



TRANSITIONING WHILE AT PNNL

A Guide for Transgender Staff

WE ARE COMMITTED

At PNNL, we are committed to solving the world's most challenging problems and answering its most elusive questions. Diversity of people and thought is part of our unique social fabric and a key to our research success. It is also a daily personal commitment and an expectation. We strive to encourage and enhance an inclusive, professional environment where everyone respects and values individual differences. Each employee has a role to play and a responsibility to act. By providing a work environment of respect, trust, collaboration, and cooperation, PNNL can fulfill its mission of conducting great science and fostering technological advancement.

An Inclusive Workplace

For PNNL to succeed, all staff must be able to contribute to their maximum abilities. Ensuring that everyone thrives in their careers requires maintaining a safe, professional workplace in which every employee can bring their whole self to work. Transgender staff often face a unique set of challenges in the workplace. Thirty percent of respondents to the **2015 U.S. Transgender Survey** reported being fired, denied a promotion, or experiencing other workplace mistreatment because of their gender identity or expression within just one year of taking the survey. Given these challenges, this guide is intended to help all staff understand the best ways to support their transgender colleagues.

Additional resources from PNNL include:

"Supporting PNNL's Transgender Staff: A Guide for All Staff"

"Supporting PNNL's Transgender Staff: A Guide for Managers"

If you need help understanding this document or would like to have a conversation about the content, please contact the Manager, Diversity & Inclusion, EEO or your Human Resources (HR) Manager.

Am I protected and welcomed at PNNL as a transgender person?

Yes. At PNNL, we are committed to fostering a work environment that fully embraces and values diversity and inclusion. By doing so, we all benefit from a breadth of perspectives, insights, and experiences that enables innovation and creativity for delivering world-class science and technology.

PNNL's Non-Discrimination & Anti-Harassment Policy states, "We strive to create and maintain a culture that enables the achievement of the highest levels of innovation, creativity, and problem solving. Consistent with all state and federal anti-discrimination laws, we will not tolerate discrimination, including harassment, in any form on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, pregnancy, genetic information, veteran status, perceived or actual disability, or any other status or characteristic protected by federal, state, or local law. Allegations of discrimination will be thoroughly and promptly investigated and appropriate disciplinary action will be taken."

You have the right to a safe, professional work environment. Your line manager, Human Resources Manager (HRM), and the HR Diversity, Inclusion (D&I), and Equal Employment Opportunity (EEO) Manager are all available to you as resources. You can also reach out to PNNL's Employee Concerns Program Manager. If you would like information about PNNL's Employee Resource Group for LGBTQ+ staff and allies, feel free to explore the Prism website at prism.pnl.gov or email the Prism team prism@pnnl.gov.

CONFIDENTIALITY

Your communication with your line manager and HR will remain confidential and will only be shared with others with your express permission.

How do I start transitioning at work?

When you are prepared to begin transitioning at work, we recommend you first reach out to your line manager or the HR D&I and EEO Manager diversity.inclusion.eeo@pnnl.gov. These managers can help you access the resources you need and help make sure things are done according to your desired timeline and comfort level. Each organization also has an assigned HRM that can also help with your transition. PNNL supports our transgender employees, however, we cannot provide support if we are not aware of the situation and certain steps for transitioning at work will have to be accomplished by HR or your manager. You have a right to express your gender in a professional manner regardless of whether you have formally worked with HR to start a workplace transition.

CREATING A PLAN

- Creating a workplace transition plan can help you transition smoothly. For help making a plan, Appendix A, "Creating a Workplace Gender Transition Plan," provides some items you may consider including.

NAVIGATING INTERNAL SYSTEMS

- Every transition is unique and PNNL supports your right to express your gender identity at any time. Keep in mind while you can change many aspects of your work life whenever you are ready, some internal systems require time to change. Expect changing all systems to take four to six weeks and plan accordingly.
- Legal name or gender changes do not need to take place to begin transitioning at work. While some aspects of your work life at PNNL are tied to your legal name and gender (e.g., payroll information, security clearances), you can make many system changes, such as email addresses, searchable contact information, and display names, without legal changes.

