



# Introduction

This handbook is intended for all UHMB colleagues and managers. It aims to support colleagues and managers in supporting trans and non-binary colleagues. It is also designed to support trans and non-binary colleagues who work at UHMB. This handbook does not specifically cover Lesbian Gay or Bisexual (LGB) issues. LGB issues centre on sexual orientation, while this guide is about gender identity.

This handbook covers guidance on transitioning in the workplace, support in place and a basic glossary of terms. This handbook complements the 'Supporting Trans and Non-Binary Colleagues' Policy'. This handbook defines colleagues as all UHMBT Staff, volunteers, contractors and students including T-level students and apprentices.

## What is Gender Identity?

Gender identity describes how a person feels about their gender. For many people, their gender identity corresponds to the sex they were registered at birth (Cisgender). For others, it does not. Some people see gender identity as more of a spectrum, rather than a binary.

## **Glossary of Terms**

There are a number of terms used in this policy which may be unfamiliar to some individuals as they improve their knowledge on inclusivity and diversity. An in-depth glossary can be found at [stonewall.org.uk/glossary](https://stonewall.org.uk/glossary)

Abbreviation or Term	Definition
<b>Cisgender Person</b>	Someone whose gender identity is the same as the sex they were assigned at birth. Non-trans is also used by some people.
<b>Dead Name</b>	A person previous name they were known by
<b>Cross-dressing</b>	A term that describes the practice of using clothing tailored toward the wearer's "opposite" gender. Not everyone who cross-dresses would characterise themselves as transgender. The law offers protection against discrimination to a person who cross-dresses as part of the process of transitioning but not where someone chooses to cross-dress for some other reason.
<b>Gender Dysphoria</b>	Anxiety or persistently uncomfortable feelings felt by an individual about their assigned gender which is in conflict with their internal gender identity. This is also the clinical diagnosis for someone who doesn't feel comfortable with the sex they were assigned at birth.
<b>Gender Recognition Certificate</b>	This enables trans people to be legally recognised in their self-identified gender and to be issued with a new birth certificate. Not all trans people will or want to apply for a GRC and you have to be over 18. An employer or service provider does not need to see a GRC in order to recognise an employee's or person's gender.
<b>Gender</b>	The sociological set of boundaries and signifiers that may define people as being feminine, masculine, or androgynous. When you look at someone and decide that she's a girl, based on her appearance, behaviour, and presentation of self, you're judging her gender (not her sex).
<b>Gender Identity</b>	A person's innate sense of their own gender, whether male, female or something else (for



	example, non-binary) which may or may not
<b>Gender expression or gender presentation</b>	How a person chooses to outwardly express their gender, with the context of societal expectations of gender. A person who does not conform to societal expectations of gender may not, however, identify as trans.
<b>Gender Questioning</b>	This refers to people questioning their sexuality or gender, along with the diverse areas related to it. It is a stage where exploration, learning and experimenting often occurs. While some people have little to no issue in self-identifying, some encounter a great deal of confusion and uncertainty. They may have issues in understanding their sexuality, sexual orientation, gender identity, or whether or not they fit into any preconceived social normative labels.
<b>Intersex Person</b>	An individual who is born with male and female physiological characteristics and may or may not have various degrees of gender dysphoria.
<b>LGBTQ+</b>	Lesbian, gay, bisexual and transgender, Queer/Questioning += Other identities
<b>Medical Transition</b>	Medical transition is a part of transition in which a transgender person undergoes medical treatments so that their sex characteristics better match their gender identity.
<b>Non-binary</b>	An umbrella term for people who gender identity doesn't sit comfortably with 'man' or 'woman'. Non-binary identities are varied and can include people who identify with some aspects of binary identities, while others reject them entirely.
<b>Real Life Experience (RLE)</b>	A process where trans people live full-time in their preferred gender identity for a period of time to demonstrate they can function as a member of that gender. This relates to the process of obtaining a Gender Recognition Certificate.
	Refers to the process people undertake to move

