

Development and Maintenance of Policies Prohibiting Harassment of LGBTQ People



March 10, 2015
Molly M. Herrmann
Humble Pie Consulting, LLC

Review of previous webinars

The first webinar covered the following topics:

- A brief LGBTQ history
- Terms and concepts related to LGBTQ identities
- Similarities and differences between IPV in LGBTQ and non-LGBTQ relationships

Review of previous webinars

The second webinar covered :

- Areas of your environment and service provision that can communicate inclusion
- Beliefs that inhibit inclusion of LGBTQ people
- Common questions about LGBTQ services
- Concrete steps to improve services

Objectives

- List the types of policies that support an environment free of harassment and bullying of people based on sexual orientation and gender identity and expression
- Describe ways to assist staff in understanding and following the policies
- List the elements of a plan to monitor claims, address them seriously, and document their corrective action(s).

Policies prohibiting harassment

- Prevent!
 - Visibility inside and outside the agency
 - Consistency
 - Follow through
- Some new policies and some improvements to existing policies

Policies prohibiting harassment

- External
 - Environment in general
 - Shelter
 - Groups
 - Others?

Example of LGBTQ non-discrimination policy for program participants



The Network/La Red: Open Minds Open Doors: Transforming Domestic Violence Programs to Include LGBTQ Survivors (p. 62)

[Program Name] welcomes individuals who are heterosexual, bisexual, gay, lesbian, queer, and/or transgender of differing races, classes, religions, ages, and backgrounds. I will be respectful of the other program participants and staff. I understand that any oppressive or abusive language or actions are not acceptable. If I have questions about this policy, I can ask a staff member to explain it to me.

If a program participant or any staff member is acting in an abusive or oppressive way towards me, I know that I can report this behavior to a staff member. If I feel that the issue has not been addressed, I can then report it to the program coordinator, _____. If the issue has still not been appropriately addressed, I can bring the issue to the executive director, _____.

Signed _____
Date _____

Policies prohibiting harassment

- Internal
 - Workplace safety
 - Protecting families and relationships
 - Supporting transitions
 - Upon hiring

Example of supportive policy for transgender employees

Transgender Identification and Support Policy Employees



[Organization] recognizes that transgender employees may face additional challenges in the workplace. Affirming our commitment to an inclusive environment, embrace of the diversity of our staff, [Organization] seeks to ensure that employees who are currently transitioning or who have already undergone gender transitions are treated in an equal and respectful manner.

Transgender employees are encouraged to dress consistently with their gender identity and should be addressed with the pronouns relevant to the gender with which they identify.

Additionally, as [Organization] respects all employees' right to privacy, transgender employees shall not be subject to unwanted questions regarding their status, medical history, or sexual orientation.

Training staff on policies

- The need for 101
- Training to the edges
- Knowing your own rights
- Learn it and do it

Training staff on policies

Tips on interrupting hurtful comments

Name it, Claim it, Stop it, (Walk away)
Adapted from a resource developed by Kevin Berrill, former Director of the Anti-Violence Project of the National Gay and Lesbian Task Force and Daryl Cummings-Wilson

Phase	Explanation	Sounds Like
1	Name the behavior that just occurred. This behavior can be words used, a gesture or a form of shunning.	"I just heard you say ____." "That's harassment when you say ____." "It's a put down when you refuse to sit at the same table with ____." "It's disrespectful when you give someone the bird."
2	Claim how that action makes you feel. You could also express how that action might make others feel.	"I don't like that." "That offends me because my friend (or family member) is ____." "That hurts us all because it makes school feel unsafe."
3	Stop the behavior from being repeated. Let the offender know what you want to happen.	"Don't do that." "Just stop it." "I don't want to hear that kind of language again."
4	Walk away from the situation if it makes sense. Don't wait for excuses or get pulled into an argument.	

Plans to use policies

- Develop a system where events are reported to two people
- Include LGBTQ people in the development of the monitor model
- Develop a form to document claims in writing
- If claims seem frequent, reassess the policies themselves and the need for more training

The Seven Steps to Responding to Everyday Bias

The following model is based on *“Six Steps for Speaking Up Against Everyday Bigotry”* from the Southern Poverty Law Center’s *“Teaching Tolerance”* project (with a bonus step) and can be used for bias against LGBTQ individuals but also bias against people of color, different religions, or nationalities.

The Seven Steps to Responding to Everyday Bias

The steps include:

1. Be ready.
2. Identify behavior.
3. Offer support to anyone harmed.
4. Set limits.
5. Appeal to shared values.
6. Find an ally, be an ally.
7. Follow through.

