



# A We Care Glossary of Inclusive Terminology 2023

This inclusion glossary has been created to support the emerging developing culture across Norfolk Community Health and Care.

To better support our People (staff and patients) we need to educate ourselves to better understand who our People are and in doing so, adapt, learn and implement new language that ensure that we provide an environment that is safe, respectful and healthy for staff to work and patients to heal.

This document will never be finished as language continues to develop and we continue to learn.

Your support in the evolution of our We Care Culture is gratefully received.

Please submit edits and additions to the glossary by emailing:  
[staffdiversityforum@nchc.nhs.uk](mailto:staffdiversityforum@nchc.nhs.uk)

# A

## **Ableism**

Discrimination in favour of able-bodied people. For example, lack of a ramp for wheelchair users or a meeting on the top floor with no lift/elevator.

## **Ableist**

treating people unfairly because they have a disability, an illness, injury, or condition that makes it difficult for them to do things that most other people can do. An ableist society is one that treats non-disabled individuals as the standard of “normal living” For example a public building with only push and pull doors and not automatic/sensor doors.

## **Access**

The means or opportunity to experience life in an equitable manner for example, an event that is held in-person but also digitally and at the same time allows those with the funds to travel and or the physical ability to attend in-person to be able to do so. However, those with tighter budgets and or inability to travel can also participate and experience the event in the comfort of their own surroundings online.

## **Accessibility**

The consideration and implementation of design, development or state of physical and or digital environments, resources and services that are easy to reach, enter, use, see, etc. for all users of diverse ability.

## **Agender**

A lived experience that does not relate to any or specific gender.

## **Ally**

A person who supports and advocates for marginalised communities. This person goes out of their way to uplift others. An ally is a Friend.

## **Allyship**

Is about building relationships of trust, consistency and accountability with marginalised individuals and/or groups of people.

## **Anti-Racist**

A person or organisations who oppose racism and promotes racial equality and racially diverse communities loudly and publicly, whilst also calling out racist behaviours, policies and practises. This person doesn't accept that racism should be a part of normal society and will go out of their way to eradicate racism in their community.

## **Anti-Semitism/Anti-Semitic**

Hostility to or prejudice against Jewish people.

## **ASD/Autism Spectrum Disorder**

A developmental disability caused by differences in the brain. People with ASD often have problems with social communication and interaction, and restricted or repetitive behaviors or interests.

**Asian**

A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

**Assigned Female at Birth (AFAB)**

Any person whose sex assignment at birth resulted in a declaration of "female". This term is divisive among the Trans community and can often come across as offensive.

**Assigned Male at Birth (AMAB)**

Any person whose sex assignment at birth resulted in a declaration of "male". This term is divisive among the Trans community and can often come across as offensive.

**Authentic Self**

A now commonly used term to describe bridging the gap between personal and professional personalities

# B

**B.A.M.E**

An acronym that stands for Black, Asian and minority ethnic. A divisive term that doesn't truly encapsulate the varying cultures included in the term minority ethnic. However is the umbrella term that Government choose to categorise people that are not of white Caucasian descent. This term can be offensive to many minority ethnic people and should not be used to describe a person but as a way to categorise non-white people only. The preferred term to use is Minority Ethnic Person/People if not Black, Asian, East European, Middle Eastern etc...

**Belief**

An acceptance that something exists or is true, especially one without proof (also see faith/religion)

**Bias**

Bias is something we all have because of the way in which we process information and make decisions. Bias can cause us to have an unfair inclination or prejudice for or against someone or something, so it is important we recognise and challenge our own biases (also see Implicit Bias and Unconscious Bias)

**Biphobia**

Prejudice, discrimination, fear or dislike towards someone that is bisexual based on their identity.

**Bi/Bisexual**

An individual who is attracted to more than one gender. One should not assume this is always an equally weighted attraction to different genders.

**Black**

Black is a racialised classification of people, usually a political and skin color-based category for specific populations with a mid to dark brown complexion. Not all people considered black have dark skin.

**Blackness**

A state of belonging to any human group having dark-coloured skin. For example, "My experiences have made me far more aware of my blackness than ever before"

# C

**Carer**

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid. Many carers don't see themselves as carers and it takes them an average of two years to acknowledge their role as a carer

**Cisgender/Cis** - A person whose gender identity aligns with the sex they were assigned at birth.

**Civil partnership**

In the UK a civil partnership is a legal relationship entered into by a couple which is registered and provides them with similar legal rights to married couples. Civil partnerships were introduced in 2005 to provide legal recognition and protection for same sex couples. Since then, the law has further developed to enable marriages between same sex couples too.

