



TOOLKIT FOR MORE INCLUSIVE SERVICES

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Introduction

BestCare4LGBTQI+ is a European project funded under the Erasmus+ programme. The mission of the BestCare4LGBTQI+ project is to support the development of more inclusive care services for older LGBTQI+ people by providing tools, awareness-raising materials and learning resources for managers and staff of home care and residential care services to ensure better adapted and more respectful care for older LGBTQI+ people living in care institutions.

Project objectives:

- Raising awareness of the specific needs of older LGBTQI+ people among managers and staff of care homes and services, as well as the general public;
- Support care services to assess their inclusion and implement an action plan to become more LGBTQI+ friendly;
- Equip home and residential care managers and staff with tools and skills for better integration of older LGBTQI+ people
- Ensuring better care for older LGBTQI+ people in residential care facilities and home care services, especially when living with dementia.

In Result 1 of the project, the partners' qualitative research shows how crucial the training of professionals working in these care services is. More specifically, the research findings show a lack of knowledge and training regarding LGBTQI+ issues. Many professionals in the focus groups interviewed recognised their lack of knowledge about issues related to LGBTQI+, gender and sexuality. Only a few of them were familiar with the precise meaning of the term LGBTQI+. Many of them were in doubt as to what the acronym meant, especially when it came to issues related to transgenderism and intersexuality. "Not that IQ+ bit, honestly. I only knew LGBTI and I don't remember what 'I' was about anymore," said one professional from Portugal. [The difference between sexual orientation and gender identity] "I think it's quite clear to me, as I did some research a while ago, in short, it started from a discussion with some friends. But I can't say that I have a very good understanding of it". (Romania)

For this reason, this training is developed by the partners with the aim of providing health professionals with knowledge and experience.

It is hoped that the training will have a positive impact on attitudes, beliefs and behaviours towards LGBTQI+ people, as well as provoke a willingness in management to clearly assume an inclusive stance from their institution which can be realised, for example, through the adoption of an inclusive approach policy or declaration, or the Badge of Inclusivity (see PR4).

The training and tools will be evaluated and adjusted according to feedback from the pilot participants (trainers and trainees). This PR is innovative because it starts from the narratives of the actors relevant to the training (older people, professionals and managers - PR1) and addresses the various instances of care services. It also links, prepares and enables institutions to build foundations for the requirements needed to be recognised with the Badge of Inclusivity (PR4). In fact, this feature is a good indicator of its replicability potential. This resource can be easily replicated in other institutions, either by the trainers participating in the project or by publicising Train the Trainers (PR3).

This document serves as a valuable resource for professionals who have participated or are considering participating in training programmes focused on inclusive care for older people or for those who work directly with the older population. With a diverse range of resources and insights gathered from various nations, our goal is to empower caregivers and professionals to foster environments that prioritise dignity, respect and personalised support for LGBTQI+ individuals accessing nursing home facilities in their later years. Through these tools, we aspire to promote a culture of inclusion and sensitivity, ensuring that every individual, regardless of sexual orientation or gender identity, receives the highest standard of care and support in their final years of life.

1. Informative material for combating hate speech

Title/Name	Informative material for combating hate speech
Screenshot/Logo	
Date released	June 2022
Location	Bucharest, Romania
Organisation	Centrul de Resurse Juridice Text written by Andrei Luca, activist for the rights of LGBTQIA+ people
Target group	The tool can be used in different contexts as it is tackling basic information about hate speech and deconstructing myths about the LGBTQIA+ community
Website/Links	1.-Material-informativ-LGBTQ.pdf (crj.ro)

Description of the tool/approach	<p>The tool can be used in trainings (for any age category from youth to older adults) and as a support for activities, either synchronous or asynchronous as it is short, written in an easy to understand way and it deals with the most common myths surrounding the LGBTQIA+ community and how these myths can be deconstructed.</p>
Strengths	<p>The tool talks about the most common myths surrounding LGBTQIA+ people (eg. sexual identity can be cured, the community is harmful for children or they want preferential treatment) and then deconstructs them.</p> <p>The approach is friendly and non moralizing and it is based on official research and facts.</p>
Weaknesses	<p>The information might be too basic for people already involved in the problems of the LGBTQIA+ community</p> <p>It does not deal with the problems of the older LGBTQIA+ community</p>
Impact and innovation	<p>This tool can have a positive impact on people that are open-minded enough to want to learn more about the rights of LGBTQIA+ people.</p> <p>The element of innovation comes from the fact that the material is written in such a way as to be easily understood by people of different ages and backgrounds.</p>
Sustainability	<p>The tool is sustainable because it's online, free and accessible to anyone with a digital device. It helps raise awareness on the problems that the LGBTQIA+ community deal with.</p>
Evaluation (results)	
Transferability	<p>As the tool is online it can be transferable to different context based on different needs</p>

