



Title: Transgender Users

Version	Description	Effective Date
1.0	New Policy	18 January 2016
	30.07.17 – policy reviewed by Vic Tanner Davy. Remains unchanged	30 th July 2017
Created/Updated by: [Redacted] Centre Manager		
Reviewed by: [Redacted] Trans Jersey		
Approved By: Derek de la Haye Head of Sport		
Supporting documents: <ol style="list-style-type: none">1. IMSPA Information Note No. 002: Access to sport and leisure facilities by transsexual people2. Discrimination (Jersey) Law 2013		

OBJECTIVE: To advise staff about transgender use of sports facilities and how to respond to queries from non-transgender customers. To provide clear guidance ensuring compliance with Discrimination (Jersey) Law 2013

UNDERLYING PRINCIPLES

- To raise employee awareness of transgender (“trans”) issues
- To ensure that staff do not discriminate in the provision of facilities/services
- To respond to queries with sensitivity

LAW

The Discrimination (Jersey) Law 2013 came into force in September 2014 and applied to the protected characteristic of race. From 1 September 2015 the law also protects the characteristics of sex, sexual orientation, gender reassignment, and pregnancy and maternity; this means that the law now specifically protects trans customers from discrimination. There have been numerous cases in the UK of discrimination against trans customers involving sports facilities so, as an organisation, the sports division recognises that it is vulnerable due to the nature of the service provided.

Non-compliance with the law could result in the sports division and any individual employee who engages in discriminatory behaviour being taken to tribunal where the maximum fine is £10,000.

ACTION: Front line staff attend awareness training with Trans* Jersey. All staff read this policy.

A transgender/transsexual person

Is someone whose gender identity or gender expression differs from their birth sex. They may intend to undergo, are undergoing or have undergone a medical procedure to transition (which may or may not involve hormone therapy or surgery) to live as their recognised gender. However, medical intervention is not a prerequisite for someone being trans or having the protected characteristic of gender reassignment and being protected under the law in Jersey.

Changing facilities

All sports division sites have single sex changing rooms. Trans customers may use the changing facilities for the gender that they identify with. If additional privacy is requested then staff will do their utmost to assist with providing alternative changing facilities, this is more likely where changing rooms exist with no cubicles.

Complaints and concerns may be raised by other customers. When faced with such complaints it is best to relocate to a quiet place and explain the policy clearly. If in doubt seek guidance and support from your Duty Manager or Centre Manager.

Language

Be careful with the language that you use. In particular, use the pronoun (“he” or “she”) that is consistent with the person’s dress and appearance. If the person’s appearance is ambiguous, it is acceptable to use “they”. For example, “I have a customer in reception with a query, they would like to know...”

Never suggest in the language that you use that the trans person is pretending to be the gender that they present as. For example, do not say “I have a customer in reception dressed as a woman” or “I have a customer in reception who appears to be a man”.

Remember:

Trans people should be treated as the gender that they present as for all purposes, i.e. a trans woman should be given the same access and level of customer service as a woman who was born female.