

LGBTQ Domestic Violence
Technical Assistance & Training Project

**Fostering an LGBTQ
Welcoming Environment**

Welcome!



Teleconference Call Objectives

By the end of the call, through an interactive presentation and peer-to-peer discussion, participants will:

1. Have examples of changes they can make to foster a welcoming environment for LGBTQ individuals
 2. Learn from other participants about what has worked for them
 3. Practice applying information to a case example
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Agenda

- I. Opening
 - II. Clues and Cues of Safety
 - III. Fostering Organizational Buy-In
 - IV. Additional Resources and Next Steps
 - V. Evaluation and Raffle
-

Discussion

Getting Started...

Please tell us:

- Something about your agency related to serving LGBTQ victims/survivors.

-- OR --

- Something you'd like to learn today.



Am I Welcome Here?

“To welcome”:

- To accept gladly
- To greet upon arrival
- To receive with pleasure



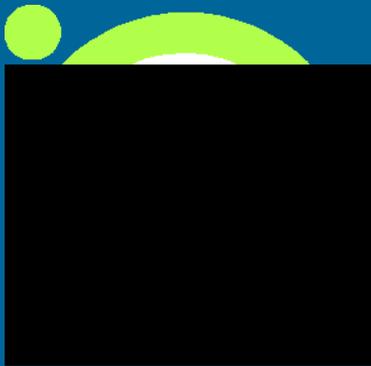
Discussion: When you go into a new environment, what makes you feel that you are welcome?

What if you are LGBTQ?

- Historically, LGBTQ people were viewed as deviant or pathological by much of the health and mental health communities.
 - Many providers still do hold on to negative beliefs about LGBTQ people.
 - Not surprisingly, many LGBTQ people are wary of seeking support from any service provider, do not feel welcome to access services and decline to self-identify when they do interact with providers.
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LGBTQ People Look for Clues & Cues

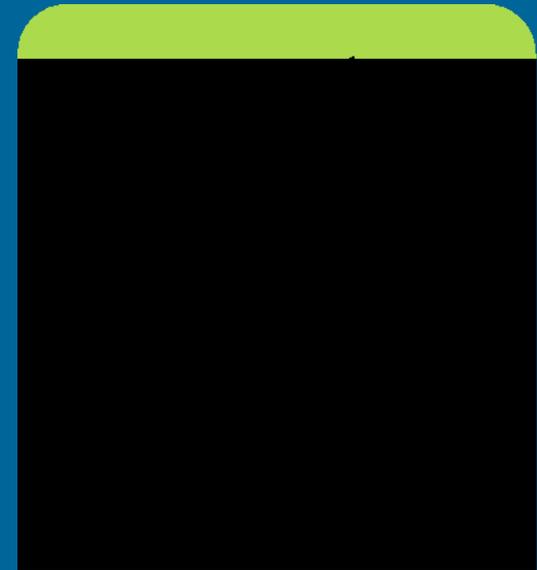
- When the majority of the public sphere is not safe or welcoming, people look for clues and cues of safety and welcome.
 - “Cue”: A signal, hint or direction
 - “Clue”: Something that serves to guide and direct