FACILITIES

- You can use whichever gender-separated facilities (e.g., restrooms and lockers) you feel most comfortable with and your transition plan will address facilities in close proximity to your office location.

How do I communicate to my manager and colleagues that I am transitioning?

HR and your line manager are readily available to help you communicate with others about your transition. If you do not feel comfortable speaking directly with your manager, HR can speak with your manager in advance. It is not solely your responsibility to communicate to your colleagues that you are transitioning. HR and your manager will help you with this process, and they will respect your preferences and wishes. For example, if you would like to communicate directly with people, you have to decide the communication method with which you are comfortable. You may want to send a general email to many people, meet with people one-on-one, and/or have your manager send an announcement to your colleagues on your behalf. If you are considering sending an email, see Appendix B for an example of a message you might send.

RESOURCES FOR COLLEAGUES

- Keep in mind that many of your colleagues may not understand transgender issues and your needs during your transition. Be prepared to let others know what they can do to support you. If you would like to provide your colleagues with a resource, you can direct them to “Supporting PNNL’s Transgender Staff: A Guide for All Staff,” or to the resources at the end of this document. You can also direct questions from colleagues to HR.

RESOURCES FOR MANAGERS

- All PNNL managers have access, and should refer, to “Supporting PNNL’s Transgender Staff: A Guide for Managers.” HR can help direct your manager to this resource. If you feel uncomfortable or experience any type of backlash or harassment from your manager or colleagues, immediately tell HR about the situation. Washington State law prohibits discrimination on the basis of gender identity or expression.

NAME AND PRONOUNS

- After communicating your name and pronouns to your manager and colleagues, they will be expected to use your name and pronouns as directed. If any staff member refuses to address you using the proper name or pronouns, tell your manager or HR about the situation and they will address the issue.

How do I create a transition plan at work?

The goal of a workplace transition plan is to make transitioning as seamless as possible by identifying a timeline and laying out all of the specific steps that must occur, specifically ones that involve various organizations. Because every transition is different, there is no single “right” transition plan. Some people will have different steps or move through them in a different order. HR can help you create your transition plan (see Appendix A), which you and your supervisors should use as a resource.

TRANSITION PLAN CONSIDERATIONS

- Who needs to be informed (internal and external to PNNL) about your transition?
- When and how should they be informed (e.g., in person, via email, through your supervisor)? Different people may require different approaches.
- What are potential unintended consequences of the name and gender change process? For example, changing your name and/or gender may affect pending insurance claims, pre-authorization approvals, and dependent claims.
- Are there any workspace changes that would help accommodate your transition?
- Will you need to process any other necessary changes, such as professional licenses, publications, degrees, credentials, etc.?
- How many PNNL web pages will need to be altered or removed? Try doing a search for your current/previous name in various PNNL web pages.
- Outside of HR, which of your colleagues and supervisors can best support you if there are other issues during your transition?

What information is kept confidential?

All PNNL employees have a right to keep their personal and medical information private. This type of information shared with HR or management is considered privileged and will be kept in confidence, meaning it will only be shared on a need-to-know basis and with your consent. If you encounter problems with or have concerns about the privacy of your information, tell HR about the situation directly.

How should I inform external collaborators or sponsors about my transition?

Serving PNNL's sponsors and collaborators should not affect your right to present yourself in accordance with your gender identity. Remember discrimination, including harassment, is not tolerated, and PNNL's policy applies to its external sponsors and collaborators as well. While creating your transition plan, you can expect your HR and line management team to help develop a plan for the best and most appropriate way to inform external collaborators and sponsors about your transition. Colleagues who work with the same external parties may also be a valuable resource.

How do I change my name, gender, and staff/badge photo in PNNL's systems?

HR can help you navigate the name and gender change process for PNNL's systems. The timeline for this process will likely be four to six weeks after you have updated your identification documents.

