional, cultural and/or spiritual elements of their life and can change over time.

Examples of gender identities include:

- **Transgender** or **trans:** When someone’s gender identity differs, either fully or in part, from their assigned sex at birth. Often used as an “umbrella term” to represent a wide range of gender identities and expressions.
- **Non-binary:** When someone’s gender identity exists beyond, between or outside of “man or woman.” Some people also use terms like gender-diverse, gender non-conforming, genderfluid, genderqueer, agender, bigender, pangender and many other terms.
- **Cisgender** or **cis:** When someone’s gender identity corresponds with their assigned sex (i.e. a person whose assigned sex is female and who identifies as a woman; a person whose assigned sex is male and who identifies as a man). Cis people also express their gender in a wide variety of ways.

Gender expression: The ways a person conveys their gender to others through clothing and hair style, behaviour, mannerisms and so on. Gender expression is often culturally specific and may change over time and/or depending on a person’s sense of safety (i.e. expressing differently when with friends, family, in the community or at work). Terms used to describe gender expression include masculine, feminine and androgynous, among others.

Remember: Although some of these terms might *feel* new, language to describe gender diversity has existed across generations and cultures, in spite of colonial endeavours to enforce more restrictive, hierarchical, binary understandings of gender.

Remember: There is no one way to be or look trans or non-binary. Trans and non-binary people can express their gender in a wide variety of ways and may or may not seek gender-affirming medical or surgical care.

Transition: Some trans and non-binary people will seek some form(s) of gender-related support that enable the person’s body to be more congruent and in harmony with their felt sense of self or for social safety reasons. This support can include counselling, hormone therapy, electrolysis and gender-affirming surgery/surgeries that enable the person’s body to be more harmonized with their felt sense of self or for social safety reasons. Transition may also include changes in presentation, pronoun and name and gender markers on identification. Gender-diverse identities and experiences are valid and complete regardless of what steps (if any) are taken to “transition.”

Sexual orientation: The types of sexual, romantic, emotional, intellectual and/or spiritual attraction a person feels for others. Examples of sexual orientations include queer, asexual, bisexual, pansexual, lesbian, gay and heterosexual/straight, among others.

Two Spirit: Pre-contact, many Indigenous communities acknowledged more than two genders. Through the residential school system and other colonial practices and institutions (i.e. medicine, language, law, economy, religion and government), there was an attempted erasure of these gender roles and the language that described them and an enforcement of a western European, patriarchal gender binary. Today, Two Spirit is a term used by some Indigenous peoples/communities, which can encompass cultural, spiritual, sexual and gender identities. Often, being Two Spirit is connected to specific roles and responsibilities within a community. While some Indigenous people who hold diverse sexual and gender identities consider themselves Two Spirit, others may have terms in their own traditional languages or identify themselves as LGBTQ+ and Indigenous, Indigiqueer or use multiple terms.^{2,3}

LGBT+: An abbreviation that refers to the vast and diverse communities of lesbian, gay, bisexual, trans, queer and Two Spirit people. The + symbol acknowledges that there are many more genders, sexes and orientations beyond those in the acronym. Note that there are many differing needs among LGBTQ+ people, which can be informed by experiences of racism, ableism, classism, transphobia/transmisogyny and many other elements of identity and experience.

Remember: Working to build an environment that promotes safety, openness and support is much more about leading by example than it is about memorizing definitions. Often, we don’t actually need to know what specific language or terms a person may use to describe their identity in order to create workplaces that are validating, affirming and responsive.

SECTION 02:

Trans & Non-Binary Inclusive Workplaces



Trans & Non-Binary Inclusive Workplaces

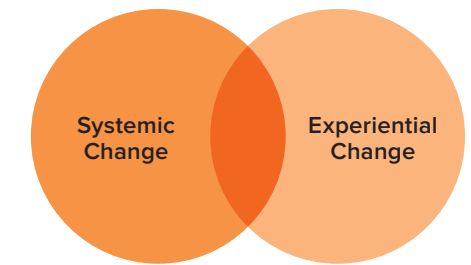
What We Know

Trans, non-binary and other gender-diverse people are at highly disproportionate risk of discrimination in hiring processes and workplaces. An Ontario study⁴ published in 2011 showed the following stats regarding hiring, employment and workplace culture (see table below).