2. Diversity Charter

Title/Name	Diversity Charter
Screenshot/Logo	<ul style="list-style-type: none"> • Preliminary findings & report: Programme "Workplace Inclusion Champion", June 2021 (Romanian, Slovenian and Croatian Diversity Charters) • Raport Cercetare Carta Diversitatii & MKOR (2021): Managementul Diversitatii in Organizatiile din Romania. Perspectiva angajatilor • Publication: Diversity Management in Romanian Organisations (Carta Diversitatii, 2020) • Raport Cercetare Carta Diversitatii & MKOR (2020): Managementul Diversitatii in Organizatiile din Romania • Assessing Diversity Impact in Business • Checklist Diversity management • Checklist Diversity Management - RO • Cum promovam managementul diversitatii in organizatii • Discriminarea de gen in administratia publica • Managing a diverse public administration • Managementul diversitatii in organizatii • Management Diversity at work • Survey: Managing a diverse public administration • Diversity Management - Training course for implementing the Diversity Charter • Managementul Diversitatii - Suport de curs pentru implementarea Cartei Diversitatii
Date released	2020, 2021
Location	Romania
Organisation	Carta Diversitatii
Target group	<ul style="list-style-type: none"> • It has useful information for companies and institutions, such as managers, HR people, employees as it deals with diversity management and inclusivity in the workplace
Website/Links	Resurse (cartadiversitatii.ro)
Description of the tool/approach	The website has multiple reports on diversity and inclusivity in the workplace, that are based on research. Since there are multiple reports they can be read as needed (eg. For research, for formal or non-formal trainings, for HR meetings etc.).

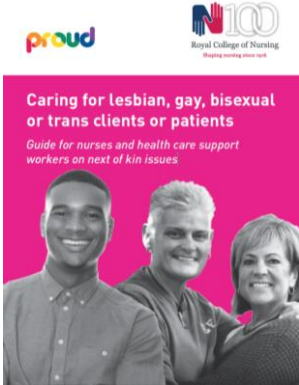
Strengths	<p>The reports are based on facts and research</p> <p>They have a Romanian and an English version</p> <p>They deal with diversity and inclusivity in the workplace</p> <p>They deal not only with LGBTQIA+ issues, but also other marginalised communities</p>
Weaknesses	<p>The reports do not deal with the problems faced by the older LGBTQIA+ community</p> <p>They are specialized only on diversity in the workplace</p>
Impact and innovation	<p>The tool can have a positive impact in the workplace. The innovation element comes from the detailed reports on diversity and inclusion in the workplace.</p>
Sustainability	<p>The tool can be sustainable as long as the organization continues to write such reports so they can be compared over the years and paint a picture of the current realities of diversity and inclusion in the workplace.</p>
Evaluation (results)	
Transferability	<p>The tool can be transferable to trainings outside the workplace as it includes stats.</p>

3. We are still gay...

Title/Name	We are still gay... An evidence-based resource exploring the experiences and needs of lesbian, gay, bisexual and trans Australians living with Dementia
Screenshot/Logo	
Date released	2015
Location	Australia
Organisation	Australian Research Centre in Sex, Health and Society, La Trobe University, Melbourne Australia
Target group	This resource has been developed to provide service providers with an evidence base on the experiences and needs of LGBT people living with dementia
Website/Links	https://www.dementia.org.au/sites/default/files/NATIONAL/documents/Dementia-Narrative-Resource.pdf
Description of the tool/approach	This resource draws on two studies conducted by Val's Cafe at the Australian Research Centre in Sex, Health and Society (ARCSHS), La Trobe University. This resource includes four sections. In the first section it outlines historical and legislative factors influencing the needs of LGBT people living with dementia. It also presents suggestions for using this resource for education to build a basic understanding of LGBT histories, health and wellbeing essential to fully appreciate this resource. Section 2 provides an overview of the key issues arising from the research and suggest