LEGAL NAME

Many PNNL systems are required to use your legal name. If you have legally changed your name or gender, you can follow the Name Change Checklist available through HDI at hdi.pnnl.gov/hdi/product/exhibits/namchg.doc.

- Systems that do not require legal name change:
- You do not need to legally change your name to create a new email address alias
- The Skype for Business, phone, and contact information searches (Drill-Down Org Chart, WebPhone) can display preferred names without a legal change taking place.
- You can also update your pronoun at hub.pnnl.gov.

LEGAL GENDER

PNNL systems must use your legal gender. To change your gender in these systems, you must first change the gender marker on your driver's license. After legally changing your gender, you can change your gender in the PNNL system by following the Name

Change Checklist available through HDI at: hdi.pnnl.gov/hdi/product/exhibits/namchg.doc.

SECURITY CLEARANCE

- If you have a security clearance, you must update your information to match any legal name change within 45 days from official receipt of your changed social security card by notifying the Personnel Security Office of your name change. This ensures you remain compliant with your clearance requirements. If you are currently in the clearance process, you should contact the Personnel Security Office to notify of any upcoming name change. Currently, you do not need to notify the Personnel Security Office of your gender change. If you do not have a security clearance, the name on your badge remains the same until your name is legally changed in the system, just as it does if you are a clearance holder.

STAFF PHOTO/SKYPE/TEAMS/BADGING

You can change your optional staff photo used for Skype for Business at any time by visiting profile.pnnl.gov. If you would like an updated professional photograph, a PNNL photographer can take new staff photos at any time with a charge code. Contact pnnl.photography@pnnl.gov to set up an appointment. New badging photos can be taken at any time in the Badging Office. Badging photos should always match your current appearance, so you should change your badging photo as often as you feel is necessary.

Where can I find a single-user or all-gender restroom or locker room?

All PNNL staff can use restrooms, locker rooms, and facilities that are aligned with their gender identity or that they feel most comfortable using. If you would prefer to use single-user or all-gender restrooms or locker rooms, HR or your line manager will work with you to identify the nearest available facilities. A few examples of these types of facilities include the single-user showers in EMSL (1006) and 3860 (rm. 105, 106), and the single-user restrooms in AUD (rm. 201, 204), Discovery Hall (rm. 119), ROB (rm. HRM11), PSL (rm. 1141), MATH (rm. 1119), 3820 (rm. 114, 115), and BSF (rm. 1221, 1219, 2227, 2228; behind proxed doors). You can see a list of these facilities on Prism's website prism.pnnl.gov.

What do I do if conflict arises or I am harassed because I am transgender?

Remember it is every employee's right to have a safe, professional work environment. If conflicts arise specifically related to being transgender, work with your line manager and HRM to navigate the situation. Keep in mind you are not at fault if a staff member is uncomfortable or upset because you are transgender. If any staff member is creating a hostile work environment, your line manager, your HRM, or Employee Concerns should deal with the issue immediately.

What resources are available to get support from other LGBTQ+ employees at PNNL?

If you need or want support while transitioning at PNNL, you can reach out to PNNL's Employee Resource Group for LGBTQ+ staff and allies, Prism prism.pnnl.gov to engage with the LGBTQ+ community at PNNL by emailing prism@pnnl.gov.

What transition-related health care is covered by my insurance?

Because insurance coverage can change over time, the best way to check current policy information is by going to the mybenefits.pnnl.gov. Information on this site is the official source of information regarding PNNL's health care coverage. Surgical procedures may need to meet specific criteria to be covered by insurance. Anthem can provide detailed guidance about what procedures are covered.

- **Medical leave related to surgery:** Employees who need to take time off because of a medical condition or surgery are covered under the Family and Medical Leave Act (FMLA). The MyBenefits page provides information about qualifying for and submitting an FMLA claim.
- **Lack of in-network provider:** There may be no in-network provider available for some procedures. In these cases, you will need to go through a pre-approval process to use an out-of-network provider. Authorization may take several weeks. Work with your medical provider and Anthem for the most accurate information about out-of-network providers.