**Civility**

Formal politeness and courtesy in behaviour and speech.

**Colourism**

Discrimination based on skin color, also known as colorism, or shadeism, is a form of prejudice and/or discrimination in which people who share similar ethnicity traits or perceived race are treated differently based on the social implications that come with the cultural meanings that are attached to skin color.

**Coming Out**

When a person first tells someone/others about their orientation and/or gender identity.

**Compassion**

Literally means "to suffer together." Among emotion researchers, it is defined as the feeling that arises when you are confronted with another's suffering and feel motivated to relieve that suffering. Compassion is not the same as empathy or altruism, though the concepts are related.

**Cultural Behaviour**

Cultural behavior is behavior exhibited by people from within areas of society that is relates to their external characteristics that appear hereditary but are not genetic - in other words, learned behaviour

**Culture**

The ideas, customs, and social behaviour of a particular people or society. For example, "Afro-Caribbean culture" (also see Heritage)

# D

## **Deadname**

A trans person's previous or birth name. It is considered offensive to use this name. 'Deadname' can be used as a noun and a verb.

## **Diverse**

Inclusive of difference (unlike)

## **Diversity**

Recognising difference. It's acknowledging the benefit of having a range of perspectives in decision-making and the workforce being representative of the organisation's customers.

## **Discrimination**

The unequal treatment of members of various groups based on race, gender, social class, sexual orientation, physical ability, religion, national origin, age, physical/mental abilities and other categories that may result in differences in provision of goods, services or opportunities.

## **Dual Heritage**

The now preferred term to describe a person who was born into two different cultures. Previously known as mixed race, dual heritage has become more widely accepted as appropriate terminology.

# E

## **EDI (Equality, Diversity and Inclusion)**

Ensures fair treatment and opportunity for all. It aims to eradicate prejudice and discrimination on the basis of an individual or group of individual's protected characteristics.

## **Enby**

Colloquialism for non-binary.

## **Equality Act 2010**

The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. It sets out the different ways in which it's unlawful to treat someone. The Equality Act is made up of nine protected characteristics which are age, disability, gender reassignment, being married or in a civil partnership, being pregnant or on maternity leave, race (including colour, nationality, ethnic and national origin), religion or belief, sex and sexual orientation.

## **Equity**

This refers to offering varying levels of support to individual's or communities, depending on the individual needs to achieve fairness and impartiality

# F

## **Fair/Fairness**

Impartial and just treatment or behaviour without favouritism or discrimination.

## **Faith**

When a person is described as having a faith, this means that they have a strong belief in the doctrines of a religion, based on spiritual conviction rather than proof (also see Belief/Religion)

# G

## **Gay/Homosexual**

A general label for same sex attraction. Most used with men who are exclusively or preferentially attracted to other men in an emotional, sexual and/or physical manner.

## **Gender**

A social construct informed by the norms, roles and behaviours that we attribute to being masculine, feminine or third gender.

## **Gender confirmation/affirmation**

Replacing the term 'Gender Reassignment'.

## **Gender dysphoria**

The discomfort felt between one's gender and their sex assigned at birth. This may be mental, physical or social.

## **Gender expression**

How a person chooses to outwardly express their gender, within the context of societal expectations of gender. A person who does not conform to societal expectations of gender may not, however, identify as trans.

## **Gender fluid**

A form of gender and expression that is not fixed.

## **Gender identity**

An individual's personal sense of having a particular gender.

## **Gender reassignment**

Another way of describing a person's transition. To undergo gender reassignment usually means to undergo some sort of medical intervention, but it can also mean changing names, pronouns, dressing differently and living in their self-identified gender. Gender reassignment is a characteristic that is protected by the Equality Act 2010, and it is further interpreted in the Equality Act 2010 approved code of practice.

## **Gypsy (Roma)**

The word Gypsy is for some, a derogatory, disparaging term - for many an insult, however it is used by the majority population to define the Roma people.