	strategies for addressing these. Section 3 presents 10 stories from the participants in their own words and each story is accompanied by questions that can be used for discussion and education. The final section lists additional resources.
Strengths	<ul style="list-style-type: none"> ● Based on life-stories: supports the empathic process ● Includes questions for discussion, making it a useful training resource ● Focuses on LGBTQI+ persons living with dementia, highlighting the needs of a very specific target group
Weaknesses	-
Impact and innovation	<ul style="list-style-type: none"> ● The interconnection of dementia and SOGI issues, combined with the use of life-stories, makes the resource very innovative ● Potential impact is high as stories are narrated in first person and this helps the development of empathy and contrast the risk of stereotyping
Sustainability	<ul style="list-style-type: none"> ● The resource is a PDF document, downloadable for free – therefore we can consider it sustainable
Evaluation (results)	<ul style="list-style-type: none"> ● No evaluation results available
Transferability	The tool could easily be transferable to other countries and used in other contexts since it includes suggestions for use in educational contexts.
Additional info	More training resources can be found at: https://www.latrobe.edu.au/arcshs/health-and-wellbeing/lgbti-ageing-and-aged-care/resources-reports-and-training

4. Caring for lesbian, gay, bisexual or trans clients or patients

Title/Name	Caring for lesbian, gay, bisexual or trans clients or patients - Guide for nurses and health care support workers on next of kin issues
Screenshot/Logo	
Date released	2016
Location	London, UK
Organisation	Royal College of Nursing
Target group	The guide is addressed to nurses, however it provides useful information for health and social care professionals in general.
Website/Links	https://www.rcn.org.uk/Professional-Development/publications/pub-005592
Description of the tool/approach	This booklet specifically looks at how nursing staff should deal with Lesbian, gay, bisexual or trans people (LGBT) next of kin issues, for example, being sensitive, inclusive and challenging discriminatory attitudes, whilst also remaining mindful of the relevant legislation. It is a short (12 pages) booklet, easy to read and consult.
Strengths	<ul style="list-style-type: none"> ● Short and easy to consult ● Provides practical suggestions ● Addresses the issue in relation to next-of-kin
Weaknesses	<ul style="list-style-type: none"> ● Being very short, it doesn't address the issues in-depth
Impact and innovation	<ul style="list-style-type: none"> ● Addresses the issue in relation to next-of-kin and not exclusively in relation to patients ● Not many similar resources directly addressed to nurses

Sustainability	<ul style="list-style-type: none"> The resource is a PDF document, downloadable for free – therefore we can consider it sustainable
Evaluation (results)	<ul style="list-style-type: none"> No evaluation results available
Transferability	<p>The tool could easily be transferable to other countries in relation to suggestions and recommendations on how to relate with LGBTQI+ patients and their next-of-kin. On the other hand, the document refers to British law and regulations which should be adapted in case of use in different country contexts.</p>
Additional info	-

5. Proud Seniors Greece & Rainbow Seniors (NGOs)


Title/Name	Proud Seniors Greece & Rainbow Seniors (NGOs)
Screenshot/Logo	
Location	Athens, Greece
Organisation	Proud Seniors Greece & Rainbow Seniors (NGOs)
Target group	LGBTQI+ people over 50 years old and allies
Website/Links	https://proudseniors.gr/ https://rainbowseniors.eu/
Description of the tool/approach	<p>Both organisations are non-profits that work to support and empower older members of the LGBTQI+ community in Greece. The organisation offers a range of tools and practices aimed at improving the lives and well-being of older LGBTQI+ individuals in Greece, including:</p> <p>Social events and activities: They organise a variety of social events and activities for older LGBTQI+ individuals, including outings, cultural events, and recreational activities. These events provide a safe and inclusive space for seniors to connect with others and enjoy their leisure time.</p> <p>Support groups: They provide support groups for older LGBTQI+ individuals, where they can connect with others who share similar experiences and challenges. These groups offer a supportive and non-judgmental environment where seniors can discuss their concerns and provide support to one another.</p>