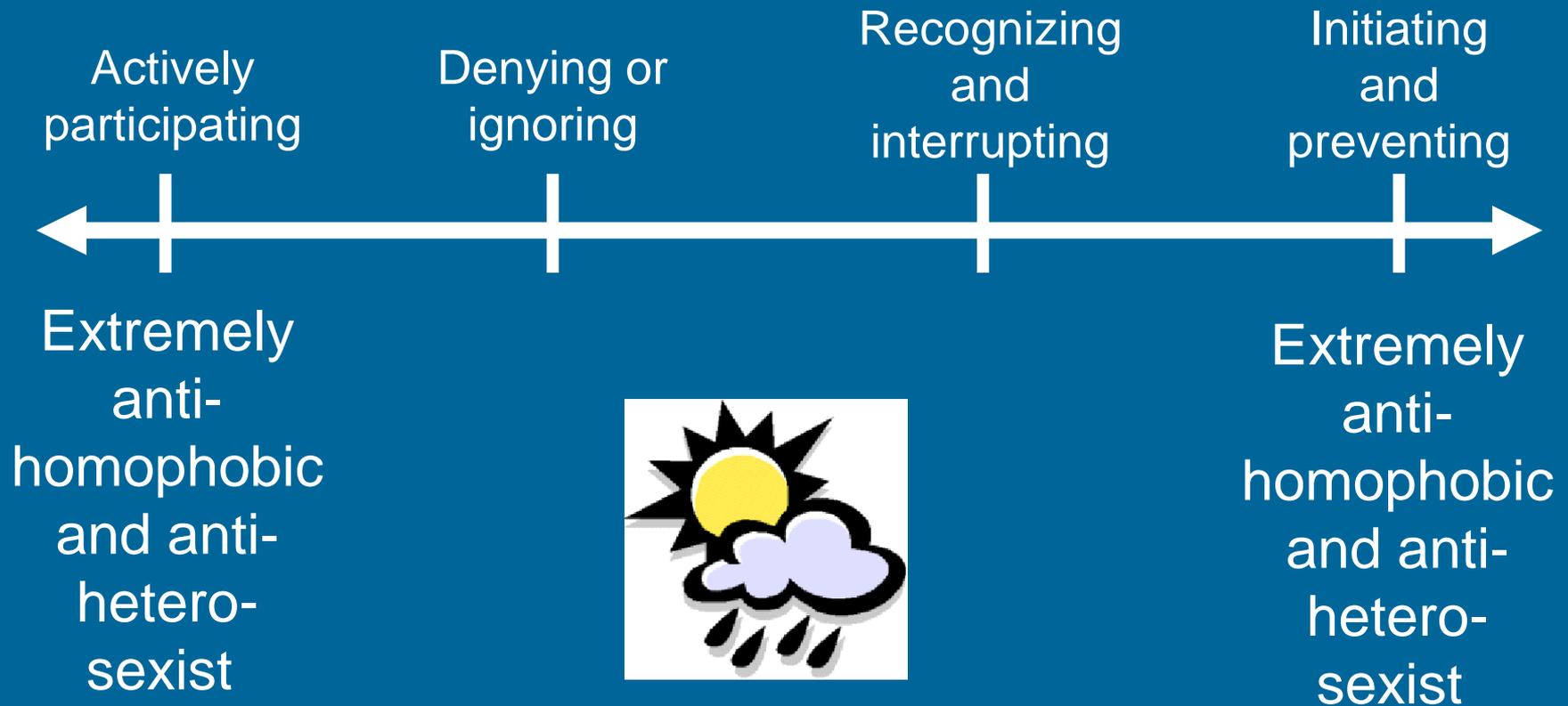
Discussion: What clues and cues might an L, G, B, T and/or Q person look for?

Clues and Cues of Safety

1. Climate
2. Language
 - Spoken
 - Written
3. Visual



Clues and Cues of Safety: Climate



Washington, J. (1991.) Beyond Tolerance: Towards Understanding, Appreciation, and Celebration. Retrieved from

<http://www.uga.edu/safespace/pdf>

[/Beyond%20Tolerance%20Action%20Continuum.pdf.](http://www.uga.edu/safespace/pdf/Beyond%20Tolerance%20Action%20Continuum.pdf)

Clues and Cues of Safety: Climate

Policies of non-discrimination, specifically including LGBTQ persons:

1. Routinely provide to all staff and clients
2. Have all employees and volunteers sign a
3. statement that they understand and will abide by these policy
4. Display the policy
5. Talk about the policy when describing the agency, what it stands for and the services it provides (e.g., website, presentations, etc)

Sample Policy Language for Clients

- X agency is committed to providing the best possible services to all domestic violence victims/survivors regardless of age, gender identity, sexual orientation, ability/disability and health/mental health status.
- I understand that X agency welcomes all survivors of domestic violence to access services, including lesbian, gay, bisexual, transgender people....
- I understand that X agency values diversity and respects participants', staff' and providers' cultures, needs, etc.
- I understand that comments and actions that put downs, stereotype, discriminate against or otherwise demean a person because of their racial, cultural, religious background, sexual orientation, gender, gender identity, ability, health or mental health status will not be accepted.
- I understand that I am expected to respect the diversity of staff and clients at X agency.

Make the policy live and breathe...

As evidenced by...

