



Deliverable No 3.3

Trainee's Manual



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Rights, Equality and Citizenship
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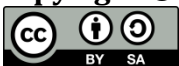
Project Information

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Introduction

The Transcare project "Improving the access of trans people to health services" is a two-year program co-funded in the Framework of the European Union's Rights, Equality and Citizenship Programme (2014 – 2020). The purpose of Transcare is to create a better-informed medical environment for transgender rights, by educating healthcare personnel and providers about the rights and medical care needs of transgender people, so that they can provide non-discriminatory services. The project is expected to contribute to the protection of the rights of transgender people by focusing on the existing gaps at the socio-political level, proposing political actions. Transcare aims to raise the awareness of healthcare personnel and health providers, as well as develop to their capacities, in order to fight discrimination, by understanding diversity, creating a climate of acceptance and trust for all, everyone and everything regardless of gender identity and/or expression.

This manual document is addressed to everyone who will participate in the online training program of the project (health and mental health professionals, professionals working in administrative positions of health services, students of schools of health and psychosocial support, etc.) and aims to provide basic information about the objectives, content and structure of the training program, navigating the online platform and completing the program.



Objectives of the training program

Access to health is, according to the World Health Organization, a fundamental human right, however transgender people experience significant barriers in accessing health and psychosocial support services, which limit the care they can receive and, therefore, the overall quality of their health and well-being. Systemic discrimination, stigma, negative perceptions surrounding transgender identities, and the limited awareness of professionals on gender identity issues are some of the factors that contribute to limiting transgender people's access to quality health and mental health services.

The Transcare training program aims to strengthen the knowledge of professionals regarding gender identity issues and the needs of trans people from health and mental health services, and to develop their skills to remove the obstacles trans people face seeking health services, creating safe and inclusive health structures, and providing quality services that meet the needs of transgender people.

The training program is aimed at health professionals (doctors of all specialties, nurses, midwives, health visitors, etc.), mental health and psychosocial support professionals (psychologists, psychotherapists, social workers, etc.), administrative personnel in health facilities, as well as students of relevant faculties.

The structure and objectives of the training program, the training material and the evaluation procedures were formed cooperatively by all partners of the project, taking into account the needs of transgender people from health services and the training needs of professionals, as they have been highlighted by international literature, recommendations and guidelines of international health organizations, but also the results of the project's research through which specialized needs in the Greek context emerged.



Modules

The online training program consists of a total of 4 modules, which are divided into individual lessons (3 to 5). Each course includes 3 to 7 units. The contents and objectives of the modules and individual lessons are summarized below.

Module 1: Basic Concepts & Terminology

The first module is an introduction to key concepts and issues related to gender identity and trans identities, but also LGBTI+ terminologies more broadly. The module includes 3 lessons.

1. **Key Concepts:** The first lesson aims to lay the foundation for a more complete understanding of gender identity, gender expression, sexual orientation and gender characteristics by introducing each of these concepts, as well as the identities included within the LGBTIQI+ umbrella.
2. **Gender Transition:** The second course presents the different types of gender transition (social, legal, medical) and focuses on the social transition procedures that any trans person can choose (coming out, non-medical interventions, name change, etc.), and the importance they have for gender identity affirmation.
3. **The trans community in Greece:** The third lesson of the first module consists of a presentation of the trans community in Greece; a brief historical review of the struggles of the LGBTI+ movement, issues surrounding the visibility of different identities, discrimination experienced by trans people in various areas of their lives, but also the concept of social privilege.

Module 2: Access to services - Challenges & Consequences

The second module focuses on trans people's access to health services, and aims to provide professionals with a complete picture regarding the challenges faced by trans people when seeking health care: the course of (de)pathologising LGBTI+ identities; the



gaps and deficiencies in health facilities and training of professionals, and their consequences on people's access to services, as well as the national legal framework regarding gender identity.

1. **(De)pathologisation of LGBTI+ identities:** The first lesson presents the historical course of the approach to LGBTI+ identities, initially as mental disorders and indications of pathology, until their complete depathologisation today. The aim of the lesson is to highlight the changes in attitudes and approaches to LGBTI+ identities by medicine and psychiatry over the last 70 years, the effects of pathologisation on trans people's access to health services, and the current scientific data around trans identities.
2. **Obstacles to Access:** The second lesson details the challenges and barriers transgender people face when seeking and receiving health services. More specifically the lesson highlights the challenges and shortcomings at the level of health facilities, issues related to the attitudes and perceptions of professionals, but also their training and familiarization with trans identities and the health needs of trans people, and specific challenges in accessing medical transition procedures.
3. **Legal framework:** The third lesson presents key issues related to the national legal framework, such as the procedures for document change (legal gender recognition), the legal framework for protection against discrimination, hate speech and hate crimes against transgender people, the codes of ethics of health professions, but also the protection of rights of transgender people in Europe.
4. **Personal Reflection:** The final lesson of the module includes a personal reflection exercise.