# H

## **Harassment**

By law, harassment is when bullying or unwanted behaviour is related to any of the 'protected characteristics' under the Equality Act 2010. For it to count as harassment, the unwanted behaviour must have either, violated the person's dignity, whether it was intended or not or created an intimidating, hostile, degrading, humiliating or offensive environment for the person, whether it was intended or not.

## **Heritage**

"Cultural" Heritage is an expression of the ways of living developed by a community and passed on from generation to generation, including customs, practices, places, objects, artistic expressions and values.

## **Heterosexism/Heteronormative assumptions**

A system of attitudes or beliefs that assumes or favours opposite sex relationships and attraction. For example, a two-point-four family is still typically seen as a married couple of one biological man, one biological woman, where the woman gave birth to one boy and one girl. However, families can be made of parents in a same sex relationship with the family created through surrogacy, adoption etc.

## **Heterosexual**

A person who is romantically or sexually attracted to someone of a different gender.

## **Hidden disability**

Not all disabilities are visible, you may not be able to see when a person may have a condition that means they may need some assistance or adjustments. Also known as invisible disability/condition which in some communities this term is preferred as it has been noted that people with invisible disabilities are not hiding their condition however are made to feel invisible due to the condition not being visible i.e. Not a wheelchair user.

## **Homophobia**

Prejudice, discrimination, fear or dislike towards someone that identifies as gay/homosexual.

## **Human Rights Act 2002**

The Human Rights Act (HRA) came into force in October 2000. It enables individuals to enforce 16 of the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR) in British courts. This makes Parliament and public bodies more accountable to UK citizens through the courts.

# I

## **Implicit Bias**

The term used to describe when we have attitudes towards people or associate stereotypes with them without our conscious knowledge. Also see Bias/Unconscious Bias

## **Inclusion**

The action or state of including or of being included within a group or structure. Inclusion is where practice and policy provides equal access to opportunities and resources for people who might otherwise be excluded or marginalized, such as those who have physical or mental disabilities and members of other minority groups (also see Bias/Unconscious Bias)

**Incivility**

term for social behaviour lacking in civility or good manners, on a scale from rudeness or lack of respect (uncivil behaviour).

**Indeterminate**

A person of indeterminate sex or gender is someone whose biological sex is unable to be classified as either male or female at birth, or someone who identifies as neither male or female. The classification of Indeterminate on gender records may appear as an X which also empowers those identified as Non-Binary.

**Intersectionality**

Theory introduced by Prof. Kimberlé Crenshaw to describe how multiple facets of a person's identity can combine to make unique forms of oppression and discrimination.

**Intersex**

Intersex is a general term used for a variety of situations in which a person is born with chromosome patterns, internal genitalia, hormones, or genitals that according to the Office of United Nations High Commissioner for Human Rights "do not fit typically in the binary notions of male and female bodies". About 1.7% of people are born intersex and 1 in 2,000 babies are born with genital differences that a doctor might suggest changing with unnecessary surgery and as a result many people are often unaware that they were born intersex.

Intersex is not the same thing as being a hermaphrodite and should never be used to describe an intersex person and is usually considered a slur.

**Institutional Racism**

The collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture, or ethnic origin (also see Structural Racism and Systemic Racism)

**L****Lesbian**

A woman who is exclusively or preferentially attracted to other women in an emotional, sexual and/or physical manner.

**LGBTQ+**

Initials that stand for: Lesbian Gay Bisexual Queer with plus symbolising all the other genders and sexualities including but not limited to questioning, intersex, pansexual, asexual, androgynous, asexual.

**LGBTQIA+**

A variant of LGBT that includes Lesbian, Gay, Bisexual, Trans, Queer and Questioning, Intersex, Asexual and others. The Letter A can also stand for: Abrosexual, Abromantic, Ace (which is the shortened version of Asexual), Aromatic. To learn more about what the + symbol stands for visit The Loop to access the We Care LGBTQ+ Glossary:

<https://theloop.nchc.nhs.uk/equality-diversity-inclusion>

## **LGBT-phobia**

Prejudice, discrimination, fear or dislike towards someone that identifies as lesbian, gay, bisexual and or trans.