- Open and out staff, volunteers and Board members
 - Participation of LGBTQ people on committees, task forces, advisory groups, etc.
 - General conversation among staff
 - Culturally competent services
 - Clients who feel safe to disclose
 - Etc.
-

Clues and Cues of Safety: Verbal Language

- There are no universal agreements on terminology and language and culture continually change
- Therefore, there are no rigid rules, only helpful suggestions
- Contrary to ‘sticks and stones...’ words do have the power to hurt AND the power to convey respect and understanding.
- *Handout: Avoiding Heterosexual Bias in Language, American Psychological Association*

Clues and Cues of Safety: Verbal Language

Generally:

- Use gender neutral language
 - Partner rather than boyfriend, husband
 - They, rather than he or she
 - Person rather than man, woman
 - Relationship status rather than marital status
 - Parent or Guardian, rather than Mother, Father

Clues and Cues of Safety: Verbal Language

- Send an unambiguous message that oppressive comments or jokes are not accepted.
 - Talk about positive aspects of LGBTQ people and communities.
 - Include LGBTQ people in references and discussions, particularly in a non-judgmental manner that dispels myths and stereotypes and encourages a positive view.
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Clues and Cues of Safety: Verbal Language



With clients:

- Do not assume someone's sexual gender identity.
- Call people what they want to be called.
- Reflect back the language that clients use.
- When clients disclose they are LGBTQ, acknowledge the disclosure, thank them for their courage.
- Respect confidentiality.
- Mention commitment to non-discrimination & accessibility
- Demonstrate your knowledge of LGBTQ issues and LGBTQ community resources, as appropriate and helpful

Clues and Cues of Safety: Written Language

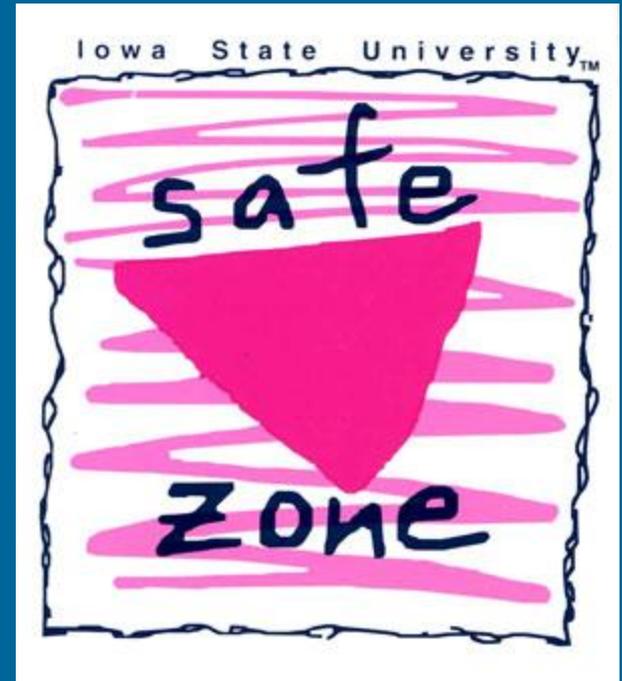
- Use gender neutral language
- Mention LGBTQ DV
- Mention non-discrimination and commitment to accessibility
- Outreach brochures:
 - General outreach should mention LGBTQ DV and non-discrimination/accessible services
 - Specific LGBTQ outreach brochure should also be made available
- Talk about gender identity as well as sexual orientation

Clues and Cues of Safety: Written Language

- Website:
 - Integrate information about LGBTQ DV and accessible services throughout the website (on pages about the agency, its services, who it services, etc.)
 - Have pages devoted to LGBTQ DV
 - Examples:
 - Asian Women's Shelter: <http://www.sfaws.org/>
 - WEAVE: <http://www.weaveinc.org/>
 - Planned Parenthood: <http://www.plannedparenthood.org/mid-hudson-valley/welcome-were-lgbt-friendly.htm>
- Resources/referrals: Offer information about lesbian/gay/bisexual/transgender organizations, publications and events

