

National Ambulance  
LGBT+ Network

# Back to LGBT Basics - Plus



Celebrating the sexual orientations  
and gender identities of all our  
patients, staff and communities

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Helping to demystify the  
concepts of sexual orientation  
and gender identity

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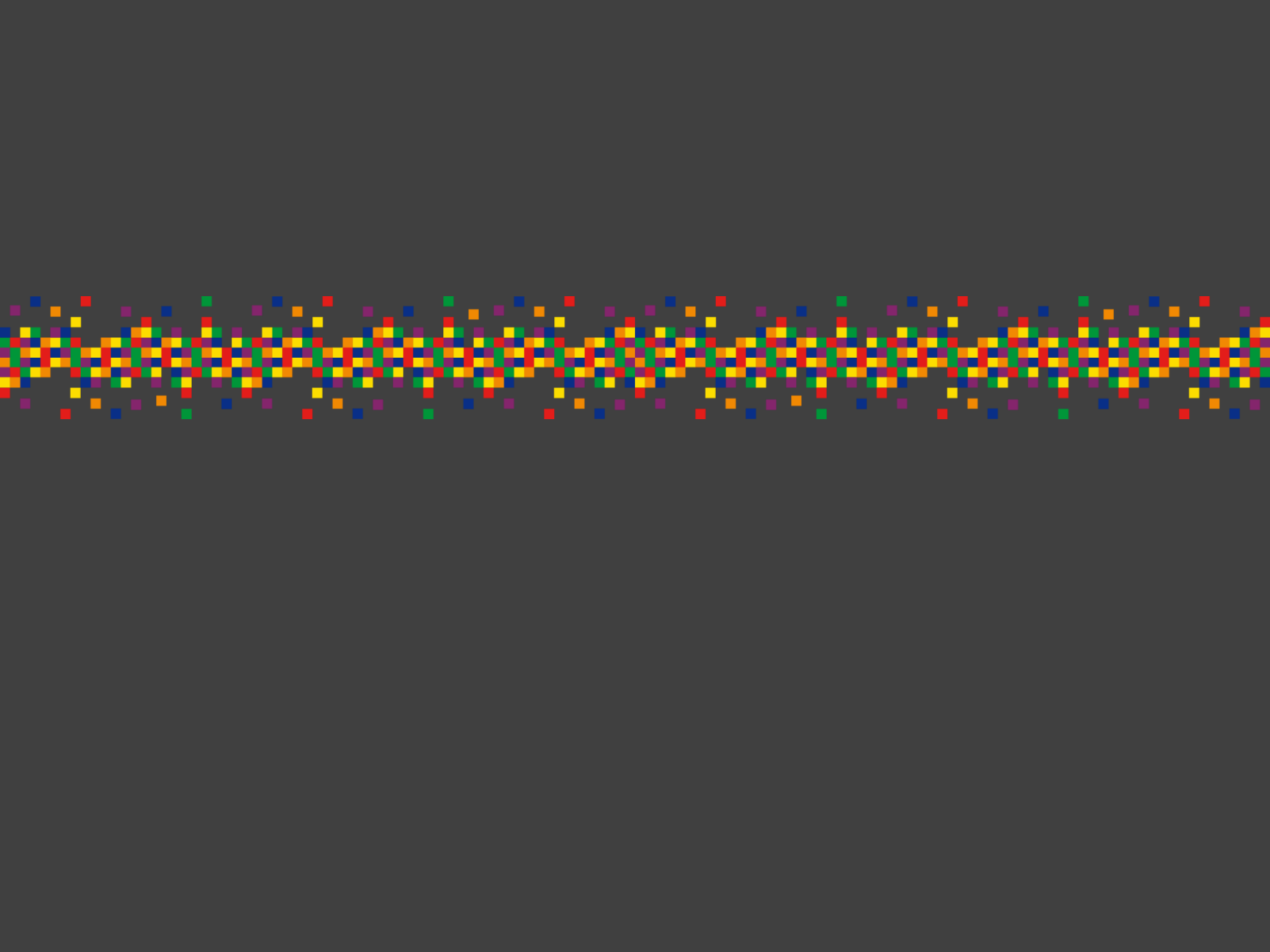
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National Ambulance  
LGBT+ Network



@NatAmbLGBTUK





# Introduction

Welcome to our new resource which explores the whole LGBT+ acronym... for those not in the know, that is LGBTTTQQAAP.

If you find yourself rolling your eyes at the mention of this, or feeling a bit overwhelmed, then this resource is for you. Many of us find the whole acronym confusing and, if we're honest, don't even know what most of the letters stand for. We have put this resource together to help demystify the concepts and consider how we can embrace this and provide better care to more people.

Those people, like myself, involved in the gay rights movement back in the 1990s remember when things were simply LGB. Somewhere along the line we joined forces with trans people and the movement to support gender identity. I have to say thank goodness we did. Certainly my life is richer for knowing and understanding trans people, and when I took the time to learn, it really wasn't that complicated. I simply needed to open my mind.

