

GENDER:

The Gender-Friendly Primer on

YOUR

What to Know, What to Say, and

GUIDE

What to Do in the New Gender Culture

Client Service

Starting Place Discussion Guide for Service Settings

Gender: Your Guide (GYG) is a book that welcomes everyone, regardless of their familiarity or personal relationship with gender diversity, into the project of making spaces where gender is less rigid: a source of more joy and less harm. This discussion guide offers a starting place for people who work together in clinical, retail or hospitality settings.

For the facilitator! Before you host the discussion... it might be a good idea to read the whole book. Answers to many common questions are found in GYG's pages, and are given in accessible language. I suggest thinking ahead about questions or thoughts you have heard from those participating, and marking relevant passages.

Suggested advanced reading for everyone:

- Chapter 3: Learning about the Transgender Spectrum
- Chapter 4: A Gender-Neutral Pronoun Primer

Begin your discussion by... asking participants to share a situation in which gender emerged as an issue when serving a patient or client, whether they were involved or heard about it from someone else.

Suggested group readings (together, aloud) and activities:

- Read pages 147-151 including the sidebar, then:
 - This section brings up two examples to illustrate how gendered our language can be, and some workarounds: Service Canada counters, and doctors' offices. What are some parallels you see with your setting? For both charts, re-create the 'Less-Gender Friendly' and 'More Gender-Friendly' columns and fill in ways of **talking about clients** (p. 140) and **office greetings** (p. 141) that might take place where you are. What changes can you make?
- Read pages 157-160 including the sidebar, then:
 - What role, if any, does **formal language** play in your setting? How can you indicate a formal respect for clients or patients, if needed, that is also gender-friendly?
- Read pages 174-178, then:
 - Discuss the process through which visitors access **bathrooms** or **changerooms** for their use. Is this process gender-friendly? What changes can you make?
- (If applicable) Read pages 179-180, then:
 - Review a **form** that visitors are regularly asked to fill out, or that you fill out on their behalf in an interaction. Is this form gender-friendly? What changes can you make?

Next steps!

- Identify some next steps for implementing more gender-friendly language and practices that you learned about. Meet with a leader in your organization for support with your next steps.