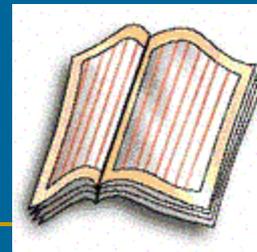
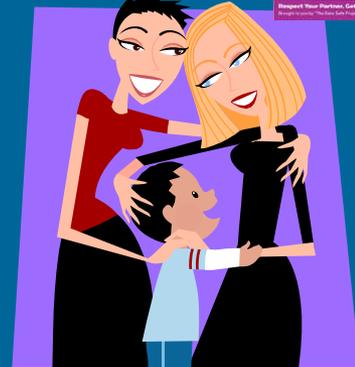
Clues and Cues of Safety: Visual

- For LGBTQ people, non-verbal cues can be of particular importance. When LGBTQ people seek out information and services, they often look for some visual signs that they are safe, accepted and welcome.
- Upon arriving at your agency, will LGBTQ person see signs indicating that the agency is a 'safe zone' or a place where an LGBTQ person can be out?



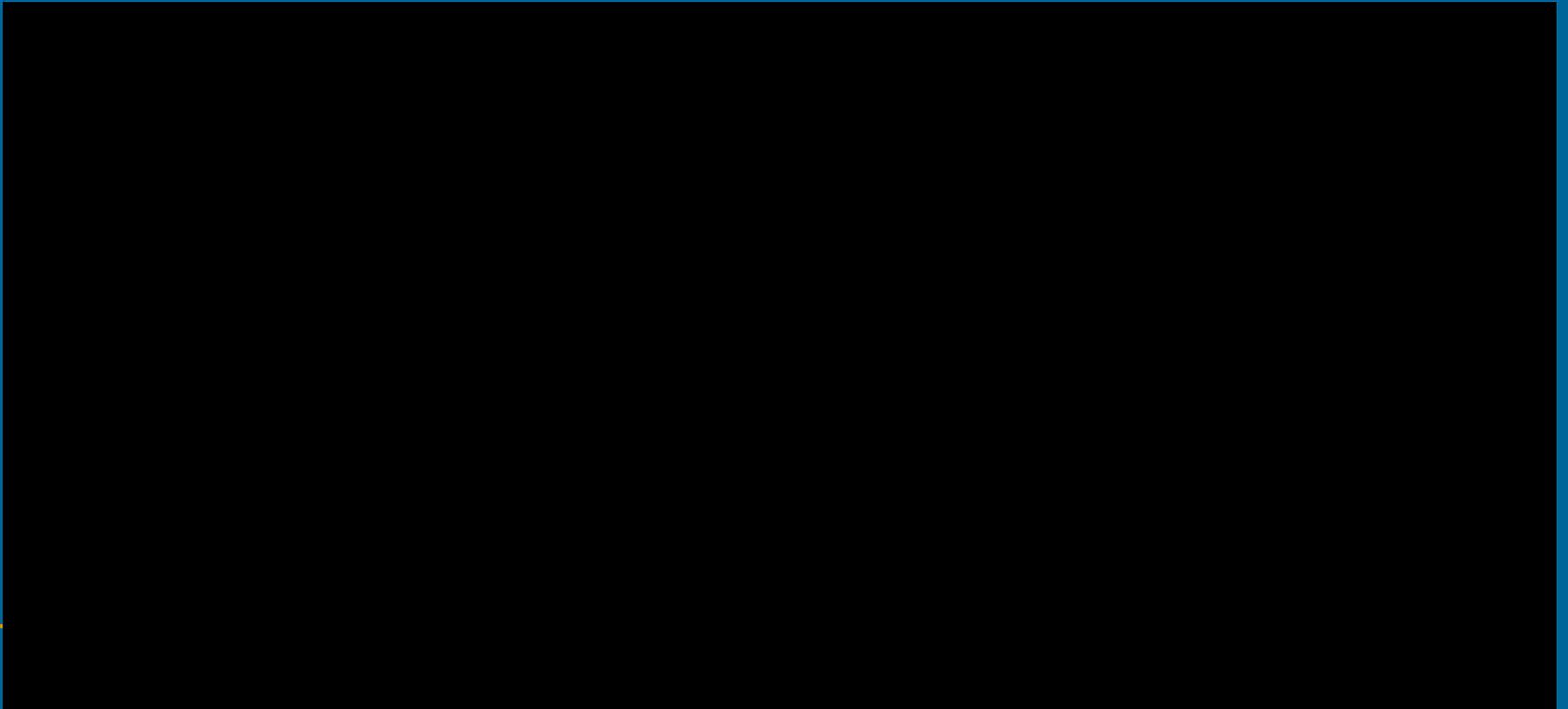
Clues and Cues of Safety: Visual

- Visual representations of LGBTQ people should represent the diversity of LGBTQ people and include people of color.
- Clients may look for indicators that staff, volunteers or clients are comfortable being out; e.g. a photograph of a staff member's same sex partner or a rainbow sticker on volunteer's car.
- Display images or information about LGBTQ people in posters and magazines.