Module 3: Creating inclusive health services

The third module of the training program focuses on providing targeted guidelines to health professionals to create an inclusive and safe environment for transgender people,



whether they are service users or staff members, both at the level of health facilities and during the personal contact and servicing of individuals.

1. **Inclusive facilities:** The first lesson focuses on the formation of inclusive health facilities, which will be able to respond to the needs of transgender people. The course covers issues related to the recording of information related to gender identity, the use of gender-segregated spaces, the strengthening of visibility within facilities and the inclusion of transgender professionals.
2. **Communication:** The second lesson is about the importance of communicating with transgender beneficiaries to create a climate of inclusion and safety, establishing a professional-beneficiary relationship of trust, communication skills (verbal and non-verbal) and the importance of using inclusive language .
3. **Providing Inclusive Services:** The third course provides basic guidelines for healthcare professionals to provide inclusive services to transgender people at all stages of service, from client reception, history taking, testing and follow-up, and collaboration and communication with colleagues when serving transgender people.
4. **Interconnection:** The fourth lesson focuses on the importance of interconnection and cooperation between services with the aim of providing the best possible care for individuals, and includes LGBTQI+ organizations and agencies in Greece, specialized services for transgender people, and LGBTQI+ people more broadly, but also agencies that record incidents of discrimination and/or violence on the basis of gender identity (specifically or among others), and provide support services for victims.

Module 4: Specialized Services

The final module of the training program focuses on providing specialized health services to transgender people and includes four lessons.

1. **Mental Health:** This lesson focuses on the provision of mental health services to transgender people and provides basic information and guidelines for mental health professionals. Minority stress theory and the impact of discrimination on



mental health, the affirmative approach to working with transgender people, specific issues for children and adolescents, conversion therapies and their effects on mental health, and basic guidelines for practice are presented.

2. **Medical Transition Procedures:** The second lesson in the module presents the existing medical transition procedures that are available for adult trans people (hormone therapy, surgeries), the procedures that are available for minors, the steps that a person needs to take in order to access each of these procedures, issues regarding insurance coverage of medical transition, common myths, etc.
3. **Sexual & Reproductive Health:** In the third lesson of the module, reference is made to the specialized needs of trans people regarding their sexual and reproductive health. More specifically, the lesson includes information and guidelines for the health needs of transgender people, taking into account the point of transition that each person may be in, for the inclusive and complete information of transgender people on sexual and reproductive health issues, as well as basic issues related to reproduction and alternative parenting options.
4. **Intersectionality:** The final lesson addresses the concept of intersectionality and intersectional identities, and presents the challenges in accessing health services for trans people who hold more than one minority identity, as well as good practice guidelines for providing inclusive services through an intersectional prism.



Basic instructions for following the program

Transcare 's training program aims to improve the knowledge and skills of health and mental health professionals, as well as other professionals working in health structures, regarding trans identities and the provision of inclusive services.

Criteria for participation

The training program is addressed to all those who work in health structures, without any previous knowledge, familiarity or participation in a corresponding training program being necessary. Accordingly, the program is suitable for students studying in schools of health and psychosocial support, regardless of the year of study.

Watch series

The modules of the programme, although distinct, are interrelated and designed to progressively expand professionals' knowledge around trans identities, the needs of trans people from health services and the ways in which they can contribute to the creation of inclusive health services. For this reason, we recommend that you attend all the modules included in the training program, in their appropriate order.

Duration

The training program is asynchronous, so you can take it at your own pace. There is no recommended time to complete the program, however it is estimated that the minimum duration to follow it is five (5) hours.

Initial knowledge assessment

Before the start of the course, you will be asked to answer a short questionnaire of 10 multiple choice questions. The aim of the questionnaire is to investigate the existing level of knowledge and familiarity of the participants with issues related to gender identity and trans people. Your answers to these questions are not part of your assessment.



Progress Questions

Upon completion of each module, and before continuing to the next module, you will be asked to answer a short questionnaire (7-10 multiple choice questions) based on the topics covered in the module. The purpose of the questions is to recall and practice the knowledge you have gained from each module. Your answers to these questions do not count towards your assessment.

