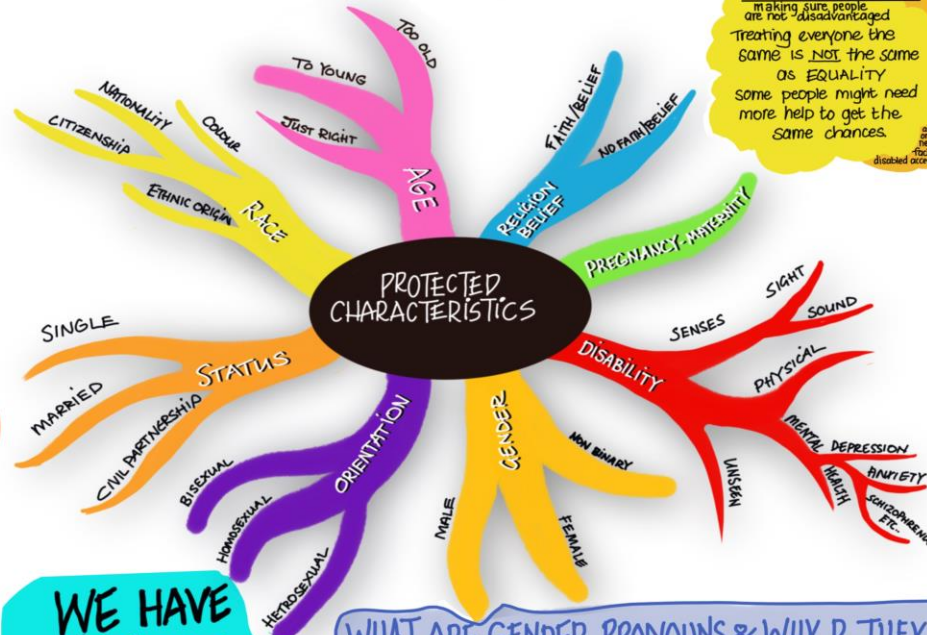


WHY is it important to ask someone questions about their PROTECTED CHARACTERISTICS?



EQUALITY
 making sure people are not disadvantaged
 Treating everyone the same is NOT the same as EQUALITY
 some people might need more help to get the same chances.

SOME PATIENTS MIGHT NEED ADDITIONAL SUPPORT
 longer appointments, written instructions, help with transport, help with getting to the appointment, help with specific facilities (ramps, disabled access etc.)

- DIVERSITY IS ALL OF US**
- often visible**
 - Gender
 - Age
 - Language
 - Race
 - sometimes visible**
 - Nationality
 - Ethnicity
 - Social status
 - Religion
 - Physical ability
 - Wealth

WHY IS IT IMPORTANT?

- Balanced skills
 - Better understanding of our populations AND our workforce
 - Representative of our population & communities
 - Fair selection, recruitment & promotion
 - More supportive of cultures
- ← which is why we ask staff the same questions!

WE HAVE TO TACKLE INEQUALITIES
 & WE NEED TO KNOW ABOUT PEOPLE SO WE CAN TARGET RESOURCES

GIVES US THE ABILITY TO MAKE ADJUSTMENTS & GET IT RIGHT

SO PLEASE ASK THE QUESTIONS & ENTER IN THE PERSONS RECORD

WHAT ARE GENDER PRONOUNS & WHY R THEY IMPORTANT?

They are a way we gender people... "She went to the shop" - "The lady came in" - "The gentleman said hello" - "He shouted"

It takes active practice... getting used to & feeling comfy asking about & using pronouns take practice... KEEP AT IT!!!!

WE CAN'T TELL HOW SOMEONE IDENTIFYS THEIR GENDER & WE CAN'T ASSUME... WE NEED TO ASK...

It's important for cisgender people - (thats those whose gender identity aligns with their assigned sex at birth) to normalise stating their pronouns. it helps gender diverse people to feel welcome..

"Hello, my name is Cathy, my pronouns are she, her & hers"

"Hello, my name is AJ my pronouns are they, them & their"

"Hi, my name is Philip and my pronouns are he, him & his"

1 in 3 transgender youths reported that they attempted suicide using pronouns for trans & gender diverse youth is a really easy way we can contribute to ↓↓ these statistics.

* IF YOU FEEL UNCOMFORTABLE ASKING THE QUESTIONS: TRY THIS PREAMBLE....
 "Hello, we know that some people may need additional support or adjustments so we are updating our records & making sure that we are aware of something called 'protected characteristics', this includes a few questions about religion, sexuality, ethnicity so can I just check the details that we have please?"

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