<b>Re-assignment/Gender Affirming</b>	towards living in their preferred gender and is another way of describing a person's transition. To undergo gender affirmation usually means to undergo some sort of medical intervention, but it can also mean changing names, pronouns, dressing differently and living in their self-identified gender. It is bad practice to ask trans people what surgery they have had without a medical need for this information. It should be noted that this is a contested term within the trans community. Tend to use the term gender affirmation or affirming
<b>Sex</b>	The various qualities displayed by the human body that, medically speaking, define people as being male, female, or intersex. A person's sex is made up of physical traits, genitals, hormone levels, chromosomes, internal sex organs, and secondary sex characteristics. Sex is distinct from gender.
<b>Sexual Orientation</b>	This is a person's emotional, romantic and/or sexual attraction to another person.
<b>Social Transition</b>	Social transitioning as changing your name and/or pronouns, appearance or expression (such as clothing or hairstyles), the washroom you use, and so on
<b>Trans, transgender</b>	A person whose sex at birth does not match their gender identity. An umbrella term to describe people who gender is not the same as, or sit comfortably with, the sex they were assigned at birth. This includes non-binary people, although not all non-binary people identify as trans.
<b>Trans man and trans woman</b>	A relatively safe term to use for trans people when the fact that they are trans is pertinent. A trans man is someone who was assigned female at birth and is now male and a trans woman is someone who was assigned male at birth and is now female.
	The steps a trans person may take to live in the gender with which they identify. Each person's transition will involve different things. For some this involves medical intervention, such as hormone

<b>Transition</b>	therapy and surgeries, but not all trans people want or are able to have this. Transitioning also might involve things such as telling friends and family, dressing differently and changing official documents.
<b>Transphobia</b>	The fear and hatred of people who are trans or transgender.
<b>Transsexual Person</b>	This was used in the past as a more medical term (similarly to homosexual) to refer to someone whose gender is not the same as, or does not sit comfortably with, the sex they were assigned at birth. This term is still used although many people prefer the term trans or transgender.

# What does the law say?

A person does not have to hold a Gender Recognition Certificate (GRC), or be at any particular stage of transition in order to be treated with dignity and respect. Many

individuals encounter discrimination and transphobia as a direct result of their gender identity and the current legislation and laws in place to protect transgender people are:

The Equality Act 2010 (The Act) protects people on the basis of gender reassignment from direct and indirect discrimination and harassment. This includes discrimination by association and discrimination against people perceived to have the protected characteristic of gender reassignment. The Act also places a proactive duty on public organisations to promote equality of opportunity, foster good relations and eliminate unlawful discrimination between people who have the protected characteristic of gender reassignment and people who do not.

The Gender Recognition Act 2004 provides trans\* people with the opportunity to obtain legal recognition in their acquired gender by being issued with a Gender Recognition Certificate (GRC). Anyone with a GRC will be legally recognised 'for all purposes' as their acquired gender. When someone has a GRC any disclosure without consent of information about that person's gender history, which has been obtained in an official capacity is unlawful.

## What do UHMB's Policies say?

The Trust is committed to equality of opportunity in service delivery and employment and has published an Inclusion and Diversity Strategy 'Positive Difference'. The Trust does not tolerate discrimination including on the basis of gender identity, and will take appropriate action wherever it may occur. This means colleagues and managers must also behave in a way which reflects these commitments.

The Trust works with organisations to ensure all policies are gender neutral and inclusive.

UHMB offers a range of work-related benefits, which are equally available to all employees including those who identify as LGBTQ+. Policies and guidance relating to colleagues benefits have been developed in an inclusive way, with wording designed to make clear that sexual orientation and / or gender identity will not bar anyone from accessing them. Where benefits involve partners of colleagues this is regardless of the gender of the partner:

- Adoption Leave, Maternity and Paternity Guidelines
- Attendance Management at Work Policy
- Values and Behaviours Framework
- Carer Leave, Compassionate Leave and Special Leave Guidelines
- Positive Difference Strategy
- Workforce Sexual Orientation Equality Standard
- Transgender Guidance: Colleagues and Patients
- Work and Home Life Policy
- Working Carers Policy

- Family Leave Policy
- New Parent Handbook

# Practical Advice for Managers to Support Colleagues

In addition to ensuring that the Trust has visible signs and signifiers of the support on offer, there are some specific ways in which managers can support their colleagues' transition journeys. Some of these are set out below for a more comprehensive guidance please see the Trans and Non Binary Guide, for any further information support please contact our SAMI or the Inclusion team.

