



Workplace Guidelines for Transgender/Transitioning Employees

I. Purpose for Guidelines

This policy is intended to delineate workplace guidelines for addressing the needs and issues that arise in the workplace when transgender employees transition on the job in the workplace.

II. Policy Statement

City of Hope is an equal opportunity employer and does not discriminate on the basis of gender, gender identity, gender expression or any other federally or state protected class. City of Hope has been and continues to be an advocate for diversity and maintains a workplace environment that embraces and fosters creativity and innovation. Accordingly, fairness and equity must be defining characteristics of our workplace environment.

It is City of Hopes' policy to treat its employees with dignity and respect; and to strive to educate employees, foster dialogue, and help achieve a safe, supportive, productive and inclusive environment. Employees who can be honest about who they are can put their full energy into their job.

This policy applies to all City of Hope employees.

III. Description of Procedures

All information regarding an employee's transition will be held in the strictest confidence, until the transitioning employee approves the release of the information.

Due to the unique nature of each gender transition, all occurrences and workplace transition plans will be handled, and developed on a case-by-case basis.

A. Transitioning Employees

Transitioning employees have the right to express themselves in the manner in which they self-identify and may express their gender identity without fear of consequence. This includes using the restroom that corresponds with their gender identity; dressing in accordance with their gender identity, and being addressed by their preferred name and pronoun.

Transitioning employees, supervisors/managers, and co-workers are encouraged to contact [REDACTED] with any questions or concerns regarding gender transition in the workplace. For further information go the Diversity and Inclusion website at [REDACTED]

B. Transitioning Individual's Responsibility

If you are the transitioning employee, you have the right to openly be who you are. This means expressing your gender identity, characteristics or expression without fear of consequences. It is important, however, that you inform key personnel who can assist you. Your first point of contact may be your immediate supervisor, or a human resources representative. If you are unsure or perhaps uncomfortable contacting the above-mentioned individuals, contact Pride in the City (Diversity Resource Group). Pride in the City will assist you in informing your immediate superior or human resources. It is important at some point your immediate supervisor, manager, or Chief become part of your support team.

Explain to the person that you've selected to speak with your intentions, needs and concerns. Remember you are covered under City of Hope's Equal Employment Opportunity Policy. Your manager, HR, and others may not be educated about transgender issues and may not understand clearly what your needs may be. You should be prepared to spend some time educating people. In addition, be prepared to work with human resources and your supervisor in developing a workplace transition plan.

C. Supervisor and Manager's Responsibility

If you oversee, manage or lead an employee who is transitioning, it is important that you demonstrate an understanding, sensitive approach to his/her needs and concerns. It may be frightening to the transitioning individual to make himself or herself vulnerable to a person upon whom their job depends. Our culture supports diversity. If someone who reports to you informs you of her/his desire to transition or if an individual in your workplace is currently in the transition process your support is critical. If you are not familiar with transgender individuals, allow the impacted individual to educate you. Be open-minded and discuss with the transitioning individual his/her needs and concerns. Make it

clear to her/him that your conversation will be held in the strictest confidence. Explain any concerns you might have and ask their opinion regarding the best method and time for informing co-workers about their transition process. You may also set up a meeting with the Diversity Consultant who will guide you through any concerns you may have. This process of informing the co-workers can take various forms (frequently employed methods include writing a disclosure letter to co-workers and meetings with co-workers to explain the situation and answer questions). Human Resources will provide relevant resources internally and externally such as employee training upon request, Employee Relations, and the Employee Assistance Program.

During the early stages of an individual's transition, few if any accommodations will be required on your part. However, at some point, issues dealing with changes in the employee's physical appearance, attire, and name, as well as usage of restroom facilities and locker rooms must be addressed. There are also important considerations for employees who are involved in direct patient care. The Human Resources Department will partner with you on addressing all of these issues.

D. Right to Privacy

City of Hope is committed to respecting the right to privacy. All information disclosed relating to a person's gender identity and expression will be treated as confidential. Confidential information will only be disclosed with the person's prior consent. The principle that no confidential information will be passed on to third parties without the express permission of the individual concerned applies unless there is a serious concern that there may be a threat to the safety or life of the individual or is otherwise required by operation of law. Information held by City of Hope complies with the requirements of the Data Protection Act and the Freedom of Information Act and relevant City of Hope policies. In order to comply with the above principles, City of Hope staff must take all necessary precautions to ensure the safekeeping and accuracy of all records containing personal information. Where information is recorded or shared, the terminology used must be respectful.

E. Appearance Standards

A transitioning individual's attire should remain professionally appropriate to the office and the job in which he or she works. The same dress codes and rules for behavior apply to transgender individuals as to other employees at City of Hope.

F. Name, Gender, Badge Changes

Employees with a legal change of name and/or gender marker should notify HR Information Management (HRIM) Department via an email to [REDACTED]

Upon notification of legal name change or preferred name to use of the transitioning individual, changes of his or her name on the email and employee directory will be made through Peoplesoft, and security badge and cubicle.

Once confirmation from HRIM that Peoplesoft has been updated with the new name, the employee will need to contact the help desk to complete the following:

- Request an open ticket to update the employee directory and email address to reflect the new preferred name.
- Include in the ticket the legal name and the requested preferred name.
- Ask Help desk to assign the ticket to Salesforce Support/Development
- Contact the Security Department to arrange a new badge with the preferred or legal name.

This change should update all internal and benefits-related systems. The preferred name will be used all the time except for any legal documents then it will show your legal name. In everyday written and oral communication, the new name and pronouns should be used when the individual is ready.