Clues and Cues of Safety: Visual

Display LGBTQ-welcoming materials in the office and shelter environments



Clues and Cues of Safety: Visual

- Many symbols have been identified to demonstrate unity, pride and community: See <http://www.stonewallsociety.com/gaysymb.htm> for the history and importance of symbols flags for LGBTQ communities.
- Keep in mind that not all LGBTQ people participate in, or are aware of, subcultures associated with LGBTQ communities. People may not know the sub-culture exists, be geographically or socially isolated, feel stigmatized by the subculture, dislike it, feel it does not align with their personal taste or style or prefer to affiliate with another culture or subculture.
- More examples and where to buy them follow...

Safe Schools Coalition:

<http://www.safeschoolscoalition.org/allfamilieswelcome.html>



All Families Welcome

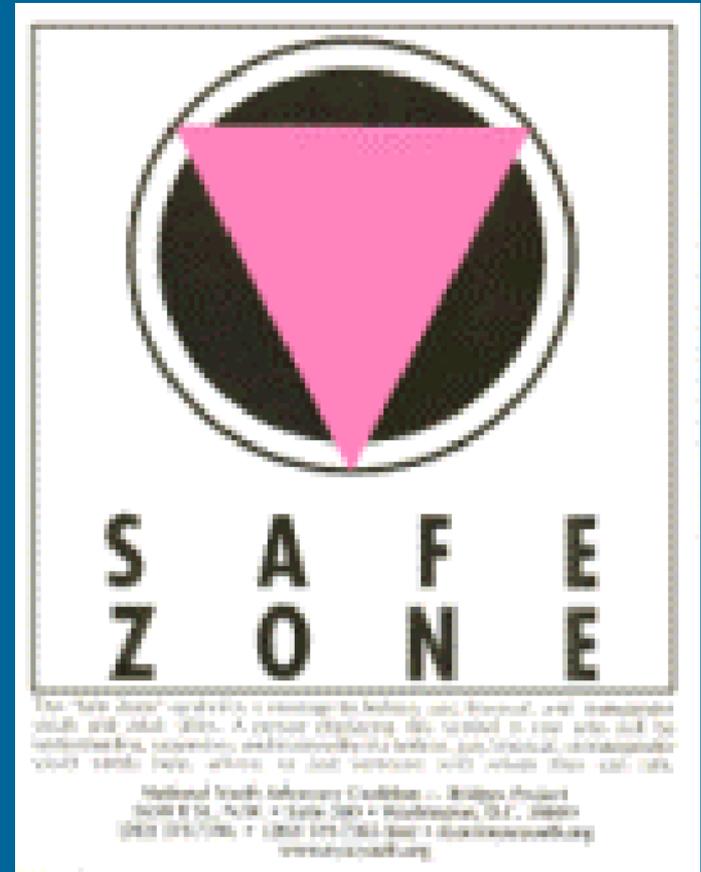
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Our school wants to be welcoming. If you do not feel welcome here, or know of any gay, lesbian, bisexual, or transgender harassment, please call **1-866-SAFE-SAFE** Safe Schools Coalition intervention@safeschoolscoalition.org

