

Best Practices

ONE PAGERS

RAINBOW CITIES NETWORK

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Amsterdam, The Netherlands

The emancipation, visibility and acceptance of transgenders and bicultural LGBTIQ+ people will receive extra attention in Amsterdam's Rainbow Policy 2019-2022.

1. Safe Space Transgenders

The Transgender program has been set up in cooperation with grassroots transgender organizations and advocacy groups in Amsterdam. The transgender organization Black and People of Color (BPOC) indicated that having a safe place is essential for their emancipation. They also want access to and availability of psychological support and other forms of care, the prospect of work and income, and safety. The municipality has found premises which are located in the city center, safe and easy to reach, and wheelchair accessible.

Other transgender organizations like Trans United and Manish Cave will use the space to organize meetings and maintain an office. For example, they want to develop training courses about bicultural transpeople and their treatment for municipal employees, the police and enforcement personnel. This will also draw attention to sex work and other taboo subjects that are often part of being bicultural.

During office hours, visitors can drop in with questions, meet social workers and from the safe space, move on to mainstream care if necessary. The safe space's accessible and convivial atmosphere fosters community building. This means that other self-help and social groups can use the premises if they offer activities that increase the target group's resilience and end isolation.

The safe space will also be used as a place to meet third-party organizations like P&G292, COC Amsterdam, HIV *vereniging*, Tgenderdynamix, Elegabulus, PROUD, the police and social services.

2. Parents and relatives of bicultural LGBTIQ+ people speak

There has been little focus on the position of parents of bicultural LGBTIQ+ people. Parents find it difficult to be open about their child if he or she is LGBTIQ+ because there is still a great deal of social control in their environment. They can fear for their child's safety and what others will think of them. The problem is extremely complex.

But fortunately, there are exceptions: some parents and relatives stand firmly behind their child, brother or sister. In recent years, the Amsterdam organization Connecting Differences has encountered a number of parents like these. They are courageous enough to speak out. This year, these parents are being enlisted at meetings to encourage and motivate other parents and relatives of bicultural LGBTIQ+ people to be open about the orientation of their child, brother, sister, nephew or niece. This is being done with the commitment of LGBTIQ+ young people in Amsterdam. The meetings are called 'Being yourself in Amsterdam 2019: Parents and relatives of bicultural LGBTIQ+ people speak' and focus on two themes: the relationship between parents/family of bicultural LGBTIQ+ people and the young LGBTIQ+ people themselves.

In concrete terms, training was held in May 2019 that focused on creating a joint program by bicultural LGBTIQ+ young people and their parents and relatives. During this training, participants learned about each other's worlds, creating awareness. This has been very successful since the program is run by the community itself.

During the year, four empowerment meetings are held for bicultural LGBTIQ+ people. These are private meetings for the target group focused on empowerment and connection. In the autumn, two public meetings are also organized for a wider audience (*Gay Straight Alliantie*). All interested Amsterdammers are welcome to attend. Finally, at the request of the municipality, the organization will hold an extra meeting especially for bicultural LGB women.

In Amsterdam, we believe it is important that you can be yourself and love who you like. Unfortunately, not everyone feels that way. Two men are spat at for walking hand in hand, a drag queen is refused a ride by a taxi driver or a transwoman is bullied at work. It happens.

Discrimination is not tolerated, overcoming the barrier and encouraging people to report discrimination is therefore an important part of Amsterdam policy.

Amsterdam Pride is about visibility and acceptance and is therefore an excellent opportunity to draw extra attention to reporting discrimination. Even in a tolerant city like Amsterdam, 13% of LGBTIQ+ people experience discrimination (LGBTIQ+ factsheet, OIS 2017). Transgenders and bicultural LGBTIQ+ people experience it even more often. But the number of reports is low. In 2018, the Amsterdam complaints office received 45 reports of discrimination related to sexual orientation. As a result, various LGBTIQ+ role models emphasize that it is important to report incidents every time. Reporting can lead to a real solution for the person concerned: from official apologies from the discriminating party to concrete agreements or actions. In addition, whoever makes a report contributes to the registration of discriminatory behavior. This input forms the basis for policy measures.

The role models who are involved in the campaign are well known Amsterdam LGBTIQ+ people. They call on people to report discrimination every time. This can be done in three ways: via the website, by telephone or through the app '*Meld Discriminatie Nu!*' (Report Discrimination Now!)

The app was specially created by the municipalities of The Hague, Rotterdam and Amsterdam and the national government to overcome the barrier to reporting. The app makes it possible to report an incident anonymously or through someone else. This last makes the app highly useful for intermediaries, like social workers, the police and teachers.

Barcelona, Spain

Mayoral Decree guaranteeing the right, and governing the conditions, for transsexual and transgender people to be treated and referred to by the name and gender they identify with.

It establishes that such people, where they so wish, may communicate the name they identify with to municipal bodies and services so this may be used in actions which are not or do not need to be part of a formal administrative procedure or which have no official legal implications.

Once the decree has been drafted, examined under a participatory process through Barcelona's LGBTI Municipal Council and finally approved following a period in which it is open to public scrutiny, it will be established that possible answer options in addition to "male" and "female", such as "non binary", may be incorporated into applications, requests or forms used by municipal bodies and services for collecting data where information on a person's gender is requested.

The Decree is intended to satisfy the Municipal Plan for Sexual and Gender Diversity Measures for LGBTI Equality for 2016-2020, Barcelona City Council's main cross-cutting action tool for promoting the Sexual and Gender Diversity perspective; and article 23(1) of Act 11/2014 of 10 October, for guaranteeing the rights of lesbian, gay, transgender and intersex people and for eradicating LGTlphobia.

https://ajuntament.barcelona.cat/lgtbi/en/noticia/no-gender-identity-restrictions-in-municipal-forms_781718

Sexualities in the 20th century in Barcelona, the 24th Urban History Guide

These urban-history guides are itineraries that allow us to discover different eras and situations in Barcelona's history.

