



**Safety and Respect for All:  
Providing a welcoming and supportive  
environment for LGBT Individuals.**

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**9 million people in the US <sup>1</sup> are lesbian, gay, bisexual  
and transgender (sexual and gender minorities)**

**Approximately the population of New Jersey**



**4% of New Jersey (360,000 people) are LGBT**

## LGBT Cultural Competence

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- Lesbian, gay, bisexual, and transgender (LGBT) people make up a diverse community.
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- Members of the LGBT community come from different racial, ethnic, and socioeconomic backgrounds, religious traditions, and geographic regions.

## LGBT Cultural Competence

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- Identification and participation with the LGBT community can also change across the lifespan.
- Many young people are choosing to come out, or to tell others about their sexuality, earlier than ever. Conversely, many LGBT elders feel pressure to hide their sexuality or revert back to “the closet” when entering assisted living or nursing care.

## HOW CAN I MAKE SURE THAT LGBT INDIVIDUALS ARE SAFE?

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- LGBT individuals may be more vulnerable to abuse in a shelter.
- All reports of harassment should be investigated and reported to the shelter supervisor.
- If you witness harassment or intimidation intervene if possible.

## Understanding the Differences

*One size does not fit all...*

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- ♥ **Gay**
- ♥ **Lesbian**
- ♥ **Bisexual**
- ♥ **Transgender**

## Terminology LGBTQIA =

- Lesbian, **G**ay, **B**isexual,
- Transgender: someone whose gender identity does not match their anatomical sex at birth
- **Q**ueer (sometimes **Q**uestioning)
- Intersex: an individual who is born with external/internal genitalia and/or secondary sex characteristics determined as neither exclusively male nor female
- **A**lly: someone who doesn't identify as, but supports alphabet soup. (More on being an *ally* later...)

## LGBTQ Terminology SOGIE

Sexual Orientation  
Gender Identity/ Expression

# SOGIE

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- Just as sexuality exists on a continuum, gender identity may also be seen as a separate but parallel continuum. Also separate is the variety of gender expression found in society.
- Because persons' gender identities are expressed in a number of ways, there is no definitive transgender or transsexual identity.

## Transgender

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Individual who exhibits to varying degrees the appearance, behavioral characteristics and feelings usually associated with the opposite or other gender.

- The term transgender may be used as a broad term for persons who are gender variant.

# Transgender

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- For purposes of protection from discrimination and harassment, transgender refers to both self-identified transgender individuals and individuals perceived as transgender without regard to whether they qualify for a diagnosis of Gender Identity Disorder.

## Definitions

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### **Transsexual**

Individual who exhibits to varying degrees appearance, behavioral characteristics and feelings associated with the opposite gender. Person whose gender identity is different from biological sex at birth. Transsexuals may hormonally and/or surgically change their bodies to more fully match their gender identity and may be homosexual, bisexual, heterosexual or asexual.



## Definitions

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### **Drag**

Performing as the opposite sex for entertainment, money or other reasons. Drag queens are men performing as women, and drag kings are women performing as men. This is usually for performance – their gender identity is generally congruent with their biological sex.

### **Transvestite**

Usually men who dress in women's clothes for various reasons. They do not identify as women.

## Definitions

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### **Gender Variant**

A person who expresses gender behavior and/or appearance outside of perceived social norm. Includes persons who are transsexuals, cross-dressers and those who identify as neither male or female. Gender explorer. Gender bender. Gender queer.

## Definitions

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- **Androgynous**  
Having male and female qualities.
- **Intersex**  
Person who is born with biological aspects of both sexes to varying degrees.

## Commonly Used Terms

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- Trans\* – short for transgender or transsexual
- (Ex: transpeople, transcommunity, he or she is trans, they are (identify as) trans, a person of trans experience)
  - Transgirl and transwoman – Male to Female
  - MtF and M2F – Male to Female
  - Transguy, trannyboi, transfag, and transman – Female to Male
  - FtM, F2M – Female to Male
  - Note: “Tranny” is used by some transpersons in the U.S. to take back a word used against them. However, many are offended by the term; the term is not advisable to use.



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What is it like for a Lesbian, Gay, Bisexual, Transgender, Intersexed or Orientation Questioning to enter into the Emergency Care System ?

## When accessing treatment...

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- Intake forms

Male

Female

Single

Married

Divorced

Widowed

LGBT Clients often scan the environment and the worker for clues to help them determine what information they feel comfortable sharing.

## Being Respectful

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- Refrain from offensive terms:
  - Tranny
  - He-She
  - She-Male
  - It
- Refrain from overly personal questions (depending on how well you already know the person).