National Youth Advocacy Coalition

Mark Hill, mhill@nyacyouth.org

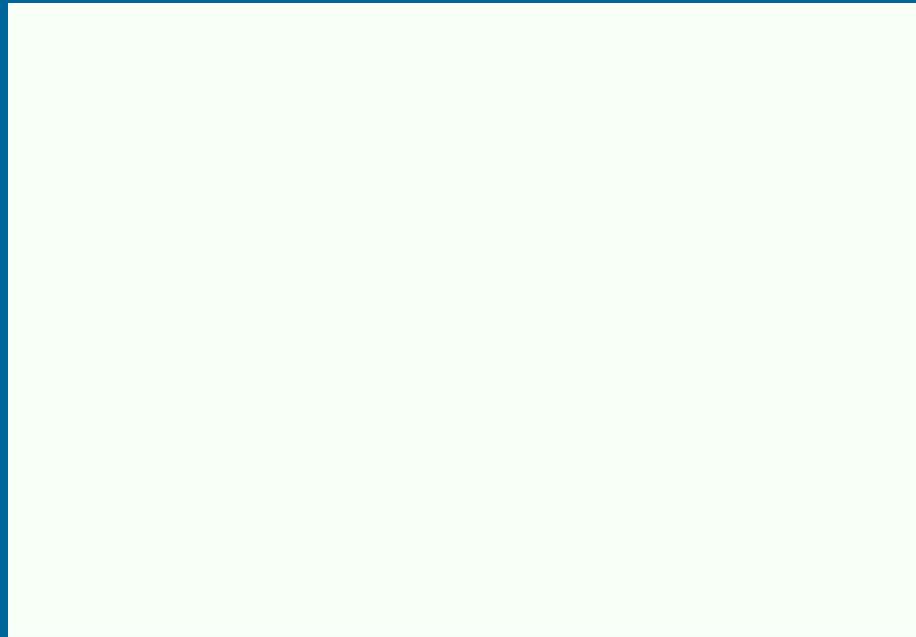
“The Safe Zone symbol is a message to lesbian, gay, bisexual and trans gender youth and adult allies. A person displaying this symbol is one who will be understanding, supportive, and trustworthy”



[http://www.gaystores.org/index.cfm/fa/items.
main/parentcat/1_4907/subcatid
/0/id/1_78745](http://www.gaystores.org/index.cfm/fa/items.main/parentcat/1_4907/subcatid/0/id/1_78745)



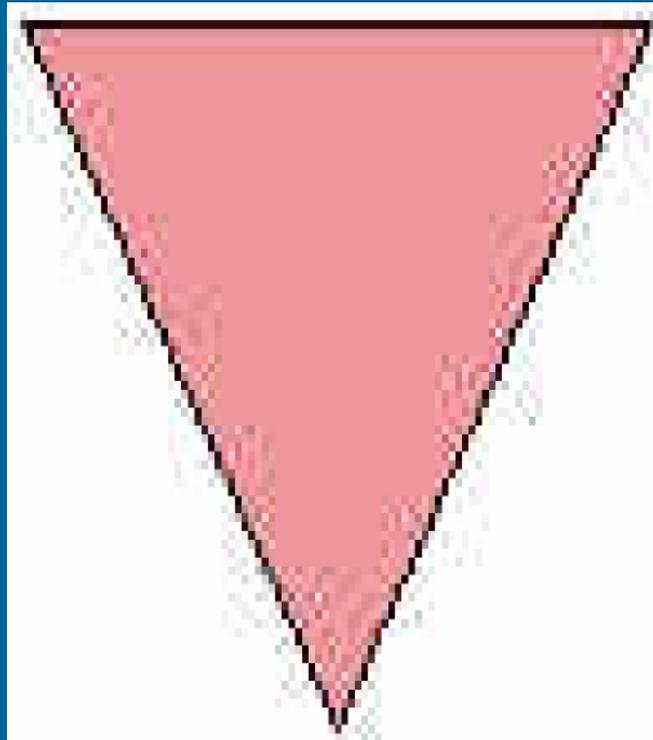
<http://www.overtherainbowshop.com/flags.htm>



<http://hrccornerstore.myimagefirst.com/store/browse.asp?id=614&mscssid=S6XWSX6C5QBC8MNC68H69S03XKQ1B226>



www.desertpride.com/catalog



www.desertpride.com/catalog



http://www.cafepress.com/buy/transgender+flag/-/pv_design_details/pg_1/id_2502355/opt_/fpt_/c_66/

