

# INCLUSIVE LANGUAGE SCRIPTS

It can be helpful to practice using scripts. Only ask for information that is required and remember to respect privacy and confidentiality.  
Here are some situations and what you could do or say:

## WHEN INTRODUCING YOURSELF, CONSIDER USING YOUR PRONOUNS

*"Hi, my name is \_\_\_\_\_. My pronouns are \_\_\_\_\_."*

e.g., she/her/hers, he/him/his, they/them/theirs, ze/hir/hirs

## WHEN TALKING WITH PEOPLE

*"How can I help you today?"*

- Don't assume gender based on physical appearance
- Avoid using prefixes such as Mr., Miss, Mrs., Sir/Madam unless a patient indicates they prefer it
- Listen and reflect the person's choice of language when describing themselves and their relationships

## WHEN ASKING A PERSON'S NAME AND PRONOUNS

*"What name and pronouns do you use?"*

- With the patient's consent, document it and communicate it to others
- Use the name and pronouns provided by the patient when talking to and about them

## WHEN A PERSONS RECORDS DON'T MATCH

*"Could your chart be under a different name?"*

- When asking the question, ensure privacy and confidentiality and respond respectfully

## WHEN A PERSON USES A TERM THAT IS NEW TO YOU

*"Can you tell me more about what that means so that we can have the same understanding?"*

- Always reflect the language a person uses to describe themselves and their relationships

## WHEN A PERSON HAS DISCLOSED INFORMATION

*"Thank-you for telling me. All information is treated as confidential. Is there anything else you would like me to know?"*