

Gender Inclusive Language

Building relationships with new clients



Gender-inclusive language signals to clients that your service welcomes diversity. Greet clients without using gender markers. Once you know the words people use to describe their families and themselves, use their words in a respectful and professional manner.

If you have a **partner**, **they** are welcome to attend, next time.

Great. Let your **husband** know **he** is welcome to do so.



Yes. My **husband** said **he** would like to join.

Individuals

Singular	Plural
Person	People
Individual	Individuals
Someone	Some people
Group member	Group
Client	Clients
Patient	Patients
Applicant	Applicants
Care provider	Care providers
Support worker	Support workers
Attendant	Attendants
Team member	Team
Staff member	Staff
Employee	Employees

Family Members

Singular	Plural	Instead of assuming
Spouse	Spouses	Wife
Partner	Partners	Husband
Significant other	Significant others	Girlfriend
Sweetheart	Sweethearts	Boyfriend
Date	Dates	
Family	Families	Wife / Husband and kids
Family member	Family members	
Child	Children	Daughter
Kid	Kids	Son
Parent	Parents	Mother
Guardian	Guardians	Father
Care Giver	Care Givers	
Grandparent	Grandparents	Grandmother
		Grandfather
Grandchild	Grandchildren	Granddaughter
		Grandson
Sibling	Siblings	Sister / Brother
Nibling	Niblings	Niece / Nephew

Pronouns (using **they** in the singular)

If you work in a setting where your interactions with clients / patients are brief, you may not have time to get to know the person. Using the singular **they** in these situations can help to avoid pronoun mistakes.

subject	They	They are waiting in the exam room.
object	Them	The medication is for them .
possessive adjective	Their	I checked their temperature an hour ago.
possessive pronoun	Theirs	They said the wheelchair is not theirs .
reflexive	Themselves	They drove here themselves .

First point of contact

When meeting someone new, avoid words that gender them or their family members. If you must call for a new client in a waiting room, consider only using their last name.

Greeting a new individual

Hello there. My name is _____. What name do you use?

Hello. My name is _____, and my pronouns are _____. May I ask your name and pronouns?

Offering assistance

Can I help you? / Can I help anyone?

What can I do for you, today? / What can I do for you all, today?

Do you need help with anything? / Does anyone need help with anything?

And for you? / And for the rest of you?

Requesting someone's attention

Excuse me. May I have your attention, please?

If needed, use a non-gendered descriptor:

Excuse me, person in the blue shirt. May I have your attention, please?

Honourifics (Ms / Mr / Mrs / **Mx**)

If your service still uses honourifics on forms, then add the gender-neutral **Mx** option. **Mx** is pronounced the same as the word 'mix'.