## **Every person is different**

It is important to remember that every trans person is different and will want to approach their transition differently. Ensure that individuals are consulted with and asked about how they want to approach different concerns. While one colleague may choose to be 'out' about their trans status, others may not wish to be. This must be respected and you should take the lead from the needs of the trans colleague, especially around the different options for transitioning (including medical or social transition). Everything that follows in these guidelines is an overall 'rule of thumb' only. The key is to communicate openly and honestly with your colleague, and be guided by what they feel is best for them

## **Treatment timescales and time off work**

This is a general guide only and it is paramount to take individual needs into account on every occasion. The timescales for access to a gender identity clinic can be lengthy and you should recognise that a person may want to transition at work (in terms of their appearance and presentation) prior to completion of any medical intervention they may/may not want undergo.

At some point the individual will want to start to live full time in their affirmed gender and their name and other records (such as their driving licence and passport) may be formally changed. Remember that treatment times and options vary and while some procedures may require less than two weeks absence from work, others may take much longer. Sometimes transition can take over 5 years. For others transitioning is a life-long process for some they will not undergo medical transition and only socially transition. For this reason, managers need to keep in touch and consult with the individual.

It is good practice to discuss at the earliest opportunity in advance the time away from work that an individual will need. When the individual is absent for treatment then normal sick pay arrangements should apply (refer to the Attendance Management at Work Policy). The normal procedure for medical appointments should also apply, as well as flexibility to individuals who may need to take holiday or rearrange working hours in order to attend additional appointments. It is important to remember that it may constitute unlawful discrimination if an individual is treated less favourably when undergoing treatment necessary for their transition than others who are absent from work for other medical reasons.

Time off for treatments related to gender affirmation are specifically protected under the Equality Act 2010 and should be regarded as a short-term reasonable adjustment (not used in relation to any absence management process)

## When discussing a colleague's particular journey

- a. Talk to them about projected timescale, if known, of any medical and surgical procedures and the time off requirement for medical treatment, including a discussion about how absences will be recorded and monitored.
- b. The expected point or phase of change of name, personal details and social gender. Name change may occur without any legal process but, before documentation is changed, it is usual for a Statutory Declaration (made before a solicitor or in a Magistrates' Court) or a Deed Poll document to be obtained. NB. The requirements imposed for confirming identity should be equivalent to the requirements generally required for employees changing their name i.e. trans employees should not be put through a more burdensome process than what is typically required
- c. Agreeing any dress code requirements
- d. Agreeing the point at which the colleague will commence using the gender appropriate facilities in the new gender role, for example toilets and changing areas. This should occur from the time when the employee transitions in their gender role at work.
- e. UHMBT's Workwear policy is flexible enough to accommodate the process of transition and also the needs of those who are non-binary. People should be encouraged to apply the dress code in a way that fits with their gender identity and make them feel comfortable.

## Disclosure advice for Managers

- a. As a manager, you need to talk to your trans colleague to establish whether they wish to inform colleagues about their trans status and transition. It is respectful and shows that you value a person to ensure that their needs are considered.
- b. Remember: employees are under no obligation to inform anyone about their trans status or the process they choose to undergo.
- c. While it is usually good practice for the manager to take responsibility for informing those who need to know, always check with the colleague and consult them before any disclosure is made, to whom and at what point in their journey. Level of disclosure may vary depending on the size of the department and the extent to which the employee who is transitioning has face-to-face contact with co-workers.
- iv. You may also like to consider signposting resources for your team so that they don't have to keep going back to your trans colleague with a series of questions after their disclosure
- v. Whether training or briefing of colleagues will be important and at what point and by whom this will be carried out – advice in this regard should be taken from the People Services team. Part of the training/briefing process may include awareness sessions for teams, which should take place on two levels:
  - General information about trans communities
  - Specific information to enable people to understand the needs of the individual involved.