Personal Reflection Exercises

Some lessons/units include short reflection exercises, through the presentation of case studies. These exercises are not aimed at your evaluation; you will not be asked to fill in a questionnaire or state your answers to the questions. The aim is, through the examples presented and the questions, to observe and reflect on your thoughts and feelings, your personal attitudes, but also how you would stand as a professional in a similar situation, making use of the new knowledge you have acquired.



Technical instructions for using the platform

The training program is available in English on the website <https://e-learning.transcare-project.eu/en/>.

Below you will find some instructions for logging into the platform, enrolling in the training program and navigating its contents.

Create Account

- a) From the home page of the platform you can create your account by selecting the "Account" button, on the top right.



- b) On the next page select the "Register" button





Account

[Login](#)

[Register](#)

- c) You will then be taken to the following page, where you will be asked to fill in your information to create your account: email, first name, and password.



Register

Name and Surname

Name

Surname

Email

Password

Enter password

Repeat password

- d) After hitting the "Submit" button you will receive an email to the email address you provided to confirm your account. By completing the activation of your account, you will be able to navigate the platform and the training program.

To log in to your account after confirmation, follow the same steps by selecting the "Login" button in step 2.



Register for the course

Having completed your registration, you can navigate the platform. On the homepage you can find basic information about the training program (objectives, contents, structure). On the side of the page there are the available courses.

By selecting the "Enroll Now" button you can register and attend the course.

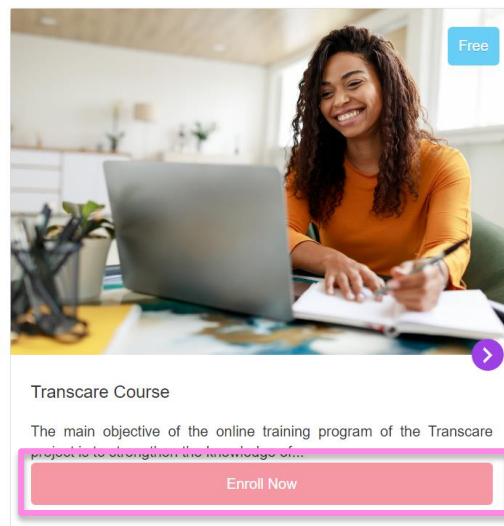
ABOUT THE COURSE

Access to health is, according to the World Health Organization, a fundamental human right, however transgender people experience significant barriers in accessing health and psychosocial support services, which limit the care they can receive and, therefore, the overall quality of their health and well-being. Systemic discrimination, stigma, negative perceptions surrounding transgender identities, and the limited awareness of professionals on gender identity issues are some of the factors that contribute to limiting transgender people's access to quality health and mental health services.

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WHAT WILL YOU LEARN

A course card for 'Transcare Course'. It features a photograph of a smiling woman with long dark hair, wearing an orange top, sitting at a desk with a laptop and writing in a notebook. A blue 'Free' badge is in the top right corner of the image. Below the image, the text reads 'Transcare Course' followed by 'The main objective of the online training program of the Transcare project is to strengthen the knowledge of...'. At the bottom of the card is a prominent pink button with the text 'Enroll Now'.

Free

Transcare Course

The main objective of the online training program of the Transcare project is to strengthen the knowledge of...