In addition to these barriers regarding gender identity and expression, workplace discrimination can be amplified if people are also marginalized in other ways: for example, trans people who are Black, Indigenous and of colour and/or trans people with disabilities.

Survey Questions	Total %
Ever declined job offer due to lack of trans-positive environment?	
Yes	17
No	83
Ever turned down for a job because trans?	
Yes	18
No	50
Unsure	32
Ever fired or constructively dismissed because trans?	
Yes	13
No	72
Unsure	15
If transitioned in workplace, how often were co-workers accepting?	
Always	21
Most of the time	38
About half the time	17
Less than half the time	10
Never	15

The remainder of this guide is divided into two sections based on where employers can direct their resources to create change: the systems we work within (Systemic Changes) and our experiences within that system (Experiential Changes). The hope is that by pursuing actions in both these categories equally, companies will achieve a balanced, meaningful and sustainable approach to creating inclusive workplaces for trans and non-binary employees. Below are some ways of thinking about the differences between Systemic and Experiential changes:



Systemic Changes	Experiential Changes
Focuses on organizational accessibility .	Focuses on shifts to personal behaviours and quality of relationships .
Asks: "Have we minimized barriers such that potential transgender and non-binary people will be able to enter our workforce?"	Asks: "How do transgender and non-binary people feel once they enter our workforce?"
Asks: "Do transgender and non-binary people perceive that they will have positive/discriminatory experiences in this workplace?"	Asks: "What kinds of experiences (positive/discriminatory) are transgender and non-binary people <i>actually</i> having in this workplace?"



SECTION 03:

Best Practices: Systemic Changes



Best Practices: Systemic Changes

While addressing systemic barriers can feel immense, vague and daunting all at the same time, there are many very tangible actions that can be taken that will contribute to addressing systemic barriers and improving organizations' accessibility for trans and non-binary inclusive employees.

Procurement & Hiring

The disproportionately high rates of poverty and unemployment among trans and non-binary people is often partially attributed to barriers that have become ingrained in all elements of the employment process. When looking to identify barriers in hiring processes, consider:

- Do our current strategies for marketing job opportunities attract trans and non-binary applicants? If not, why not? Can we shift our language to *encourage* trans and non-binary applicants?
- Have we recently reviewed our procurement process in order to attract a gender-diverse candidate pool?
- Do we have confidential ways for applicants to disclose whether letters of reference, relevant certifications and/or educational transcripts may have names or use pronouns other than the names/pronouns they use now?
- If an applicant's current name/pronouns is different from previous name/pronouns, are there procedures for asking applicants which name(s) and pronouns to use during reference calls or emails?
- Have all members of hiring committees taken training to identify and reduce anti-trans bias⁵?

As you respond to these questions and considerations, remember to ask:

Why? How? Who?
When? What else?

Note on "passing privilege": "Passing" describes a trans person who isn't generally perceived to be trans by others. There is a lot of pressure put on trans people to "pass," which reinforces the bias that it is more acceptable and desirable to be cisgender and that trans and non-binary people can "earn" safety and respect by aligning with dominant binary gender expectations.

Subconscious bias training is essential in helping employers (and employees) to identify and reroute harmful stereotypes associated with trans, non-binary and/or gender-diverse people. While many companies may state that they "welcome applications from people of all demographics and backgrounds," there are often ways that anti-trans biases still come up. For example, if a candidate who is perceived to be trans enters an interview, subconscious biases that may arise could include things like assuming that the person:

- Is confused, unstable, untrustworthy or withholding information;
- Would need significant time off for surgeries or other leaves;
- Would be a better fit when they are "finished transitioning"; and/or
- Would be better suited for behind-the-scenes work rather than front-facing service provision.

Retention & Work Culture

Hiring trans and non-binary applicants is, of course, only one step in diversifying your workforce. Some of the systemic, measurable pieces to consider in terms of retention and work culture include:

- Do you currently collect gender demographic data in your workforce?
- Do employees self-report this information?
- Do you currently have ways for employees to honestly and anonymously* share their experiences of discrimination in their workplace? If not, when/how could you implement this?
- Do you currently have ways for employees to honestly and confidentially share their reasons for leaving a position?

***Note:** If there are only one or two trans and non-binary employees, this can complicate the anonymity of reporting.

Job Stratification & Promotion

Similar to the ways in which jobs, compensation and likelihood of promotion are influenced by factors like race, ability and age, jobs can become stratified according to gender, with positions of greater power, responsibility and compensation being awarded to those who are (or are perceived to be) cisgender men.