I am very critical of those organisations that have introduced the +, to make LGBT+, without really considering what it means and how we work differently to embrace all the different sexual orientations and gender identities. It simply doesn't make sense to me that you add the + and job done.

Our network wanted to create a learning event on just this matter for our 2021 conference. Sadly, the pandemic meant we weren't able to go ahead with this. It is time for us to address adding the + in a different way, and we hope this professional development opportunity will help.

So all we really need now is an ambulance community that opens its mind and allows these identities to weave into the fabric of what we do. I'm sure you'll discover that providing inclusive care is easier than you imagined.

**Alistair Gunn**

# Three Sections



1

## Making Sense of Identity

Let's start with some general principles and themes.

2

## Deconstructing LGBT+

We will work through the LGBTTQQIAAP acronym.

3

## Making this Information Count

How we can apply best practice and gain CPD credits.



## Making Sense of Identity

Key learning points:

- Expression of identity changes, which is why the LGBT+ acronym has grown and changed.
- The LGBT+ acronym covers the expression of two concepts; sexual orientation and gender identity.
- The term non-binary means people's identity cannot simply be constrained to two options.



# What is LGBT+



**LGBT+ stands for lesbian, gay, bisexual, transgender, and the + represents further sexual and gender identities. It's the accepted and inclusive way to refer to the queer community, who can be grouped by one common theme; the fact they don't identify as *straight* or *cisgender* (the gender they were born with).**

The term LGBT has been used since the 1990s after it was expanded from LGB, which stood for lesbian, gay and bisexual. LGB replaced the term gay in in the mid-to-late 1980s. The T was added in the 1990s to represent transgender people. While the first three letters (LGB) focus on sexual identity, the T refers to people whose gender is different from the sex on their birth certificate.

Since then the LGBT community has come to recognise a greater diversity of identities. As these identities have been included, more letters have been added to the LGBT acronym.

The + is a way to represent all of the other sexual and gender identities which would otherwise be excluded from the term LGBT.

## Why have more and more letters been added?

As society has become more accepting of those who identify as LGBT, people have been able to be more. This has led to many people identifying in ways which don't fit into any of the categories within the acronym of LGBT. Individuals who identify as having a sexuality or gender that is neither cisgender, heterosexual or LGBT deserve representation and visibility and the + incorporates these individuals as members of our community.

Terminology changes all the time and it is important we allow identities to be included. Adding the + is a good way to express a broad spectrum of identities beyond the binaries of male/female, man/woman, and gay/straight. In short, it's making sure it includes everyone.



# Sexual Orientation

## What is sexual orientation?

Sexual orientation is about who you're attracted to romantically, emotionally and sexually, and who you want to have relationships with. Sexual orientations include gay, lesbian, straight, bisexual, and asexual.

In the past the term *homosexual* was commonly used to describe someone that is not straight. Although not an incorrect term, most people don't use it, citing its past association as a clinical condition and links with supposed criminality.

It's not completely known why people have different sexualities. But research shows that sexual orientation is likely caused partly by biological factors that start before birth.

People don't decide who they're attracted to although they do decide on how they act upon their attraction. Therapy, treatment, or persuasion

won't change a person's sexual orientation. You also can't *turn* a person gay. For example, exposing a boy to toys traditionally made for girls, such as dolls, won't cause him to be gay.

**Throughout this resource we will be looking at the following sexualities:**

- **Lesbian**
- **Gay**
- **Bisexual**
- **Queer**
- **Questioning**
- **Asexual**
- **Pansexual**



In this document we have included the rainbow star of life at the top of pages specifically addressing sexual orientation.

# Gender Identity



## What is gender identity?

Gender identity is who each of us are as a person in relation to being male, female, transgender, or gender diverse. It defines who we are, how we're seen by the world around us, and the way we express ourselves through behaviours, characteristics and thoughts. Gender identity is more than the sexual organs you were born with. It is who you identify with.

## The complexities of gender

As a society we assign a gender based on a few traits with which someone is born. Based on that assigned identity, there are social expectations for someone to grow up behaving in a certain way. For many people their gender identity, expression or biological sex differs from societal norms.

The easiest way to understand gender is to recognise it is formed of three distinct parts:

1. **Gender identity** which is how you, in your head, define your gender.
2. **Gender expression** which is the way that you present gender, through your actions, dress, and demeanour and behaviour.
3. **And biological sex** which is the physical sex characteristics that make up your body.

Throughout this resource we will be looking at the following identities:

- Transgender
- Transexual
- Queer
- Questioning
- Intersex



Pages specifically about gender identity show a trans star of life at the top.





# Flags of Identity



The graphic to the left shows some of the main flags used to denote different identities. This is not exhaustive and there are actually more.

Until recently the six colour rainbow flag was the main *cover all* symbol representing LGBT+. This has been updated to create the Progress Flag; a new version which also represents people of colour and trans people.



*The LGBT+ Progress Flag*

The Rainbow Star of Life (shown on the cover) is a fusion of the recognised symbol for pre-hospital emergency care and the six colour rainbow flag.

