



Section 2: Tools and Tip Sheets

This section consists of tools to use for a self-assessment for staff, inclusive language guide, a checklist for assessing a space, and tip sheets on topics like pronouns, booking accessible meeting spaces, neurodiversity inclusion and more.

Inclusive Language Recommendations and Glossary

Inclusive language is an important part of creating welcoming spaces. Inclusive language helps people feel seen and increases their sense of belonging in a space. Using inclusive language, both spoken and in written documents, signals to everyone that they will be treated with respect. Terminology is always changing, and this resource will be reviewed regularly to ensure the most up-to-date language is included. Please contact healthhub@gov.pe.ca with any suggestions or questions.

Ableism

The Federal Government Guide on Equity, Diversity and Inclusion Terminology defines ableism as “Prejudice and discrimination against people with a disability.”⁷ The Center for Disability Rights notes that, “Ableism is a set of beliefs or practices that devalue and discriminate against people with physical, intellectual, or psychiatric disabilities and often rests on the assumption that disabled people need to be ‘fixed’ in one form or the other.”⁸ Some terms or expressions that are commonly used, like ‘blind spot’, ‘lame’, and ‘crazy’, are ableist and should be swapped out for something more inclusive, like ‘unaware’, ‘boring’, and ‘unbelievable’. Find more information on avoiding ableist terms [here](#).

Accessibility

Accessibility is defined as “The quality of an environment that enables a person to access it with ease.”¹⁰ Accessibility is not just important in physical spaces, but also in documents, websites, and other visual media. Accessibility can also refer to language, e.g., using plain language in written documents, and providing translated materials whenever possible.

Ageism

According to the World Health Organization, “Age is one of the first things we notice about other people. However, age is often used to categorize and divide people in ways that lead to harm, disadvantage and injustice and erode solidarity

⁷<https://www.workhuman.com/blog/what-is-inclusive-language-in-the-workplace>

⁸<https://www.noslangues-ourlanguages.gc.ca/en/publications/equite-diversite-inclusion-equity-diversity-inclusion-eng#notion-99633>

⁹<https://cdrnys.org/blog/uncategorized/ableism/>

¹⁰<https://www.noslangues-ourlanguages.gc.ca/en/publications/equite-diversite-inclusion-equity-diversity-inclusion-eng>

¹¹https://www.who.int/health-topics/ageism#tab=tab_1

across generations. This is ageism: the stereotypes (how we think), prejudice (how we feel) and discrimination (how we act) towards others or ourselves based on age.

Ageism is pervasive, affects people of all ages from childhood onwards and has serious and far-reaching consequences for people's health, well-being and human rights."¹¹

Ally

"An ally is a person who does not identify as a member of the 2SLGBTQIA+ community but assists the community through supportive actions and efforts to end oppression. Being an ally is the practice of confronting heterosexism, cissexism, sexism, genderism, and allosexism in oneself and others. Allyship is often founded on the belief that dismantling sexism, heterosexism, trans oppression is a social justice issue." From the **Guidelines for Respecting, Accommodating and Supporting Gender Identity, Gender Expression and Sexual Orientation in our Schools**

Anti-Racism

The PEI Anti-Racism Action Plan notes that "Anti-racism work involves active and intentional actions, education and knowledge-sharing to counter racial prejudice, systemic racism and the oppression of racialized and Indigenous groups." The plan defines anti-racism as "a living process. It is a systematic method of analysis, and a proactive course of action to recognize the existence of racism, including systemic racism. Anti-racism actively seeks to identify, remove, prevent, and mitigate racially inequitable outcomes and power imbalances between groups and change the structures that sustain inequities."

Bias

Bias is a term that describes the assumptions, attitudes, beliefs and stereotypes that people may have against different groups. Bias can be conscious or unconscious. Egale Canada notes



that "Unconscious bias refers to the deep-seated stereotypes and prejudices that individuals hold about others, often without realizing it. These biases can impact decision-making processes, workplace dynamics, and overall organizational culture."¹² Everyone has some unconscious biases and understanding and questioning those biases is an important part of creating an inclusive environment.

BIPOC

"The abbreviation "BIPOC" is used to refer to people of colour and was designed to emphasize the particular experiences of Black people and Indigenous people with discrimination as contrasted with other non-white groups of people. Although the abbreviation "BIPOC" is frequently used in verbal and written communication, its use is not accepted by all. Some people believe that it highlights the fact that the different groups named in the abbreviation have different experiences with discrimination, whereas others believe that it lumps together and blurs the distinct identities and experiences of these groups."¹³

Cisgender

A person whose self-defined gender identity matches their sex assigned at birth. Sometimes shortened to 'cis'.