- Do we hire trans people but into only lower-paying labour positions (i.e. housekeeping, dishwashing, call centres) that do not have much opportunity for upward mobility/promotion/skill building?
- Have we ever reassigned trans employees away from frontline customer service into behind-the-scenes work (i.e. housekeeping, dishwashing, call centres) based on assumptions that clients or customers will be uncomfortable?
- Are there ways of tracking the rates at which trans and non-binary people are compensated relative to their cisgender colleagues?
- Are there any self-identified trans, non-binary or gender-diverse people on our management team?
- Are there any self-identified trans, non-binary or gender-diverse people on our hiring committees?

Policies & Procedures

Many organizations are implementing broad and overarching Diversity, Equity and Inclusion policies. While important for communicating intentions, it is also important to lay out some specifics as they relate to elements of identity – in this case, gender identity and expression. Review your policies to ensure that:

- Medical leave policies acknowledge that transition-related leaves will be supported just like any other medical leave would be.
- Family* leave policies acknowledge that supporting a family member through transition-related processes can qualify under valid reasons for family-related leave.
- Insurance/benefits packages cover trans-specific needs like hormones, surgeries and associated costs of recovery, electrolysis, voice coaching, counselling and other gender-related supports.
- Union guidelines are in alignment with both the law and your insurance/benefits providers. For example, there are cases where union guidelines specify that same-sex couples are common law after two years of partnership, while the law and benefits providers indicate only one year.

***Note:** There is an ongoing reality that many LGBT+ people experience either temporary separation or permanent estrangement from their family of origin. Creating LGBT+-inclusive workplaces may require broadening your definition of what qualifies as “family leave,” as LGBT+ people often have chosen family (i.e. close friends, partners) that may, in some cases, be closer relationships than relationships with family of origin.

Diversity, Equity & Inclusion Committees

Setting up a Diversity, Equity and Inclusion (DEI) committee or working group can be an important step in bringing policies to life and ensuring that workplaces continue to adapt to emergent needs and social changes. If the outcome you are seeking is a workplace that is sustainable and resilient to challenges that arise, you’ll need to show that DEI labour is valued and compensated like any other labour performed at your workplace. Often, the people who perform this essential labour are people who have lived experiences being marginalized and, as such, are more likely:

- Experiencing (and/or have previously experienced) systemic wage discrimination;
- Expected to informally educate their colleagues in day-to-day interactions;
- Expected to volunteer their time/do unpaid labour on DEI committees; and
- Not believed/assumed to be exaggerating when speaking up about these disparities/inequities.

These additional burdens that are often not experienced (and sometimes not even noticed) by colleagues with more systemic privilege or organizational power can be a contributing factor to marginalized employees who are more quickly experiencing burnout or having high turnover, and therefore, not accruing the seniority to make it into management positions. If you want to create workplaces that truly disrupt this power dynamic, it will require redistributing power (and money)

into the hands of those who are doing DEI work. Not doing so communicates that *appearing* to value diversity and inclusion is more important than truly addressing systemic power imbalances. In other words, expecting free labour from marginalized people is the opposite of what DEI initiatives are supposed to be about.

Remember: Your employees are not volunteers. All time spent on DEI initiatives should be compensated.

If you already have a DEI committee, or are looking to start one, here are some important considerations:

- Who is/will be on our DEI committee?
- Are we relying heavily on marginalized colleagues to take up DEI labour, whether on formal committees or through informally educating their colleagues?
- Is DEI labour expected to be volunteered/unpaid?
- How can we start compensating for these contributions to reflect the overall value to the company?

Washrooms, Change Rooms & Staff Accommodations

The topic of gender-inclusive washrooms and other previously sex-segregated spaces gets a lot of attention, but the principles for moving forward are actually relatively simple:

