

Service Principles

- 1 Take a people-centric approach to provide professional services.
- 2 Instead of overspeculation, ask your question in a genuine manner while respecting the privacy of the individual.
- 3 Improve your sensitivity to gender diversity and avoid gender stereotyping or making assumptions about other people's sexual orientation and gender identity.
- 4 Offer services and initiatives with a gender-neutral approach or additional non-binary options.

Please do

- **Respect a person's gender identity and the pronoun they prefer.**
When you cannot tell for certain the gender of the other person, you can ask, "What name would you like to be called?"
- **Show understanding and explain patiently the reasons for the regulatory requirements.**
You can explain that this is a precaution against ID theft rather than it has nothing to do with a person's gender. Avoid responses like "rules are rules."
- **Create a gender-inclusive environment for civil services.**
You can display gender inclusive material in your department/office (such as educational leaflets about transgender people and promotional material of LGBTIQ+ organizations) or wear items such as six-color rainbow/trans-friendly symbol.
If not specified by other rules or policies, you can include an "other" option alongside the options of man/woman in the information collection forms to be filled by service users.

Please do not

- **Speculate a person's gender.**
"Is that person a man or a woman?"
- **Assume a person's sexual orientation.**
"Since you are attracted to women, why not just stay a man, rather than turning yourself into a woman?"
- **Ask a person if they have had sex reassignment surgery/plastic surgery or are taking hormones in an inappropriate way.**
"Did you remove your male parts?"
- **Question a person for not being like a woman/man.**
"He would look more like a 'real' woman if he wore makeup."
- **Size up and talk about a person in whispers or make gender stereotyping comments.**
"He is obviously a man. Why does he wear women's clothes? Why does he wear his hair long?"
- **Enthusiastically offer unsolicited advice.**
"The earlier you have your surgery done, the sooner you can change the gender on your ID."

Guidelines for Providing Trans-Inclusive Services

#observe #listen #acceptance
#understanding
#JustLikeEveryone

Office for Gender Equality,
Taipei City Government



Facebook



Official Website

Department of Civil Affairs,
Taipei City Government



LGBT Information Page

October 2022 廣告

Trans-friendly Services in Greater Taipei (in alphabetic order)



Intersectional Discrimination and Gender-Based Violence Prevention Center, Garden of Hope Foundation
+886-2-8911-8595 / master@goh.org.tw
For online consultation via LINE, please look up ID:0963131995
Service Hours: 9:00-18:00
Intro: The Garden of Hope Foundation established the Intersectional Discrimination and Gender-Based Violence Prevention Center in 2019, aiming to provide services to gender-diverse people who have suffered from gender-based violence such as companionship and support.



Intersex, Transgender and Transsexual People Care Association
+886-2-7705-9609 / info@istscare.org
Service Hours: 11:00-20:00 from Monday to Saturday with emergency consultation outside of service hours
Intro: The organization's work focuses on the living conditions and rights of transgender and intersex people. It supports transgender and intersex people with comprehensive employment counseling, emergency assistance, caring visitations and other services.



Loving Parents of LGBT, Taiwan
+886-989-356539 / parentsoflgbt@gmail.com
Intro: Established in 2011, the group helps families and parents of LGBTIQ+ people to learn about the community and its culture so that they embrace and bond with their LGBTIQ+ children; it also helps LGBTIQ+ children to come out to their parents in a more effective and appropriate way and gain their support. A dedicated hotline for parents of transgender people was recently launched.



Taiwan Alliance to Promote Civil Partnership Rights
+886-2-2932-1292 / contact@tapcpr.org
Service Hours: 13:00-17:30 from Tuesday to Friday
Intro: TAPCPR focuses on gender equity issues and related legal awareness education. It also provides free legal consultation for LGBT people so that people of all genders, sexual orientations, gender identities and gender expression have access to equity and reasonable legal protection. "Gender recognition and gender change" is one of the issues that TAPCPR focuses on. The organization improves social inclusion toward transgender people through ways like long-term policy monitoring, judicial work and public talks.



Taiwan TG Butterfly Garden
Haori Hotline +886-958-630478
For online consultation via LINE, please look up ID: +886-958630478
taiwantrans.org@gmail.com
Service Hours: 19:00-22:00 every Wednesday
Intro: The first public transgender organization in Taiwan which provides transgender-related information.



Taiwan Tongzhi Hotline Association
+886-2-2392-1970 / hotline@hotline.org.tw
Service Hours: 19:00-22:00 every Monday, Thursday, Friday, Saturday and Sunday
Intro: An organization committed to various advocacy works and social services, aiming to eliminate social discrimination and inequality of LGBTIQ+ people. It organizes on a regular basis, gatherings, support groups and talks for transgender people, their families, and friends.