2019 saw the publication of **Urban History Guide** number 24, **Sexualitats s. XX/BCN** [Sexualities 20th-century BCN], to show the key places in the history of Barcelona's counter-culture with regard to sexualities. The work takes us on a journey back to the past, with sailors from the US Navy's Sixth Fleet strolling along a Raval with Turkish baths, saunas, urinals, drag queen acts, bars and cabarets. **A Barcelona with its first expression of sexual liberation, in 1977, along the Rambla, the Barcelona of El Molino**, the Teatre Arnau, Eixample and its local clubs. This has all been studied and summarised in the Guide, **published by the MUHBA (Museu d'Història de Barcelona)**, part of the Barcelona Institute of Culture, in collaboration with that body's Department of Feminism and LGBTI Affairs.

This material was presented at a ceremony that took place on 1 March 2019 at 6 pm at Plaça Jean Genet, an iconic location when it comes to the issues dealt with by the Guide, with the participation of artist Víctor Guerrer, Director of *El Desplume*, a show based on the cabaret of the 1970s Barcelona "Canalla". It included speeches from the Councillor for Feminism and LGBTI Affairs, Laura Pérez,, the Director of the *Museu d'Història de Barcelona*, Joan Roca, and one of the guide's authors, the sociologist and trans activist Miquel Missé. It was rounded off with a guided tour, the El Raval LGBT Route, given by the journalists Thais Morales and Carne Pollina.

https://ajuntament.barcelona.cat/lgtbi/en/noticia/sexualities-in-the-20th-century-in-barcelona-the-24th-urban-history-guide_778887

Berlin, Germany

Initiative “Berlin supports self-determination and acceptance of gender and sexual diversity” (IGSV)

The latest policy in the realm of LGBTI is the initiative “Berlin supports self-determination and acceptance of gender and sexual diversity” (IGSV), passed by the Berlin Senate on 23.07.2019. The IGSV is an inter-departmental action plan on LGBTI for the years to come involving all departments of the Berlin senate. Building on a first initiative dating back to 2009/10, the IGSV’s now comprises 93 actions. The actions were developed in an intensive participatory process involving civil society, LGBTI organizations and public administration in form of ten expert meetings on different topics. The action plan itself is divided into nine topics – ranging, for example, from homo- and transphobic hate-crimes and discrimination to education and driving change within the administration. New topic areas include LGBTI refugees as well as disability and inclusion while trans* and intersex issues are explicitly integrated and gender diversity is now part of the title. Intersectionality and lesbian* visibility are crosscutting themes in all topic areas. Departments report on the progress of the implementation of the different actions in their particular areas every six months, a summary of which is published online.

Project on lesbian* visibility

Increasing lesbian visibility is an important aim of the coalition government in Berlin. In 2018, the Berlin senate therefore awarded the prize for Lesbian* Visibility for the first time, initiated to honor individuals’ and/or groups’ efforts to making lesbian* histories, lesbian* lives and lesbian* identities more visible in Berlin every two years. In addition, a new project called “Lesbian. Visible. Berlin“ was provided with funding to create a platform for dialogue and consolidation among the L* communities, create alliances and stronger networks between the L* communities and other LGBTI-organizations – especially gay and trans* organizations. Outputs include/will include a networking meetings and seminars, a website as well as a comprehensive catalogue of actions and recommendations for civil society organizations, government and the administration to increase lesbian* visibility in Berlin.

LGBTI Refugees as a particularly vulnerable group within the new „Comprehensive Program for the Integration and Participation of Refugees“

The Berlin Senate developed and decided on a “Comprehensive Program for the Integration and Participation of Refugees”, the so-called “Comprehensive Program”. It is a strategy report that was developed after a participative process with the civil society including LGBTI organizations. It contains the focal points of the refugee policy of the Berlin Senate as well as concrete actions. LGBTI refugees are still recognized as a particularly vulnerable group with special needs according to the Directive 2013/33/EU. Therefore, the needs of particularly vulnerable groups, such as LGBTI, were considered as important cross-cutting issues throughout all the nine areas of action. The Berlin Senate is putting concrete measures into action to create better prospects for LGBTI refugees in order to facilitate equal participation for them in all areas of life. This means that authorities will continue to consider the specific situation and special requirements of LGBTI refugees in their actions and combat any form of discrimination on the ground of sexual orientation and gender identity. They will provide specific support, care, security and protection due to the special situation of LGBTI refugees. Along with the measures already implemented with the former “Master Plan for Integration and Security”, the safety of LGBTI refugees should also be ensured in the future, for example through violence protection concepts in the shelters and LGBTI contact persons. The guarantee of non-discriminatory treatment such as by language mediators and security services needs to be ensured further. Advanced training and sensitization on LGBTI issues is also needed for example within the health system. The so called “Berlin Model for the Support of LGBTI Refugees” will therefore be further developed.

Contact details:

Florencio Chicote / Berlin State Office for Equal Treatment and Against Discrimination / LGBTI Unit
Florencio.Chicote@senjustva.berlin.de , <https://www.berlin.de/sen/lads/schwerpunkte/lgbti/>

City of Bruges, Belgium

1. Development and implementation of the overall rainbow action plan 2018-2020

(Net) working with services and organizations to ask their input and experiences regarding LGBTI topics and their willingness to improve and change policy + founding the Bruges rainbow network.