	<p>Health and wellness initiatives: They work to promote the health and well-being of older LGBTQI+ individuals, offering resources and information on health-related topics, such as fitness and nutrition, mental health, and access to healthcare.</p> <p>Advocacy: They advocate for the rights and equality of older LGBTQI+ individuals in Greece, working to raise awareness about the challenges they face and promote a more inclusive and accepting society for all.</p>
Strengths	<ol style="list-style-type: none"> 1. Providing a supportive and inclusive community for LGBTQI+ individuals. 2. Offering resources and information on health and wellness, legal issues, and other important topics. 3. Raising awareness about the challenges faced by the LGBTQI+ community. 4. Advocating for equal rights and protections for the LGBTQI+ community. 5. Empowering LGBTQI+ individuals, to live fulfilling and happy lives.
Impact and innovation	<p>The organisations provide a supportive and inclusive environment, resources and information on health and wellness, and advocacy for equal rights and protections. This can lead to improved mental and physical health, increased social support, and a better quality of life for LGBTQI+ individuals. But the most important is that they are the two LGBTQI+ organisations in Greece that are focused on the elderly. Ageism and homophobia/transphobia/queerphobia are overlapping and intersectional and these organisations address them.</p>
Transferability	<p>Collaborations with other organisations and groups regarding LGBTQI+-related issues.</p>
Additional info	<p>https://www.youtube.com/watch?v=ud1NjPHgJoY</p>

6. Queer Athens

Title/Name	Queer Athens
Description of the tool/approach	<p>Queer Athens is a bilingual podcast interview series that shares the stories and experiences of Greek LGBTQ+ people from the 1960s to the present in their own words. It is based on oral history and its mission is a) to share the rich tradition of queer activism in Greece with a wider audience, and b) to bear witness to the profound changes in what it has meant to be queer in Greece from the mid-20th century to the present.</p> <p>As the queer community in Greece grows larger and more empowered each year, the Queer Athens shares pieces of our personal and political stories with each other in a casual and direct way.</p> <p>Queer Athens, is building a central platform to share the stories of a broad range of LGBTQ+ people from diverse backgrounds with an equally diverse audience. It is important to mention the fostering of cross-generational conversations and knowledge-sharing. In that way, older queer people have also the opportunity to discuss, share, advocate and participate in it.</p>
Website/Links	https://queerathens.com/about-queer-athens/

7. ILGA Portugal Association

Title/Name	ILGA Portugal Association - – Lesbian, Gay, Bisexual, Trans and Intersex Intervention
Screenshot/Logo	
Location	Rua dos Fanqueiros N°38 3°Esq 1100-231 Lisboa, Portugal
Organisation	Intervenção Lésbica, Gay, Bissexual, Trans e Intersexo (ILGA)
Target group	the lesbian, gay, bisexual, trans and intersex population and their families in Portugal
Website/Links	https://ilga-portugal.pt/
Description of the tool/approach	<p>Founded in 1995, ILGA Portugal Association – Lesbian, Gay, Bisexual, Trans and Intersex Intervention is the largest and oldest association fighting for equality and against discrimination against LGBTI+ persons and their families in Portugal.</p> <p>We are an NGO in the form of Private Institution of Social Solidarity framed in the Portuguese legal regime as an Association of Social Solidarity.</p>

	<p>ILGA Portugal is an organisation with public utility status recognised by the Portuguese government, and our fiscal number (VAT) is PT503777331.</p>
<p>Strengths</p>	<p>ILGA Portugal Association has as its main objective the social integration of the lesbian, gay, bisexual, trans and intersex population and their families in Portugal through an extended program of:</p> <ol style="list-style-type: none"> 6. support in the social sphere that guarantees the improvement of their quality of life; 7. through the fight against discrimination based on sexual orientation, gender expression and identity and sexual characteristics; 8. through the promotion of citizenship, human rights and gender equality. 9. To achieve this, we work simultaneously on three fronts, social, political and community.
<p>Impact and innovation</p>	<p>Services:</p> <ul style="list-style-type: none"> - LGBTI+ Victim Support Service - Psychological Support Service - Social Support Service - Legal Support Service - LGBTI+ Helpline <p>Community Resources:</p> <ul style="list-style-type: none"> - LGBTI+ Community Centre - Cultural, Political, Community and Social monthly programming - Support Groups - Community Groups - Solidarity Shop - Documentation Centre - - Events
<p>Transferability</p>	<p>Collaborations with other organisations and groups regarding LGBTQI+-related issues.</p>

