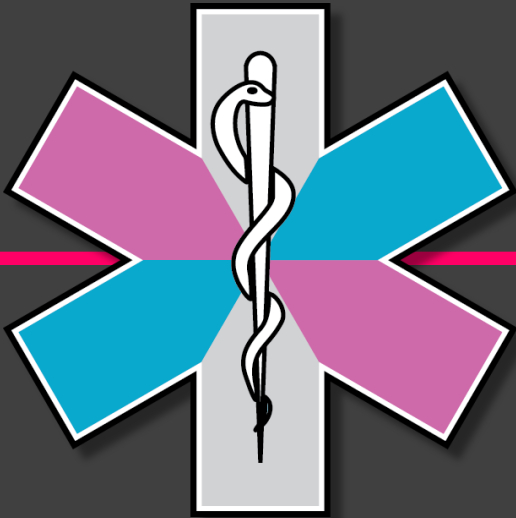


**National Ambulance
LGBT Network**



Supporting Lesbian, Gay,
Bisexual, Trans staff, patients
and communities

A partnership of UK Ambulance
Services

Supporting Trans Ambulance Staff

Making Ambulance Services
safe places for trans people
to work and transition

Steph Meech
24 August 2018





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Specialist Paramedic / Operational Team Leader
South East Coast Ambulance Service

Committee Member
National Ambulance LGBT Network

Exercise



Agenda



Experiences of Trans Staff

Recruitment and Retention

Good Practice

How LGBT Networks Can Support



Background



In researching how to support transgender staff it has become apparent that although good progress is now being made in the recognition and protection of transgender staff there is still a fair way to go before discrimination is eradicated and even top named stores failing to protect their trans workforce.

The case against Primark this year where a trans employee successfully sued them for constructive dismissal due to being harassed for being transgender and winning with the judge commenting on their lack of robust policy and supportive measures is a timely reminder to us all.

A recent research by the LGBT Network OUTstanding took a look at the top firms of the FTSE 100 and concluded that a large majority of these firms failed to demonstrate a commitment to LGBT staff in the workplace and in particular Transgender staff. They found that **99%** had highlighted Diversity as an important policy but **80%** neglected to mention non-discrimination policies for Transgender staff and **47%** also failed to reference policies for LGB employees.



Experiences of Trans People



Some of the health inequalities commonly experienced by trans people:

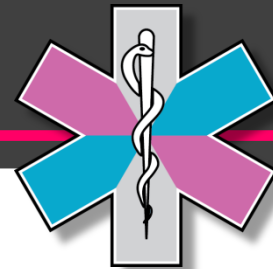
- **81%** of people surveyed have suffered from silent harassment*
- **84%** have experienced suicidal thoughts*
- **53%** have self-harmed*
- **36%** have experienced major depression*
- **12%** have been physically attacked by a colleague or customer**
- **51%** have hidden their identity at work for fear of discrimination**
- **25%** have experienced homelessness**

* Trans Mental Health Study, 2012

** Stonewall LGBT in Britain, Trans Report, 2018



LGBT Staff Survey 2018



In the survey we asked if staff had suffered any negative behaviours from colleagues and patients...

45%
of all responses
said 'yes'

68%
of trans colleagues
said 'yes'

We also asked how 'open' people felt they could be at work...

63%
of all responses
said 'to everyone'

Sample size: 443

42%
of trans colleagues
said 'to everyone'

Sample size: 19



Questions



If your best friend came round to see you tonight and told you that they were trans...

- How would you feel?
- How would it change your relationship with them?

Be honest with your answers



Recruitment and Retention



- Be thought of as a 'Good Employer' within the trans community.
- Attract applications from suitably trans job seekers.
- Ensure that the recruitment process do not present barriers to trans applicants.
- Ensure that recruiting managers respond to and address trans candidates appropriately.
- Show the benefits of having an inclusive workforce.
- Include a statement of your values.
- Be aware that LGB issues are not necessarily the same as trans issues.
- Make your policies available.
- Encourage your networks to write about what they are doing.



Interviews



- Recruiting managers should receive refresher training on best practice and be able to sell the benefits of the job in supporting trans employees.
- Candidates may not wish to disclose their trans status at interview and it is not a question that should be asked.
- If at interview the candidate discloses their intention to transition.
- Thank them for their openness.
- Explain that if they are successful in getting the job then the employer will support the individual.
- All offers of employment involve identity and documentation checks. Ideally trans candidates should have access to a nominated person in Human Resources who is knowledgeable and able to deal with the documentation sensitively.