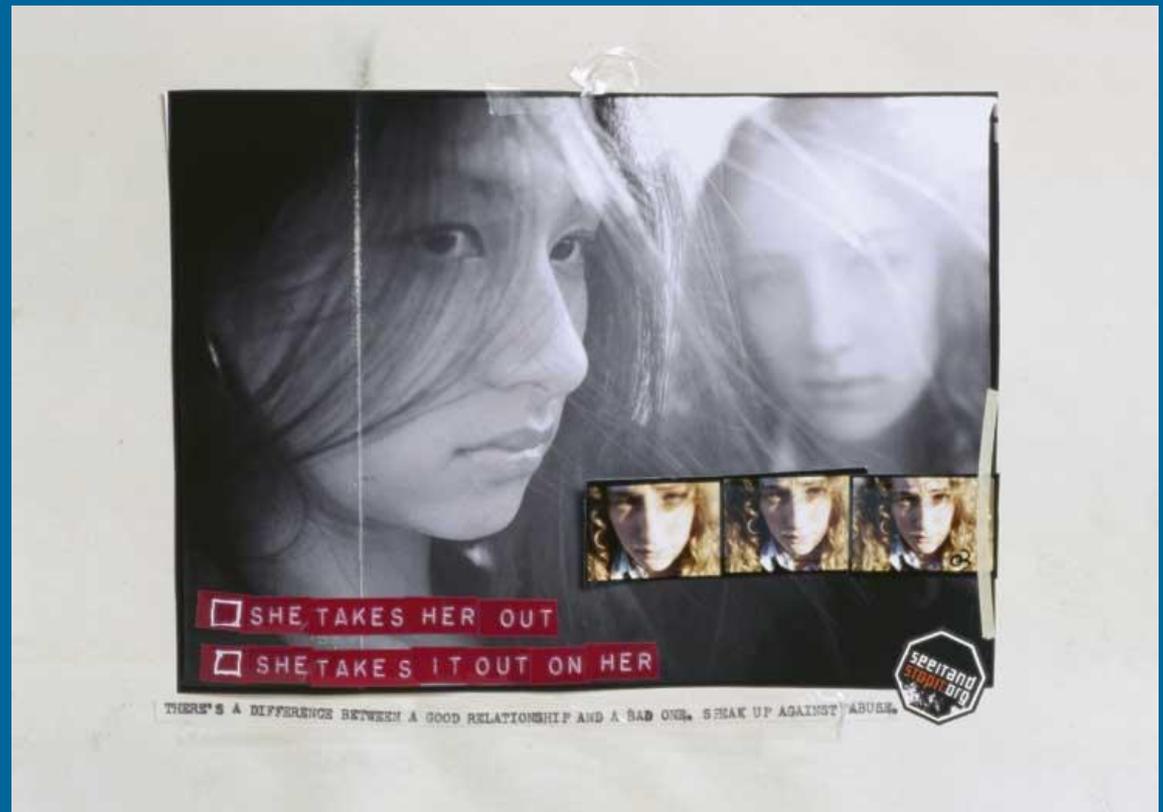


<http://bipridestore.com/>



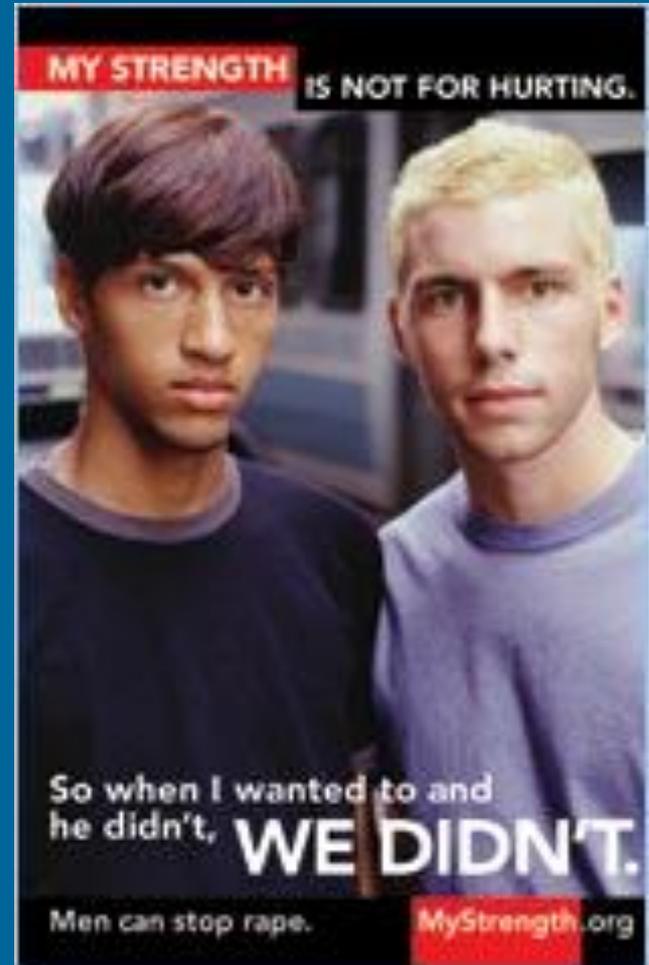
http://www.seeitandstopit.org/pages/getorg/poster_06.html