2. Analysis of the policy of 2 local colleges Vives & Howest

The initial goal is to explore questions, problems and improve current policy. For the needs assessment there will be a cooperation with local interest groups Rebus & Cavarria. Why? Both schools offer teacher training so it's important that the teachers of tomorrow know how to deal with (sexual) diversity and gender orientation. Topics to be handled:

- ☐ Existing diversity policy and good practices/ experiences
- ☐ Student questionnaire
- ☐ Teacher questionnaire
- ☐ Bullying at school
- ☐ Training for students and teachers

3. LGBTQ film festival

Bruges is a first-time participant and supporter of the festival which will take place in November. No more details available



Contact person:

Babet Brilleman, babet.brilleman@brugge.be

Information on the website: <https://www.brugge.be/beleid-holebis-en-transgenders>

Brussels-Capital-Region, Belgium

1. Share the color campaign

This campaign is aimed at raising the awareness of the Brussels population with the aim:

- to combat stereotypes and break the taboos that specifically affect the "community" of LGBTQI+ (lesbian, gay, bisexual, transgender, queer, intersexual, etc.);
- promote respect for different sexual orientations, identities and gender expressions;
- to make victims of discrimination, harassment or any form of violence aware of their rights and the possibilities for exercising them;
- call on witnesses of violence and discrimination to respond appropriately and express their support.

2. Equality impact assessment

The BCR introduced an innovative tool, which represents an enormous step forward for the Region's equal opportunities policy. The equality impact assessment is an instrument that is used to screen all new legislation and regulations, public procurement, grants, management contracts and strategic planning tools for their impact on at least 5 criteria:

- Gender
- Disability
- Ethnic-cultural background
- Sexual orientation, gender identity and gender expression
- Origin and social situation

This test guides users step by step through simple questions to assess the impact of their policies on the various disadvantaged groups.

3. Monitoring LGBTQI+-hate crimes and hate speech in collaboration with NGO's

The BCR started a pilot project in collaboration with Rainbow House and BPS (Bruxelles Prevention et Security), based on amongst others, the results of the Crime Survey (2019) which made clear that a lot of people never put complaints about hate speech, hate crimes and discrimination with the police for a variety of reasons. And here intersectionality was a major multiplier. However, the stories of street harassment and aggression still go around in the different scenes and communities, without being captured. To get more insight in what is happening, we decided to launch a pilot project where people can tell their story and register it with a local NGO, Rainbow House. After that they are referred to the police, social services and other government bodies to put formal complaints. In a second phase, we want to involve the many mainly gay bars in the neighborhood of the Rainbow House.

Contact person at the Brussels Capital Region

Danny Jacqmot (djacqmot@gob.brussels), equal.brussels

Local LGBTQI+ policy on Regional Site: <http://www.equal.brussels/lgtb>

1. International Exchange with LGBT activists from Cologne's Sister Cities: "Sister Cities stand together – LGBT Rights are Human Rights"

In July 2019, during Cologne Pride, the City of Cologne hosted a 4-day international exchange programme for LGBT human rights activists from 6 of Cologne's 22 sister cities including guests from Istanbul (Turkey), Katowice (Poland), Cluj-Napoca (Romania), Tel Aviv (Israel), Liverpool (UK) and Barcelona (Spain). While the focus in the past two years (2017 and 2018) was on "lesbian visibility and the situation for queer women in our sister cities", this year (celebrating 50 years of Stonewall) the focus of the exchange was on "pride activists and the history of our sister cities' pride movements".



Goals

- Building networks and connecting LGBTI human rights activists on an international level
- Showing international solidarity and highlighting the human rights situation for LGBTI in our sister cities
- Empowering and supporting human rights activists in Cologne's sister cities - partly from countries with high rates of discrimination and low social acceptance of LGBTI

Target audience: LGBT activists and from Cologne's sister cities and from Cologne itself.

Partners: The exchange was a successful collaboration between the city's LGBT office, the city's Office for International Affairs, local NGOs and pride activists from Cologne.

Duration of the project: the actual exchange programme included 4 days during Cologne Pride. The programme included: a welcome dinner; a public event; a workshop, an official reception in the town hall, visiting two LGBT NGOs, exploring the Cologne Pride street festival and participating in Cologne's Pride Parade accompanied by the Mayor of Cologne (see photo above).

Role of the City: The City of Cologne was responsible for organising, hosting and funding

Outcome/results: The international guests as well as everyone involved from the German side, felt inspired and empowered. The exchange programme received good media coverage. Following the exchange, in 2018 and 2019 LGBT activists from Katowice/Poland and Cluj/Romania invited the Mayor of Cologne to visit their local pride event. On behalf of the Mayor, one Vice Mayor of Cologne was sent to support these local pride demonstrations. The exchange is to be continued in 2020.

2. Publishing a study about LGBTIQ being an economic location factor for Cologne

Goals: To find answers to the following questions:

- In what way is LGBTIQ an economic location factor for Cologne?
- In what way does Cologne benefit economically from its reputation as a tolerant, cosmopolitan and LGBT-inclusive city?

Target Audience: economic stakeholders, businesses, city marketing, LGBT communities

Partners: the institute that conducted the research (nationwide online survey amongst 2500 people)

Duration of the project: over 2 years

Role of the City: The LGBTI office was the main body responsible publishing the study

Outcome/results:

- 10.6% of the Cologne population are LGBTIQ, as opposed to 6.9% nationwide
- Cologne's reputation as a LGBTIQ stronghold sets the city apart from other German cities
- Cologne's reputation as a tolerant and cosmopolitan city makes it attractive for skilled employees
- The factor "LGBTI-inclusive" and Cologne's LGBTI community play contribute significantly to the tolerant and cosmopolitan reputation Cologne has.

The study, available in German only, can be downloaded here: <https://www.stadt-koeln.de/leben-in-koeln/soziales/lesben-schwule-transgender/studie-lsbtqi-als-wirtschaftsfaktor-fuer-koeln>

City of Geneva, Switzerland



Elderly LGBTIQ+ program

According to the policy and strategy framework for seniors, the proportion of elderly people living in Geneva will increase considerably from 16.2% in 2013 to 23% in 2040. Among them, LGBTIQ+ people are more affected by discrimination and social exclusion and remain quite invisible.

