

Supporting Wellbeing and Integration of Transgender Victims in Care Environments with Holistic Approach

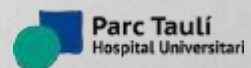
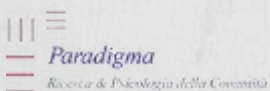
Supervision of professionals-ToT

Deliverable 4.2

PROJECT NUMBER 881635 - SWITCH - REC-AG-2019 / REC-RDAP-GBV-AG-2019



This report was funded by the European Union's Rights, Equality and Citizenship Programme (REC 2014-2020).



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Supervision of professionals -ToT

SWITCH PROJECT (2021).

<https://www.projectswitch.eu/>



This report was funded by the
European Union's Rights, Equality and
Citizenship Programme (2014-2020)



Supervision of professionals

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Introduction

The supervisory evaluation of the professional work of professionals (participants of Training of Trainers - ToT) followed after five months of pilot training. All professionals in three countries (Czech Republic, Italy, Spain) who participated in the ToT training were addressed. The target group was trained professionals who work with transgender, non-binary or intersex clients. Methodologically, the supervision was carried out online in the platform: [www. surveymonkey.com](http://www.surveymonkey.com). An anonymous questionnaire with five questions was created and the language was adapted to Czech, Italian and Spanish. Subsequently, the answers were translated into English and other languages. The data from 44 participants were statistically processed in Excel and summarized qualitative answers for further use.

Questionnaire

1. What changes have you observed on your part when working with TI clients? Write down up to 5 areas.
2. What do you consider to be the barriers in the work with TI clients? Write down up to 5 areas.
3. I expected to receive further training focused on TI clients. Yes/No
4. What educational topics would you like covered when working with TI clients? Write down up to 5 areas.
5. In what respect did the SWITCH training help you professionally? Write down up to 5 areas.



Czechia

14 respondents

1. What changes have you observed on your part when working with TI clients? Write down up to 5 areas.

- I do not currently work with such clients, I have slightly modified the presentation of my services with respect to this clientele
- I use gender-neutral language much more, I emphasize the risks of minority stress in schools as part of sexual education lectures
- I don't have these clients
- I am now much more understanding, sensitive, receptive and open to these people.
- opening up to new phenomena, drawing close people from clients into the process
- professional security, knowledge of TI topics, interest in a broader context, sensitivity
- Dictionary
- routing questions, I can better "ask" about their problems, which I did not know about the drive.
- Easier orientation and dexterity in terminology
- greater openness to this topic; greater awareness and knowledge of this issue
- Greater confidence
- Greater receptivity, understanding, I feel more confident
- I have not met TI clients yet.
- Knowledge of the concept, overall greater orientation in the topic, better understanding of clients.

2. What do you consider to be barriers when working with TI clients? Write a maximum of 5 areas.

- Manipulative misinformation in the media about TI, expression of authorities in the media, ignorance of the topic in doctors, systemic obstruction
- Minimum availability of relevant care
- Availability, qualification, capacity
- minimal experience with TI clients
- Some TI clients may expect that no one will help or understand them. He also doesn't have to trust the specialist (therapist, psychologist ...) that
- His approach to it is real.
- I have no experience with these clients
- I don't notice



- ignorance, fear of difference
- if they get into my service, I don't see barriers
- I use the correct language and terms
- Still relatively little practical experience
- •From my perspective, I don't see any barrier, I'm just a little afraid that the transgender client will take the position "you haven't experienced it, you can't know how
- I feel "which could be a potential barrier to therapy
- The political atmosphere, the politicization of the topic, the hypersensitivity of the population not affected by the topic.
- None on my part, shyness for the client

