

Gender Inclusive Language

Building relationships



Gender-inclusive language signals that your service and space welcomes diversity. Greet everyone new 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.

Did you have a nice time with June and their parents?

Fun! I'm happy you had a nice time with June and her moms.



Yes! Her moms took us to the park.

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 are in a setting where your interactions with people 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 at the door.
object	Them	The form is for them .
possessive adjective	Their	Their parents will pick them up at 3pm.
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.

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'.