¹²<https://egale.ca/awareness/unconscious-bias/>

¹³<https://www.noslangues-ourlanguages.gc.ca/en/publications/equite-diversite-inclusion-equity-diversity-inclusion-eng#notion-99276>

¹⁴<https://www.fnha.ca/Documents/FNHA-Creating-aClimate-For-Change-Cultural-Humility-Resource-Booklet.pdf>

Cultural Safety

The BC First Nations Health Authority defines cultural safety as “An outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in the health care system. It results in an environment free of racism and discrimination, where people feel safe when receiving health care.”¹⁴

Deadname/deadnaming

According to the National Institutes of Health “Deadnaming is the act of calling a transgender, gender fluid and/or nonbinary person by an incorrect name; often the name they were given at birth and no longer use. A person’s chosen name is an integral part of their identity and often reflects their own journey toward self-discovery.” There is still work to do on integrating changes to names, gender identity and pronouns within our official systems (electronic medical records, forms, and processes), but this is something that we are working towards.

Discrimination

The Canadian Human Rights Commission defines discrimination as “an action or a decision that treats a person or a group badly for reasons such as their race, age or disability. These reasons, also called grounds, are protected under the *Canadian Human Rights Act*.”¹⁵ The grounds are things like:

- Race
- National or Ethnic Origin
- Colour
- Religion
- Age
- Sex
- Sexual Orientation
- Gender Identity or Expression
- Marital Status
- Family Status
- Disability
- Genetic Characteristics
- A conviction for which a pardon has been granted or a record suspended

Diversity

The PEI Anti-Racism Action Plan and the PEI Public Service Commission defines diversity as “the range of visible and invisible qualities, experiences

and social and cultural identities that shape who we are, how we think and how we engage with, and are perceived by the world. These can be along the dimensions of age, skin colour, gender, ethnicity, physical/mental ability, economic status, sexual orientation, education level, first language, immigration/refugee status, socioeconomic background, religious/spiritual beliefs, political ideologies, etc.”¹⁶ **Note:** A person should not be described as “diverse”, but a group of people, consisting of many different identities could be called diverse.

Gender

“The behavioural, cultural and psychological traits associated with an array of gender identities, including female or male, in a given society.”¹⁷

Note: The term gender is sometimes used interchangeably with the term sex, but the two terms are not interchangeable. See the definition of sex below.

Gender Diverse

An umbrella term for individuals whose gender identity differs from their assigned sex at birth.

Gender Expression

“**Gender expression** is how a person publicly presents their gender. This can include behaviour and outward appearance such as dress, hair, make-up, body language and voice. A person’s chosen name and pronoun are also common ways of expressing gender.”¹⁸

Gender Identity

The Federal Government Guide on Equity, Diversity and Inclusion Terminology defines gender identity as “a person’s internal and deeply felt sense of being a man, a woman, both, neither, or somewhere along the gender spectrum. A person’s gender identity may or may not align with the sex they were assigned at birth. Gender identity is not necessarily visible and has nothing to do with sexual orientation. It can be static or fluid.”¹⁹

¹⁵<https://www.chrc-ccdp.gc.ca/en/about-human-rights/what-discrimination>

¹⁶https://www.princeedwardisland.ca/sites/default/files/publications/anti_racism_action_plan_digital.pdf

¹⁷<https://www.noslangues-ourlanguages.gc.ca/en/publications/equite-diversite-inclusion-equity-diversity-inclusion-eng#lettre-letter-G>

Inclusion

The PEI Anti-Racism Action Plan defines inclusion as “an attitude and approach that embraces diversity where all people feel valued and have a sense of belonging that applies the principles of equity and fairness in all aspects of its policies, practices, procedures and service delivery. An inclusive environment enables individuals and groups to feel safe, respected, engaged, motivated, and valued for who they are.”²⁰

Intersex

“Intersex is a general term used for a variety of conditions in which a person is born with a reproductive or sexual anatomy that doesn’t seem to fit the typical definitions of female or male.”²¹

Microaggressions

The term microaggression refers to “everyday subtle put-downs directed towards a marginalized group which may be verbal or non-verbal and are typically automatic’. Microaggressions send disparaging messages to individuals because of their perceived group membership. Often the perpetrators of microaggressions are not aware of their actions.”²² Micro doesn’t mean small impact – research has shown that microaggressions are just as harmful as overt acts of discrimination.

Neo-Pronouns

Human Rights Campaign notes that neopronouns “include those pronouns besides the ones most commonly used in a particular language. As one’s pronouns are ultimately a reflection of their personal identity, the number and types of (neo) pronouns a person may use is limitless.

Examples of neopronoun sets include: **xe/xir/xirs**, **ze/zir/zirs** and **fae/faer/faers**.”²³

Non-Binary

“A gender identity that is outside the binary categories of man or woman. Someone whose

gender is non-binary, might identify with elements of both man and woman, with another gender entirely, or perhaps with no gender at all. Some examples of non-binary gender identities that exist both on and off this spectrum include agender, bi-gender, polygender, genderfluid and genderqueer”.²⁴



Neurodivergent

“Neurodivergent people include autistic people; people with attention deficit hyperactivity disorder (ADHD), post-traumatic stress disorder (PTSD) and other mental health conditions; and people with learning disabilities.

