

## Contextually appropriate awareness and etiquette around:

### 1. LGBTQ+ Inclusion

LGBTQ+ inclusion awareness and etiquette focuses on affirming each person's identity, welcoming all people, and treating individuals with respect and dignity.

#### Core Concepts & Terminology

- **Sexual Orientation:** Who you are attracted to (e.g., lesbian, gay, bisexual, straight).
- **Gender Identity:** An internal, deeply held sense of one's gender (e.g., woman, man, non-binary).
- **Gender Expression:** How a person presents their gender outwardly (e.g., clothing, hair, behavior).
- **Transgender:** An umbrella term for people whose gender identity differs from the sex they were assigned at birth.
- **Ally:** Someone who supports and advocates for the LGBTQ+ community.

#### Etiquette & Best Practices

- **Pronouns:** Share your own (e.g., in email signatures or introductions) to normalize it, and ask for others' pronouns rather than assuming.
- **Mistakes:** If you use the wrong pronoun or name, apologize briefly, correct yourself, and move on.
- **Confidentiality:** Never "out" someone's sexual orientation or gender identity to others.
- **Respectful Curiosity:** Do not ask personal questions about anatomy, medical procedures, or previous names ("deadnaming").
- **Language:** Use gender-neutral terms when unsure (e.g., "folks" or "everyone" instead of "ladies and gentlemen").

#### Being an Active Ally

- **Correct Others:** Gently correct colleagues if they use incorrect pronouns or names for someone.
- **Challenge Homophobia/Transphobia:** Intervene or report derogatory comments or jokes to the ministry leader or Senior Pastor
- **Self-Education:** Take the burden off LGBTQ+ individuals by researching topics yourself.

### 2. Persons with Disabilities

Disability awareness etiquette focuses on treating individuals with respect, dignity, and independence.

- **Ask Before Helping:** Do not assume help is needed. If you offer, wait until it is accepted, then listen to instructions.

- **Speak Directly:** Address the person with a disability directly, even if they have an interpreter or companion present.
- **Respect Personal Space:** Treat wheelchairs, canes, scooters, and service animals as extensions of a person's personal space—do not touch or move them without permission.
- **Use Person-First Language:** Focus on the individual, not the disability. Say "person with a disability" rather than "disabled person." Note: caution against emphasizing first-person language too much. Within some communities there are some pretty strong debates about the use of person first vis identity first language. Some individuals prefer identity first because their disability is such an important part of who they are. It might be better to include something about starting with person first language but then taking the lead of the individual and using their preference.
- **Be Patient with Communication:** If you do not understand, ask them to repeat, rather than pretending to understand.
- **Don't Ask Personal Questions:** Avoid asking about a person's disability unless they bring it up. It is often private information.
- **Avoid Condescending Behavior:** Treat adults as adults. Do not treat people with disabilities with pity or as children

### **Interacting with Specific Disabilities**

- **Mobility Disabilities:** If a conversation lasts more than a few minutes, sit (if possible) to speak at eye level.
- **Visual Impairments:** Identify yourself when entering a room. If guiding, offer your arm rather than taking theirs.
- **Hearing Impairments:** Gain their attention, perhaps with a light tap on the shoulder, before starting to talk. Face them directly.
- **Speech Impairments:** Listen patiently. Do not finish their sentences.
- **Service Animals:** Do not feed, pet, or distract a service animal; they are working.

### **Common Misconceptions**

- **Assume competence:** Do not underestimate someone's abilities.
- **It's okay to use common phrases:** Phrases like "see you later" or "gotta run" are perfectly fine to use with people with visual or mobility disabilities.
- **If unsure, ask:** It is okay to ask what makes them comfortable if you are unsure of how to behave

Note: Not every disability is visible. Many people live with chronic pain, fatigue, mental health conditions, or neurodivergence (such as Autism or ADHD). Because you cannot "see" these challenges, etiquette relies on believing the individual and assuming competence.

### **3. Mental Health**

Mental health awareness and etiquette centers on empathy, active listening, and reducing stigma by using person-centered language.

- **Use Person-Centered Language:** Focus on the person, not the diagnosis. Instead of "he is schizophrenic," say "he is living with schizophrenia".
- **Listen and Validate:** Believe what they share without interruption or judgment. Use phrases like, "I can understand how frustrating that must be," or "Thank you for sharing that with me".
- **Ask, Don't Assume:** Ask how you can help or if they want to talk in detail. Not everyone wants to discuss their challenges at length.
- **Respect Privacy and Boundaries:** Choose a private place for conversations (while still following Safe Sanctuary guidelines) and avoid forcing people to talk about things they are not ready to share.
- **Avoid Dismissive Phrases:** Do not say "calm down," "you'll be okay," "what do you have to be sad about," or "this happened to me too".
- **Do Not Diagnose:** Avoid trying to diagnose or suggest solutions unless you are a professional.
- **Normalize the Conversation:** Treat mental health with the same seriousness as physical health and bring it up without shame.