- **Mental health services:** All PNNL health plans cover in- and out-patient mental health services. Specific coverage depends on your plan. As part of the Employee Assistance Program, staff may receive six free counseling sessions each year. On-site counseling is available in Richland. For more information, visit the MyBenefits page
- **Family member transitioning:** Insurance coverage specific to transgender and transitioning individuals, as with all insurance coverage, does not change regardless of if you, your child, or your spouse is transitioning, as long as the person is listed on your insurance.

Additional resources – If you would like to speak to someone who has navigated these processes or learn about additional community resources, consider reaching out to Prism, PNNL's Employee Resource Group for LGBTQ+ staff and allies, at prism@pnnl.gov.

EXTERNAL RESOURCES

NAME/GENDER CHANGE

- **Washington State Department of Licensing:** Provides information for changing name/gender on Washington State ID.
- **Benton County District Court:** Provides information for Kennewick and Richland residents to change their name. Residents can pick up a name change form in person at the Kennewick Office.
- **Franklin County District Court:** Provides information for Pasco residents to change their name. The form is available online.
- **The National Center for Transgender Equality:** Maintains guidance for name/gender change by state, including changing ID and birth certificate.

SUPPORT

- **PFLAG:** Founded in 1973, PFLAG (formerly Parents and Friends of Lesbians and Gays) has 400 volunteer-run chapters that support family and friends of LGBTQ+ individuals, as well as LGBTQ+ people themselves.
- **Our Trans Loved Ones (PDF):** Created by PFLAG, it provides questions and answers for parents, families, and friends of people who are transgender or gender expansive.
- **PFLAG Benton/Franklin:** By uniting people who are lesbian, gay, bisexual, transgender, and queer (LGBTQ+)

with families, friends, and allies, PFLAG is committed to advancing equality through its mission of support, education, and advocacy.

- **PFLAG's Straight for Equality Project:** A national outreach program that provides information and resources that help straight allies understand their role in supporting and advocating for LGBTQ+ people.
- **GLAAD's Tips for Allies of Transgender People:** These are tips that can help you move toward being a better ally to transgender people. Of course, this list is not exhaustive and cannot possibly include all the "right" things to do and say – because there is usually no one "right" answer to every situation you might encounter. When you become an ally to transgender people, your actions can help change culture, making society a better, safer place for transgender people, and for all people who do not conform to gender expectations.
- **Talking About Pronouns:** The Human Rights Campaign compiled these useful guidelines on how to talk about pronouns and why using the correct pronouns is an important step in affirming transgender people.
- **Issues Affecting Transgender People:** The National Center for Transgender Equality compiled this information about existing laws and policies that impact the transgender community.

LEGAL

- **National Center for Transgender Equality:** The nation's leading social justice advocacy organization is delivering life-saving change for transgender people.

- **Transgender Law Center:** This organization works to change law, policy, and attitudes so all people can live safely, authentically, and free from discrimination, regardless of their gender identity or expression. The Transgender Law Center envisions a future where gender self-determination and authentic expression are seen as basic rights and matters of common human dignity.

MEDICAL

- **UCSF Center of Excellence for Transgender Health:** The mission of the Center of Excellence for Transgender Health (CoE) is to increase access to comprehensive, effective, and affirming health care services for trans communities. CoE maintains guidelines for transgender medical care and provides educational resources for medical providers, patients, and communities. While their patient resources are directed at those in the San Francisco area, they contain potentially helpful information for those interested in learning about trans medical care.
- **World Professional Association for Transgender Health (WPATH):** WPATH's mission is to promote evidence-based care, education, research, advocacy, public policy, and respect in transgender health. WPATH's vision is to bring together diverse professionals dedicated to developing best practices and supportive policies worldwide, which promote health, research, education, respect, dignity, and equality for transgender, transsexual, and gender-variant people in all cultural settings.



