

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://rainbowsofaging.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:
 - "Who would you like to join you for your appointment?"
 - "Who is able to help you take your medication?"
 - "Are you in a relationship?"
 - "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.

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Fixing Forms for Inclusivity

Replace this:

With this:

Legal Name

Name, Legal Name (if different), and Pronouns

Mother or Father

Parent(s)/Guardian(s)

Husband or Wife

Spouse/Partner(s)

Marital Status: Single, Married, Widowed, Separated, Divorced

Relationship Status: Single, Married, Partnered, Widowed, Separated, Divorced

Living Arrangement: Alone, Spouse, Child(ren), Sibling, Parent(s)

Living Arrangement: Alone, Spouse/Partner(s), Child(ren), Sibling, Parent(s)/Guardian(s), Group Setting, Personal Care Assistant, Something else

Sex: Male, Female or Gender: Male, Female

Current Gender Identity: Male, Female, Transgender Male (FTM), Transgender Female (FTM), Genderqueer/non-binary, Choose not to disclose, Something else

Sex Assigned at Birth: Male, Female, Choose not to disclose

Sexual Orientation: Straight, Gay, Bisexual, Other

What do you consider yourself: Straight/heterosexual, Lesbian/gay/homosexual, Bisexual, Something else, Don't know, Choose to not disclose

Family History

Blood Relative History

Other considerations:

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



What to learn more?

- RainbowsOfAging.org
- Providing inclusive services and care for LGBT people: A guide for health care staff. (n.d.) Retrieved from <https://www.lgbthealtheducation.org/wp-content/uploads/Providing-Inclusive-Services-and-Care-for-LGBT-People.pdf>
- 4. Focus on forms and policy: Creating an inclusive environment for LGBT patients (2017). Retrieved from: <https://www.lgbthealtheducation.org/wp-content/uploads/2017/08/Forms-and-Policy-Brief.pdf>