“She takes her out... She takes it out on her...”



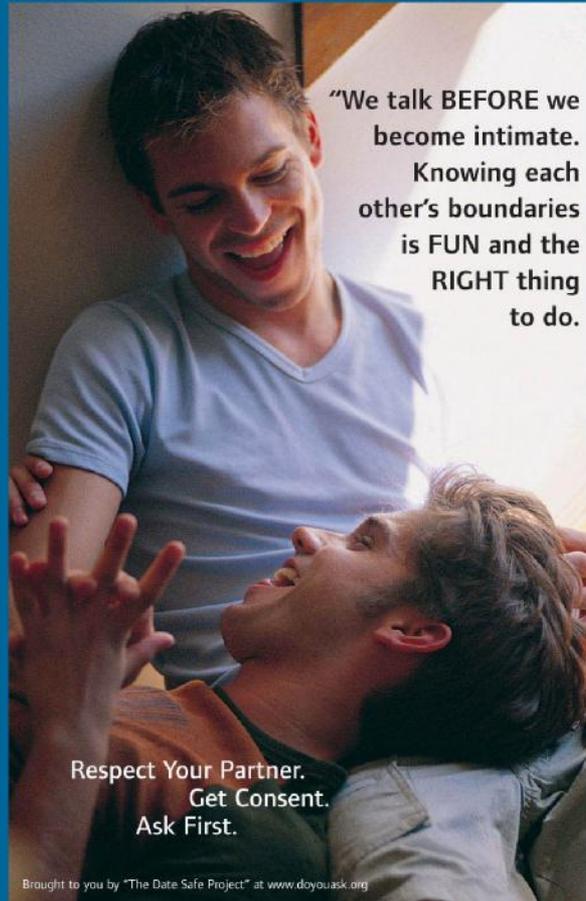
<http://www.mystrength.org>

“My strength is not for hurting... So when I wanted to and he didn't, we didn't.”



http://www.thedatesafeproject.org/posters_doyouask.htm

Do You Ask? Campaign



<http://www.progressivecatalog.com/catalog/gaylesbian.html>



James Baldwin
(writer), Willa Cather
(writer), Errol Flynn
(actor), Michelangelo
(artist), Edna St.
Vincent Millay (poet),
Cole Porter
(composer), Eleanor
Roosevelt (social
activist), Bessie Smith
(singer), Walt
Whitman (poet),
Virginia Woolf (writer).

Case example

- Please read the case example.
- Discussion will follow.

Additional Resources

- See teleconference call supplemental materials for additional information on LGBTQ DV, inclusive language and examples of posters and brochures.
-

Thinking about Next Steps...

- How can you distinguish your agency as a welcoming agency?
 - What is in place already?
 - What is not in place?
 - What can be achieved in the short term?
 - What can be achieved in the long term?
-

Discussion

- Share one next step you are considering:
 - Share this presentation with your team?
 - Implement some new practices in the short term?
 - Plan for what can be done in the future?
 - Schedule this training for the rest of the staff?



Evaluation and Raffle

- Please go to:
http://www.surveymonkey.com/s.aspx?sm=ajjcc_2bLb8D3wKyFasw2Hzg_3d_3d and complete a brief survey!
 - For the question related to “Training objectives,” please mark the last 2 objectives “N/A” since we did not address them. Thanks!
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Thank you for your participation!

**For follow up TAT on this and other
LGBTQ topics, please contact:**

Pablo Espinoza, LGBTQ DV TAT Project
Community United Against Violence

pablo@cuav.org

415-777-5500 x313 (direct line)