Resource: Sample anti-discrimination policies

theNetwork|aRed

[Program Name] welcomes individuals who are heterosexual, bisexual, gay, lesbian, queer, and/or transgender of differing races, classes, religions, ages, and backgrounds. I will be respectful of the other program participants and staff. I understand that any oppressive or abusive language or actions are not acceptable. If I have questions about this policy, I can ask a staff member to explain it to me. If a program participant or any staff member is acting in an abusive or oppressive way towards me, I know that I can report this behavior to a staff member. If I feel that the issue has not been addressed, I can then report it to the program coordinator, _____, If the issue has still not been appropriately addressed, I can bring the issue to the executive director, _____.

Signed _____

Date _____

<http://tn.gov/finance/admin/ocip/documents/Appendix%20%20-%20LGBTQ%20Accessibility%20Guides.pdf>

Resource: Patient non-discrimination policy examples from health care organizations



American Medical Association

Our AMA will encourage and work with state medical societies to provide a sample printed nondiscrimination policy suitable for framing, and encourage individual physicians to display for patient and staff awareness—as one example: "This office appreciates the diversity of human beings and does not discriminate based on race, age, religion, ability, marital status, **sexual orientation**, sex, or **gender identity**." (Res. 414, A-04; Modified: BOT Rep. 11, A-07)

— AMA Policy Regarding Sexual Orientation [www.ama-assn.org]

[http://www.hrc.org/resources/entry/patient-non-discrimination-lgbt-inclusive-policy-statements-from-health](http://www.hrc.org/resources/entry/patient-non-discrimination-lgbt-inclusive-policy-statements-from-health-care-organizations)

The WI Department of Children and Families, Domestic Abuse Program

The WI Department of Children and Families, Domestic Abuse Program supports this training to comply with the federal requirement that Family Violence Prevention and Services Act (FVPSA) funded programs develop a practice of promoting access and inclusion of Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) individuals, as well as developing non-discrimination and anti-harassment policies.

This FVPSA requirement is a response to the changes to the Violence Against Women Act that add LGBTQ individuals to the list of underserved populations.

The VAWA inclusion was a hard-fought and historic victory that was the result of a broad coalition of organizations.

FVPSA-funded DV programs must:

- o Assure that the needs of LGBTQ people are taken into consideration in the agency's programming.
- o Establish and publicize policies prohibiting harassment based on race, sexual orientation, gender, gender identity (or expression), religion, and national origin.
- o Train all staff members to prevent and respond to bullying and harassment in all forms.

To meet the training requirement, all staff must view the following three webinars:

1. LGBTQ 101: Terminology, Concepts, & Intimate Partner Violence.
2. Creating a Welcoming & Inclusive Environment & Services for LGBTQ People.
3. Development & Maintenance of Policies Prohibiting Harassment of LGBTQ People

FVPSA-funded DV Programs must:

document and keep on file participation of all staff in the three webinars on LGBTQ access and inclusion.
For more information on the FVPSA requirements, contact:

Sharon Lewandowski
Department of Children and Families
(608) 266-0700
Sharon.Lewandowski@wisconsin.gov

Contact



Molly M. Herrmann
Humble Pie Consulting, LLC
mollyhconsult@hotmail.com

Development and Maintenance of Policies Prohibiting Harassment of LGBTQ People
Webinar 3 in the series DCF Series on Access and Inclusion
March 10, 2015

List of Resources

The Network/La Red: Open Minds Open Doors: Programs to Include LGBTQ Survivors (at p. 62)

http://www.ncdsv.org/images/TheNetworkLaRed_OpenMindsOpenDoors_2010.pdf

Virginia Anti-Violence Project: *Responding to Everyday Bias*

The following model is based on “*Six Steps for Speaking Up Against Everyday Bigotry*” from the Southern Poverty Law Center’s “Teaching Tolerance” project (with a bonus step) and can be used for bias against LGBTQ individuals but also bias against people of color, different religions, or nationalities.

http://www.dss.virginia.gov/files/division/cvs/ofv/grantees/learning_modules/Learning_Module_3-Response_and_Prevention.pdf

Sample policies from several agencies and other resources

This link starts out with some great sample language from The Network La Red in Massachusetts, LA Gay and Lesbian Center, and Virginia AVP for policies. After the sample policies, there are lots of other resources including resources gathered by the National Training and Technical Assistance Center on LGBTQ Cultural Competency Center and various materials like brochures, factsheets, and videos.

<http://tn.gov/finance/adm/ocjp/documents/Appendix%20!%20-%20LGBTQ%20Accessibility%20Guides.pdf>

This link is a sample non-discrimination policy from the Human Rights Campaign.

<http://www.hrc.org/resources/entry/patient-non-discrimination-lgbt-inclusive-policy-statements-from-health>