What to Do If Someone Opens Up:

- **Offer Practical Support:** Ask, "How can I support you?" or "What do you need?".
- **Follow Up:** Check in with them a few days later to show you care.
- **Suggest Resources:** Encourage professional help, such as a GP or therapist, and connect them to one of the pastors to help them find the care they are seeking.
- **Use "And" not "But":** When validating, use "and" to acknowledge two feelings at once, rather than "but" which can minimize their feelings. Such as: If someone says "I'm really feeling anxious right now; I need a moment." It is helpful to respond with "I understand that you are feeling anxious and it is ok to take a moment." DO NOT respond with "I understand you are feeling anxious right now, BUT all your friends want you to join them to have fun." While both of these statements can be true, the "But" signifies that the second part of the statement is more important than the way the person is feeling. People want their feeling validated. Your response should be about them.

### **4. Persons with Dietary Restrictions**

Dietary restriction awareness and etiquette focuses on treating individuals with respect and mindful hospitality, to ensure that all are welcome and will be fed at the table.

- **Ask in Advance:** When planning food for an event, proactively ask about restrictions, e.g., "Are there any dietary restrictions I should be aware of?".
- **Don't Ask for Private Details:** Avoid asking if someone has "health issues," just focus on what they can and cannot eat.
- **Provide Options:** Try to include at least one dish everyone can eat, rather than separating out a single guest.
- **Label Food:** If hosting a buffet, put small cards identifying ingredients (e.g., "vegan," "contains nuts").
- **Communicate the Menu:** Let people know what is being served so they can prepare to bring a supplement if necessary.
- **Keep it Simple:** Don't stress or try to remake the entire menu. A simple meal with one safe option is better than a stressed host.
- **Communicate with Clarity:** Do not downplay a severe allergy as just a "preference," and try not to treat a minor preference as a severe allergy. Clarify what the dietary needs are and how you can help make sure they will be included in the mealtime without unnecessary public attention.
- **Do not Pass Judgement:** Do not criticize someone or act inconvenienced by a person's dietary needs.

## **5. Transfers and Mobility Assistance**

Transfer and mobility assistance awareness and etiquette helps people maintain safety, dignity, personal boundaries, and agency while receiving help.

- **Ask First, Then Listen:** Never assume help is needed. Ask, "How can I best assist you?".
- **Communicate Clearly:** Explain each step of the transfer before acting.
- **Respect Autonomy:** Encourage the person to do as much as they can to maintain independence.
- **Positioning:** Position wheelchairs at a 45 degree angle to the bed or chair and lock the brakes.
- **Protect Joints:** Never pull on a person's arms, shoulders, or neck.

### **Transfer Techniques**

- **Use a Gait/Transfer Belt:** Use a transfer belt for safe lifting, which provides sturdy handles to hold onto, rather than grabbing under the arms.

- **Body Mechanics for Helpers:** Keep your back straight, bend at your knees, and use a wide stance. Move your feet instead of twisting your torso.
- **Plan the Move:** Clear the area of obstacles (rugs, cables) and ensure transfer surfaces are prepared.
- **Pivot Transfers:** For individuals who can stand, use a pivot technique, allowing them to turn and sit back onto the new surface.
- **Car Transfers:** Seat the person in the front passenger seat. Position the walker/wheelchair close, have them sit down first, then help lift their legs into the car.

### **Mobility Assistance**

- **Walk Beside and Behind:** When assisting with walking, stand on the person's weaker side, slightly behind them.
- **Avoid Rushing:** Take your time; rushing is a primary cause of falls.
- **Watch for Pain:** Constantly check if the person is in discomfort.

### **Safety Guidelines**

- **Use Equipment:** Use slide boards, lifts, or walking frames as necessary.
- **Know Your Limits:** Stop and seek help if a transfer requires more strength than you can safely provide.
- **Stability:** Ensure the person is wearing stable shoes with good treads

## **6. Medical Events and First Aid**

Medical events and first aid awareness and etiquette focuses on treating individuals with safety, respect, support, and dignity as they face a difficult situation.

- **Check, Call, Care:** Assess the scene for safety, call 911 immediately for serious issues, and care for the person.
- **Obtain Consent:** Ask for permission to help if the person is conscious. If unconscious, consent is implied.
- **Stay Calm and Respectful:** Provide a calm presence, remain nonjudgmental and supportive.
- **Protect Privacy:** Create a barrier around the patient to give them privacy from crowd onlookers.
- **Do Not Move Injured Persons:** Avoid moving someone with potential head, neck, or back injuries.

