UPMC LIFE CHANGING MEDICINE

AWARENESS AND INCLUSION: WORKING WITH MEMBERS OF THE LGBTQI COMMUNITY

LGBTQI: WHAT DOES IT MEAN?

The acronym "LGBTQI" is used to identify all of the populations in this training.

LGBTQI includes people who identify as:

Lesbian

Gay

Bisexual

Transgender

Question (or Queer)

Intersex

LGBTQI is intended to communicate inclusiveness as well as within-group differences.

These are not medical conditions or intended as labels, so it is important to allow individuals to identify and be referred to as they prefer.

LESBIAN

A female who identifies primarily as being romantically or sexually attracted to other females.

GAY

A male who identifies primarily as being romantically or sexually attracted to other males.

Additionally, gay can be used for any sex (e.g. gay man, gay woman, gay person), lesbian or other terms are used more frequently for females who are attracted to females.

BISEXUAL

A person who identifies as being attracted romantically or sexually attracted to males as well as females.

TRANSGENDER

A person who feels their true gender is different than the one they were assigned at birth, i.e. male/female. They may or may not express this gender identity outwardly or at all times.

Gender identity is different than sexual orientation.

QUESTIONING (OR QUEER)

Questioning: A person who is unsure about their sexual orientation and/or gender identity, or chooses at a given time to hold off in defining their sexual orientation and/or gender identity.

Q may stand for "queer." The term queer was historically considered to be offensive. Some LGBTQI community members now use it as a positive term.

INTERSEX

A person born with reproductive/sexual anatomy that does not conform to strict medical definitions of male and female. Intersex was formally referred to as 'hermaphrodite' and is not considered offensive.

DID YOU KNOW?

Around **9 million adults** in the U.S. identify as LGBT

Almost **700,000 adults** in the U.S. identify as transgender

37% of lesbian and gay adults have experienced **discrimination and harassment** in the workplace

90% of **transgende**r adults **experienced harassment** at work

- **12% to 30%** of heterosexual workers **witnessed discrimination and harassment** towards an LGBTQI identified coworker

- LGBTQI adults are up to **5 times as likely to be victims of hate-motivated crimes** in comparison to other minority groups

- Up to **50%** LGBTQI **teenagers experience violent victimization** in schools

- People who identify as LGBTQI have often been overlooked in efforts to address cultural competence

WHAT DO I NEED TO KNOW?

- You work with and care for LGBTQI individuals.
- Someone who wears a wedding ring may be married to or partnered with a same sex individual.
- Someone whose appearance is typically masculine or feminine may have transitioned from the other gender.
- We all express our masculinity or femininity in different ways.
- Some individuals prefer not to identify as male or female.
- Many LGBTQI workers feel they need to conceal aspects of their identity to protect against discrimination and stigma.
- Discrimination and harassment has lead 1 of every 3 LGB employees to not be open about being LGB to anyone in the workplace.

Dignity & Respect Tip 11: Treat others the way *they* want to be treated

HOW CAN I SHOW RESPECT AND BE INCLUSIVE?

DO	DON'T
DO… Use neutral and inclusive language when talking with others. For example: "Who are the important people in your life?" "Are you in a relationship?"	**DON'T…** Ask, "are you married?" To many, this assumes a heterosexual relationship.
DO… Ask your colleagues about their significant other as you would a heterosexual colleague. For example: "What did you and Bob do over the weekend?"	**DON'T…** Avoid asking friendly, neutral questions about a colleague's life because they identify differently than you.
DO… Be aware that all individuals identify somewhere along the sexual orientation and gender spectrum.	**DON'T…** Make assumptions about sexual orientation based on marital status, parenthood, appearance, behavior, or other markers.
DO… Be inclusive of various gender expressions; use the pronoun and name that the person prefers.	**DON'T…** Make assumptions about gender identity based on appearances.

HOW CAN I SHOW RESPECT AND BE INCLUSIVE?

DO	DON'T
DO… Ask why an individual is seeking services	**DON'T…** Assume that an LGBTQI persons' problems stem from being LGBTQI
DO… Recognize that everyone has their own prejudices, religious beliefs and political affiliations	**DON'T…** Make it a part of workplace discussions or a consumers treatment
DO… Remember that just because an individual identifies differently than you does not mean you don't share common interests.	**DON'T…** Make assumptions about a person's lifestyle or interests based on their gender or sexual identity.
DO… Be respectful and supportive whenever someone discloses that they are LGBTQI.	**DON'T…** Assume that a person wants to talk about being LGBTQI..

WHAT IF I DO NOT AGREE OR FEEL COMFORTABLE?

As employees of UPMC, we will interact with members of the LGBTQI community – as patients, visitors, and coworkers. It is important to have a better understanding of these issues to ensure that we treat everyone with dignity and respect, regardless of personal belief.

It is important to:

Know it is our policy to treat all with dignity and respect

Get informed so you understand more about the people you work with

Ask colleagues questions related to their personal life, but keep in mind that some LGBTQI persons may prefer to keep it private

If you would like more assistance on how to hold onto your beliefs and at the same time meet workplace requirements you can contact LifeSolutions as a private, confidential, no-cost support available 24/7.

Dignity & Respect Tip 12: Be culturally competent.

HELPFUL LINKS

http://www.crculturevision.com/iplogin.aspx?L!=upmc

This is an online database that provides information about ethnic, religious and other cultural groups that can help you provide culturally competent care, including information regarding LGBTQI patients and families.

HELPFUL LINKS (CONT.)

Code of Conduct http://infonet2.upmc.com/Policies/systemwide/Documents/HSEC1900.pdf

Harrassment Free Workplace
http://infonet2.upmc.com/Policies/systemwide/Documents/HSHR0705.pdf

Non-discrimination in Patient Care
http://infonet2.upmc.com/Policies/systemwide/Documents/HSHDPR03.pdf

Patients' Notice and Bill of Rights and Responsibilities
http://infonet2.upmc.com/Policies/systemwide/Documents/HSHDPR01.pdf

REFERENCES

Data provided by 2009 report on Issues of Access to and Inclusion in Behavioral Health Services for Lesbian, Gay, Bisexual, Transgender, Questioning and Intersex Consumers
http://parecovery.org/documents/OMHSAS_LGBTQI_Recommendations.pdf

7/25/13 WPICLGBTQI Training Task Force