3. I expected to receive further training focused on TI clients. Yes/No

- 12 respondents YES-86%
- 2 respondents NO-14%

4. What educational topics would you like covered when working with TI clients? Write down up to 5 areas

- News in the field of work with this clientele (eg the latest findings, research, events)
- Case studies of intersex clients, working with intersex was given a minimum of space.
- View of different therapeutic directions on working with TI clients - practical Examples, diagnostics of TI clients, working with families of TI clients
- Working with people who have a different gender, but not to the extent that they show it or need to show it. I'm talking about those who
- Have learned to live with their unwanted gender, and do not need to change anything (adapt).
- Work with the family
- Trauma work in this specific category
- for me, this is not a frequent clientele, but a number of my other cisgender clients deal with the topic
- transfer of experience, changes in the process
- TI sexuality and development, mental risks, comorbidity, paraphilia in TI clients, drug use and NL
- Specifics in psychotherapy
- I would welcome some therapeutic window / method focused directly on working with gender or gender crisis (how they accept themselves etc)
- Conducting an interview, IDT use
- Vice case studies for a better idea of the client's experience, therapeutic techniques, intervisional block
- None



5. In what respect did the SWITCH training help you professionally? Write down up to 5 areas.

- It probably strengthened my perception of TI clients as a completely normal part of society and makes me feel more confident when working with such topics.
- I can empathize more with TI clients. I have more knowledge and expertise in caring for them that I can apply in practice.
- a deeper understanding of the systemic barriers that affect TI clients
- Orientation in issues
- Understanding that manifestations of borderline symptoms in TG clients may be a consequence, not necessarily the cause.
- awareness of legal issues - its narrow view of TI clients, what the TI clients community strives for, what activities they have
- broadening horizons (understanding the breadth of the gender spectrum), practical information
- Networking with other professionals
- Recognizing the importance of opening up this topic and encouraging public debate. I perceive TI clients even more susceptible to minority stress
- Eg. people dealing with sexual orientation (because we move at the level of identity)
- Greater job security, more factual overview
- more information and resources, meetings with other experts, support of professional skills
- in orientation in this issue, getting rid of one's own barriers in working with this clientele
- Basic orientation in the topic
- Not yet, I'm studying.

Italy

Perseo 21 Respondents

1. What changes have you observed on your part when working with TI clients? Write down up to 5 areas.

- Attention, empathy, linguistic property, understanding, competence.
- More experience.
- I don't currently work with transgender people. Increased awareness and enrollment in a master's degree in sexology.
- To understand their point of view better by having more information.
- Greater awareness than the most appropriate approach to use with transgender people, greater empathy and understanding.
- Awareness, ease, greater preparation.
- Greater knowledge of the psychological condition, carefully observe the dynamic that is created with the family, pay attention if they use alcohol and drugs.



- To date, I have not worked with transgender people.
- Enrichment of individual feelings and sensitivities.
- I don't work with transgender people.
- Shift of the analytical summit that is about metabolizing the suffering of transgender people, deep understanding, or at least the great attempt to advance me into the experiences of these people.
- More knowledge.
- Greater attention to the language used.
- Greater ease, easiness of communication.
- Increased expertise in this area.
- Self-confidence.
- The way to ask questions.
- Self-esteem, confidence, authenticity.
- Increased empathy and security.
- I haven't had a chance to work with transgender people yet.

2. What do you consider to be the barriers in the work with TI clients? Write down up to 5 areas.

- Prejudices, ignorance, underestimating important aspects, lack of institutional networks, lack of socio-cultural networks of support.
- High drop out.
- Fully understand their emotional experience linked to a situation that I have never experienced firsthand.
- Increased knowledge and community outreach.
- Lack of knowledge about the topic; unfortunately there are still stereotypes.
- Lack of knowledge about the subject. Ignorance, embarrassment.
- The social context in which I live, a reserved place, in public institutions are almost absent services for transgender people.
- Work on self-acceptance. Society is not quite ready.
- The great empathy that is created could make you lower your guard.
- Being able to put oneself in the shoes of the other by undressing social categories.
- The marginalization of which they are victims, the shame of families to talk about it, the lack of preparation of mental health professionals on these topics.
- The lack of information.
- None. The community to which the patient belongs, the family, the religion, little collaboration with other colleagues. The taking charge, the difficulty in involving the family, the idea that transition is a phase in their life, also by health professionals.
- Personality disorders.
- Fear, resistance. Superficial information. Prejudices.



