



Creating a Welcoming and Inclusive Environment for LGBTQ People

- ▼ provide LGBTQ cultural training for all staff, updated regularly
- ▼ don't assume anything about an individual/family
- ▼ if you are unsure, and need to know, ask politely
- ▼ use neutral language – partner, spouse, partnered, parent – verbal and written
- ▼ verbally, use preferred name and pronoun, if different from health card
- ▼ ensure posters and literature portray LGBTQ people and issues
- ▼ use a positive space symbol only when requirements have been met:
 - providing a welcoming and inclusive atmosphere for people of all sexual orientations and gender identities
 - providing referrals to community resources for issues pertaining to sexual orientation and gender identity
 - advocating for youth, parents, employees and community members on matters related to gender identity and sexual orientation
 - ensuring all staff are LGBTQ culturally competent
- ▼ provide gender neutral bathrooms
- ▼ develop anti-discrimination, anti-harassment and diversity policies that include sexual orientation and gender identity and expression
 - use gender neutral language – employee, client, community member, person
 - include process to follow when policies not adhered to
 - post where highly visible for clients and staff
- ▼ develop a referral list for LGBTQ issues/resources
- ▼ add same sex and gender diversity imagery to education and marketing materials
- ▼ support and be visible at LGBTQ events
- ▼ celebrate/recognize LGBTQ awareness days

References:

National LGBT Health Education Center, The Fenway Institute:
lgbthealtheducation@fenwayhealth.org

Ontario Public Health Association: [A Positive space is a Healthy Place](http://opha.on.ca/getmedia/125e32e7-f9cb-48ed-89cb-9d954d76537b/SexualHealthPaper-Mar11.pdf.aspx?ext=.pdf). 2007, updated 2011.
<http://opha.on.ca/getmedia/125e32e7-f9cb-48ed-89cb-9d954d76537b/SexualHealthPaper-Mar11.pdf.aspx?ext=.pdf>