Accordingly, the City of Geneva ordered a pilot research, managed by Association 360, aimed at highlighting the differences between the heterosexual and LGBTIQ+ elderly citizens, focused on their daily and social lives, their specific health issues and the training needs of the professionals caring for them, as well as drawing up a list of good practices set up in foreign countries. This first step showed that only a few projects aimed at elderly LGBTIQ+ people exist in Geneva and that public foundations in the semi-public sector working with the elderly (home caring, nursing homes, social supports) were not sufficiently prepared to face the challenge of an inclusive aging process.

Further to these findings, the City of Geneva decided to support a new project led by Association 360 to develop a long-term research which would lead to specific and effective measures targeting LGBTIQ+ senior citizens and the professionals caring for them. The pilot research will last from the end of 2017 until 2020. After this period, an assessment will be published. The City of Geneva co-finances the project and act as a facilitator to establish contact between Association 360 and the other public organizations. The project is part of the City action plan for elderly people.

LGBTIQ+ Refugees

As any Canton in Switzerland, the Canton (State) of Geneva receives a quota of refugees according to its population. This way, in 2016, more than 4'000 individuals were in the asylum process in Geneva. Among them, LGBTIQ+ refugees and their specific needs are highly invisible both to the different actors from the asylum fields and to the local LGBTIQ+ organizations as well as inside the LGBTIQ+ community. Having regard to the stigmatizations and discriminations that LGBTIQ+ persons and refugees are facing in our society, and the deprived material and psychosocial conditions they often live in, this invisibility of LGBTIQ+ refugees is likely to express specific conditions of vulnerability and specific needs, that the Geneva actors were not equipped to satisfyingly take charge of.

The City of Geneva is financing a program to improve the living conditions of LGBTIQ+ refugees by identifying the specific vulnerabilities and specific needs of LGBTIQ+ refugees, sensitizing the professionals of the field about these specificities, spreading good practices and developing adapted tools and answers to address them and sensitizing migrant newcomers about LGBTIQ+ issues. After a successful pilot phase from 2016 to 2018, the project was confirmed and extended.



LGBTIQ+ Archives and Memory

Identifying, saving and valorising the archives and memories of the LGBTIQ+ communities and movements are a growing issue. The City of Geneva launched a feasibility study to address this question locally and define the needs, in close partnership with the civil society. Simultaneously, a program of events was developed all along 2019 to celebrate the rich history of the local LGBTIQ+ movements and organisations. On this 50th anniversary of the Stonewall riots, Geneva has welcomed the Swiss Roman Pride in July. Different animations were proposed, including a retrospective exhibition untitled "Geneva, proud of her LGBTIQ+ history".

Contact at the City of Geneva: Guillaume Mandicourt, guillaume.mandicourt@ville-ge.ch

Gent, Belgium

Topic: Local Trans Policy 'Hij/Zij Voorbij'

We organized a needs assessment for the Ghent trans*population. This analysis was the base for actions directed specifically to the trans* population.

Reason: why this initiative on this topic?

In our LGBT policy the main focus has been on the LGB. The 'T' was not as present as it could be in the action plan. We needed exclusive attention to all policy domains concerning the topic gender identity

Goal

We wanted a better view of how trans persons in Ghent are living and how they feel about certain domains that are relevant for the city policy: safety, sports, communication, public service, health, ...

These needs were translated in specific actions and tips & tricks for city services.

Target audience

For the focus groups within the analysis the target audience was of course the trans*population of Ghent. In the second phase of the analysis policy makers were involved.

The main target audience are city services. We want to provide them with options they have to make their services more trans*inclusive.

Partners

The trans needs assessment was conducted by Transgender Infopunt, the Flemish expertise centre for all trans*topics.

Duration of the project

The Analysis was conducted in February-March 2017.

The report was finished in April 2017.

The start of the Trans action plan was September 2018.

Role of the City

The city is the initiator and coordinator of this analysis and action plan.

(expected) Outcome/results

- Research report with needs of the trans*population and options for a more trans*inclusive policy
- Brochure '*Hij/Zij Voorbij*' for all public services
- Trans*specific actions within different domains (HR, communication, sports, elderly care, public bathrooms)

Link to more information

<https://stad.gent/samenleven-welzijn-gezondheid/diversiteit-gent/holebis-en-transgenders/behoefteanalyse-transgenders>

Topic 1: Network hub “Selbstbewusst Trans* (confident trans)”

- Peer psychosocial counselling advice to support and company transgender individuals, relatives, friends
- Survey of specific requirements, analysis and to develop strategies to improve living conditions for transgender people and social acceptance by collecting and distributing informations for psychologists, treating doctors, interest groups, counselling services, interested public

<https://www.mhc-hh.de/beratung-aufklärung/trans-beratung/>

Topic 2: LGBT* refugees

Gay, Bi and Trans*:

- Psychosocial Counselling
- Secure accommodation for vulnerable persons
- Individual case management
- Self-help group “Safe Space” which offers a platform for exchange and mutual support

Lesbian, Bi and Trans*: “Refugee sisters”

- Safe space for lesbian, bi- or trans*persons
- Providing information about LBT*-organisations in their home countries

Topic 3: “Network Conference queer sport” in November 2019

- Cooperation between competitive and popular sport, university sport and German Olympic Sport Confederation (DOSB)
- Conference with workshops and panel discussion against homophobia and transphobia, promotion of social cohesion

Contact person at the municipality:

Dorothee Bramlage (Dorothee.Bramlage@bwfg.hamburg.de)



City of Hanover, Germany

1. Introduction of a Gender-Inclusive Administrative Language

In January 2019, the Federal State Capital of Hannover publicized new recommendations for a gender-inclusive administrative language. The recommendations are part of the city's efforts, both as an employer and as a public service provider, to account for the de facto plurality of sex and gender identities.