- **Give people options.** When possible, have both multi-stall options as well as single-occupant options. On signage, describe what’s inside the washroom (i.e. toilet, urinal, shower, change table) rather than using images or words describing who is allowed to go in (i.e. “men” or “women”). Have clear signage to describe where to find alternative washroom/change room spaces.
- **Let people choose.** People know best what spaces will feel safest for them. Trust that they are where they mean to be.
- **Give people privacy.** When possible, increase barriers between stalls; include vacant/occupied signs on locks; and include menstrual product disposal in all stalls. If possible, have two entrances/exits into multi-stall spaces so that if someone feels unsafe or uncomfortable, there are multiple ways to leave the space.
- **Communicate and educate.** Putting up some posters or having information in staff rooms about why your washrooms/change rooms/staff accommodations are gender-inclusive may be helpful in ensuring all staff are informed. This will be helpful for people who may be adjusting to concepts or space layouts that are new for them.
- Remind that **safety is the highest priority.** Have clear messaging that, just like before any changes to washroom signs occurred, your company is still looking out for all employees’ safety and that non-consensual or inappropriate behaviour in private spaces is always against your codes of conduct and will be responded to quickly and seriously. Let employees know who to call if they have concerns.

Questions to consider as you assess your spaces:

- Do you have clear communications with **all staff** that gender-diverse employees are welcome to access the washroom, change room and staff accommodation spaces in which they feel the safest?
- Are single-stall washrooms as easily accessible as multi-stall options, or do single-stall options require special permission to access?
- What kinds of signage are on your current washrooms and change rooms? How could language or imagery be shifted toward a more gender-inclusive option?
- Are any retrofits of your current space possible? Are there any new builds planned in the future that could be designed in gender-inclusive/universal ways?
- Are your staff accommodations currently segregated by sex/gender? If so, why? Are there gender-inclusive options available? How can staff communicate/indicate a preference or need for a gender-inclusive staff accommodation option?

For more information on designing inclusive spaces,^{6,7} please refer to the resources in the Appendix.

Dress Codes

Many people – trans, non-binary and cisgender alike – choose to express their gender in a variety of masculine and feminine ways. Having policies that support diversity of expressions for *all employees* means taking a close look at your dress codes and uniform options.

- Do we have dress codes and/or provide uniforms or guidelines about makeup, nail polish, hairstyles and so on?
- Are any of these dress codes, uniforms or guidelines around expression currently gender-specific (i.e. requiring men to wear ties or women to wear skirts/blouses)?
 - If so, how can the dress codes be shifted so all options are available to all employees rather than dictating clothing by gender?

Data Management

Another place that gender is woven into the fabric of workplaces is through data collection and data management systems, for example, in forms, paperwork, benefits or insurance applications and within employee e-profiles or IDs. This can include things like:

- On all forms, is there space to indicate both “legal” name and current name used/known as/goes by?
- Can mail (i.e. pay stubs) be addressed to the current name used rather than legal name?

- Do forms ask for sex/gender? If so, why? Do you **need** to know? If not, what is another question you could ask to get at the information you really need?
 - Is there space to indicate the pronouns the employee uses? If so, is this information confidential or shared/public?
 - If you do collect gender data, are only binary M/F options available? Could you list multiple checkbox options or have an open-ended question?
- Can names, sex/gender info (if collected), pronouns, as well as any affiliated places these show up (i.e. employee e-profiles or email addresses) be easily updated? Who controls these updates? How can the number of gatekeepers be minimized?
- Do forms ask employees to select honorifics, like Mr., Mrs., Ms. or Miss? Are there non-binary options like Mx. or Mz.? Is there the option to not select an honorific? What purpose does this question serve? Is it necessary or could it be removed altogether?

While adapting your data management systems, be transparent and acknowledge your limitations. Sometimes, you may be working in a system that requires legal information from someone. Acknowledging your limitations can indicate to trans and non-binary people that the system is the problem rather than positioning gender-diverse people as the problem.



SECTION 04:

Best Practices: Experiential Changes



Best Practices: Experiential Changes

Experiential Changes look to personal beliefs and behaviours as the starting place for improving relationships and overall work culture. The strategies below will aid in shifting these individual and interpersonal dynamics so that all people – from new employees to CEOs – have the skills and confidence to positively engage with trans and non-binary colleagues.

Trans-Informed & Trans-Led Strategies

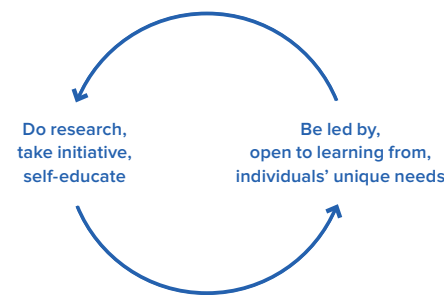
As outlined in the Systemic Changes section, having overarching strategies in place (i.e. policies and onboarding practices) is essential so that individual trans and non-binary employees aren't constantly tasked with self-advocating through challenging systemic barriers.