## Being Respectful

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- Pronouns:
  - If you are unsure of one's identity, try to avoid pronouns.
  - If necessary, refer to them as they present or politely ask, "How would you like to be addressed?"
  - It is OK to make a mistake, just be willing to correct yourself.
  - Refrain from asking birth name.

## NALGAP

### Recommends how to support Transgender Individuals



- ▼ If someone tells you that they are transgender, respect the individual's stated self-identified gender.
- ▼ Ask which pronouns the individual wants you to use.
- ▼ Use the name and pronouns the individual gives you.
- ▼ Do not ask questions that are not relevant to providing services.
- ▼ Do not share or discuss an individual's transgender status with other clients.
- ▼ Only disclose this information to other clinicians or staff as necessary to provide services to the individual.

## HOW SHOULD I TREAT TRANSGENDER INDIVIDUALS?

- Transgender individuals should have access to housing, restrooms and shower facilities that are consistent with their self-identified gender, or those that feel safest for them.
- Some transgender individuals may not have matching or updated identification that reflects their gender identity

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Gender Identity and  
Sexual Orientation  
are separate issues

## Discussing SOGIE with clients

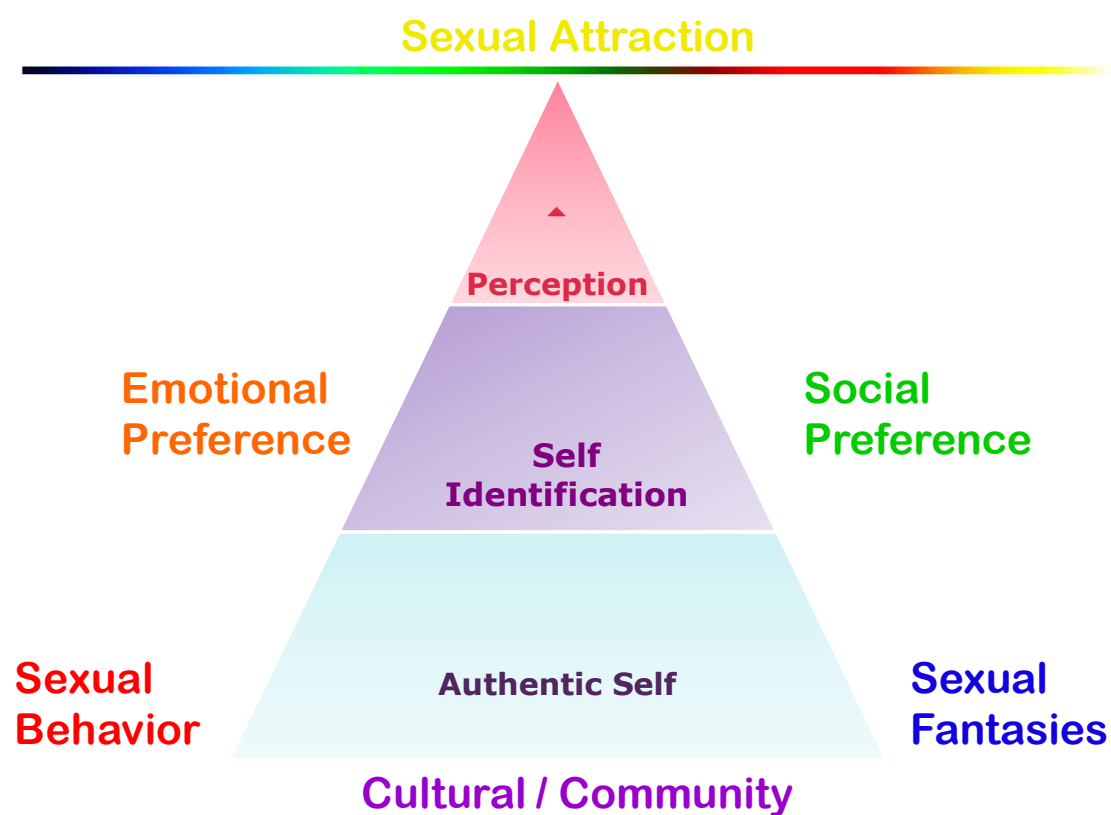
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- Requires gentle, nonjudgmental approach
- Best done gradually as you develop a rapport and a trusting relationship with client
- Must be done in a setting where privacy can be assured
- Even under ideal conditions, client may not reveal important details right away (or ever)
- Social workers need to emphasize that sexuality is an important aspect of overall healthy recovery.