# **M**

## **Masking**

Masking refers to **hiding your authentic self in an effort to gain greater social acceptance**. The costs of camouflaging your true personality and emotions can add up exponentially, causing you to experience a sense of loss, anxiety, and depression. All marginalised people will have had experience of masking even without knowledge

## **Minority Ethnic**

The preferred term to used to categorise non-white Caucasian cultures, communities or people (see B.A.M.E)

## **Men who have sex with men (MSM)**

A term for any man who has sex with men though they may also not identify as being in the LGBTQ+ community

## **Microaggressions**

Statement, action, or incident regarded as an instance of indirect, subtle, or unintentional discrimination against members of a marginalised group. They can be received in several different forms: Verbal - such as a comment or question that is hurtful or stigmatizing to a certain marginalised group of people. For example, saying, "For a woman you're great at IT" would be a verbal micro-aggression. Behavioural - This occurs when someone behaves in a way that is hurtful or discriminatory to a certain group of people, such as a bartender ignoring a transgender person and instead serving a cisgender person first. Environmental - when a subtle discrimination occurs within society such as only naming buildings after white people or statues of only celebrated white men.

## **Micro-Incivilities**

Behaviours or aspects of an environment which signal, wittingly or unwittingly, that someone doesn't belong, or they're not welcome. See Microaggressions.

## **Multicultural/ism**

A characteristic of a society that has many different ethnic or national cultures mingling freely. It can also refer to political or social policies which support or encourage such a coexistence.

# **N**

## **Neurodiverse**

While everyone's brain develops similarly, no two brains function just alike. Being neurodivergent means having a brain that works differently from the average. People who are dyslexic or Autistic can be described as Neuro-Diverse

## **Neurodiversity**

This term describes the idea that people experience and interact with the world around them in many different ways; there is no one "right" way of thinking, learning, and behaving, and differences are not viewed as deficits

**Neurotypical**

A term that's used to describe individuals with typical neurological development or functioning.

**Non-binary**

A term for people who do not identify with the discrete categories of male and female. This term includes a variety of gender expressions.

**Neopronouns**

A category of new (neo) pronouns that are increasingly used in place of "she," "he," or "they" when referring to a person. Some examples include: xe/xem/xyr, ze/hir/hirs, and ey/em/eir. (See pronouns). These terms are typically used by people who identify with the LGBTQ+ community.

**Non-Racist**

Different from Anti-Racist, a non-racist person or organisation isn't racist, accepts that racism exists but doesn't do anything to stop it and believes that it is a reality that must be lived with.

# O

**Outing someone**

Publicly identifying someone as LGBTQ+ without their consent. This is considered extremely harmful as there may be social factors or issues of safety involved in a person's choice to be discreet.

# P

**Pansexual**

A person whose attraction to others is not constrained by sex or gender.

**Passing**

In the context of race, it refers to Black people who have skin colour light enough to be perceived as white. In context with gender, passing is when someone is perceived as a gender or sex other than the sex they were assigned at birth. With reference to sexuality this could also mean when a "Bi" person is in a straight relationship or when a gay person acts stereotypically masculine or feminine in cis-het situations in both circumstances can appear that they are behaving straight passing.

**Prejudice**

A pre-judgment or unjustifiable, and usually negative, attitude of one type of individual or group toward another group and its members. Such negative attitudes are typically based on unsupported generalizations (or stereotypes) that deny the right of individual members of certain groups to be recognized and treated as individuals with individual characteristics.

**Privilege**

An unwritten by societally accepted rule for just one (type) person, a benefit enjoyed by an individual or group beyond what is available to others for example. White privilege.  
Pro noun - A word that takes the place of a noun in a sentence. The most common third-person

pronouns we encounter are he, she and they. Correct pronoun use corresponding to a person's gender is important. (Also see Neo Pronoun)

### **Pronatalism**

The unconscious bias against those who aren't parents or are described as childless for any particular reason including through choice. An example of pronatalism is an organisation only offering flexible working to parents and ensuring that parents were given priority for annual leave during specific peak holiday seasons.

### **Protected Characteristics**

These are the aspects of a person's identity that makes them who they are. There are nine characteristics protected by Law: age, gender reassignment, marriage or, civil partnership, pregnancy and maternity leave, disability, race and ethnicity, religion or belief, sex and finally sexual orientation.

## **Q**

### **Queer**

An umbrella term for LGBTQ+ people. Also refers to a mode of critical theory and political discourse. It is a reclamation of a slur. It should be noted that not people are empowered by this term.

### **Questioning**

The process of exploring your own sexual orientation and/or gender identity.