APPENDIX A:

CREATING A WORKPLACE GENDER TRANSITION PLAN

PNNL recommends the transitioning employee and their manager work together to create a plan to help facilitate a smooth transition process. The table below can be used as a plan template for the transitioning employee, their manager, and Human Resources to refer to and use as a resource, in conjunction with “Transitioning While at PNNL: A Guide for Transgender Staff” and “Supporting PNNL’s Transgender Staff: A Guide for Managers”. The HR Diversity, Inclusion, and EEO Manager can help you navigate all of the tasks listed below.

The table below functions as an overview of some steps that may need to be completed as part of the transitioning process, along with estimated timelines and possible dependencies. Given that each individual has different needs, please note that not all tasks will occur in the same way or in the same order. Some items may not be needed at all. The table should not be treated as a comprehensive list or as a checklist that requires strict adherence (please allow room for flexibility). Starred items (*) require legal name change.

Coming Out (transitioning staff choose the order of action)

TASK	WHO SHOULD HANDLE?	SUGGESTED TIMEFRAME	TIME TO COMPLETE	COMMENTS
Contact the HR Diversity, Inclusion, and EEO Manager (HR D&I)	Transitioning Employee, Line Manager, or HR Manager (HRM)	Anytime	Varies based on method (in person, email, phone).	The employee decides whether to contact the HR D&I Manager Diversity.Inclusion.EEO@pnnl.gov or manager first.
Communicate with manager/supervisor	Transitioning Employee	Anytime	2-3 weeks.	
Communicate with people with whom you work directly	Transitioning Employee (see comments)	When the employee is comfortable, typically after telling manager and HR	Varies based on transitioning employee's preference.	HR D&I Manager, HRM and the employee's manager will help with this process and be mindful of employee's communication preferences.
Communicate with everyone else who works with you (collaborators, sponsors)	Transitioning Employee (see comments)	When the employee is comfortable, typically after telling manager and HR		

Updating PNNL Systems (total process will likely take 4-6 weeks)

TASK	WHO SHOULD HANDLE?	WHO MAKES CHANGE?	SUGGESTED TIMEFRAME	TIME TO COMPLETE	COMMENTS
Update preferred name in PNNL Drill Down/ Microsoft systems/Skype/ for Business/ Entrust/Teams/HUB	Transitioning Employee	HRIS & Computer Accounts	Before legal name change and after employee comes out to co-workers	1 week	Unless legally changed, new name will be considered preferred in the system. Note that receiving a new OneKey prior to a legal name change can only occur if the preferred last name remains the same as listed on the driver's license. Otherwise, OneKey distribution will occur after the legal name change.
Contact PNNL-IT Help Desk to receive a new OneKey	Transitioning Employee	Computer Accounts	Anytime	Varies	
Update picture in profile.pnnl.gov	Transitioning Employee	Transitioning Employee	Anytime	10 mins	

Updating PNNL Systems Cont. *(total process will likely take 4-6 weeks)*

TASK	WHO SHOULD HANDLE?	WHO MAKES CHANGE?	SUGGESTED TIMEFRAME	TIME TO COMPLETE	COMMENTS
Update name and gender on PNNL badge* and all other PNNL systems required by a legal name change <i>(i.e., PeopleSoft, MyTravel, software enterprise purchases, etc.)</i>	Transitioning Employee	HRIS, Computer Accounts & PNNL Badging Office	After legal name and/or gender change	2-3 days	For name change, a copy of the social security card is sent to HRIS. For gender change, a copy of the driver's license is sent instead. Name change checklist: hdi.pnl.gov/hdi/product/exhibits/namchg.doc
Update photo on PNNL badge	Transitioning Employee	PNNL Badging Office	Any time appearance changes substantially	1 hour	Badge ID photos should reflect your accurate appearance and can be changed as needed.
If legal name change is not the same as in Task 1 for preferred name, Repeat Tasks 1, 2, and 4	Transitioning Employee	HRIS, Computer Accounts & Transitioning Employee	After legal name change	2-3 days	None
Update outgoing voicemail message <i>(landline & cell phone)</i>	Transitioning Employee	Transitioning Employee	After employee comes out to co-workers	10 mins	None
Update all miscellaneous user names	Transitioning Employee	Transitioning Employee	After employee comes out to co-workers	1 day	Git, JIRA, Confluence, other work-related accounts or software