# Ask the Committee



**We asked the National Ambulance LGBT+ Network committee why is it important to embrace the full LGBT+ acronym...**

Why LGBT+? Many people ask why do we need to complicate things further. The reality is that the more we understand about LGBT+ the more we realise that there is so much more than the four letters. Everyone has the right to their own sexual or gender identification and we have a duty to ensure that we are inclusive. These mean educating everyone on the full meaning.

**Steph Meech, South East Coast Ambulance Service**

I feel the great strides forward the LGBT+ movement has made in the last few years has empowered and improved the lives of many individuals. There are those still part of minority communities who are in the same position we were and can only benefit from our experience. We have always been an open community, looking to support others and I feel it is important to share our success with those still struggling to find a voice. By embracing all parts of the LGBT+ community, we can only build a stronger, more visible and accepted community for all.

**Jonny Holmes, East Midlands Ambulance Service**



# Ask the Committee

People can often have struggles identifying or relating with a particular part of LGBT+ acronym, which at its roots has inclusion at the heart of this community. Therefore, with the embracing and adopting of the +, this will demonstrate the very essence of 'no exclusion in the inclusion of the +'.

Jules Lockett, London Ambulance Service

In order to improve experiences and outcomes it's important to understand the experiences of individuals across the spectrum. How else can we say we are meeting the needs of the communities we serve?

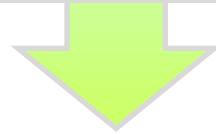
Asmina Chowdhury, South East Coast Ambulance Service

Because, if all people aren't counted, they don't count! Moreover, adding the + is positive sign of changing times. As we understand more about ourselves and each other, embracing + lets people know that there is a space for them. That said, we also need to be diligent and do the work to understand what it means. Our + people are not a convenient trendy add-on!

Alex Ewings, London Ambulance Service



## Deconstructing LGBT+



L	G	B	T	T	Q	Q	I	A	A	P
Lesbian	Gay	Bisexual	Transgender	Transexual	Queer	Questioning	Intersex	Allly	Asexual	Pansexual



# Lesbian and Gay

A **lesbian** is a woman who exclusively is physically or romantically attracted to other women. This could be cisgender women, transgender women or non-binary people who identify as a woman part of or all the time.

The first mention of lesbianism in history is in the Code of Hammurabi, a Babylonian code of laws from around 1700 BC that allowed women to marry each other.

The word lesbian comes from the name of the Greek island Lesbos, where the ancient Greek poet Sappho was born. Sappho wrote many poems that included homosexual themes. Lesbians may also refer to themselves as *gay women* or simply as *gay*.



*The flags for  
lesbian (left) and  
LGBT+ (right).*



**Gay** is a relatively modern term that refers to a homosexual person; someone who is exclusively physically or romantically attracted to someone of the same sex.

The exact origins of the terms being used to denote homosexual people is unclear. Many people feel the word 'homosexual' is very clinical and prefer the more colloquial version. The term 'gay' appears to have started being used in the mid-20th Century. In the 1960s, an era of heavy campaigning for rights in America, photos show photos of people holding placards stating, 'GAY, Good As You!'.

By the end of the 20th Century, the word gay was recommended by major LGBT+ groups to describe people attracted to members of the same sex, although it is still more commonly used to refer specifically to men. There are women who do not identify with the term lesbian, and prefer to identify as *gay woman*.

# Bisexual



**Bisexual** refers to someone who is attracted to more than one gender. It is also sometimes defined as the attraction to genders both the same as, and different to, one's own. This does not necessarily only refer to one being attracted to both men and women, as some think, but may also refer to being attracted to more than one gender whether that is trans or cis-men, trans or cis-women or non-binary people.

Bisexual people may or may not have a preference and may or may not feel a difference between their attraction to different genders. The word bisexual was first used to refer to a sexual attraction to both men and women by Charles Gilbert Chaddock. However, bisexuality was rarely openly discussed until the second half of the 20th Century due to the pervasive cultural stigma surrounding being gay.

Dr Alfred Kinsey, and American biologist, conducted some ground-breaking research in

1948 and proposed a eight-point scale of sexuality. The Kinsey Scale suggests each end of a one-to-seven scale is exclusively homosexual or heterosexual with five levels of bisexuality in between and a category denoting asexuality, labelled 'x'. At the time his research concluded that one in ten people is homosexual and more people than this could be defined as bisexual.

Many bisexual people refer to a double-discrimination. In addition to lack of support, it is reported many gay people believe bisexual people are simply confused and haven't figured out their sexual orientation yet. This is simply not true.