8. The ABCLGBTQIA+ project

Title/Name	The ABCLGBTQIA+ project
Description of the tool/approach	<p>The ABCLGBTQIA+ project, a collaboration between Fox Life and ILGA Portugal Association, makes the meaning of 37 words available to everyone in various formats (static, audio and video), for free download, so that they can be used for the most diverse purposes, by any person, entity or institution, national or international brand (anywhere in the world). The reason for such accessible pieces is to inform as many people as possible.</p> <p>ABCLGBTQIA+, Learning Is Part of It: The FOX Life project, ABCLGBTQIA+, is now continuing as a pilot project in three Portuguese senior schools in Azeitão, Quarteira and Covilhã. To do this, they developed videos in which they involved older people talking about some of the terms, and these videos were shown on television on the FOX Life channel. Here are the links to these videos:</p> <p>https://www.youtube.com/watch?v=zO7jw-6MilQ https://www.youtube.com/watch?v=2z77dtZ9EO8 https://www.youtube.com/watch?v=bAisx78tiNY</p>
Website/Links	https://abclgbtqia.com/

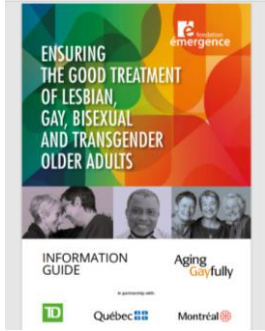
9. Amnesty International

Title/Name	AMNISTIA INTERNACIONAL
Description of the tool/approach	<p>The Portuguese Section of Amnesty International is a Portuguese Association, Amnesty International, also known as 'Amnesty International - Portugal'.</p> <p>'Amnesty International - Portugal' duty is to expose human rights violations and abuses, make recommendations and propose solutions. Amnesty is committed to ending discrimination around the world and making recommendations to governments and influential leaders, seeking to influence new LGBTI+ protection laws.</p> <p>They campaign for people, defenders and activists who have been detained or sentenced to death for coming out about their homosexuality, gender identity and/or expression or participating in LGBTI+ demonstrations.</p> <p>They produce educational resources, from an advocacy kit for activists fighting discrimination in sub-Saharan Africa to the Body Politics series aimed at raising awareness about the criminalization of sexuality and reproduction.</p> <p>AMNESTY INTERNATIONAL IS COMMITTED TO ENDING DISCRIMINATION AGAINST LGBTI+ PEOPLE AROUND THE WORLD.</p>
Website/Links	<p>https://www.amnistia.pt/amar-direito-humano/?gclid=CjoKCQjwnrmlBhDHARIsADJ5b_k3PkotATGel1nvgPsF-1LW75UIdEwP7P3qKVtAS8C_rRrMTSYJAOEaArQLEALw_wcB</p>

10. Refugee Claims Based On Sexual Orientation, Gender Identity, Gender Expression And Sex Characteristics (Sogiesc)

Title/Name	<p>Refugee Claims Based On Sexual Orientation, Gender Identity, Gender Expression And Sex Characteristics (Sogiesc)</p> <p>A RACS LGBTQIA+ inclusive practices toolkit (guide) for legal representatives and community workers</p>
Description of the tool/approach	<p>Based on the Refugee Advice & Casework Service (RACS)' own experiences, and our consultations with individuals with lived experience, the lack of inclusivity and awareness of the barriers that many LGBTQIA+ individuals face during the asylum process in Australia remains one of the greatest obstacles to accessing protection. To address the concerns raised in its consultations with people of lived experience, the Refugee Advice & Casework Service (RACS) has developed (in consultation also with LGBTQIA+ organisations and STARTTS) a best practices toolkit for community workers and legal representatives working with LGBTQIA+ people seeking asylum in Australia. The purpose of this manual is to give voice to the lived experience of asylum seekers who have sought protection on the basis of their diverse SOGIESC by:</p> <p>First, providing greater awareness of the issues and barriers that LGBTQIA+ individuals face in the context of refugee protection based on diverse SOGIESC; and</p> <p>Second, providing legal representatives and community workers with practical insights and recommendations on how to deliver their services in a way that is inclusive, respectful and trauma-informed.</p>
Website/Links	<p>https://www.racs.org.au/lgbtqia-toolkit</p> <p>file:///C:/Users/CCOMP/Desktop/RACS+LGBTQIA++Report.pdf</p>