The new recommendation is binding for all administrative correspondence. It is gradually implemented in e-mails, letters, presentations, brochures, flyers, in-house announcements, press releases and articles, printed matters for political committees, forms and legal texts etc.

More Information & Download Flyer (German): <https://www.hannover.de/Leben-in-der-Region-Hannover/Verwaltungen-Kommunen/Die-Verwaltung-der-Landeshauptstadt-Hannover/Gleichstellungsbeauf%C2%ADtragte-der-Landeshauptstadt-Hannover/Aktuelles/Neue-Regelung-f%C3%BCr-geschlechtergerechte-Sprache>

2. Expansion of the Support and Shelter Concept for LGBTIQ Refugees

Since the inception of the support and shelter concept for LGBTIQ-refugees in 2016, the Federal State Capital of Hanover offers free weekly consultation hours for LGBTIQ-refugees and asylum seekers as well as secure housing for LGBTIQ refugees, imperiled in communal accommodations.

In 2019, the City of Hanover has expanded the secure housing provided for LGBTIQ refugees. In addition to the shared apartment for gay men, existing since 2016, it now operates a shared apartment for lesbian women as well as 7 individual apartments for trans refugees.

It has also extended the consultation services, including special contact persons for the women, living in the new shared apartment.

3. Training on LGBTIQ Elderly for Care Providers

With the support of the Ministry of Social Affairs, Health and Equal Opportunities of Lower Saxony and in cooperation with several local care providers and NGOs, the Federal State Capital of Hannover developed a training concept for dealing with LGBTI elderly in inpatient and mobile care facilities. Trainings were held free of charge throughout various care facilities within Hanover.

In 2019, the City of Hannover commissioned the brochure "Zum adäquaten Umgang mit älteren LSBTI – Damit nicht erneut Unrecht geschieht" to accompany the publication of the training concept and provide care facilities with necessary background information and enable them to run trainings on their own.

Download Brochure (German): <https://seniorenberatung-hannover.de/Aktuelles/Leitfaden-LSBTIQ-Altenpflege/2/556>

Contact: Juliane.Steeger@Hannover-Stadt.de

Leuven, Belgium



1. Together with the LGTBIQ community.

The city of Leuven supports positive perception of gender diversity and gender identity. Together we want to increase knowledge about gender diversity and gender identity at all relevant partners and services in Leuven. The new municipal administration entered service on 1 January. It was decided by the new city council to conduct a major survey among all people in Leuven in order to prepare the 2019-2025 policy plan. Residents could post all their ideas for a few weeks under the heading 'Leuven experience it'. The new policy lines and new objectives will be established based on participation. So, 2019 was primarily a year of reflection. From 2020, the new policy objectives can be made concrete.

2. Divers soccer tournament.

For the second time we organized a soccer tournament between the LGTBIQ community and the refugee soccer team. Sport is in this a way to connect to tackle intolerance between different groups in society.

3. Yearly LGTBIQ film festival.

The city council supports the yearly LGTBIQ film festival which takes place from 10 to 30 November. In 2018 25 films were programmed, 3 documentaries, 27 short films, 2 events and 2 theatre productions.

Contact details

Contact person in Leuven: Kristel.wildiers@leuven.be, www.leuven.be.

www.holebihuis.be

Ljubljana, Slovenia

Certificate LGBT friendly

The purpose of the certificate LGBT friendly is primarily raising awareness among people. The aim is that within the working environment and externally to the customers to create a climate that is favourable to all.

In the first phase NGOs have conducted a research about the needs of LGBT employees and LGBT users and based on the results of research analysis the education module has been prepared.

The certificate is awarded to all public and private organisations that complete the education (4-hours seminar for management staff) and share knowledge among their co-workers. The first seminars were implemented for management staff from the City Administration and Ljubljana Health Centre. Now we have 41 certificate holders (among them are schools, kindergartens, public institutes etc.).

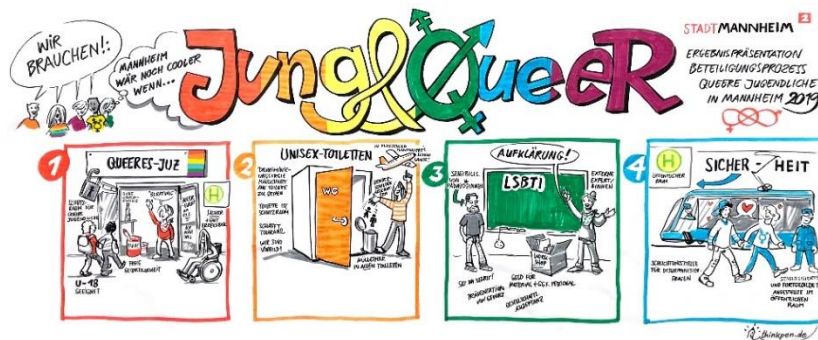
Action plan for gender equality 2019-2022

In 2019, City Council adapted 2nd Action plan for gender equality 2019-2022. The action plan is divided into 8 areas; one of them is also tolerance towards the LGBT community. Our commitments in this fields are to support programs for LGBT and to support and (co)organize awareness-raising activities.

CURRENT PROJECTS

1. Queer Youth Participation Process

After an eight month of planning which involved several important stakeholders within the local queer community including queer youth groups and queer student initiatives, the first ever municipal participation process for queer youth in Mannheim took place in October 2019. Consequently, four recommendations were made to take actions such as opening a queer youth centre, launching a public awareness campaign, taking measures to ensure safety and security of the queer youth especially in public transport and addressing the need of unisex toilets. In the following month, these recommendations were presented to the local politicians.



2. QFM – Network for the Visibility of Women* in the Queer Community

February 2019 saw the City of Mannheim launching a new network called “QFM – Queere Frauen im Quadrat Mannheim” with an aim to increase women* participation and visibility within the queer community in the Metropolitan region of Rhine-Neckar. It is organized with a joint effort of the LGBTI commissioner and the commissioner of equal opportunities for women in Mannheim. The network meets six times a year and have recently handed out giveaways during the local Pride as well as the Dyke*March to raise awareness and increase visibility.