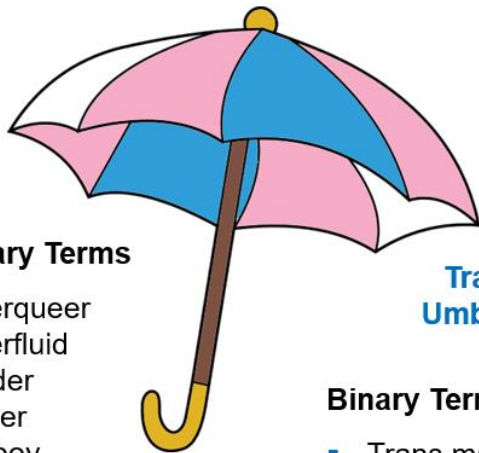


*The colours of the bisexual flag show the intersect of male and female colours blue and pink.*



# Transgender

**Transgender**, or **trans**, people have a gender identity that differs from the sex that they were born with. Some transgender people seek medical assistance to transition from one sex to another and others don't due to the significant risks associated with invasive surgery. The term may also include people who are non-binary or genderqueer in addition to people whose gender identity is the opposite of the sex they were assigned at birth (trans men and trans women).



## Non-Binary Terms

- Genderqueer
- Genderfluid
- Bigender
- Agender
- Demi boy
- Demi girl

## Transgender Umbrella Terms

## Binary Terms

- Trans man
- Trans woman

## Gender Dysphoria

Most trans people will have experienced a condition known as gender dysphoria before their trans history begins. Gender dysphoria is defined as:

*'The condition of feeling one's emotional and psychological identity as male or female to be opposite to one's biological sex.'*

The NHS definition states that:

*'Gender dysphoria is a condition where a person experiences discomfort or distress because there's a mismatch between their biological sex and gender identity.'*

Many people who experience gender dysphoria refer to the stigma of admitting this. The fear of negative reaction, or being taken seriously, stops many people from seeking help.



# Transsexual



Historically and medically, the term **transsexual** was used to indicate a difference between one's gender identity and sex assigned at birth.

More specifically, the term is often used to communicate that a person's experience of gender involves medical changes, such as hormones or surgery, that help alter their anatomy and appearance to more closely align with their gender identity.

In the past the term transsexual was used for those individuals who had been through or were in the process of going through medical transition. Whereas transgender people simply identify as a different gender than what they were assigned at birth, they may choose to medically transition but many do not.

## Is it an outdated term?

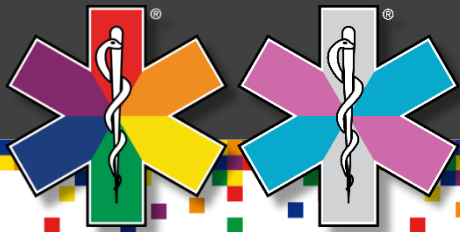
Transsexual is an older and outdated term that

originated in the psychological and medical communities. Unlike transgender, the term transsexual is not an umbrella term. Some people, including those in the medical and psychological fields, still prefer to use the term transsexual to refer to those who have had gender-affirming medical interventions. This can be to make it clear that their gender has remained unchanged whilst their sex is what has transitioned.

Some people who do not identify as transsexual would not use this term, preferring the term transgender, which is more inclusive and affirming. It is important to ask each person which term they would prefer.

Old term		New term	
Transsexual	✗	Transgender	✓
Transvestite		Cross-dresser	





# Queer

Nowadays, the term **queer** is used as an umbrella term for all sexual and gender identities other than heterosexual or cisgender.

Queer originally meant 'strange' or 'peculiar', and has been used as an offensive term against those with same-sex desires or relationships in the late-19th Century.

Beginning in the late 1980s, queer activists, such as the members of *Queer Nation*, began to reclaim the word as a deliberately provocative and radical way to describe the LGBT+ community.

*In the last 20 years, the term queer is increasingly used to describe a broad spectrum of non-normative sexual and gender identities.*

Some people in the LGBT+ community still find the term offensive, whilst others within the community embrace it and feel comfortable in describing themselves that way.

*Queer is gaining favour with the younger generation.*

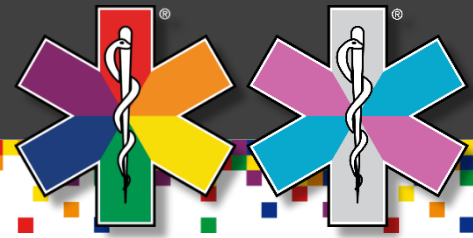


## The New Generation

In the past few years in particular more young people use the term queer, revolutionising its use from one of discrimination to that of fluidity, freedom and being able to live authentically as themselves.

However, previous generations still remember the word queer being used as an offensive term or slur. Many may have been called queer in the school playground or whilst out in public and may be associated with many bad memories. It's important to remember that whilst some people feel comfortable describing themselves as queer others may find it offensive.

# Questioning



## Questioning Sexual Orientation

Questioning can relate to individuals who are unsure about their sexual orientation or their gender identity. Human sexuality and gender identity is complex. Some people realise early in childhood that they are LGBT+ whilst for others it may take years for them to fully recognise or come to terms with their identity.

It's extremely common to be confused about your sexuality. Some people find comfort in labels as they can help towards creating a community and enable other realisations that they are not alone. Other people feel no need to label their sexual orientation and feel more comfortable without a label.

Most people in the LGBT+ community will have experienced the questioning stage. When someone declares to others that they are gay, this is referred to as *coming out*.