This group also includes people with other intellectual and developmental disabilities and a wide range of conditions that can shape thinking, learning, and perceiving the world. In contrast, people whose brains and nervous systems function “typically” are known as neurotypical people.” (Definition from the **Employer Assistance and Resource Network on Disability Inclusion**).

Queer

According to Egale Canada, queer is “an umbrella term that may variously describe 2SLGBTQ! communities, one’s relationship to a particular community, or an individual identity. It can denote same-gender attraction or reflect more complex dynamics between one’s sex, gender, and attraction experiences.”²⁵

¹⁸<https://www.canada.ca/en/department-justice/news/2016/05/gender-identity-and-gender-expression.html>

¹⁹<https://www.noslangues-ourlangues.gc.ca/en/publications/equite-diversite-inclusion-equity-diversity-inclusion-eng#lettre-letter-G>

²⁰https://www.princeedwardisland.ca/sites/default/files/publications/anti_racism_action_plan_digital.pdf

²¹https://isna.org/faq/what_is_intersex/

²²<https://pmejournal.org/articles/10.1007/S40037-019-0516-3>

Note: Due to the history of this term, use it with caution, e.g., if a person or a group has used it to self-identify.

Racism

“Prejudice, hostility, discrimination, and even violence, whether conscious or not, against persons of a specific race or ethnic group. Racism can be manifested through individual actions or systemic or institutional practices.”²⁶ In 2020 the Public Health Agency of Canada acknowledged that “racism has been increasingly recognized as an important driver of inequitable health outcomes for racialized Canadians.”²⁷

Sex

“A defined set of anatomical and physiological characteristics, including chromosomes, gene expression, hormones, and reproductive or sexual anatomy.”²⁸ Sex assigned at birth “is typically assigned based on a person’s reproductive system and other physical characteristics.”²⁹ This may or may not match a person’s gender identity and expression.

Sexual orientation

“The physical or romantic attraction to people based on their sex, gender identity or gender expression.”³⁰

Stigma

“Stigma is negative attitudes, beliefs or behaviours about or towards a group of people because of their situation in life.”³¹

Transgender

The Health Strategy for Women and Islanders Who Are Gender Diverse defines transgender as “A term that may be used to specifically refer to people who have gone or who are going through

a process of gender transition. It is also used as an umbrella term for people whose gender identity differs from the sex they were assigned at birth, whether binary or non-binary; sometimes abbreviated to trans.”³² Gender transition is unique to the individual. Some folks socially transition (such as changing name, pronouns, gender expression), while others may have medical interventions, e.g., surgeries, medications, procedures. **Note for healthcare providers:** Only ask about medical transition history if it relates to the health issue and visit at hand. Some trans people have reported invasive questions from medical staff that do not pertain to their specific health issue.

Two Spirit (2S)

An umbrella term for the many Indigenous traditional identities forcefully suppressed by colonization. The term honours the fluid and diverse nature of gender and attraction and its connection to community and spirituality. An individual may choose to use this term instead of, or in addition to, identifying as LGBTQI+.

Note: Non-Indigenous people should not use the identity of Two Spirit. The Native Women’s Association notes that “Due to cultural and spiritual context, the term, Two Spirit should only be used for Indigenous people.”³³



²³<https://www.hrc.org/resources/understanding-neopronouns>

²⁴<https://egale.ca/wp-content/uploads/2023/07/2SLGBTQI-Terms-and-Definitions-2.0.pdf>

²⁵<https://egale.ca/awareness/terms-and-definitions/>

²⁶<https://www.noslangues-ourlanguages.gc.ca/en/publications/equite-diversite-inclusion-equity-diversity-inclusion-eng#lettre-letter-R>

²⁷<https://www.canada.ca/en/public-health/services/health-promotion/population-health/what-determines-health/social-determinants-inequities-black-canadians-snapshot.html>

²⁸<https://www.noslangues-ourlanguages.gc.ca/en/publications/equite-diversite-inclusion-equity-diversity-inclusion-eng#lettre-letter-S>

²⁹<https://www23.statcan.gc.ca/imdb/p3Var.pl?Function=DEC&Id=24101>

³⁰<https://www.noslangues-ourlanguages.gc.ca/en/publications/equite-diversite-inclusion-equity-diversity-inclusion-eng#lettre-letter-S>

³¹<https://www.canada.ca/en/health-canada/services/publications/healthy-living/stigma-why-words-matter-fact-sheet.html>

³²https://www.princeedwardisland.ca/sites/default/files/publications/dhw_health_strategy_for_women_and_gender_diverse_islanders_clean_web.pdf

³³<https://www.nwac.ca/assets-knowledge-centre/NWAC-2SLGBTQ-Factsheet-EN.pdf>