3. QZM – Queer Community Center Mannheim

In late 2019, the local queer community took the opportunity of a participatory budget to realize the dream of an own queer centre for the City of Mannheim. The QZM – Queer Zentrum Mannheim went on winning a budget of almost 300.000 EUR with an ambitious goal to develop a concept together with the City of Mannheim in 2020 to soon open the door of the QZM by the year of 2021. Part of the concept is to also integrate open working environments into the QZM where e.g. co-working spaces will be offered.

Contact: LGBTI Commissioner Sören Landmann (soeren.landmann@mannheim.de)



GOBIERNO DE LA
CIUDAD DE MÉXICO



CONSEJO PARA PREVENIR Y
ELIMINAR LA DISCRIMINACIÓN
DE LA CIUDAD DE MÉXICO

COPRED

Mexico City, Mexico

Listing of 3 projects or campaigns with a brief outline and weblinks or other information:

- **“Guía Nada que Curar”**

The Council to Prevent and Eliminate Discrimination of Mexico City (COPRED by its acronym in Spanish) along with the United Nations Office on Drugs and Crime, the Yaaj civil society organization and the National Autonomous Mexico University (UNAM) drafted a guide for mental health professionals. The objective of this guide is to prevent and combat any efforts to correct the sexual orientation and gender identity (ECOSIG). It was published in 2019.

<https://www.unodc.org/documents/mexicoandcentralamerica/2019/GUIAECOSIGFINAL-compressed.pdf>

- **“Guide to incorporate intersectionality in sexual and gender diversity policies”**

Project promoted by the Metropolis World Association and led by Montevideo city with Barcelona, Berlin, Buenos Aires, Medellín and Mexico City. This project combines the lessons and experiences of these cities regarding the inclusion of intersectionality in LGBTI policies. This will be virtually available on October 7, 2019.

<https://www.metropolis.org/news/guide-no-lgbti-person-be-left-behind>

- **“Gran Acuerdo por el Trato Igualitario en la Ciudad de México”**

The “Great Agreement for the Equal Treatment of Mexico City” (Gran Acuerdo por el Trato Igualitario CDMX in Spanish) is an initiative of the COPRED that consists in a platform to link COPRED with the private sector in order to build an equal treatment and non-discrimination culture. It establishes a new paradigm that refers to the obligation to respect human rights and also to promote and protect them in the business world. Currently, 22 companies of different types are attached to the “Great Agreement”.

The Council analyzes the internal policies of the companies in order to identify actions of discrimination, approves or not if they become part of the Great Agreement, promotes the adoption of a labor inclusion policy, trains the decision makers of the companies through the workshops of inclusive companies, monitors the labor inclusion policy implemented by each company and evaluates the impact and results of them.

<https://copred.cdmx.gob.mx/acciones-estrategicas/gran-acuerdo-por-el-trato-igualitario>

Contact person at the municipality

Adriana Aguilera Marquina, Technical Secretariat at COPRED, (adriana.copred@gmail.com)



1. The new option of the 3. Gender

- implementing the new option of the 3. Gender (legal in Germany now) in the administration
- cooperating with different departments, researching the needs and possibilities
- specialist counselling
- running a working committee with departments of the city administration on the needs of transfer of the legal targets of the new law
- working on the city's standing orders relative to the procedures concerning the 3. Gender

2. Gender-fair language

- working on the city's standing orders concerning the gender fair language
- working on a brochure on gender fair language
- cooperating with the department for gender/ women's equality

3. Homeless lgbti*

- cooperating with the department for social affairs
- organising a survey inside the utilities for homeless people concerning their points of contact with homeless lgbti* and their expertise and their needs

Contact person at the municipality:

Ms Ulrike Mößbauer (ulrike.moessbauer@muenchen.de): responsible for rainbow Cities Network

In Case of absence: kgl.dir@muenchen.de

Local LGBT policy on municipal site

www.muenchen.de/koordinierungsstelle



Nuremberg, Germany

50 Years of PRIDE in Nuremberg.

For the 50th anniversary of Stonewall riots, we have different Activities in Nuremberg this year.

The Lord mayor invited LGBTI plus allies to the town hall for a special pre-Pride-Festivity.

We are also participating in the RCN-Exhibition, which will be shown once again in May 2020 on the occasion of IDAHOBIT in our local library.

Furthermore, we had a specific Twin-City-exchange-program with LGBT-Activists from Charkiw. Main topic was about how to support the local pride in Charkiw in September. #kharkivpride

www.lsbti.nuernberg.de



LGBTI Education

In our working team "SOGI – sexual orientation and gender identity" with NGOs, Universities and Companies, we are trying to organize conferences etc. once a year to discuss specific topics in detail. Therefore, in November, there will be a huge Conference about LGBTI-Basics for people who are working in the field of Diversity, Education and Counseling. We are going to have experts from different NGOs for Trans* and Inter*.

www.lsbti.nuernberg.de

Employee Network:

In 2019 the Employees Network is becoming more visible in the municipality. We are working on the local strategy of diversity, visiting the departments of the employees and taking part in the local pride activities.



<https://www.nuernberg.de/internet/frauenbeauftragte/mitarbeiterinnennetzwerkabc.html>

Contact details:

Christine Burmann (christine.burmann@stadt.nuernberg.de)



City of Oslo, Norway

Training for municipal staff on gender and sexuality diversity

Staff and managers in municipal businesses receive training on gender and sexual diversity. The municipality also adopts a more inclusive language profile, for those who fall outside the two-gender model, to enable citizens to define their gender identity themselves in their meeting with the municipality. Training and increased competence on gender and sexuality diversity ensures equal services and inclusive work environment for all.