## Questioning Gender Identity

Questioning one's gender identity is different to questioning sexual orientation. Whilst sexual orientation is about who we are attracted to and who we love, gender identity is about who we are; how we define ourselves in terms of gender. For many people it can be daunting to question their gender identity and very isolating.

In the past few years there has been a huge increase in the number of people questioning their gender, whether they see themselves as male, female or non-binary. Some experts believe this is because society has become more accepting of differences in gender identity, alongside it being increasingly conceptualised as a spectrum rather than categories.

When someone reveals to others that they are transitioning gender, this is referred to as the start of their *trans journey*.



# Intersex

**Intersex** is an umbrella term used for a variety of situations in which a person is born with reproductive or sexual anatomy that is not considered typically male or female.

Doctors may assign intersex babies with a sex at birth but, just like with endosex (non-intersex) people, that doesn't mean that's the gender identity they'll grow up to have.

A naturally occurring variation in humans, being intersex, is more common than most people realise. It's hard to know exactly how many people are intersex as it is not always identified, but estimates suggest that about one or two in every 100 people are intersex.

Some intersex people have genitals or internal sex organs that fall outside the male/female categories, such as a person with both ovarian and testicular tissues. Other intersex people have combinations of chromosomes that are different

than XY and XX, such as XXY.

Some individuals might be identified as intersex from birth. Other times, someone might not know they're intersex until they go through puberty and occasionally a person can live their whole life without ever discovering that they're intersex.

## Intersex Conditions

There are four categories of intersex conditions:

### **Female with male-looking or ambiguous genitals.**

In this type of intersex condition, a person has female (XX) chromosomes with normal ovaries and uterus, but the external genitals appear to be male. This condition is called 46-XX or XX male syndrome. It usually results from a female foetus being exposed to a large amount of male sex hormones before birth.

# Intersex



## **Male with female-looking or ambiguous genitals.**

With this type of intersex condition, a person has male chromosomes (XY), but the external genitals appear female or ambiguous. In some cases, the testes do not descend and remain inside the body. This is known as 46-XY or Swyer Syndrome. It can be the result of a male foetus not being exposed to enough male sex hormones before birth.

## **A mix of male and female characteristics.**

In this type of intersex condition the person has both testicular and ovarian tissue. The tissue may appear as a separate ovary and testis, or show up within the same gonad.

The external genitals can appear as male, female, or ambiguous.

## **Complex or undetermined intersex conditions.**

Other chromosomal variations can lead to intersex conditions. In some cases, a person has an extra

sex chromosome either an X or a Y. This is the case with 47-XXY or 47-XXX. This condition also occurs when one of the X chromosomes is missing.

Unlike other types of intersex conditions, these variations don't lead to a mismatch between the internal and external genitalia. However, there may be other effects on things such as sexual development at puberty or the levels of the sex hormones.

One in 100 people are born with bodies that differ from typical male or female. Approximately one to two in every 1,000 people receive surgery to 'amend' genital appearance.

Intersex groups, have been campaigning to stop surgeries on infants and are asking the protocol be changed to allow the children to decide for themselves whether they want surgery.



# Ally and Asexual

An **ally** is a person who has a genuine, strong concern for the wellbeing of LGBT+ people and a person who supports and accepts LGBT+ people, and advocates for equal rights and fair treatment.

Allies are important and welcome supporters of the LGBT+ community. They can be effective and powerful voices for LGBT+ equality.

In Part 3 of this resource we have included some good practice guidance on how to provide inclusive care. There is separate guidance for sexual orientation and gender identity. Take some time to consider that information. Remember being an ally is more than an email signature. It is what you do and how you support LGBT+ people.



*The LGBT+ Ally flag (left) and asexual flag (right).*



**Asexual** is a sexual orientation defined by an absence of sexual attraction. Asexual experiences may also include not wanting to have sex, not being interested in sex, not experiencing a sex drive/libido or being repulsed by sex.

Sexual dispositions among asexual individuals can vary. Some asexual people may still have a sex drive despite not feeling sexual attraction to anyone. They may still masturbate, watch pornography, or participate in sexual activities. Other asexual people lack a sex drive, and some may be repulsed by the concept of sex.

One misconception is that all asexual people never have sex. Most asexual people can have sex, and some of them do. Asexuality is an absence of sexual attraction, not a lack of sexual ability. Asexual people can fall in love and can feel the full range of romantic emotions.

# Pansexual



Pansexual people are attracted to individuals regardless of gender. As a result, they are attracted to all genders. Pansexual individuals may be described as being *gender blind*, showing that gender is not a factor in their attraction to an individual. Many pansexual people may explain this as being attracted to the specific individual because of who they are regardless of their gender.

The term pansexuality emerged as a term for a sexual identity or sexual orientation in the 1990s.

*Pansexual isn't the same as bisexual.*

Bisexuality is sexual or romantic attraction to more than one gender. Pansexuality is the sexual attraction to a person of any sex or gender. Using these definitions, pansexuality is defined differently by explicitly including people who are intersex and transgender.

