



2SLGBTQI+ INCLUSION TIP SHEET FOR THE SERVICE INDUSTRY



Stores, restaurants, bars, cafés, cinemas & entertainment venues are the heart of social life & local communities. Business owners & service workers have an important part to play in advancing 2SLGBTQI+ inclusion.

DID YOU KNOW MISRECOGNITION IS A COMMON & HARMFUL EXPERIENCE THAT HAPPENS TO 2SLGBTQI+ EMPLOYEES & PATRONS IN ONTARIO?
THE GOOD NEWS:
IT'S SO EASY TO CREATE A WELCOMING SPACE FOR ALL!

Tip 1 **Unless already disclosed, avoid using pronouns (she/her, he/him) & gendered language when referring to customers, employees & coworkers**
For example, rather than "Hey Ladies," or "Hello Ma'am/Sir," Try: "Hello there!" "How is everyone doing today?"

Tip 2 **Rather than ask customers if they want separate bills, keep it open: "How would you like your bill?"**
Many 2SLGBTQI+ people experience exclusion when servers make the wrong assumption about how they want their bills.

Tip 3 **Post 2SLGBTQI+ posters, create inclusive hiring forms + hire staff across gender identities.**
Welcome clothing, styles, and uniforms that don't force staff to comply with the norms for one gender only. Doing these things is key to creating an inclusive space for 2SLGBTQI+ employees and patrons alike.

Tip 4 **When you see adults and children together, do not assume you understand their relationship**
Many 2SLGBTQI+ parents experience being misrecognized as the friend, aunt/uncle or nanny of their own children when going out into public spaces, like restaurants, baby stores, hair salons, movie theatres, and so on. This creates questions & confusion for children. It is common for gay fathers to be asked about their child's "mother", for non-biological parents to be asked where their child get's their physical features from, and for trans parents to be misgendered in front of their kids when accessing local businesses. These experiences can be harmful to 2SLGBTQI+ families and may deter them from your business.

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