The gender diversity perspective is incorporated into the OXLO Equal Services Guide. The municipality cooperates with Free and Queer World (local LGBT-organizations) on courses and training programs for staff. Free has developed a training program called Queer Knowledge, targeting staff in senior services. Queer World has created a guide on intersectionality - on how social categories such as gender, race, ethnicity, religion, social class and sexuality can interact and influence people's living and living conditions. The Health station for gender and sexuality (HSK) gives advice to services targeting young people (schools, school health services, youth clubs).

Support for civil society-based protection against discrimination

The DiMe project addresses complaints about discrimination, hate speech, racism, and homophobia.

The Discrimination Assistance – run by the Norwegian Centre against Racism and Queer World – provides victims of discrimination with advice, guidance and assistance in complaints related to skin color, ethnicity, religion or sexual orientation. The Mediation Board – run by the Norwegian People's Aid – mediates between victims and offenders (companies, nightlife bars and clubs, public services etc.).

The project is supported by the City of Oslo and the state Police Directorate. The municipality collaborates with the state Discrimination Ombudsman on training of staff in the nightlife industry, and performs targeted checks on sites that have received complaints.

There is in Norway under-registration of issues relating to islamophobia, anti-Semitism, homophobia, and everyday racism. Registration is low because a complaint rarely leads to any response. Only one in a hundred complaints ends up as a case for prosecution or judgment in the Norwegian judicial system.

Visible presence of the municipality in the Oslo Pride festival and the Pride House seminar program

In 2019 the municipality decided to be partner and a visible contributor to the Oslo pride festival, with a flotilla in the parade, a seminar in the Pride House program and a municipal stand in the Pride Park – combined with use of posters and rainbow symbol in municipal building. The aim is to make gender and sexual diversity a visible part of public places, business and work life, as well as the public debate on urban life.

The Oslo Pride Festival is Oslo's celebration of diversity, with 50,000 participants in the parade, and an audience of some 250 000 people.

Contacts

Toralv Moe – toralv.moe@byr.oslo.kommune.no

DiME - dime@dhjelpen.no

Brita Brekke – brita@frio.no

Yonas Bennour - yonas.bennour@oslopride.no



Paris, France

Topic 1: visibility in the streets & in Culture

For the **50 years of Stonewall riots** celebration in 2019 (June 1969 in NY), big turn fort the world LGBT activism (NB: it did create the very first Pride, one year later), the Mayor did decide to honor 25 key activists and moments for LGBT: Harvey Milk, Marielle Franco (Brazilian LGBT elected activist, killed in 2018), Ovida Delect, Pierre Seel, Clews Vellay, Gilbert Baker (creator of the Rainbow Flag)... in "le Marais" and in various areas in Paris...

+ A unique a **huge free exhibition, at the City Hall "Champs d'Amours"** (movies clips, pictures, posters, objects, magazines...) about **the history of 100 years with LGBT in cinema/movies**, thru a creative and fun scenography.

+ project of "*House of LGBT+ Cultures*" in Le Marais (500m2).

Topic 2: LGBT international action > Prizes during IDAHOTB & actions for LGBT refugees

For the second year, Paris, with an international jury during the 17th may / IDAHOTB, gave 3 Prizes for LGBT NGOs (Worldwide, France & francophone countries), with 5.000€ each.

1st city in France to propose (from July 2018) 10 public houses (flats "HLM") managed by the LGBT NGO **ARDHIS to host LGBT refugees** (= about 15 to 25 LGBT refugees inside Paris each year)

Topic 3: 32 Measures Action Plan against discriminations, violence & aggressions

A large Plan (from Nov. 2018), built with NGOs, topic by topic, to fight against aggressions on LGBT people, with the help of Police, Justice (State) + decisions from the brand new report (thru "*Paris sans sida*" & the Trans group *Acceptess-T*) about Trans people facing some problems in all kind of public/common services.

Contact person at the municipality: Philippe Lasnier (DDCT, at City Hall): philippe.lasnier@paris.fr

Rotterdam, The Netherlands

Internal pride network

In 2018 we started 'R Pride' an internal Pride network. R Pride is the group for LGBTI+ people and everyone who cares about them within the municipality. Our group stands for promoting awareness of (sexual) diversity in the workplace, to which attention is given through activities.

For example, during Rotterdam Pride in the last week of September we're hosting an exhibition in different municipal buildings in our city to create awareness.

Hot Topics

A very big success is the program Hot Topics on Secondary vocational education in the schools in Rotterdam. It's a peer education program whereby youngsters talk about different 'hot topics' such as LGBTI+ issues, discrimination, street harassment etc.

Especially the peer education part of this project is what makes it a success.

Safety alliance

The Rotterdam Safety Alliance '*Natuurlijk Samen*' is committed to the safety of lesbians,

homosexuals, bisexuals, transgender people and people with an intersex condition

(LGBTI+ people) in the living environment, the nightlife, on the street and in public transport

in the Rotterdam region. We work together with the police (pink in blue), the local antidiscrimination office RADAR, LGBTI+ organizations and other NGO's.

We focus on three main tasks:

1. Increasing the sense of security and increasing the willingness to report of LGBTI people
2. Sharing knowledge and creating insight regarding to the safety situation.
3. Signaling unsafety, advising and putting improvement opportunities on the agenda.

Contact person at the municipality

Anouk Erkelens am.erkelens@rotterdam.nl

SÃO PAULO, BRAZIL

1. Transcidadania Program: To provide access to education in public schools, professional qualification and preparation for the job market for trans people, especially those socially vulnerable. In addition, the Program offers a wide range of capacity-building and empowerment activities in the Municipality-run LGBTI Citizenship Centers. It also promotes access to education and coordinates the policy in a cross-cutting and intersectorial manner, including health, education, welfare, transport, labor and other areas. During the program, the beneficiaries receive an income, up to 2 years of continuance. One of the outcomes is raising the level of education and increase the hiring of trans people in the formal job market, guaranteeing their citizenship.