Many people believe that because pansexual people can be attracted to any gender they must be attracted to everyone. This isn't true, for pansexual people they can be attracted to any people of any gender but just as lesbians aren't attracted to all women and gay men aren't attracted to all men, pansexual people aren't attracted to every single adult they meet. It all depends on the individual and what they find attractive.

Another misconception is that pansexual individuals are promiscuous due to them being attracted to others regardless of their gender. This isn't true. Just because they can be attracted to a person regardless of their gender doesn't mean they want to have sex with everyone.



*The pansexual flag.*



# Ask the Committee

**We asked the National Ambulance LGBT+ Network committee  
why is it important to embrace the full LGBT+ acronym...**

I think it's important that we embrace the full LGBT+ acronym because we want everyone to feel like they belong. Language is constantly evolving and so is our understanding and recognition of sexual identity and gender expression. No acronym will ever be perfectly inclusive, but embracing all elements of this one demonstrates our own willingness to accept change.

Gareth Thomas, Welsh Ambulance Service

There are many ways we might choose to describe our own sexual orientation. The most commonly used and understood terms are lesbian, gay, bisexual and heterosexual. Adding the '+' helps to highlight that there are other ways to describe this and in adding the '+' we acknowledge that, can welcome everyone, raise awareness and demonstrate our inclusivity.

Ann Tobin, Scottish Ambulance Service

# Ask the Committee



So that everyone feels included.

Val Nash, South Western Ambulance Service

It is important to me personally to embrace the LGBT+ as sexuality and gender identity is not black and white, and different people have differing ways of expressing their identity.

Mike Roberts, West Midlands Ambulance Service

Being an ally is about actively supporting the rights of minority groups without being a member of that group. For me, the + in LGBT+ is the ultimate act of allyship from members in the LGBT community to include all identities from the wider community.

Jessica Hooper, Welsh Ambulance Service

It's the right thing to do!

Kirsten Willis-Drewett, South Central Ambulance Service





## Making this Information Count

Key learning points:

- There is good practice to follow which can help us to deliver inclusive care.
- The good practice guidance for sexual orientation is different from that for gender identity. Being informed about the difference will help your patients.
- You can further your development by completing the empowerment questions and downloading your certificate.



# An LGBT+ Friendly Service



Show the same professional courtesy to everyone you meet. You are there to look after people, not to judge them.



**Take your cues from the person and mirror their terminology. If they refer to 'partner', you refer to 'partner'.**



Call out bad practice and non-inclusive behaviours when you see it. If you walk past bad behaviour, you are accepting it.



**Saying 'I treat everyone the same' is admitting to bad practice. Be informed and attune your care to the people you treat.**



Be a true ally to LGBT+ people. Talk to people and 'walk in someone's shoes' to see what their lives are really like.



# Working Inclusively

In the past, sexual orientation and gender identity were grouped together. In more recent times it has been recognised that the needs of trans people are separate and different to those who identify as LGB.

Often there is a lack of confidence when it comes to supporting trans individuals, many people do not have sufficient knowledge to support these employees effectively. There can also be very little awareness around gender identity and gender dysphoria, meaning many trans staff are not receiving the support they require.

For most of us, work is stressful in itself. Imagine carrying the added emotional pressure of having to deny and suppress one of the most fundamental aspects of who you are because it doesn't conform with societal norms. Also, imagine feeling that revealing your authentic self to those you work with and see every day, would result in rejection, being ostracised or ignored.

## Good Practice: Sexual Orientation

The guidance below is in addition to the five core principles outlined on the previous page.

### **Recognise that there are more sexual orientations than just LGB.**

We must recognise that there are more sexual orientations than just LGB. We should always use inclusive language and mirror how people describe their relationships with others.

### **Raise Awareness.**

We should raise awareness of other sexual orientations as well as LGB. Celebrating different days of awareness such as *Pansexual Awareness Day* or *Asexual Awareness Week*.

### **Take discrimination seriously.**

It is not okay for someone to invalidate or discriminate against someone who is pansexual

# Good Practice



or has any other sexual identity. It should be taken as seriously as homo-, bi- or transphobia would be taken for any LGB or trans colleagues.

## **Role models and champions who identify as LGB and other sexual orientation.**

Many workplaces have LGB champions and role models. We should encourage champions who identify as having other sexual orientations within the + to become role models and champions. Having role models whose sexuality is different from those who identify as LGB would show support to any colleagues who may have a different sexual orientation.

## **Educate yourself and others about different sexual orientations.**

We need to strive to keep learning and developing our knowledge base on sexualities so that people who identify within the + can feel included and safe to be themselves. There are lots more resources available at: [ambulanceLGBT.org](http://ambulanceLGBT.org)

## **Good Practice: Gender Identity**

### **Raising Awareness.**

Take part in celebrating *Trans Day of Visibility* and recognising *Transgender Day of Remembrance* to show our support of trans rights.

### **Pronouns on email signatures.**

Whether you are trans or not, including the correct pronouns to use when addressing you shows you understand the importance of pronouns, especially for trans and non-binary people. It also encourages the idea that pronouns should never be assumed.