### Safe Sanctuary 3: Contextually Appropriate Awareness and Etiquette

- **Don't Give Medication:** Do not offer medication (even over-the-counter) or food/drink, as this can cause choking.
- **Serious Emergencies: IF TRAINED-** Initiate CPR or use an AED for unresponsiveness and lack of breathing.

Quiz link: <https://forms.gle/aFBuRaPS2umNwbfcA>



SESSION 3: AWARENESS & ETIQUETTE

# SAFE SANCTUARY



**Contextually  
appropriate awareness  
and etiquette**

- LGBTQ+ Inclusion
- Persons with Disabilities
- Mental Health
- Persons with Dietary Restrictions
- Transfers & Mobility Assistance
- Medical Events & First Aid



LGBTQ+ inclusion awareness and etiquette focuses on affirming each **person's identity, welcoming all people,** and treating individuals with respect and dignity.



## LGBTQ+ Inclusion

### Vocabulary Flashcards

**Sexual Orientation:** Who you are attracted to (e.g., lesbian, gay, bisexual, straight).

**Gender Identity:** An internal, deeply held sense of one's gender (e.g., woman, man, non-binary).

**Gender Expression:** How a person presents their gender outwardly (clothing, hair, behavior).

**Transgender:** Gender identity differs from the sex assigned at birth.

**Ally:** Someone who supports and advocates for the LGBTQ+ community.

### Actionable Checklist

- ✓ **Normalize Pronouns:** Share your own to normalize it; ask rather than assuming.
- ✓ **Handle Mistakes Gracefully:** If you use the wrong pronoun/name, apologize briefly, correct yourself, and move on.
- ✓ **Maintain Confidentiality:** Never "out" someone's sexual orientation or gender identity.
- ✓ **Exercise Respectful Curiosity:** Do not ask personal questions about anatomy, medical procedures, or "deadnames".
- ✓ **Be an Active Ally:** Gently correct colleagues who use incorrect pronouns, and challenge/report homophobia or transphobia.





Disability awareness and etiquette focuses on treating individuals with respect, dignity, and independence.

## Disability Awareness & Etiquette

### Vocabulary Flashcards

**Person-First Language:** Focus on the individual, not the disability.

**Extensions of Space:** Wheelchairs, canes, scooters, and service animals are personal space. Do not touch or move them.

**Working Animals:** Service animals are on the job. Do not feed, pet, or distract them.

**Assumed Competence:** Do not underestimate someone's abilities or treat adults with pity.

### Actionable Checklist

- ✓ **Ask Before Helping:** Never assume help is needed. Offer, wait for acceptance, then listen to instructions.
- ✓ **Speak Directly:** Address the person directly, even if an interpreter or companion is present.
- ✓ **Adjust Positioning:** If a conversation lasts more than a few minutes with a wheelchair user, sit or kneel to speak at eye level.
- ✓ **Communicate Patiently:** If you do not understand someone with a speech impairment, ask them to repeat. Do not finish their sentences.
- ✓ **Gain Attention Properly:** For hearing impairments, gain attention (e.g., a light tap on the shoulder) and face them directly before speaking.

# Do No Harm

## Diagnostic Matrix: Help vs. Harm

Good Intention Gone Wrong (Harm)	Empowering Action (Help)
Situation: Visual Impairments	
Grabbing the person's arm to steer them.	Identify yourself upon entering. Offer your arm for them to take.
Situation: Speech Impairments	
Finishing their sentences to save them time.	Listening patiently without interrupting.
Situation: Everyday Conversation	
Awkwardly avoiding phrases like "see you later" or "gotta run" around disabled individuals.	Using common phrases naturally; treating them as you would anyone else.
Situation: Uncertainty	
Guessing what they need and acting without permission.	Admitting you are unsure and asking, "What makes you most comfortable?"



Mental health awareness etiquette centers on empathy, active listening, and reducing stigma by using person-centered language.



# Mental Health

## Vocabulary Flashcards

**Person-Centered Language:** Focus on the person, not the diagnosis.

**Active Validation:** Believing what they share without interruption or judgment.

**Normalization:** Treating mental health with the same seriousness as physical health, without shame.

## Actionable Checklist

- ✓ **Listen & Validate:** Say, "I can understand how frustrating that must be," or "Thank you for sharing."
- ✓ **Ask, Don't Assume:** Ask how you can help. Not everyone wants to discuss challenges at length.
- ✓ **Respect Boundaries:** Never force disclosure. If the conversation requires privacy, you must still follow all Safe Sanctuary Guidelines.
- ✓ **Avoid Dismissive Phrases:** Do not say "calm down," "you'll be okay,"
- ✓ **Do Not Diagnose:** Do not suggest solutions unless you are a professional.
- ✓ **Offer Practical Support & Follow Up:** Ask "What do you need?"; check in a few days later, and suggest professional resources.