Disclosure in Service



- The lead should come from the individual whether their trans status is discussed reference to the appropriate Dignity at Work Policy.
- Revealing that someone is trans ('outing them') could place the organisation of risk of discrimination and violate their rights to privacy. This may be an offence under the Gender Recognition Act 2004.
- Trans staff should have an option to talk with who ever they are most comfortable with this could be their line manager or even a union representative.
- Workplace bullying is common and many trans staff can experience this on a daily basis in a direct, indirect and even unintentional way.
- Currently there is a knowledge deficit in specific trans training to Human Resource people.
- Work based champions (trans specific) and staff networks significantly improve the inclusion of trans employees.
- Having trans specific policies in place to support staff.



Transitioning



- Because of the general lack of awareness in relation to gender identity issues in the workplace, it can be difficult for someone to approach their manager to tell them that they are planning to transition.
- The process should be led by the individual as much as possible.
- Listen, show levels of support, and discuss levels of confidentiality.
- Agree to work in partnership and take advice from Human Resources colleagues.
- Agree with a member of staff what steps need to be taken before, during and after their transition.
- Make an action plan i.e. Memorandum of Understanding. Suggest a series of review meetings.
- Transitioning can be social or need medical intervention.
- A trusting and open relationship between the trans employee and the manager and Human Resources is really important.
- Records and systems what needs to be changed and when will this happen.



Transitioning



- What happens to old records?
- Payroll and national insurance numbers
- Diversity training for staff
- Communication of the change. Using correct pronouns
- Use of facilities
- Medical absences from work
- Short term job change
- Health and wellbeing
- Uniforms and name badges
- Protection taking time of work to transition



Barriers and Challenges



- Lack of knowledge on the part of the employers
- Insufficient Line manager confidence
- Persisting stigma around trans issues
- Trans employees bear the burden of driving the process forward
- Practical consideration , toilets, uniform and name badges
- Policies
- Educating the workforce



Words that are **TRANSPHOBIC** and **WHY**

Transphobia: The fear or hatred of transgender people or people who are perceived as not meeting society's expectations around gender roles, identities, and presentations. Transphobia is closely linked with homophobia and biphobia.

You're such a Tranny.

Whether or not someone identifies as Trans, calling them a "Tranny" can be extremely offensive. This may be a term that people within the community use and reclaim for themselves, but it should not be used as a joke or without consent.

That person doesn't really look like a man/woman.

What does it mean to look like a man or a woman? There are no set criteria. It also should not be assumed that all Trans men strive to be masculine or that all Trans women want to be feminine, or that all Trans people want to look like men or women. Gender presentation is fluid and distinct from gender identity, and all forms of gender expression deserve affirmation.

Why would you transition if you're going to be gay?

Gender identity and sexual orientation are two separate aspects of one's identity. This question demonstrates how heterosexuality is more valued in our society, and reinforces homophobia and heterosexism.

What is your REAL name? I mean the one you were given at birth.

This implies the person's gender identity and chosen name are not "real" and perpetuates the idea of Trans people as deceptive. It removes agency and any right to make decisions for themselves, and is incredibly invalidating. It presumes a right to intimate information, disregards privacy, and places Trans lives on public display.

Calling someone "it" or "He-She" is demeaning and does not validate their identity or respect them as a person.

Using the wrong pronouns or making assumptions about others' gender identities.

It is vital that we respect the names and pronouns that people prefer. It is impossible to know without asking. If you are not sure, ask: "What are your preferred pronouns?"

Asking others about Transperson's identity, or offering information about someone.

Asking someone about another person's identity is inappropriate. Ask yourself why you want to know. If you are concerned about using the person's preferred pronouns, ask them directly.

What are you REALLY? Have you had surgery? If not then you're not really a ____.

Asking anyone personal questions about their bodies and/or surgeries is invasive and inappropriate. We don't ask non-Trans people what is under their clothes; we shouldn't ask Trans people either.