At the same time, it is equally integral to avoid applying one-size-fits-all approaches that are static and don't respond to the unique needs of trans and non-binary individuals. Whenever possible, defer to the leadership of trans and non-binary individuals to guide their own experiences at work.

Pronouns

It can be a very vulnerable experience for a trans or non-binary employee to disclose that they use a name or pronouns (i.e. she, they, he, ze) that are different from those that their colleagues have been using for them. Rather than simply waiting for trans or non-binary colleagues to self-disclose their pronouns to you, here are some ways you can help to create an environment in which this is possible:

- **Lead by example.** Offering your own pronouns first shows your commitment to creating a space where no one is misgendered, even if that rarely happens to you.
- **Ask everyone.** There is no one way to “look trans.” Your job isn't to magically know who is trans and who isn't but rather to acknowledge that gender and pronouns can't (and shouldn't) be guessed based on appearance.
- **Ask often.** This will reflect your understanding that gender and identities are fluid and can change over time. It also allows time to build depth of relationship and trust over time.
- Until you ask, **use neutral pronouns** (they/them/theirs) or **avoid pronouns altogether** by using the person's name. Note that avoiding pronouns is a short-term solution but not a replacement for asking what pronouns a person goes by.



Remember: Asking about pronouns is about extending invites and opportunities, not creating obligations, to share.

- **Know and explain why you're asking,**⁸ and **give the option to not answer.** Doing so should help clarify your intentions and ease any anxieties you have about offending someone by asking their pronouns. In an onboarding process, asking about pronouns might sound something like this:

“I'm so glad you're joining our team. My name is [], and my pronouns are []. At our workplace, we're endeavouring to create an environment in which all employees feel respected and welcome. To get to know new employees a bit better, we have some questions – questions that we ask to everyone – that will hopefully help us in meeting your needs. If you don't want to answer any of the questions, that's no problem! To start, I'm wondering if the name I have on file is the name that you go by? Are there pronouns that you go by that our colleagues and I should use when referring to you?”

Note: Assuming that you have checked in with the trans or non-binary person about their needs, consistently use the names and pronouns you are asked to use, regardless of whether the trans or non-binary person is in the room.

Affirming Language

Be mindful of the ways that gendered language like ladies/gentlemen, sir/ma'am, guys/gals, Mr./Mrs. and family terms like mother/father, son/daughter, husband/wife, brother/sister and so on can come up, both in how you greet and interact with clients and in more casual conversation among colleagues.

- Try, instead, to use terms like “guests, everyone, customers, clients, employees, staff, colleagues, teams, people, parents, children, partner and sibling.”
- You can also often just say “hello” or “welcome” and leave out the gendered words altogether.

Language has an immense impact on your work culture. Try your best to use gender-neutral language as much as possible, whether you perceive there is a trans or non-binary person present or not. You won't always know who's trans and who isn't, and there will also be many occasions where you are engaging with cisgender people who have family members and friends who are trans or non-binary, and who may feel the need to withhold information about their lives and relationships in the presence of people who consistently use gendered language. Using gender-affirming language benefits many people within and beyond trans and non-binary communities.

Using language that is new to you can take time to master. Find ways to practice when you are not around trans and non-binary people so that mistakes will happen less when you are around them.

Recovering from Mistakes

Everyone is on a continuum of learning, and all people will make mistakes. If you realize that you've made a mistake:

- Apologize once.**
- Correct yourself** by repeating the sentence using the correct pronouns/name.
- Move on.**

Sometimes you won't realize you made a mistake until someone else lets you know.

- Notice defensive reactions** you might be having and put them aside.
- Believe and receive** the person's correction or reminder.
- Say thank you.**
- Commit to further learning**, if needed.

If people around you have been generous and patient with you to help you in your learning process, use your experiences and new understandings to help others with their learning, too. For example, part of minimizing harm and emotional labour for a trans person could be to remind colleagues about their name and pronouns so that the trans person doesn't have to. You can pay it forward and use your personal learning process to contribute to broader cultural change in your workplace.

Training & Education

Cultural shifts in understanding always begin with individual shifts in understanding. Investing in training for all levels of your organization will mean that trans and non-binary inclusion will become woven into the fabric of your company rather than coming from only the top-down or from the bottom-up. This will help immensely in "change management," ensuring that everyone is willing to make necessary changes not due to fear of punishment but because they truly understand and care about the well-being of gender-diverse people in their workplaces and communities.