# Do No Harm

## The Validation Scale: 'And' vs. 'But'

"I understand you are feeling anxious right now, ~~BUT~~ all your friends want you to join them."

The word 'But' mathematically deletes the first half of the sentence. It signals that the second part is more important than the person's feelings.



"I understand that you are feeling anxious, AND it is ok to take a moment."

The word 'And' holds two emotional truths in equal balance. It validates the feeling while focusing the response entirely on the person.



Dietary restriction awareness and etiquette focuses on treating individuals with respect and mindful hospitality, to ensure that all are welcome and will be fed at the table.



## Dietary Restrictions

### Vocabulary Flashcards

**Mindful Hospitality:** Ensuring all are welcome and fed at the table without feeling like a burden.

**Safe Options:** Providing at least one inclusive dish rather than separating a single guest.

**Clear Labeling:** Using small ingredient cards (e.g., "vegan," "contains nuts") on buffets.

### Actionable Checklist

- ✔ **Ask in Advance:** Proactively ask, "Are there any dietary restrictions I should be aware of?"
- ✔ **Protect Private Details:** Do not ask if someone has "health issues"; focus strictly on what they can/cannot eat.
- ✔ **Communicate Clarity:** Never downplay a severe allergy as a "preference," and avoid treating a minor preference as a severe allergy.
- ✔ **Communicate the Menu:** Allow people to prepare or bring a supplement if necessary.
- ✔ **Keep it Simple & Judgment-Free:** Do not stress, remake the entire menu, act inconvenienced, or draw unnecessary public attention to their needs.



**Transfer and mobility assistance**  
awareness and etiquette helps people  
maintain safety, dignity, personal  
boundaries, and agency while receiving  
help.



## Transfer & Mobility Assistance

### Vocabulary Flashcards

**Autonomy:** Encouraging the person to do as much as they can to maintain independence.

**Gait/Transfer Belt:** A belt providing sturdy handles for safe lifting, avoiding grabbing under arms.

**Joint Protection:** The strict rule to never pull on a person's arms, shoulders, or neck.

**Pivot Transfer:** A technique for those who can stand, allowing them to turn and sit on the new surface.

### Actionable Checklist

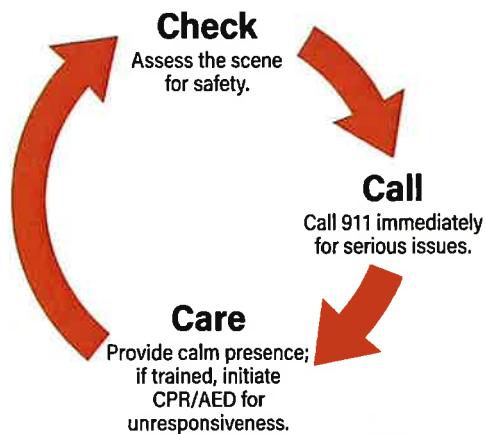
- ✓ **Communicate Clearly:** Explain each step of the transfer before acting.
- ✓ **Walking Assistance:** Stand on the person's weaker side, slightly behind them.
- ✓ **Pacing & Pain:** Do not rush (rushing causes falls); constantly check if they are in discomfort.
- ✓ **Car Transfers:** Seat them in the front passenger seat. Have them sit down first, then help lift their legs into the car.
- ✓ **Know Your Limits:** Stop and seek help if a transfer requires more strength than you can safely provide.



Medical events and first aid awareness and etiquette focuses on treating individuals with safety, respect, support, and dignity as they face a difficult situation.



## Medical Events & First Aid



### Actionable Checklist

- ✓ **Obtain Consent:** Ask for permission if conscious. If unconscious, consent is implied.
- ✓ **Protect Privacy:** Create a physical barrier around the patient to shield them from crowd onlookers.
- ✓ **Do Not Move:** Never move someone with potential head, neck, or back injuries.
- ✓ **Restrict Intake:** Do not offer medication (even over-the-counter), food, or drink, as this poses a severe choking hazard.
- ✓ **Stay Calm:** Remain a supportive, nonjudgmental presence throughout the event.

Only perform CPR or use an AED if you are trained!

# Safe Sanctuary Session 3: Awareness & Etiquette

REVIEW SESSION 3: TAKE QUIZ

