

# 10 STEPS TO INCLUSIVE SPACES

- 1. BE EXPLICITLY WELCOMING**  
A sign, a flag, a pin. These can all go a long way.
- 2. NO GENDER ASSUMPTIONS**  
Especially true based on appearances & on the phone.
- 3. ASK FOR & USE PRONOUNS**  
This is a great way to instantly signal you are inclusive.
- 4. USE GENDER NEUTRAL LANGUAGE**  
Watch out for words like “ma’am, sir, ladies & guys”.
- 5. INCLUDE NON-BINARY FOLKS**  
Use gender neutral language on forms, pricing, etc.
- 6. CREATE INCLUSIVE FACILITIES**  
Washroom, change room, etc. Be explicitly welcoming.
- 7. NEEDS BEFORE IDENTITIES**  
Watch out for curiosity. Only ask what we need to know.
- 8. BE CAREFUL WITH ‘DEAD NAMES’**  
Names assigned at birth carry power. Handle with care.
- 9. GROW FROM MISTAKES**  
We all make them. That’s okay. Apologize, correct & grow.
- 10. KEEP LEARNING**  
Everyone is different. Language is evolving. Stay open.