11. Ensuring the good treatment of lesbian, gay, bisexual and transgender older adults

Title/Name	Ensuring the good treatment of lesbian, gay, bisexual and transgender older adults
Screenshot/Logo	
Date released	2018
Location	Quebec, Canada
Organisation	Partnership between the Fondation Émergence, Quebec and the City of Montreal.
Target group	This resource is intended for anyone working in establishments where there are LGBTQ+ older people.
Website/Links	Documents to download - Fondation émergence (fondationemergence.org)
Description of the tool/approach	<p>This document covers numerous themes.</p> <p>Firstly, it describes the situation of LGBTQ+ people and the fact that, because of their experiences, they are less visible among the elderly and therefore represent a particularly vulnerable population.</p> <p>It then discusses the evolution of the law in Quebec and Canada in relation to LGBTQ+ people. It shows that the decriminalization of homosexuality is fairly recent, and that the introduction of civil unions in Quebec and then marriage across Canada are even more recent. It explains that older people have lived in a time when there were legislative prohibitions against them and that, as well as discriminating</p>

	<p>against them, this has led to the installation of homophobia in people's minds.</p> <p>The document then presents the different levels of discrimination faced by LGBTQ+ older people. These include legal, medical, religious and social discrimination.</p> <p>It then gives statistics on LGBTQ+ older people, highlighting the specific features of their situation: they are more isolated and many have experienced reprisals because of their sexual orientation, sometimes even by their peers.</p> <p>The document then contradicts the main prejudices about LGBTQ+ people, providing clear and precise answers to the preconceived ideas that are sometimes at the root of homophobia.</p> <p>Finally, the document suggests some good practices for dealing with LGBTQ+ people, to help them feel safer and more integrated.</p> <p>The document ends with a toolbox produced by the Fondation Émergence, listing resources aimed at including LGBTQ+ older people (filmography, posters).</p>
<p>Strengths</p>	<p>The main strength of this document is to be found on page 7, in the form of a graph showing how attitudes to LGBTQ+ people change with age. This graph shows that all generations have grown up in different contexts that have had an impact on attitudes, which allows us to put ourselves in the shoes of older people.</p> <p>The second strength of this document is the recommendations and good practices to be adopted to be more inclusive and combat discrimination pages 19-20.</p> <p>Finally, the third strength of this document is the glossary on pages 25-26, which provides definitions of terms that are sometimes unfamiliar. It provides an in-depth look at a number of concepts and phenomena to help to get to grips with these terms.</p>
<p>Weaknesses</p>	<p>–</p>
<p>Impact and innovation</p>	<p>It is part of a programme entitled "Aging Gayfully", which focuses on support for LGBTQ+ older people, and provides links to a wide range of resources for training healthcare providers.</p>
<p>Sustainability</p>	<p>This resource is a PDF document that can be downloaded for free, so it is easily accessible. Furthermore it is in English, which means that it can be used by all partners.</p>

Evaluation (results)	No evaluation results available
Transferability	<p>The tool can easily be used in other countries as it is written in English. In addition, although it is based on the example of Canada, the facts displayed - namely the isolation of LGBTQ+ older people - can be observed everywhere.</p> <p>Moreover, the glossary, recommendations and toolkit are relevant throughout the European Union.</p>
Additional info	<p>The toolbox provided by the organization includes a filmography aimed at healthcare providers and residents of establishments where LGBTQ+ people are accommodated. It has been established that films and documentaries are an excellent way of raising public awareness of sexual and gender diversity. With the aim to open the minds of as many people as possible, this filmography is very interesting. It includes films and documentaries about homosexuality, trans-identity, activism and the struggle led by HIV-positive people. Finally, this filmography offers films from all eras, about all ages and available in several languages (Spanish, English, French), making it relevant to other partner countries. The filmography can be accessed at this link Documents to download - Fondation émergence (fondationemergence.org)</p> <p>The toolkit also includes an 11-point charter on how to behave when welcoming LGBT elderly people, available here : Documents to download - Fondation émergence (fondationemergence.org)</p> <p>There is also a document on how to behave when working with trans seniors Documents to download - Fondation émergence (fondationemergence.org).</p> <p>In general, many of the resources produced by the Fondation Émergence can be accessed via this link: Documents à télécharger - Fondation émergence (fondationemergence.org)</p>