### **Recognise and include non-binary identities.**

Whilst there is often a lack of understanding and awareness of trans issues, there is even less for non-binary people. Including non-binary people in our policies and in any trans awareness and education shows and validates their existence.



# Good Practice

## Have clear procedures for people who are transitioning.

Transitioning is a process that encompasses all areas of a person's life and can cause numerous anxieties at work. Repercussions at work can be a reason why they may delay transitioning or choose not to. The most inclusive employers have policies or procedures that enable people to transition while working in a way which reduces stress.

## Transgender role models.

As well as LGB role models, have trans role models. This shows support to any trans colleagues and could help raise awareness internally and publicly.

## Introduce inclusive facilities.

Where possible to do so, introduce gender-neutral toilets and private changing areas. These facilities are important for all trans people but particularly non-binary people who may feel uncomfortable in both male and female toilets.

## Apply principles of the z-card.

The *Supporting Trans People* z-card was produced by The National Ambulance LGBT+ Network to offer guidance to ambulance staff treating transgender patients. These are available in all Trusts or you can download one from our website.

*The z-card leaflet is available from [ambulanceLGBT.org](http://ambulanceLGBT.org)*



## Zero tolerance toward transphobia.

Transphobia often takes on different forms to homophobia and biphobia. It can range from direct discrimination, including verbal and physical abuse, to purposefully using incorrect gender pronouns and indirect forms of discrimination. We must ensure we have a bullying and harassment policy that communicates a zero-tolerance approach to all forms of transphobia.

# Professional Development



You can gain a professional development certificate by completing the questions included on the next two pages. Once you have completed them, use the QR code to access the *CPDme* website and obtain your certificate.

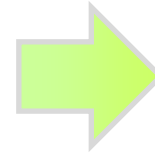
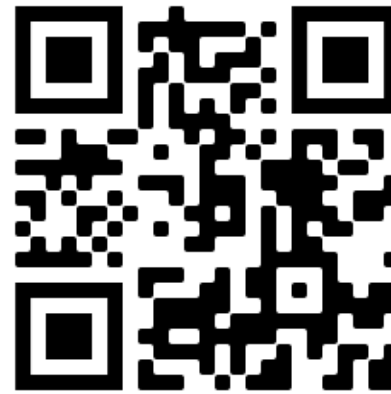
If people want to find out more about issues of gender identity then ***The Ambulance Service Trans Toolkit*** is available which provides more information.

The toolkit consists of four books which can be downloaded. The first three books have questions which can be completed to gain free professional development certificates. There is a certificate linked to each of the first three books.



You can access all our professional development resources online. They are free and you can download copies of all the resources.

If you already hold an account with *CPDme*, your certificate will be automatically added to your portfolio.



You can access resources at:  
[ambulanceLGBT.org](http://ambulanceLGBT.org)



# Empowerment Questions

## 1. Sexual orientation is...

- a) only who you have sex with.
- b) who you are attracted to and who you feel drawn to romantically, emotionally or sexually.
- c) The physical sex characteristics that make up your body.

## 2. All asexual people never have sex and are celibate.

- a) True
- b) False

## 3. Which of these can you do to become a better ally for LGBT+ people?

- a) Stay informed.
- b) Accept other people's identities whether you understand them or not.
- c) Both of the above.

## 4. Pansexual is...

- a) Someone who is attracted to men and women.
- b) Someone who is attracted to everyone they meet.
- c) Someone who is attracted to an individual despite their gender.

## 5. When attending to a patient, what is the best practice for getting people to identify their sexual orientation and gender identity?

- a) Make an informed decision based on what you see.
- b) Offer the person a list to choose from.
- c) Let the person define their own identities.

*Continued on next page...*

# Empowerment Questions



## 6. Gender identity is...

- a) The ways that you present gender through actions, dress and demeanour.
- b) Who you are attracted to.
- c) The physical sex characteristics that make up our body.

## 7. Approximately what percentage of people are born with intersex conditions?

- a) 2.0 %
- b) 1.7 %
- c) 0.5 %

## 8. Which of these are good practice for dealing with trans people in the workplace?

- a) Inclusive toilets and facilities.
- b) Pronouns on email signatures.
- c) Both of the above.

## 9. Gender dysphoria is...

- a) The condition of feeling one's emotional and psychological identity as male or female to be opposite to one's biological sex.
- b) A variety of situations in which a person is born with reproductive or sexual anatomy that is not considered typically 'male' or 'female'.
- c) When someone is attracted to the same gender as them.

## 10. Which of these are non-binary identities?

- a) Genderfluid
- b) Demiboy
- c) Genderqueer
- d) All of the above.





# Going for Gold!

The National Ambulance LGBT+ Network created the Gold Star of Life Award in 2017 to recognise people who are making a difference to LGBT patients and colleagues. The awards are usually presented at our annual conference.

You may notice that we have used our different logos in this document, to highlight information that is specific to sexual orientation and gender identity. The rest of the pages display a gold star.



We know from feedback from patients and staff that the more informed people are, the better care we provide. We really want to encourage everyone to *go for gold* and take the opportunity to complete this pack, and the other ones we have produced.