## Klein's Sexual Orientation Grid


- Sexual Attraction
- Sexual Behavior
- Sexual Fantasies
- Emotional Preferences
- Social Preferences
- Cultural/ Community Integration
- Self Identification

## Sexual Identity Development





# Oppression






- Sexism
- Racism
- Ageism
- Anti-Semitism
- Classism
- Transphobia
- Heterosexism
- Other



## Sexual minority respondents reported levels of intimate partner violence at rates equal to or higher than those of heterosexuals

Forty-four percent of lesbian women, 61% of bisexual women, and 35% of heterosexual women experienced rape, physical violence, and/or stalking by an intimate partner in their lifetime.

- Twenty-six percent of gay men, 37% of bisexual men, and 29% of heterosexual men experienced rape, physical violence, and/or stalking by an intimate partner at some point in their lifetime.
- Approximately 1 in 5 bisexual women (22%) and nearly 1 in 10 heterosexual women (9%) have been raped by an intimate partner in their lifetime.

The Centers for Disease Control and Prevention's (CDC)  
National Intimate Partner and Sexual Violence Survey (NISVS): 2010



## LGBT Elders

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- *There are approximately 2 million lesbian, gay, bisexual and transgender (LGBT) elders in America—a number expected to double in the next 15 years. As we learn more about the “Baby Boomers” generation we need to be mindful that not everyone growing old is heterosexual.*

## LGBT Elders

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- *Many LGBT Seniors are concerned that their “Golden Years” will be anything but. Isolation, fear and uncertainty seem to be a common theme among many LGBT elders. The generation that stood Proud is now forced back into “the Closet” when seeking assistance for fear of mistreatment and lack of resources specific to them.*



## LGBT Elders

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- As they enter their later years, lesbian, gay, bisexual, and transgender (LGBT) older adults and their families are forced to navigate unique, complex barriers, often without the traditional support systems many seniors take for granted.

## LGBT Elders

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- Discrimination in housing, employment, and healthcare has made many LGBT older adults vulnerable to an increased risk for social isolation and higher poverty rates.
- The lack of relationship recognition, continued harassment by peers and healthcare providers, and the impact of lifelong discrimination silences many LGBT older adults and their families.

## LGBT Elders

- Estimated that over four million seniors will need substance abuse treatment services by 2020.
- Lesbian, gay, bisexual, and transgender (LGBT) community members will undoubtedly represent a portion of this number.
- Gfroerer J, Penne M, Pemberton M, Folsom R. 2003. Substance abuse treatment need among older adults in 2020: the impact of the aging baby-boom cohort. Drug Alcohol Depend -

- Research also indicates that discrimination associated with sexual orientation, race and gender, when combined, contributes to increasing the odds of substance use and misuse among LGBT community members.
- In as much as these risk factors exist, so too do the social aspects of substance use and misuse among members of the LGBT community.

McCabe, S., Bostwick, W. B., Hughes, T. L., West, B. T., & Boyd, C. J. (2010). The Relationship Between Discrimination and Substance Use Disorders Among Lesbian, Gay, and Bisexual Adults in the United States. American Journal Of Public Health,

## **ENSURE SAFETY FOR LGBT INDIVIDUALS**

### **Housing**

- You should be aware if other occupants of the shelter are threatening or harassing an LGBT family or individual.
- Harassment, bullying, or unwanted engagement can be very harmful and should not be tolerated.
- These situations can quickly escalate to violence and injury against the LGBT person.
- If you notice such threats, space should be made for the individual closer to a guard or volunteer.
- Any incidents of threatened violence should be reported to the head of the shelter and law enforcement should be made aware of any violence taking place in the shelter.
- Incidents of bullying or unwanted personal conversations should also be acknowledged and shelter volunteers should be directed to intervene when possible.

## **ENSURE SAFETY FOR LGBT INDIVIDUALS**

### **Medical Care**

- As part of the intake process volunteers should consult with the individual to ensure that he or she has access to all necessary prescription drugs.
- Some transgender individuals must have access to prescription hormone therapy.
- Individuals living with HIV/AIDS also often rely on medication. Volunteers should consult with the individual to ensure that he or she has enough doses of any necessary medication to last throughout the anticipated displacement.

## **ENSURE SAFETY FOR LGBT INDIVIDUALS**

### **Restroom and Shower Access**

- You should ensure that all individuals have access to appropriate restroom and shower facilities consistent with their gender identity.
- Denying individuals access to gender appropriate facilities or failing to provide guidance on shelter policies can lead to violence and further trauma against the individual.
- Denying this access is also illegal in some states.
- All shelter volunteers should be made aware of these policies and should be equipped with the process for reporting incidents of violence or discrimination.
- If possible, gender-neutral restrooms should be made available.
- The addition of a shower curtain or door may be necessary to ensure privacy and safety for all shelter users.