Other Resources and Links



Getting to Know Transgender People (website)
<https://transgender.taipei/>



Supporting Trans People: A Manual for Household Registration Office Staff
<https://reurl.cc/e6mVdQ>



LGBTIQ+ Inclusive Practice: A Guide for Health Care Staff
<https://reurl.cc/12odnY>



Taipei City Government Statistical Information about Gender
<https://reurl.cc/44VOKV>



Diversity and Gender Equality in the Workplace: Start from Getting to Know LGBTIQ People
<https://reurl.cc/oeezWW>



Gender Diversity Protection Training: Getting to Know Trans People and Their Experiences
<https://reurl.cc/Y9KKKD>

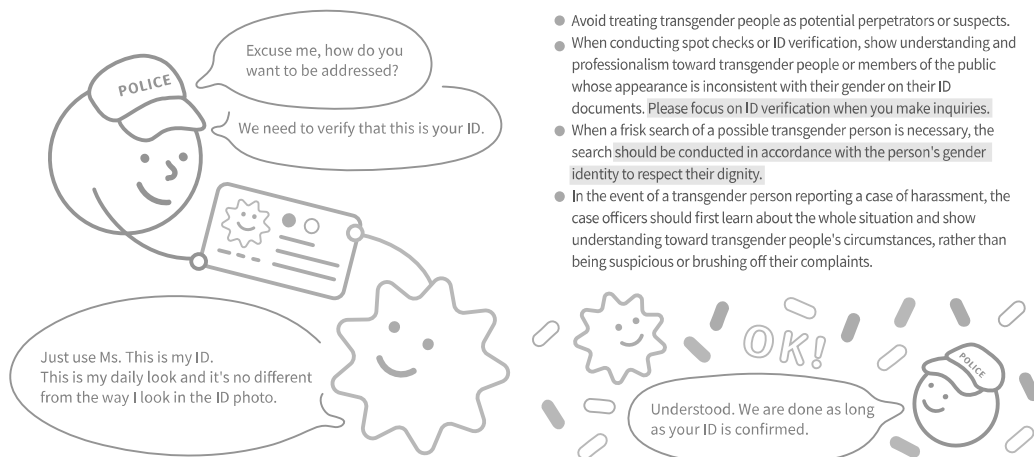
At a police checkpoint

Scenario 1 **At a police checkpoint**
The police officer finds the gender specified on the ID provided by A, a trans person, is male.

Step up preparedness

Working in law enforcement exercising public power for the state, you can

- Avoid treating transgender people as potential perpetrators or suspects.
- When conducting spot checks or ID verification, show understanding and professionalism toward transgender people or members of the public whose appearance is inconsistent with their gender on their ID documents. **Please focus on ID verification when you make inquiries.**
- When a frisk search of a possible transgender person is necessary, the search should be conducted in accordance with the person's gender identity to respect their dignity.
- In the event of a transgender person reporting a case of harassment, the case officers should first learn about the whole situation and show understanding toward transgender people's circumstances, rather than being suspicious or brushing off their complaints.



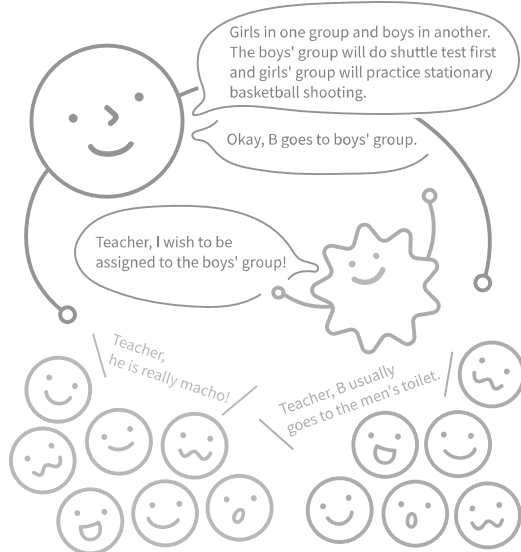
When a school teacher or a staff member asks students to break into groups for a class activity