Enroll Now

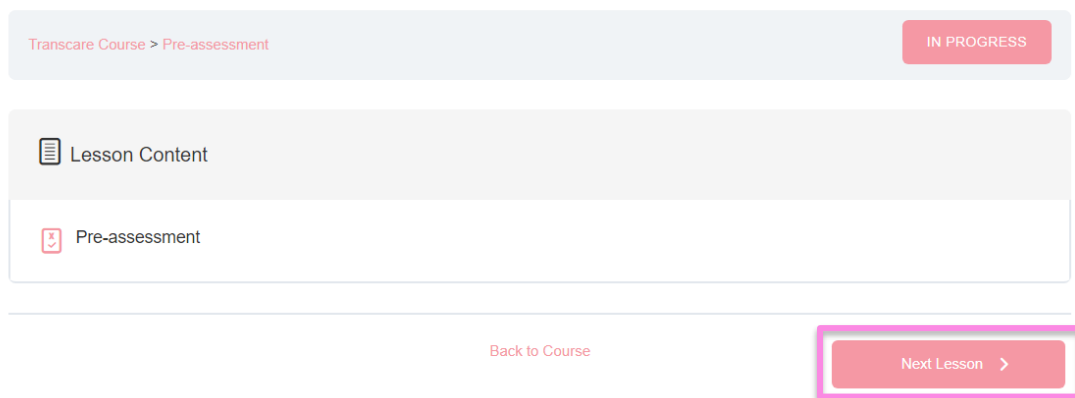


Navigating the course contents

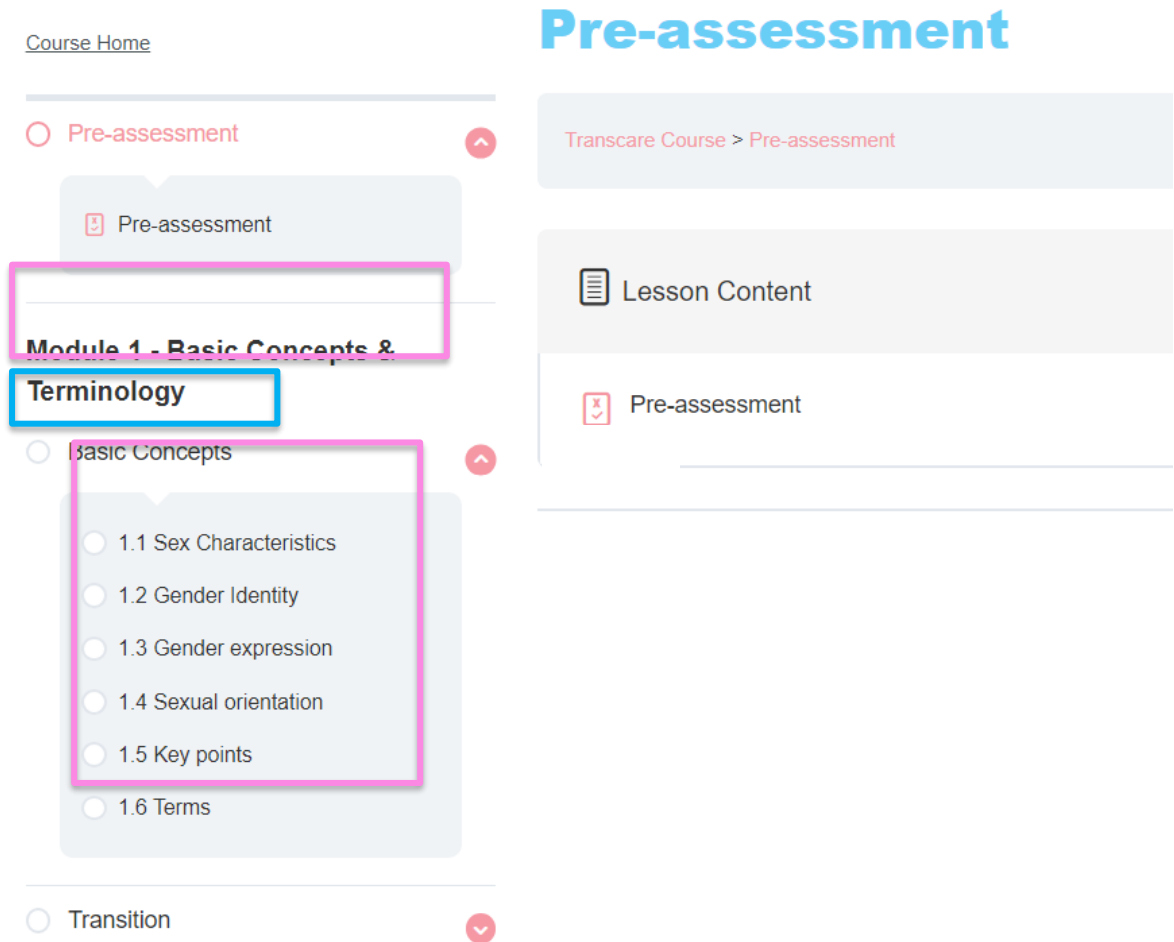
Once you have started taking the course you can navigate through the different modules and lessons in the following ways:

- A) The “Next Lesson” button allows you to move to the next section of the course as you complete a unit or assessment.

Pre-assessment

A screenshot of a course interface. At the top, a light blue header bar contains the text 'Transcare Course > Pre-assessment' on the left and a red button with the text 'IN PROGRESS' on the right. Below this is a list of course items: 'Lesson Content' with a document icon and 'Pre-assessment' with a red square icon containing a white downward arrow. At the bottom of the interface, there are two buttons: 'Back to Course' in red text and a red button with a white border and a right-pointing arrow, labeled 'Next Lesson'.