12. How do you write inclusive again?

Title/Name	Comment écrit-on en inclusif déjà ? / How do you write inclusive again?
Screenshot/Logo	
Date released	2021
Location	France
Organisation	En inclusif
Target group	<p>This resource is intended for anyone working in establishments where there are LGBTQ+ older people, with the aim of helping them to be more inclusive.</p>
Website/Links	<p>Links to the dictionary : Comment écrit-on en inclusif déjà ?</p> <p>Links to the translator : Comment traduit-on en inclusif déjà ?</p>
Description of the tool/approach	<p>This resource is mainly useful in France: it's an online dictionary that not only familiarizes people with inclusive writing in a fun way, but also provides resources for writing inclusively, which is very useful for making a language as gendered as French neutral and therefore more inclusive.</p>

	<p>This tool has two main functions:</p> <p>It's a dictionary where you can type a word into the search bar to get a translation in inclusive writing.</p> <p>It is also a translator where you can have texts translated free of charge (with no limit on length or even quantity) by specialists in inclusive writing.</p> <p>The site also offers training courses in inclusive writing to help you understand and master its use, but these are chargeable.</p>
<p>Strengths</p>	<p>The French language is highly gendered, and French grammatical rules make the masculine gender prevail over the feminine.</p> <p>In a plural sentence, the masculine form is chosen to simplify the language. So if there are 1 man and 100 women in a room, they will still be referred to in the masculine form.</p> <p>As a result, the French language is not at all inclusive. To change this, inclusive writing is becoming increasingly widespread. Its aim is to include women in the language, but also LGBTQ+ people and particularly non-binary people.</p> <p>The strength of this site is therefore to produce resources so that staff in LGBTQ+ facilities can use inclusive writing when publishing posters or content promoting places in their facilities or even events organized within the facility.</p> <p>As the use of inclusive writing is not yet widespread in all sectors, it is not always easy to use it, as it can require a great deal of effort. The opportunity to submit a text written according to "the norm" so that it can be translated into inclusive writing is therefore the strength of this project.</p>
<p>Weaknesses</p>	<p>This site is only available in French</p>
<p>Impact and innovation</p>	<p>This is the first inclusive dictionary and translator available in France. Before it existed, it was more complicated to write in inclusive writing because not all the resources were on the same site. Now it's</p>

	<p>very easy to look up the translation of a word, and that's a real innovation.</p> <p>Similarly, the possibility of having a full text translated means that people who are unfamiliar with inclusive writing but who want to be more inclusive can do so.</p>
Sustainability	<p>Both the dictionary and the translator are available free of charge. As mentioned above, texts are translated by human beings, so the translation time can vary from ten minutes to several days, depending on the length of the text. An email is sent to monitor the progress of the text.</p>
Evaluation (results)	<p>No evaluation results available</p>
Transferability	<p>The tool is not transferable abroad, as it only concerns the French language. However, other countries may have manuals - some of which are available in pdf format - that can be used to adopt more inclusive language.</p> <p>This is the case in Italy, for example:</p> <p>Linguaggio inclusivo in italiano: guida pratica per chi scrive per lavoro (e non) (rubenvitiello.com)</p>
Additional info	<p>An article available on the Babel for Business website justifies the need to use inclusive writing in certain cases. It shows that the gendered nature of the French language has a tendency to exclude certain people, so the use of inclusive writing may be necessary. It has the advantage of creating a reassuring environment, encouraging a sense of belonging and well-being for everyone, and avoiding the perpetuation of clichés.</p> <p>Comment encourager le langage inclusif au travail (Guide pour les employeur·euse·s) Babel for Business</p>

podcast sur lequel faire le troisième tableau si la ressource n'est pas convaincante [Les personnes LGBT vieillissent aussi - Nos vieux jours \(podcast\) | Listen Notes](#)



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