– Link to more information

http://www.prefeitura.sp.gov.br/cidade/secretarias/direitos_humanos/lgbt/programas_e_projetos/index.php?p=150965

2. LGBTI Citizenship Centers: The Citizenship Centers are spaces dedicated to the LGBTI population in situation of social vulnerability, victims of physical or psychological violence and victims of discrimination based on sexual orientation or gender identity. São Paulo city has 4 of them spread by strategic zones: North, South, East and Centre, reaching more than 10,000 people per year. Its beneficiaries have access to psychological and social assistance as well as legal advice, and access to other public policies of the city. Working with them there are 4 LGBTI mobile units that move through São Paulo with educational and cultural activities, oral fluids rapid testing of HIV/Aids, care for victims of violence, legal advice, psychological and social assistance and guidance services on the “Transcidadania Program”.

– Link to more information

https://www.prefeitura.sp.gov.br/cidade/secretarias/direitos_humanos/lgbti/rede_de_atendimento/index.php?p=271098

3. São Paulo Trans Population Census: São Paulo’s LGBTI Office, together with the support of a city councilor, is conducting a survey of transgender people living in São Paulo to map their experiences and realities. The research is part of the international commitment of the city, signed at the III Latin American Rainbow Cities Network (RLCA) Meeting in 2017, along with other city members. Its objective is to strengthen the spaces of integration for trans people in the Latin American context and to improve public policies for this population.



WIENER ANTIDISKRIMINIERUNGSSTELLE
FÜR GLEICHGESCHLECHTLICHE UND
TRANSGENDER LEBENSWEISEN
StadT:Wien

Municipality of Vienna, Austria

Europride 2019 in Vienna

From 1.-16. June 2019 the EuroPride took place in Vienna. The City of Vienna gave a big amount of money (€ 900.000, -) for organizing the EuroPride to Vienna Stonewall-Company, who is part of the oldest Austrian LGBTIQ-NGO of Austria, HOSI-Vienna. The City also supported the preparations and implementation of the Europride 2019 "50 Years Stonewall" logistically and tried to bring different NGOs, companies and departments of administration together.

From 12.-14 June the Europride Conference was held, which was organized by Vienna Stonewall-Company in Cooperation with WAST. The conference had a focus on "Pride Business" on 12th June, on "Human Rights & LGBTIQ" on 13th June and a Community and Workshop Day on 14th June.

Monument for LGBTIQ-Victims of the NS-Regime

An art- competition for a permanent memorial for LGBTIQ victims of the NS regime will be launched in 2019. A study on the issue was already conducted in prior years. In the meantime, also a place and the technical requirements for the monument have been defined.

Co-editing of publication "*Ich liebe mein Kind so wie es ist ?!*" (I love my child as it is?!)

This booklet is written for parents and caregivers of children and adolescents who define themselves differently in the range of sexual orientation and gender identities than the majority: because they feel lesbian, bisexual, or gay, or because they feel transident.

Parents are often faced with concerns and questions like: "Have we done something wrong?" "Is this just a temporary phase?" "What will others say?" "Will my child be happy?" The booklet addresses such issues and also provides advice on where parents can get more information and on how to support their child.

Booklet (in German) can be downloaded: <https://www.eltern-bildung.at/news/neue-broschuere-fuer-eltern-vielfalt-ich-liebe-mein-kind-so-wie-es-ist/>

Contact details

Wolfgang Wilhelm (wolfgang.wilhelm@wien.gv.at), Alina Zachar (alina.zachar@wien.gv.at)

Zurich, Switzerland

Inclusion of trans topics in the Gender Equality Plan 2014-2018

The Gender Equality Plan of the Zurich municipality bundles the City of Zurich's activities for the promotion and implementation of gender equality. The project is coordinated and managed by the Office of Gender Equality on behalf of the City Council. In May 2019, the city council approved the plan for the next four years. The Gender Equality Plan plans and implements measures to further equality in all departments of the municipality in various fields.

The plan for 2019-2022 newly and explicitly includes trans topics: The Office for Gender Equality is currently discussing measures with various service departments within the municipality concerning trans topics. They include gender-neutral language, awareness rising in schools, age- and care-centers, recruitment practices and further topics.

Stepchild adoption in lesbian families

In Switzerland, same-sex couples are excluded from reproductive medicine and therefore from artificial insemination. This means that they cannot be common parents of a child from birth before the law. Stepchild adoption has been possible since the beginning of 2018. However, an application for adoption can only be made one year after birth. Experience has shown that up to two years can elapse between birth and the completion of the adoption procedure. In this period, the child is not sufficiently protected by single parenting, which can have fatal consequences in certain situations, such as separation or death.

Together with the umbrella organization Rainbow Families the Office for Gender Equality has organized an event on the topic for lesbian parents. An attorney informed about important procedures and hurdles, affected parents reported about their experience. In addition, we conducted a hearing in which representatives of the relevant authorities and representatives of Rainbow Families together with experts for law and child welfare discussed problems in the process of stepchild adoption. The hearing was organised and chaired by the Office for Gender Equality and led to an improvement in the processes.

Conference: Equality work on gender, gender identity and sexual orientation

The aim of equality work for women* and men*, lesbians, gays, bisexuals, trans* and inter* people is a society without discrimination. Discriminated groups can reinforce each other in the enforcement of equal rights and concerns. However, contradictions and conflicts of interest can also arise. A conference organized by the Office for Gender Equality, in September 2019, addressed this issue.

In presentations and workshops, the topics of binary gender system, intersectionality, family and parenthood, language, law, infrastructure, violence and (in)visibility were broached. Common strategies for all groups discriminated against in the field of gender were discussed. The conference met with great interest. A total of 120 participants came from all areas of equality between women* and men* and from the LGBTI community.