3. I expected to receive further training focused on TI clients. Yes/No

YES: 12 respondents

NO:9 respondents

4. What educational topics would you like covered when working with TI clients? Write down up to 5 areas.

- Medical and psychiatric aspects, follow up after the transition paths.
- Test, psychological support before, during and after transition.
- Transition in adolescence.
- Use of tests, complete training for therapy both as psychological support and psychotherapy on the subject and the family.
- Experiential; testimonies.
- I would like a comparison between testimonies of transgender m-f and f-m and also have experiences of transgender people from different areas.
- Carried out cases. The psychological stress of their daily life, sexuality and emotions.
- I don't know. Formation of the family environments of transgender people.
- How to relate within an interview in details; know all the phases of the process and see its evolution.
- The construction and psychological process that leads to the indemnity of these people. How the mutation of current psychosocial processes shape and set a course for the daily experiences of these patients.
- Bureaucratic process to be supported.
- Good inclusion practices. Communication, expressed emotionality.
- The adolescent phase. More psychotherapy strategies.
- All.
- From taking charge to treatment.
- The development of identity.
- Consultation with other local and regional public authorities.

5. In what respect did the SWITCH training help you professionally? Write down up to 5 areas.

- Information, more knowledge, more competence, emotional literacy.
- Increased awareness.
- It expanded my knowledge about the transgender world.
- It has opened up new perspectives and led to greater sensitivity towards the topic and in spreading this sensitivity to others, colleagues and not.
- The most in-depth knowledge of the issues and of the suitable and current terminology.



- It allowed me to enter a world previously little known to me and to understand important aspects about gender dysphoria and gender identity that have helped me so much in understanding the transgender world and therefore to approach these issues in conscious and non-judgmental way.
- Confidence with the theme.
- It has provided me with more information about the world of transgenders, it has changed my point of view towards transgender people, psychotherapeutic training.
- It provided me with useful information and tools.
- Above all, a world of actions and feelings that are not always known has been deepened. To expand my knowledge on a subject that is still taboo.
- The value of preparation on transgender topics. The possibility of opening the mind to an evolution in terms of gender identity.
- Understand in a human way how we share the same values and feelings with these patients that current Italian society tends to leave in a border line/nobody's territory.
- Training, knowledge, intervention methodology.
- Knowledge of the issues.
- It helped me to see the teamwork, the work on their personal and family layers.
- Yes, a lot. Theory and practice.
- More knowledge of the topic.
- For now still nothing.
- Increased knowledge and awareness.
- Providing me with more accurate information.

Ausl of Reggio Emilia Participants: 21

1) What changes have you observed when working with TI clients? Write down up to 5 areas.*

- After the course I have tried above all to share some aspects that have been important, using them as food for thought in the interviews with the teenagers or people that come with doubts regarding gender identity.
- Empathy and increased awareness
- I have only one transgender client in charge therefore I have a limited experience, I imagine that I am doing a good job with her. My relationship with her started after this training.
- I have not had trans clients in the clinic
- Greater attention to our words and attitudes; pay attention to our language; minority stress indicators
- Greater attention to inclusive language
- Greater availability
- (2x) no
- (2x) No.
- I have not had the opportunity in my work to deal with transgender clients
- I haven't had a chance to work with transgender people



- I haven't met transgender clients
- I have no transgender clients
- More and more colleagues send emails with * instead of the final vowel
- Yes
- Yes, a more inclusive institutional communication, I have changed the web page on our site
- I know what to say, what to ask, how to ask it, I am more careful to the use of pronouns or to formulate sentences that do not require their used, I feel more prepared to explain to colleagues about best practices to be more inclusive.
- I am more empathetic but I don't do differences
- 1 Give greater attention to my behaviors 2 I reflect on situations that I had never considered

2) What do you consider to be the barriers in the work with TI clients? Write down up to 5 areas.*

