Inclusive Care for Sexual & Gender Minority (SGM) Older Adults

Use this quick reference guide to keep what you learned top of mind.

Complete our training at: https://rainbowsfaging.moodlecloud.com/login/index.php

Common SGM-Related Terms
★ Gender The tradition or stereotypical behavioral differences between man and woman, as defined by traditions, society, and/or cultural norms.
★ Gender Identity One’s internal sense of being male, female, neither of these, both, or other gender(s). Everyone has a gender identity.
★ Gender Expression/Presentation The outward display of one’s gender identity through behaviors and characteristics, such as clothing, hairstyle, voice, and/or mannerisms.
★ Sex Assigned at Birth The assignment and classification of people as male, female, intersex, or another sex based on a combination of anatomy, hormones, and chromosomes. Don’t simply use “sex” because of the vagueness of the definition and its place in transphobia.
★ Sexual Orientation It is important to note that sexual, romantic, and/or emotional attraction can be from a variety of factors including but not limited to gender identity, gender expression/presentation, and sex assigned at birth.

Greeting in an inclusive way
Use gender-neutral greetings like:
• “Hi, I can help you.”
• “I can help the next person in line”
• “I can help the individual with the last name Smith next.”

Ask for one’s name, don’t assume their legal name is the one they use:
• “What’s your name?”
• “What name do you use?”
• “What should I call you?”

Ask for one’s pronouns, don’t assume. Consider adding pronouns to name tags to stimulate the conversation:
• “What pronouns do you use?”
• “What are your pronouns?”
• “Hi, I’m Zuh. My pronouns are she/her. What’re yours?”

Common pronouns
He/Him • She/Her • They/Them • Ze/Zir • Ze/Zim

If you accidentally use the wrong pronoun or name, apologize, correct yourself, and move on.

During Care Appointments
• Ensure a personal information is shared in a private location. If needed, have person sharing information write down on paper instead of sharing verbally.
• Ask open-ended and gender-neutral questions to determine care needs, like:
  o “Who would you like to join you for your appointment?”
  o “Who is able to help you take your medication?”
  o “Are you in a relationship?”
  o “What are your parent’s names?”
• Avoid asking questions due to curiosity. Focus all questions to those needed to provide care.
• Provide an all-gender restroom. Ensure it is single-user with a toilet, locking door, and the appropriate signage. Check your local government for requirements in your area.
# Fixing Forms for Inclusivity

<table>
<thead>
<tr>
<th>Replace this:</th>
<th>With this:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal Name</td>
<td>Name, Legal Name (if different), and Pronouns</td>
</tr>
<tr>
<td>Mother or Father</td>
<td>Parent(s)/Guardian(s)</td>
</tr>
<tr>
<td>Husband or Wife</td>
<td>Spouse/Partner(s)</td>
</tr>
<tr>
<td>Marital Status: Single, Married, Widowed, Separated, Divorced</td>
<td>Relationship Status: Single, Married, Partnered, Widowed, Separated, Divorced</td>
</tr>
<tr>
<td>Living Arrangement: Alone, Spouse, Child(ren), Sibling, Parent(s)</td>
<td>Living Arrangement: Alone, Spouse/Partner(s), Child(ren), Sibling, Parent(s)/Guardian(s), Group Setting, Personal Care Assistant, Something else</td>
</tr>
<tr>
<td>Sex: Male, Female or Gender: Male, Female</td>
<td>Current Gender Identity: Male, Female, Transgender Male (FTM), Transgender Female (FTM), Genderqueer/non-binary, Choose not to disclose, Something else</td>
</tr>
<tr>
<td>Sexual Orientation: Straight, Gay, Bisexual, Other</td>
<td>What do you consider yourself: Straight/heterosexual, Lesbian/gay/homosexual, Bisexual, Something else, Don’t know, Choose to not disclose</td>
</tr>
<tr>
<td>Family History</td>
<td>Blood Relative History</td>
</tr>
</tbody>
</table>

Other considerations:
- Remove gender-specific language and/or provide a not applicable option
- Replace gendered silhouettes with non-gendered options

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## What to learn more?
- RainbowsofAging.org