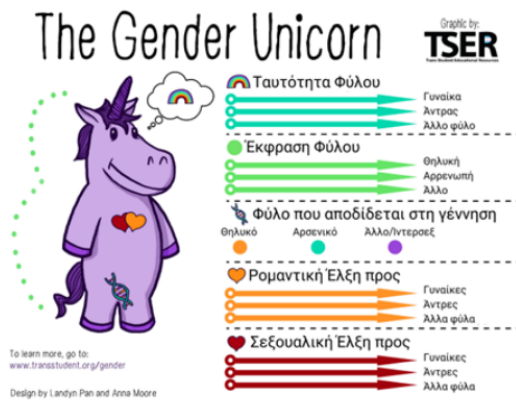
B) Through the sidebar you can see all the modules, lessons, units and evaluations of the course.



The screenshot displays the course interface. On the left is a sidebar with a 'Course Home' link at the top. Below it, the 'Pre-assessment' module is selected, indicated by a red circle and an upward arrow. Underneath, a 'Pre-assessment' sub-item is visible. The main content area on the right is titled 'Pre-assessment' in large blue text. Below this title, there is a breadcrumb trail 'Transcare Course > Pre-assessment'. The main content area is divided into sections: 'Lesson Content' and 'Pre-assessment'. The 'Pre-assessment' section contains a sub-item with a red 'x' icon. The sidebar also shows 'Basic Concepts' selected, with a list of sub-items: 1.1 Sex Characteristics, 1.2 Gender Identity, 1.3 Gender expression, 1.4 Sexual orientation, 1.5 Key points, and 1.6 Terms. The 'Terminology' sub-item is highlighted with a blue box. The 'Transition' module is also visible at the bottom of the sidebar.

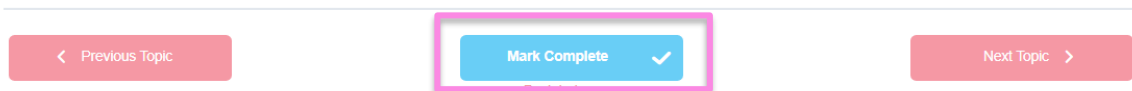


C) Upon completion of a unit, you can select the **"Mark Complete"** button to proceed to the next one.



Gender Unicorn, by Trans Student Education Network

Gender Unicorn is a tool that illustrates in a simple way the basic concepts and identities we referred to. All concepts (except for sex assigned at birth – we'll see why later) are depicted by three lines on which each person can place themselves according to the degree to which they experience each, from none to infinity. For example: a person may be romantically attracted to men to great extent, not at all to other genders and a little to women. Similarly, in gender identity, a person can identify to a small extent with a man, not at all as a woman, and a little bit with some identity beyond the gender binary. Sex assigned at birth is the only concept that is not approached as a spectrum, as sex is assigned on the basis of clearly separated categories. We remember, however, that intersex variations are a spectrum of diverse sex characteristics, and not a uniform, single category.



From the sidebar you can see which units/lessons you have completed (with a blue checkmark)



Module 1 - Basic Concepts & Terminology

Basic Concepts

- 1.1 Sex Characteristics
- 1.2 Gender Identity
- 1.3 Gender expression
- 1.4 Sexual orientation
- 1.5 Key points
- 1.6 Terms



Certification

By completing the monitoring of all four modules of the training program, each trainee has the possibility to receive a certificate of successful completion, which will be signed by the coordinator and the project partners. Upon completion of the fourth module, you will be asked to fill in the final evaluation questionnaire of the training program, which consists of 31 multiple-choice questions, covering topics from all training modules. To obtain the certificate of attendance the pass rate for the questions is 75%. Upon successful completion of the final assessment, you will be able to save your certificate of attendance.

Final Assessment Test

Transcare Course > Final Assessment Test

Results

31 of 31 Questions answered correctly

Your time: 00:03:19

You have reached 31 of 31 point(s), (100%)

PRINT YOUR CERTIFICATE



Program evaluation

After completing the training program, you can contribute to its improvement by offering your feedback through the evaluation questionnaire that you will find after the final evaluation questionnaire.

The evaluation questionnaire is anonymous, and its results are not linked to your account. Its aim is to collect feedback regarding the content of the courses and the experience of the participants, as well as the operation of the platform.

Evaluation Questionnaire

Transcare Course > Evaluation Questionnaire

Overall, the training was helpful

Totally disagree 1 2 3 4 5 Totally agree

Overall, the training was interesting

Totally disagree 1 2 3 4 5 Totally agree

The training improved my skills

Totally disagree 1 2 3 4 5 Totally agree

