Use the name and pronoun preferred by your members/customers (even when they aren’t around). Avoid gendered language like “sir” or “ma’am” and consider using gender-neutral pronouns in your publications. Sexual orientation and gender identity are distinct; be accurate when using both terms.

Include transgender individuals in photos on your website, brochures, or other literature. If you are a business or have a public office, post a transgender triangle symbol on your door, alongside of the rainbow flag. (A picture tells a thousand words.)

Many transgender people feel uncomfortable in any binary-gendered bathroom (as do many non-trans people). Try to host events in places that have unisex bathrooms or private stalls.

Consider focusing on a goal (mission/activity) and not on identity. (e.g. softball teams focus on playing softball, not on the cup size of their team members.)

Confront prejudicial behaviors and words, uniformly and fairly. Trans people shouldn’t be solely responsible to confront rude or insensitive behavior/words.

Membership forms or other documents asking about gender or sexual orientation should include either a blank line for gender or a “trans” option. Sexual orientation should include bisexual and heterosexual (at the very least), in addition to gay and lesbian.

Show your trans-inclusion not only in words, but in action. Hire or recruit trans leaders, board members, volunteers, or staff.

Support trans-focused organizations. If your focus is more narrow (e.g. a male choir), consider offering to help staff a trans event, volunteer, help with fundraising, or in other ways show support for trans groups or individuals. Together, we make a stronger community.

It’s fine to only focus on sexual orientation and not include gender identity issues. Whichever you choose, however, make sure all of your materials and public announcements consistently address the right audience[s]. Avoid using “LGBT” unless your group will welcome B and T people and address B and T issues.