- Access to services
- Victimistic or passive attitude; administrative difficulties (registry)
- I think they have little faith in the figure of health professionals
- Difficulty in approaching, fear of offending the sensitivity, unwelcoming places
- The fact that in my work they don't do coming out
- The prejudice; the preconceptions, the mental and cultural schemes within which we all live and operate.
- My experience is limited. In the case of the few I have met, I have not encountered any difficulties
- Lack of information and training for operators; the difficulty of addressing this issue in childhood due to the identity confusion that often characterizes young people and in which emerges sometimes also the theme of gender identity: difficulty in distinguishing an evolutive theme from gender dysphoria; usefulness of having specific training in this regard
- Lack of information / training of operators. The prejudice.
- Lack of clear guidelines
- In my professional practice I don't think there are any particular obstacles in working with transgender people; I think it is even more important than usual to pay attention to the language used and to pay attention to stereotypes or prejudices that can automatically influence us
- Relationship with the transgender user
- Not having sufficient contacts on the Net to be able to adequately accommodate the needs brought the type of transgender user that is addressed to service I work for
- I haven't experimented yet
- I do not have these clients
- Lack of clarity and general sharing of inclusive language
- Prejudice, embarrassment, anger



- When they are in the transition phase they have big mood swings, you always have the fear of hurting them.
- Attracting transgender users, 2. Bureaucratic obstacles related to non-conforming documents
- knowledge of their most problematic physical and psychic situations
- Absolutely not known

3) I expected to receive further training focused on TI clients.*

- Yes: 17; 81,0%
- No: 4; 19,99%

4) What educational topics would you like to be covered when working with TI clients? Write down up to 5 areas.*

- Approach to minors, in-depth study of various terminologies, socio-legal implications, new practices and experiences.
- Peer approach
- Communication, learn about drug therapies, be informed about the interventions and how to find the places to do them ..
- To know how trans people have been considered in history. To know the various types. Know the legislation in Italy and in the world.
- Knowing what can help.
- Desire for parenting and transgender parenting, transition health care path (which, where)
- The rights
- The educational aspect
- Language
- Greater availability
- No
- I do not know
- Peculiarities of psychological and psychotherapeutic support with transgender patients.
- Work and social integration paths; use of hormones
- What service systems to build to include transgender people, particularly in the context of work, and finally legal issues.
- What are the currently active courses dedicated to topics such as housing, access to medical care, professional training, employment
- Employment, social inclusion, for transgender adult users
- When you work with them not as users but as colleagues or tutors in the civil service or internship
- When it comes to gender dysphoria or not
- Tests and a sort of evaluation to be carried out for gender dysphoria in minors; sharing with colleagues in this regard and supervision of the developmental support



paths for children who report this issue

- Experience of the transgender person with respect to society and family, personal experiences have been very interesting
- 1 Problems related to health and the prevention of various "chronic" diseases 2 "good practices" to be implemented in health services to facilitate access to services by transgender people

5) In what respect did the SWITCH training help you professionally? Write down up to 5 areas*

- To acquire new words relevant to the topic; to reflect on the complexity of the issue; to initiate a process of deconstruction of some social categorizations.
- Broaden my knowledge
- Open mind, better attention to language
- Open your mind to listening to the other at 360 degrees
- I already had experience; Confirmation of the knowledge I already had, awareness of the network of useful services that surround me.
- Comparison between professionalism and different work environments; knowledge of projects and interventions in the area;
- Construction / maintenance of a territorial network
- Give me the tools to understand the phenomenon and the complexity, the various facets that I hope I have understood, I have deepened with the purchase of material of the same trainer.
- Personal training / information, increased security in approach, dissemination.
- I was able to meet and get to know colleagues who work in the social sector and improve my work, I found answers to many questions that I would have addressed to clients but that I would have asked in an inadequate way, the training helps me to be much more sure than what I do or say. The client gave a very positive feedback, increased the level of trust in the service, I feel authorized to put into question the choices of the teams which I consider not very inclusive
- I have a greater sensitivity to recognize them. I have gained a greater understanding of their needs
- The great professional of Dr. Graglia, who taught the course, she is highly competent
- Greater availability
- Networking with colleagues, operators and other useful contacts; expanding my knowledge in this regard, information on projects that can be activated on the territory also in collaboration with schools
- It allowed me to know aspects unknown to me
- In being able to address the issue with family, friends, colleagues
- More knowledge on the subject and on communication
- Above all, it opened questions and brought attention to language
- 1 Expanded knowledge 2 given visibility to critical issues that I had never assessed