For more information
contact the UC Davis LGBT
Resource Center

lgbtrc.ucdavis.edu
phone: 530.752.2452

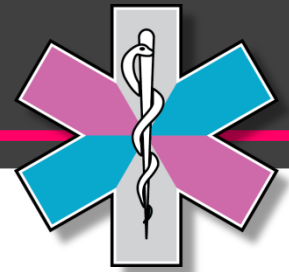
Good Practice



- Policy and guidance documentation in place
- Guidance for call takers already available
- Principles of the z-card also applies to our own staff
- Gender neutral toilet facilities
- Awareness raising – let's get people talking about it!
- Badges (National and London examples)
- Pronouns on email signatures



Policy and Guidance



Examples from North West, South East Coast and Yorkshire Ambulance Services

NHS
North West
Ambulance Service
NHS Trust

Policy on Transgender Staff

Policy on Transgender Staff
NHS adviser - Workforce and Equality
Date of Approval: 18th October 2017
Date of Issue: 28th October 2017

Page	Version	Page 1 of 1
1.0	Final approved	October 2020

South East Coast Ambulance Service
NHS Foundation Trust

Procedure and Guidance for Supporting Transgender Staff and Service Users

Aby otrzymać niniejszy dokument w innej wersji językowej lub w innym formacie, prosimy o kontakt z nami pod poniższym numerem telefonu lub adresem.

若您需要以另外一种语言书写或其他格式的本文件, 请您按以下的联络详情通过电话、电子邮件或书写的方式和我们取得联系。

यदि आपको इस दस्तावेज़ की किसी भी अन्य भाषा या प्रारूप में प्रतिलिपि चाहिए, तो कृपया हमारे निम्नलिखित संपर्क विवरणों के माध्यम से हमसे संपर्क करें।

إذا كنت بحاجة إلى نسخة من هذا المستند بلغة أخرى أو بصيغة أخرى، يرجى الاتصال بنا على رقم الهاتف أو البريد الإلكتروني أدناه.

If you need a copy of this document in large print, in Braille, on audio or in another language, please contact us at:

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RH10 9BG

Tel: 0300 123 0999
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Version	2.0.0
Name of originator/ author:	Angela Rayner (Inclusion Manager)
Policy:	Joint Partnership Forum
Approved by:	01.06.17
Date approved:	SMT
Approved by:	11.08.17 (by email circulation)
Date approved:	
Date issued:	14.08.17
Date next review due:	11.08.20
Target audience:	All Trust employees, contractors, Community First Responders, other voluntary workers and members of the public who may use our services or be involved with the Trust in any other way
Replaces:	V1.0.0

Equality Analysis Record
Approved EA submitted Date: 01/06/2017

NHS
Yorkshire
Ambulance Service
NHS Trust

Call Taker Guidance for Transgender Callers

It is estimated that 1% of the population now identify themselves as 'trans'. The following guidance is designed to educate and assist you should there be an occasion when you are either unsure of a patient's gender or you mis-gender a patient.

Although a patient can obtain a Gender Recognition Certificate after they have lived as their preferred gender for two years, they do not require documentation to live as something other than their natal sex (their gender at birth). We must legally treat them, and acknowledge their gender, as they identify.

Best Practice

The Academy of Priority Dispatch Guidelines state that because there are some gender specific protocols / questions contained within the MPDs, and a patient's response can change dependant on their natal sex, that we should select their natal gender if the information is offered but then must address the patient by their preferred gender.

Do...

- Address the patient by either a neutral term or the gender they wish to be identified as.
- If a caller identifies as 'non-binary' select unknown at case entry.
- Ensure dignity and respect is maintained at all times.
- If in doubt, use gender neutral terms.
- Listen carefully to what the caller is telling you.

Don't...

- Act surprised.
- Be afraid to apologise and acknowledge if you have made a mistake. It is not impolite to ask someone's preferred pronouns.
- Ask if they have had surgery unless it is for a medical need. Many trans people will never have reassignment surgery.
- Make fun, or be unkind, about a patient's choices.