**Note:** This is an example only and any level of disclosure should be led by the trans person

The following example involves the person who is beginning their transition in the workplace.



**Level one:** a trans person has a private meeting with their line manager and agrees next steps

**Level two:** the line manager calls a meeting of those colleagues who work closely with the person, and explains the situation and provides basic information; the trans person joins the meeting and makes it clear that they are happy to talk about it and welcomes any questions

**Level three:** an email written by the trans person may be sent out to all other colleagues in the same building/department/office as appropriate. The contents of this may vary depending on the specific circumstances of the individual, what they comfortable with and what has previously been agreed with their line manager.

Do remember that it is never appropriate to inform colleagues, clients and the public that a colleague has in the past transitioned or has a trans history and 'outing' someone could be classed as bullying or harassment, or even a hate crime depending on the context. The decision to disclose a transition journey should be a private matter since gender identity or gender status will have no bearing on that person's ability to do their job.

In the instance where an colleague is harassed, bullied or discriminated against by Trust colleagues, the Resolution Policy provides details on how complaints of this nature should be handled. Disciplinary action will be taken against Trust employees who engage in these types of behaviours.

# Relocation or redeployment during transition

The colleague may wish to be relocated or redeployed during the initial period if, for example, their working environment is stressful, perhaps because they have direct contact with the public or there is a history of transphobia within the team which has not been addressed or resolved. Where there are issues within a team, the Trust will provide all appropriate guidance, training and direction to that team. This will help them to better appreciate their colleague's journey and, hopefully, prevent that colleague from feeling the need to leave their position out of a fear of non-acceptance.

Relocation/redeployment may not always be necessary or appropriate; however any decision should always be made in consultation. Some colleagues may prefer to stay within the environment in which they have made friends and where they feel supported. Trans employees must not feel restricted to areas which they consider 'safe'. An employer must ensure all spaces and teams are safe for trans colleagues and patients.

- a. You should also consider whether there are duties within the role that should not be undertaken at specific times within the process (for instance heavy physical work following surgery)
- b. Think about what risks may arise for the colleague in the workplace as a result of the transition, for instance in relationships with external parties or arising from media intrusion, and how they will be dealt with
- c. With the permission of your colleague, liaise with any clients or external agencies in respect of any outstanding matters in which the trans colleague is currently involved
- d. For further guidance please look at the 'Redeployment Handbook'

## **Employment policies and processes – considerations for Managers & People Services**

### **Teams:**

- a. What amendments will be required to records and systems and the safeguards of security
- b. What the implications are for pensions and insurance
- c. Whether a trans colleague is adequately covered by existing policy on issues such as confidentiality, harassment and corporate insurance, and if not have these documents amended as a priority
- d. If DBS checks are required, following a change of name, a special procedure may be accessed (please ask SAMI for assistance)
- e. DBS Sensitive Application To contact the sensitive applications team, please telephone 0300 106 1452 or email [sensitive@dbb.gov.uk](mailto:sensitive@dbb.gov.uk). Please note, that the telephone number also has an out-of-hours answering machine where you can leave your details, and a member of the team will call you back. [Transgender applications - GOV.UK](#)

## **Gender neutral facilities**

While an increasing number of organisations have introduced gender neutral facilities in recognition of gender diversity and safety of all people, not all areas have these. Make sure to indicate that facilities such as toilets and changing rooms should be accessed according to the full-time presentation of the employee. Ensure that access to the relevant facilities is available to all colleagues as far as is practical. All staff have the right to use the facilities that correspond with their gender identity and the needs of non-binary people must also be recognised.

The use of accessible toilets is not a viable alternative for trans staff. Trans people are not to be regarded as disabled. Employers may consider changing the labelling on some facilities so that they are gender neutral. Greater privacy may be provided by having more cubicles, and by having partitions and doors that extend from floor to ceiling.

Remember, a person does not need a gender recognition certificate to use the facility appropriate to their gender identity, and no-one has the right to ask a trans employee to leave a facility; if a person feels uncomfortable, they should consider leaving and seeking appropriate advice from our People Services team.

It is the intension of UHMB to introduce Gender-neutral facilities across the organisation as part of building and refurbishment projects.