- Are there opportunities for staff from all levels to engage in gender-diversity training opportunities?
- Is training mandatory or optional?
 - If optional, how will colleagues who do not opt in access necessary gender-diversity-specific knowledge and skills?

Bystander Intervention

Seek out training that specifically builds skills around intervening in challenging or harmful moments with colleagues (sometimes referred to as "microaggressions"). Again, this is important regardless of whether you perceive that trans and non-binary people are present. Intervening is often uncomfortable – interveners are often required to sacrifice their comfort in the short-term to increase safety and reduce potential workplace toxicity in the long-term.

Transition Plans

If a trans or non-binary person comes out (i.e. discloses their identity) to you, a great way to respond is:

"Is it ok if I ask some questions so I can better understand how to support you?"

or

"What might you need from me and from other colleagues to feel supported at work?"

If a colleague is unsure about what might be most helpful to them, then that is a good moment to lay out what your organization (and perhaps the broader community) has to offer in terms of support, without having assumptions about what the person "should" do. Remember each person is the expert of their own needs, desires and choices and that each trans and non-binary person will have a path that is unique to them.⁹

The employee **may** want support with:

- Communicating this information to other colleagues;
- Keeping this information confidential for a period of time or indefinitely;
- Options (but not obligations) for working remotely;
- Accessing other benefits or navigating insurance;
- Information about various kinds of medical or personal leaves;
- Information about name and gender change processes;
- Support in navigating washroom and change room access (if they are not already gender-inclusive);
- Getting connected with a workplace advocacy group or union rep; and
- Accessing non-workplace-related community supports.

A Note on Pride

Many communities across Canada celebrate Pride, and many companies take the opportunity during Pride season to put up a rainbow flag and showcase their offerings to LGBT+ communities and their allies. It is strongly encouraged and much appreciated when companies rebalance priorities and redistribute resources toward creating more inclusive, accessible and affirming workplaces and services. Companies can also show support for local LGBT+ groups year-round by offering donations of space, financial resources or in-kind support for events or initiatives.

SECTION 05:

Appendix

05



Appendix

References

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9. “Supporting Transgender and Gender-Diverse Faculty and Staff at UBC.” *The University of British Columbia Human Resources*, hr.ubc.ca/administrators/managing-staff/supporting-transgender-and-gender-diverse-faculty-staff.

Supplementary Resources

EXAMPLE GUIDES AND ONLINE LEARNING

- “Best Practices for Non-Binary Inclusion in the Workplace.” *Out & Equal*, <https://outandequal.org/wp-content/uploads/2018/11/OE-Non-Binary-Best-Practices.pdf>.
- Downloadable Support Tools and Infographics, *Trans Care BC*, <http://www.phsa.ca/health-professionals/education/trans-intro>.
- “HR Leaders Guide for Non-Binary Gender Inclusion.” *Hibob*, 2020, hibob.com/guides/hr-leaders-guide-for-non-binary-gender-inclusion.
- “Intro to Working with Transgender Clients.” *Trans Care BC*, rise.articulate.com/share/9XFuAqbV1rdLa2RaM18h31fK1q6gBk37#.

TOURISM-SPECIFIC ARTICLES ON DIVERSITY AND INCLUSION

- Chancey, Chris. “3 Key Elements of an Inclusive Workplace in Hospitality.” *Harver*, 2019, harver.com/blog/inclusive-workplace-in-hospitality.
- Cristaldi, Jonathan. “Restaurateurs on How to Foster Inclusivity in the Workplace.” *SevenFifty Daily*, 17 June 2019, daily.sevenfifty.com/restaurateurs-on-how-to-foster-inclusivity-in-the-workplace.
- “How to Create a More Inclusive Workspace.” *AdventureTravelNews*, 10 July 2018, adventuretravelnews.com/how-to-create-a-more-inclusive-workplace.

OTHER GUIDES AND ARTICLES

- “Creating Authentic Spaces: A Gender Identity and Gender Expression Toolkit.” *The 519*, the519.org/education-training/training-resources/our-resources/creating-authentic-spaces.
- “Support for Trans Employees: A Guide for Employees and Managers.” *Government of Canada*, tpsgc-pwgsc.gc.ca/apropos-about/guide-et-te-eng.html.
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