## **R**

### **Racism**

Racism is grounded in a presumed superiority based on racial heritage or ethnic background. Racism is often defined as Prejudice + Power as it is the combination of prejudice and power which enables the mechanisms by which racism leads to different consequences for different groups.

### **Racist**

A person who is prejudiced against or antagonistic towards people on the basis of their racial or ethnic group, typically one that is a minority or marginalised.

### **Religion/Religious**

A commitment or devotion to religious faith or observance.

### **Reasonable Adjustment**

simple and usually cost-effective changes that organisations and people providing services or public functions should make for you if your disability puts you at a disadvantage compared with others who are not disabled.

### **Reverse Mentor/ing**

When a more junior employee (who may also meet other specific protected characteristics such as race, LGBTQ+ status, age or disability etc) mentors someone more senior than them and usually of the majority such as a white male exec member. This experience is to give insight to the senior member of staff of the barriers that the junior member of staff faces and has faced in their personal and professional life and the experience of the junior

member of staff is supposed be enriched and developed. This relationship should support the mentors career development in the organisation.

### **Roma/Romani**

The term used to describe the cultural identity of the community. Classified as a distinct ethnic group of its own, their heritage can be found in Indo-Aryan culture. The word Romani means “man”

## **S**

### **Sex**

The underlying biological profile of a person. It influences a range of bodily responses that are important in tackling infection or disease.

### **Sexual minority**

Individuals who do not identify as heterosexual. Gender minority may also be used for individuals who do not identify as cisgender.

### **Sexual orientation**

A person’s sexual feelings towards certain genders. Activity does not equate orientation as some people will have same-gender sexual activity for various reasons and not classify themselves as LGBTQ+.

### **Sexuality**

A term referring to someone’s sexual attractions, behaviours, kinks and desires. Sexuality is a term broader than sexual orientation to encompass a sense of what a person enjoys and with whom.

### **Staff Carer**

A member of staff (NCH&C employee) that also provides unpaid care for a loved one outside of their employed work (also see Carer)

### **Staff Network**

A staff network is a supportive and welcoming space for employees, outside of their management structure, to come together to create change in the workplace.

### **Stereotype**

an often unfair and untrue belief that many people have about all people or things with a particular characteristic.

### **Systemic Racism**

Also known as, Institutional racism, is embedded in the laws and regulations of a society or an organization. It manifests as discrimination in areas such as criminal justice, employment, housing, health care, education, and political representation

### **SOGI**

Shorthand for sexual orientation and gender identity.

### **Stealth**

Community term describing the ability to live as your gender without disclosing your transition.

# T

## **Top surgery**

Common term for bilateral mastectomy and male chest reconstruction.

## **Transfeminine**

A person who was assigned male at birth but whose gender identity is more female than male.

## **Trans/Transgender**

An umbrella term for a person whose gender identity differs from the sex they were assigned at birth. Trans is the preferred term to describe a person or the community

## **Transitioning**

The steps a trans person may take to live in the gender with which they identify. Each person's transition will involve different things. For some this involves medical intervention, such as hormone therapy and surgeries, but not all trans people want or are able to have this. Transitioning also might involve things such as telling friends and family, dressing differently and changing official documents.

## **Transmasculine**

A person who was assigned female at birth but whose gender identity is more male than female.

## **Transphobia**

Prejudice, discrimination, fear or dislike towards someone that is transgender based on their identity.

## **Traveller**

Traveller and Romani are two distinct societies. While both are nomadic people, the two societies have totally different origins, culture, language, and physical profile. Romani communities are generally found in Eastern Europe while the Travellers usually walk inside the territories of Ireland, UK, and the Americas.

# U

## **Unconscious bias**

Refers to a bias that we are 'unaware of', and which happens outside of our control. It is a bias that happens automatically and is triggered by our brain making quick judgements and assessments of people and situations, influenced by our background, cultural environment, and personal experiences (also see Bias and Implicit Bias)

# W

## **Women who have sex with Women (WSW)**

A term for any woman who has sex with women though they may also not identify as being in the LGBTQ+ community

**Wellbeing**

The state of being healthy, happy, or prosperous; physical, psychological, or moral welfare.

**Woke**

Alert to injustice in society, especially racism. “Stay Woke”

**Women who have sex with women (WSW)**

A term for any woman who has sex with women to include homosexual, bisexual, pansexual and those who do not identify as a sexual minority.

**X****Xenophobia**

A dislike of or prejudice against people from other countries