## **ENSURE SAFETY FOR LGBT INDIVIDUALS**

### **Confidentiality**

- Sharing personal information regarding an individual's sexual orientation or gender identity with volunteers or others is unnecessary and can be harmful.
- Volunteers can greatly reduce the risk of discrimination and violence against an LGBT individual by keeping such status and information confidential and on a "need to know" basis.

## **NJ Law Against Discrimination**

### ***(LAD) N.J.S.A 10:5-12***

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- LAD makes it unlawful to subject people to differential treatment based on race, creed, color, national origin, nationality, ancestry, age, sex (including pregnancy), familial status, marital status, domestic partnership or civil union status, affectional or sexual orientation, gender identity or expression, atypical hereditary cellular or blood trait, genetic information, liability for military service, and mental or physical disability, perceived disability, and AIDS and HIV status.
- The LAD prohibits unlawful discrimination in employment, housing, places of public accommodation, credit and business contracts.

## **Additional Considerations**

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- Create a welcoming environment that is inclusive of LGBT patients.
- Prominently post the nondiscrimination policy or patient bill of rights.
- Waiting rooms and other common areas should reflect and be inclusive of LGBT patients and families.
- Create or designate unisex or single stall restrooms.
- Ensure that visitation policies are implemented in a fair and nondiscriminatory manner.
- All forms should contain inclusive, gender-neutral language that allows for self-identification.

## Places of Public Accommodation

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- In May 2016, the federal Department of Health and Human Services issued regulations on section 1557 of the Affordable Care Act, which is the non-discrimination section.
- These regulations included specific, detailed language that says discrimination based on gender identity is illegal under federal law.

## Sample Policy Statement for Transgender Inclusion

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It is the policy of (agency), in accord with federal, state, and local laws, to prohibit all forms of harassment and discrimination of or by clients, employees, visitors, and volunteers, including harassment and discrimination based on actual or perceived gender identity and expression, or based on an individual's association with a person or group with one or more of these actual perceived characteristics.



**Transgender Law Center**

*Making Authentic Lives Possible*

## Safety & Privacy of Physical Accommodations

- Reasonable accommodations may be made for any individual, transgender or nontransgender, who has expressed safety or privacy needs. Reasonable accommodations are made according to each individual's needs and the ability of the agency to provide such accommodations. Under no circumstances will a TGNC person be required to use alternative facilities—including as an “accommodation” for another person's discomfort.



### Reasonable accommodations may include:

- Doors on bathroom stalls that can be latched or locked
- Curtains or other devices in bathrooms or showers that provide the client with privacy
- Alternate times to use the bathrooms or showers, if requested
- Monitoring of showers or bathrooms to control entrance and exiting
  - Alternate housing arrangements, such as “Special Needs” housing
- Set-aside sleeping, such as rooms or beds that are separate from others, if requested
- Availability of beds close to night staff

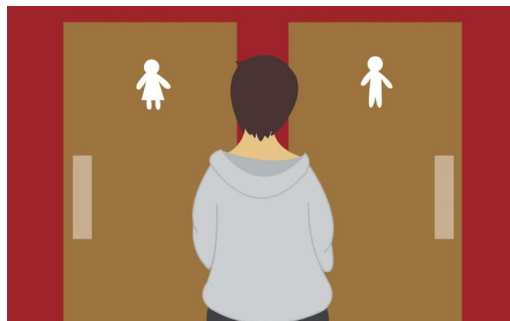


## Sample Policy Statement

Retaliation against an individual who files a complaint of harassment or discrimination against (agency) employees, visitors, volunteers, or other clients, or who participates in an investigation of such a complaint, is strictly prohibited. (Agency) shall ensure that all clients, employees, visitors, and volunteers receive notice of this policy.



It's not just about the bathroom, just like it was never just about the water fountain.



## Marketing and Social Media

Services provided to LGB & T Individuals should be clearly visible on website and in other marketing materials.

Information on LGBT Affirmative Individual, Group, Family and Community Resource available to clients should be listed.

Specific resources for Transgender individuals needs to be acknowledged if provided.



The Association of Lesbian  
Gay, Bisexual, Transgender  
Addiction Professionals  
and their Allies.

Serving the LGBT Community Since 1979  
<http://www.NALGAP.org>

**RUTGERS**  
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**LIAISON**