Scenario 2 **In a PE class, the teacher just finished roll call.**

Step up preparedness

As a professional educator or a member of school staff, you can

- Try to avoid grouping students by gender when you design a course or activity; when there are transgender students in your class, it is advised to **take a flexible approach to grouping.**
- When a student comes to you in private or openly coming out about their transgender identities, please show understanding toward their circumstances and respect their gender identity. Instruct other students to show respect to different gender identities when appropriate.
- When a student wishes to use other adopted name in self-reference (not the student's registered name), you can advise the student to specify their preferred adopted name in the column, "What name would you like to be called by your teachers?" provided by the administration systems of schools at all levels in Taipei city.
- Respect a transgender student's wish to use the toilet they preferred in accordance with their own gender identity. Give them different options such as all gender restrooms (unisex toilets) and instructions on how to communicate with other people about the matter; remind them that they can turn to teachers and staff for help when encountering hostility.
- Run campaigns on campus to spread transgender awareness and promote gender inclusion; organize lectures and courses to improve mutual understanding and respect.
- When an incidence of mocking and bullying by fellow students comes to your attention, a teacher or staff member should step in to intervene and report the case in accordance with the Regulations on the Prevention of Bullying on Campus or Gender Equity Education Act; seize the opportunity to educate students on the correct mindset toward gender equity, debunk stereotypical myths and clarify misunderstandings.



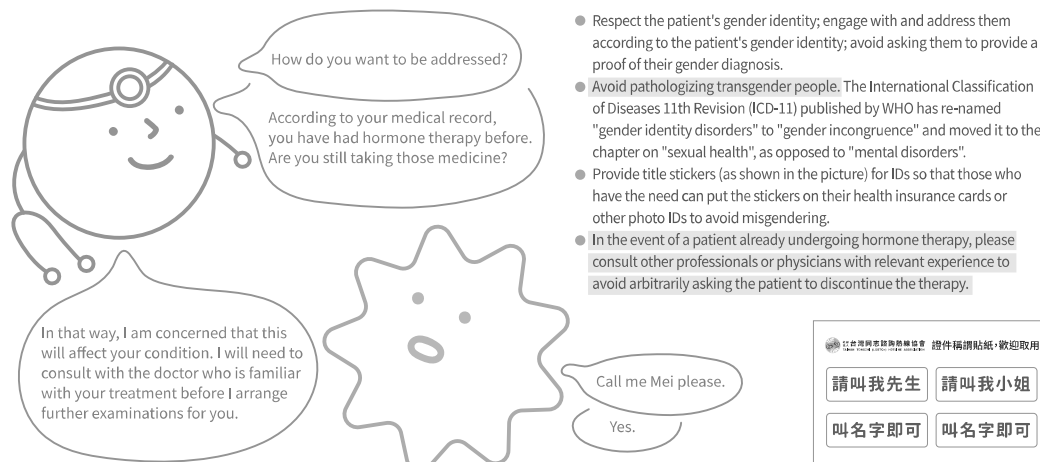
A healthcare professional asks the patient to show the health insurance card

Scenario 3 **A healthcare professional asks the patient to show the health insurance card**

Step up preparedness

As a healthcare professional or a member of the administration staff, you can

- Respect the patient's gender identity; engage with and address them according to the patient's gender identity; avoid asking them to provide a proof of their gender diagnosis.
- Avoid pathologizing transgender people; The International Classification of Diseases 11th Revision (ICD-11) published by WHO has re-named "gender identity disorders" to "gender incongruence" and moved it to the chapter on "sexual health", as opposed to "mental disorders".
- Provide title stickers (as shown in the picture) for IDs so that those who have the need can put the stickers on their health insurance cards or other photo IDs to avoid misgendering.
- In the event of a patient already undergoing hormone therapy, please consult other professionals or physicians with relevant experience to avoid arbitrarily asking the patient to discontinue the therapy.



During a social worker visitation

Scenario 4 **During a social worker visitation**

Step up preparedness

As a professional social worker, you can

A social worker received a report of intimate partner violence. As the record shows that both the offender and victim are male, the social worker assumes that this is a case of intimate partner violence in a gay relationship and pays a home visit.

- Improve your gender sensitivity and review the cisgender or heterosexuality default assumption in your service delivery. You can directly ask a transgender person how they wish to be called. **In the event of misgendering, you can first offer a sincere apology and ask the service user how they wished to be called.**
- Respect the gender identity of the service user. Interact with and refer to them in ways that reflect the gender with which they identify.
- Develop the treatment program with the service user. A consent should be obtained before you forward information like their gender identity and expected treatment to other partners in the service network.
- If interaction with the significant others (parents or other family members) of the service user is necessary during the process of service delivery, you can introduce to the significant others basic knowledge about transgender people, raising awareness of the common day-to-day struggles trans people have and how they can become a part of their support network after discussion with the service user. You can also refer the case to other friendly services when you see fit and necessary.