Updating External Information

TASK	WHO SHOULD HANDLE?	WHO MAKES CHANGE?	SUGGESTED TIMEFRAME	TIME TO COMPLETE	COMMENTS
Go through legal name change process	Transitioning Employee	Government	Anytime	Varies according to steps	Please refer to WA Courts for information about name changes in WA state.
Update name change at bank (for paychecks)*	Transitioning Employee	Bank	After legal name change	Varies according to bank	None

If Considering Medical Procedures

TASK	WHO SHOULD HANDLE?	WHO MAKES CHANGE?	SUGGESTED TIMEFRAME	TIME TO COMPLETE	COMMENTS
Discuss leave options with your medical provider and Unum for info on short term disability and family medical leave (STD/FMLA)	Transitioning Employee	N/A	Anytime	N/A	Internal: mybenefits.pnl.gov External: benefits.pnnl.gov
Inform supervisor of any planned leave	Transitioning Employee	N/A	Recommended 2-3 weeks prior to taking a leave for coverage purposes	N/A	Contact HR Manager for guidance, if needed
Keep supervisor informed of leave time required or need for adjusted work schedule	Transitioning Employee	N/A	As needed	N/A	None

* requires legal name change

APPENDIX B:

Email Example

It's not your responsibility to communicate about your transition to your colleagues alone. HR and your manager can help you with this process. Everyone has their own set of unique factors and circumstances that determine their customized plan, and you have to decide what you are comfortable sharing and doing. Below are two examples of the types of messages you might consider sending your peers either from yourself or through your manager.

EXAMPLE 1:

Dear [Colleague],

I am writing this letter to tell you about a matter that is primarily personal but will result in some changes at work. I am transgender, and I have begun transitioning publicly. If you are unfamiliar with these terms and would like to learn more, please check out the "Supporting PNNL's Transgender Staff: A Guide for All Staff." As I transition over the next several months, you will notice some changes in my appearance. I have also changed my name from [old name] to [new name], and now use the pronouns [new pronouns] instead of [old pronouns].

I am excited to be able to take this step forward in my life. I know this will be a shift for everyone and that it may take some time before you are used to using my new name and pronouns. I will understand if you occasionally make mistakes, but I ask that you please do your best.

If you have questions or concerns, you are welcome to talk to me, [manager name], or the HR Diversity, Inclusion, and Equal Employment Opportunity Manager.

Thank you for your support,
[New name]

EXAMPLE 2:

Colleagues,

I would like to both express my support for and share an upcoming change with you regarding our team member, [new name]. [New name] (formerly [old name]) is coming out as transgender, so you will now be able to find [new pronoun] in Drill-Down and Outlook under [new pronoun] new name, [new name] (newemail@pnnl.gov).

Both [line manager and team leader names] will be happy to answer any questions you may have, and [new name] would like to let you all know that [new pronoun] is willing to answer any respectful questions you have as well. If you would like to learn more about transgender individuals and their rights, feel free to take a look at the educational materials below. For additional information, please explore the sites further or reach out to [new name] or Diversity, Inclusion, & Equal Employment Opportunity Manager.

A welcoming and inclusive work environment is critical for enabling all of us to come to work each day and contribute our talents and skills to the work we do for our nation and the world. Please join me in making this a smooth transition for [new name].

[Insert appropriate links and include PNNL's Transgender Resource documents]



**Pacific
Northwest**
NATIONAL LABORATORY

Questions or Concerns:

If you have questions or concerns, please reach out to the HR Diversity, Inclusion, and EEO Manager:

Manager

Diversity & Inclusion, EEO

Diversity.Inclusion.EEO@pnnl.gov



Prism.pnl.gov

Prism@pnnl.gov

**Pacific Northwest
National Laboratory
Benefits Office**

P.O. Box 999, K1-34

Richland, WA 99352

Phone: (509) 375-6361

Fax: (509) 375-4455