Legislation

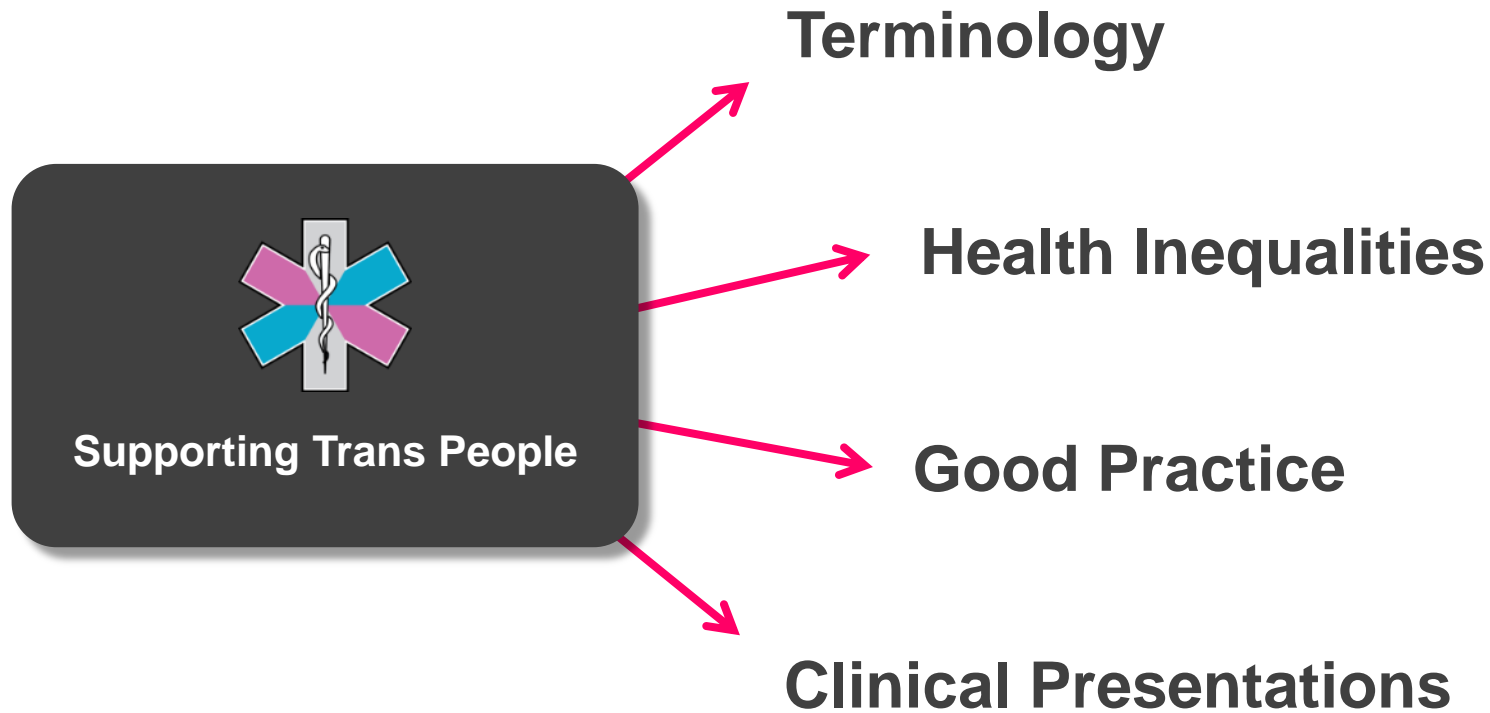
'A person has the protected characteristic of gender reassignment if the person is proposing to undergo, is undergoing, or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.'

Equality Act, 2010

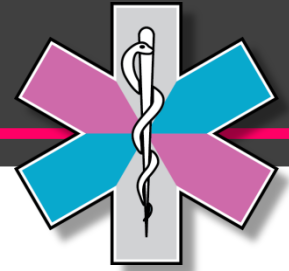
The implementation of this Act means that gender reassignment is a protected characteristic and therefore protected from discrimination and is not confined to people with a Gender Recognition Certificate.

Call Taker Guidance for Transgender Callers
Sally Abbott, February 2018

Our New Z-Card



Power of the Badges



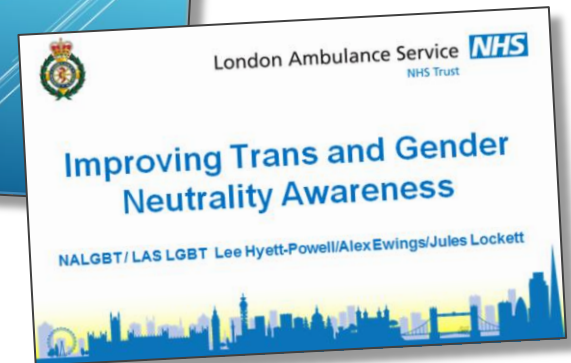
‘I am proud to wear the National Ambulance LGBT network badge as part of my uniform, a small symbol that mainly goes unnoticed but to those whom it represents understanding, it has proved to be a life saver on two occasions. I have had first hand experience with two patients struggling with gender identity and sexual orientation in acute mental health crisis and attempting suicide, they noticed the badge and opened up about how they were feeling. As a direct result of this, better care was able to be provided.’



How LGBT Networks Can Support



- Example of pack being developed with staff in Yorkshire
- Availability of support from informed people
- Making linked with local trans support groups – there are many!
- Attending events and telling trans communities we care about them



How LGBT Networks Can Support



Engagement and Events



Leeds



Brighton



www.ambulanceLGBT.org