[ambulanceLGBT.org](http://ambulanceLGBT.org)

The rainbow star of life logo is used to represent the National Ambulance LGBT+ network. It was made by mixing together the star of life and rainbow flag that represents the LGBT+ community.



The trans star of life logo was created in 2018 and is used on campaigns specifically about trans people. We have a number of resources specifically about trans people that are available to all ambulance staff.



Both the logos above are registered trademarks of the National Ambulance LGBT+ Network.

# National Network Pledge



From 2022 the National Ambulance LGBT+ Network, and all its committee members, pledge to:

1

Include the + on all new documentation. The website will be rebranded and we will proudly become the National Ambulance LGBT+ Network

2

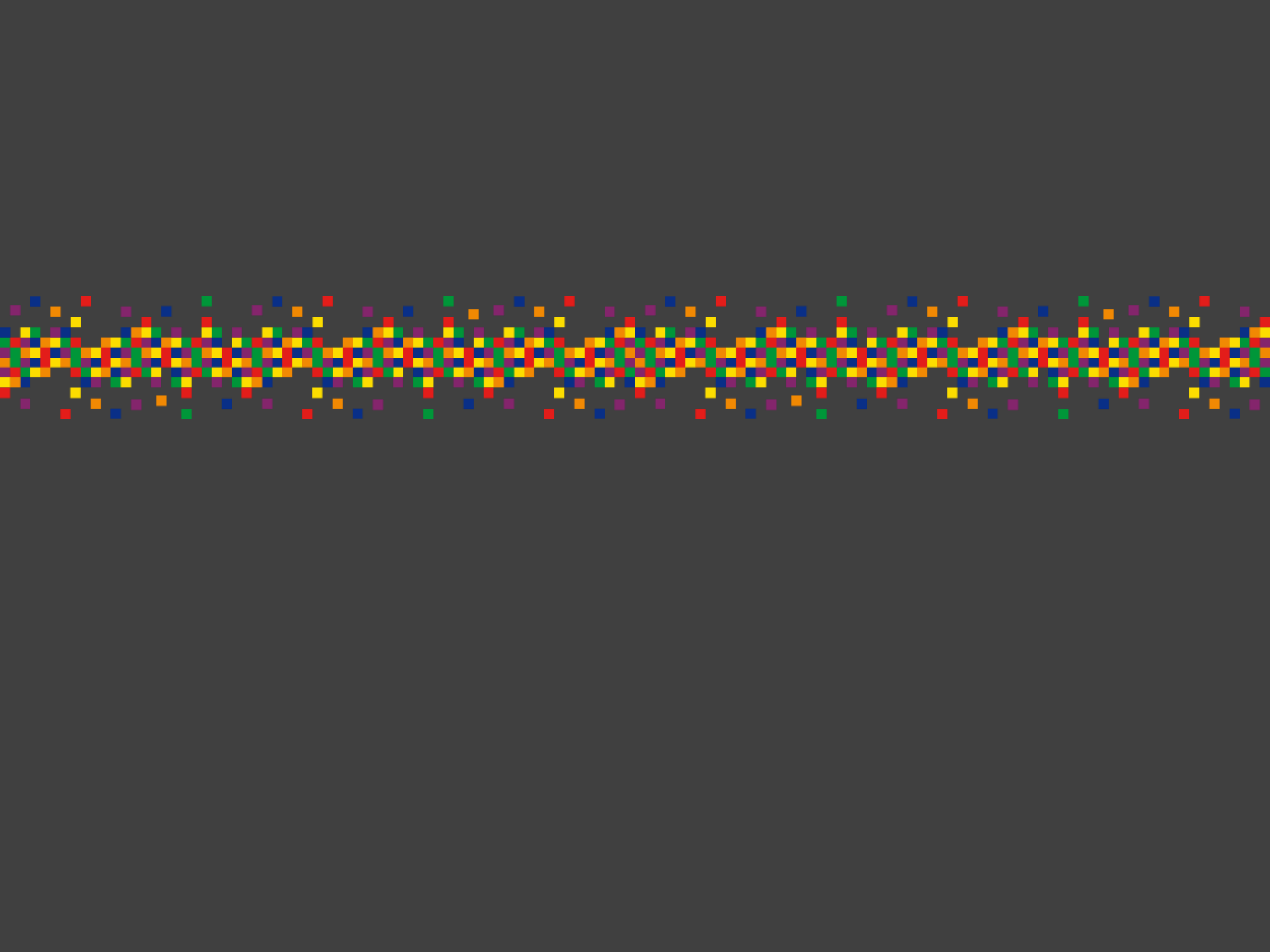
Ensure all new materials are inclusive of all sexual orientations and gender identities.

3

Embrace change and positively respond to new and existing identities, encouraging our services to be as inclusive as possible.

4

Challenge negative behaviours towards people's choice of identity and champion equality for all.





For more information about the National Ambulance LGBT+ Network visit:

**ambulanceLGBT.org**



National Ambulance LGBT+ Network



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