Spain

9 Respondents

1. What changes have you observed on your part when working with TI clients? Write down up to 5 areas.

- Inclusion, learning, respect, social education, understanding
- more empathy
- More tranquility and security when offering a good deal
- Greater Knowledge, understanding, empathy, accompaniment...
- Greater empathy, less prejudice,
- Improvement of empathy, Acceptance, avoid medicalization and psychiatrization, accompaniment respecting the self-determination of the person, eliminate prejudices and stereotypes ("if you are a transsexual man, you have to adhere to the stereotypes of cisgender men"), Defense of their rights
- I sincerely believe that it has helped me to open my mind more, and although I also belong to the lgtbi group, I believe that my mind was still binary.
- I have not yet dealt with any transgender patient
- Tolerance, knowledge, empathy

2. What do you consider to be the barriers in the work with TI clients? Write down up to 5 areas.

- Ignorance on the part of health personnel, marginal treatment, trans+prostitution+show stereotypes
- The environment, the computer program
- The biomedical care model in mental health, paternalism, social stigma, self-stigma, lack of awareness and training, lack of resources specific
- In my work it is that they also present mental pathology
- lack of access
- Lack of information, lack of understanding, stigma, rigidity...
- Social insertion, discrimination, ignorance
- The families, in the event that there is denial by them
- None

3. I expected to receive further training focused on TI clients. Yes/No

YES: 5 respondents

NO:4 respondents



4. What educational topics would you like covered when working with TI clients? Write down up to 5 areas.

- I think there are many important ones, especially working on stigma.
- sexual education, emotional intelligence,
- Psychosocial and psychosexual sphere
- Is specific consultation necessary? or its existence confirms a lack of knowledge of the health world to the trans world, and therefore, a separation of usual health circuits? In these consultations, the currently existing binary vision is necessary, if a person is NOT binary, they can access those queries? can trans people who do NOT want to modify their body, either through surgery or through hormones, access them?
- Influencing literacy, Harassment and violence, Bullying, Human rights, Equality
- Social inclusion, bureaucratic procedures, aid, job placement
- Deepening in hormonal treatment, in cases of need for virilization and partial feminization. Alternatives to pubertal blockmake treatment, how to help them transmit the change to other people, and the possible problems of the treatment (I work with mental pathology, it is say that you also take medication for your mental illness and to this we must add hormonal treatment
- Mental health

5. In what respect did the SWITCH training help you professionally? Write down up to 5 areas.

- strengthen knowledge, greater empathy
- Expand knowledge
- knowledge about transition
- Contacts to offer training to teams, creation of working groups on the subject, guidance and advice, evidenced information, improvement in the detection and management of "cases",
- On how to direct myself, how to support and better understand
- In many, I could not choose just one.
- More information on the subject
- It has given me more security to deal with these issues, greater knowledge and empowerment to be able to accompany people
- Trans* Security, reinforcement of concepts, broadening perspective in diversity



Resources

<https://www.survio.com/cs/>

Projekt SWITCH: Supervizní dotazník ToT (CZ)

Milí kolegové a kolegyně, věnujte prosím několik minut svého času vyplnění následujícího dotazníku. Jedná se o dotazník týkající se pilotního vzdělávání v rámci projektu SWITCH (Supporting Wellbeing and Integration of Transgender Victims in Environments with Holistic approach), jehož jste se účastnili/y.

Děkujeme za Váš čas.

1 Jaké změny u sebe reflektujete, když pracujete s transgender a intersex (TI) klienty? Napište max. 5 oblastí.
2 Co považujete za bariéry při práci s TI klienty? Napište max. 5 oblastí.
3 Očekával/a bych další vzdělávání zaměřené na TI klienty. Nápověda k otázce: Vyberte jednu odpověď: Ano / Ne
4 Jaká témata vzdělávání byste očekával/a při práci s TI klienty? Napište max 5 oblastí.
5 V čem Vám nejvíce profesně pomohl trénink v projektu SWITCH? Napište max 5 oblastí