G. Name Changes on Licenses

Name changes on licenses require special attention. Many of our City of Hope employees are required legally to have a current and valid license to function in their role. At some point in the transition process, the transitioning individual may legally change his/her name. If they do, the employee's legal name no longer matches the name found on his/her license. Managers need to be aware of this discrepancy and allow the employee to continue in his/her role during the time it may take to convert the license to the employee's new, legal name.

The transitioning individual will also need to provide Human Resources with proof of legal name change prior to City of Hope changing their name on legal documents (e.g. Payroll, insurance, etc.).

H. Restroom & Locker Room Access

Restroom access issues need to be handled with sensitivity not only to our obligation to provide transitioning employees with the same level of restroom access available to non-transgender employees, but also to the emotional responses of co-workers to the idea of sharing facilities with a transgender co-

worker. Gender-neutral restrooms avoid this issue. However, a transitioning individual should use the facility based on her/his current gender presentation. Co-workers who have personal concerns about sharing a restroom or locker room with a transgender individual should be offered assistance from representatives from the Employee Assistance Program.

I. Patient Contact for Employees

Those transgender individuals who interact with patients are held to the same uniform appearance and behavior standards as other employees. Patient or co-worker preference is not a reason to deny a transitioning individual the right to dress in his/her reassigned gender role.

J. Using the Appropriate Pronoun

If a co-worker is transitioning and you are not certain which pronouns to use, it is appropriate to respectfully ask his or her name and which pronouns you should use.

In general, it's considered insensitive to refer to someone by the wrong pronoun once you have established what the individual prefers. Transitioning employees should also be prepared to understand honest mistakes and help educate their co-workers as necessary. The proper pronouns to use shall be they/them, she/her or he/him.

Continued and prolonged use of the incorrect name and/or pronouns to refer to a colleague can be considered harassment and will be addressed under City of Hope's Harassment and Discrimination Policy.

K. Leave Benefits for Employees

Managers should provide sufficient flexibility to meet the individual's needs for appointments. Time off for medical appointments and procedures is to be granted on the same basis as for any other scheduled medical appointments and procedures. Please refer to the City of Hope's Medical Leave policy found in HR's Policies and Procedures page on the Intranet.

L. Ensuring Long-Term Success: Monitoring over Time

If issues between co-workers are going to surface, they may not surface right away. Rather, issues may arise one, two, six or even twelve month's down-the-

road. In some workplaces, co-workers express bias or resentment toward the transgender employee (often due to a lack of knowledge). They may express this by refusing to use the new name and correct pronouns, verbally harassing the employee or refusing to work with the employee.

Sometimes, more subtle behavior such as isolating the transgender employee from meal periods or group activities takes place. Workplace gossip about the transgender person or unacceptable jokes may surface. The transgender employee may not report such behavior because they believe it may make the situation worse or result in retaliation.

Managers must be proactive in monitoring behavior toward the transgender employee and provide a way for the employee to report issues and challenges confidentially. Any harassment that is taking place should be dealt with immediately to send a clear message to all employees that this behavior is unacceptable and will have consequences for the employees involved. Gossip, unacceptable comments or jokes, and other unproductive behaviors may need to be addressed.

People who raise concerns about a transgender co-worker should be coached to differentiate personal beliefs from appropriate workplace behaviors where necessary. They will need to work cooperatively with their co-workers regardless of their gender identity and failure to do so could result in disciplinary action. The employee should also be provided with City of Hope's Harassment and Discrimination Policy.

M. HR Representative Role

HR representatives need to ensure that the people manager is supported throughout the entire transitioning process. Regular check-ins not only with the manager and the transitioning employee are important.

HR representatives need to work closely with the manager and the transitioning employee to ensure individual and team meetings are scheduled appropriately and the proper external support is being leveraged.

HR representatives also need to keep a close 'pulse' on the business unit to ensure there are no negative issues in the workplace that are not being addressed.

Lastly, HR representatives are advised to check-in over the long term and not just during the initial transition process. Some issues may not surface until some time has passed and the initial focus on transition is over.

IV. Definition of Terms

Gender Identity is a person’s internal, deeply held sense of their gender, For transgender people, their own internal gender identity does not match the sex they were assigned at birth. Most people have a gender identity of male or female. For some people, their gender identity does not fit neatly into one of those two choices. Unlike gender expression (see below) gender identity is not visible to others.

Gender Expression is the external manifestations of gender, expressed through a person’s name, pronouns, clothing, haircut, behavior, voice, and/or body characteristics. Society identifies these cues as masculine and feminine, although what is considered masculine or feminine changes over time and varies by culture. Typically, transgender people seek to align their gender expression with their gender identity, rather than the sex they were assigned at birth.

Transsexual is an older term that originated in the medical and psychological communities. Still preferred by some people who have permanently changed – or seek to change – their bodies through medical interventions, including but not limited to hormones and/or surgeries. Unlike transgender, transsexual is not an umbrella term. Many transgender people do not identify as transsexual and prefer the word transgender. It is best to ask which term a person prefers. If preferred, use as an adjective: transsexual woman or transsexual man.

Gender Transition is the process that some transgender individuals go through in changing from one gender to another. The process can include beginning to go by a new first name, using a new pronoun (e.g., “she” instead of “he” and vice versa), and changing ones appearance to conform to expectations for the new gender. For some people, gender transition includes medical treatment such as hormone therapy and or surgeries. Avoid the phrase “sex change”.

V. References

City of Hope’s Equal Opportunity Employment Policy

City of Hope’s Harassment Policy

Employee Assistance Program

Pride in the City Diversity Resource Group