# Pronouns

Gender pronouns such as they, zir, ze, she, he, etc. specifically refer to people who you are talking about. We don't tend to think a whole lot about them. We tend to interpret or "read" a person's gender based on their outward appearance, presentation and expression, and "assign" a pronoun. But our reading may not be a correct interpretation of the person's gender. Why? Because gender identity is an internal sense of one's own gender and we don't necessarily know a person's correct gender pronoun by looking at them. If you don't know the pronouns of an individual the use of gender neutral they/their/them is best practice.

Small steps and discussions about gender pronouns will lead to it becoming common practice to indicate preferred pronouns immediately; this means there's less chance of someone feeling marginalized or pressured to explain themselves/their preferences on their own. This applies equally to all colleagues and the choices should always be respected as far as practically possible.

When someone is referred to with the wrong pronoun, it can make them feel disrespected, invalidated, dismissed, devalued, triggered, alienated, or often, all of these things.

It is a privilege to not have to worry about which pronoun someone is going to use for you based on how they perceive your gender. If you have this privilege, yet fail to respect someone else's gender identity, it is not only disrespectful and hurtful, but also oppressive.

## How can you be inclusive in using and respecting gender pronouns?

- Discussing and correctly using gender pronouns sets a tone of respect and allyship that trans, non-binary and gender non-conforming people are not being taken for granted. This is especially important for people who have transitioned in the workplace, new colleagues and service users who may feel particularly vulnerable, friendless and scared in a healthcare environment and in wider society.
- You might want to consider including a 'My Pronoun are...' message in your email signature to help make this a normal part of our working lives. Also introduce yourself using your pronouns
- Some people may prefer to be just called by their name, and avoid gender pronouns altogether. Please respect this.
- When asking during verbal introductions you may feel awkward at first, but that is because we are not used to doing it. We are not in the habit of asking. Remember, it is always more awkward getting it wrong or making a hurtful assumption. You can ask:

*"What pronouns do you use?"*

*"How would you like me to refer to you?"*

*"How would you like to be addressed?"*

*"Can you remind me which pronouns you like for yourself?"*

*"My name is Sam and my pronouns are she and her. What about you?"*

- If you accidentally use the wrong pronoun, acknowledge, apologise and then move on. Don't continue to draw attention to the error as it will continue to make you – and the person you're addressing – feel awkward.
- Any colleague who refuses to use the name, pronouns or gender deemed appropriate by another colleague will be seen as acting in a harassing and/or discriminatory manner and may be subject to disciplinary procedures under the Resolution Policy

# Changing your name in work

1. Change your name on ESR Self Services
2. [IT Account User Name change form](#)
3. New SMARTCARD email I3 Service Desk [servicedesk@mbhci.nhs.uk](mailto:servicedesk@mbhci.nhs.uk)
4. New ID Card with preferred pronouns make an appointment [Ask Sami Service - Smartcard and ID Badges](#)
5. If you are a registered HealthCare professional, you may need to change your details with your professional body links below

[The Nursing and Midwifery Council Update your details](#)

[GMC Update your name and gender](#)

[Health and Care Professions Council \(HCPC\) You can update your name and gender directly on the online user account](#)

## Patients and Service Users

We recognise that there is of overlap when it comes to patients and trans and nonbinary awareness however for specific guidance for supporting, accommodation and treatment of trans, non binary and gender fluid patients please refer to this policy. [Transgender, Non-binary, and Gender Fluid Patient Policy](#) in the trust procedural documents library.

# Want to learn more or need support?

These courses are available to book on via TMS

LGBTQ+ Foundation Awareness a

LGBTQ+ Intermediate Awareness – Including a healthcare focus

Supporting Trans and Non-Binary Patients and Colleagues

## Websites

[Stonewall.org.uk](http://Stonewall.org.uk)

[LGBT foundation](http://LGBT foundation)

[Galop.org.uk](http://Galop.org.uk) - LGBTQ+ Anti-Abuse support

Email [inclusion@mbht.nhs.uk](mailto:inclusion@mbht.nhs.uk) or [lgbt.network@mbht.nhs.uk](mailto:lgbt.network@mbht.nhs.uk)

