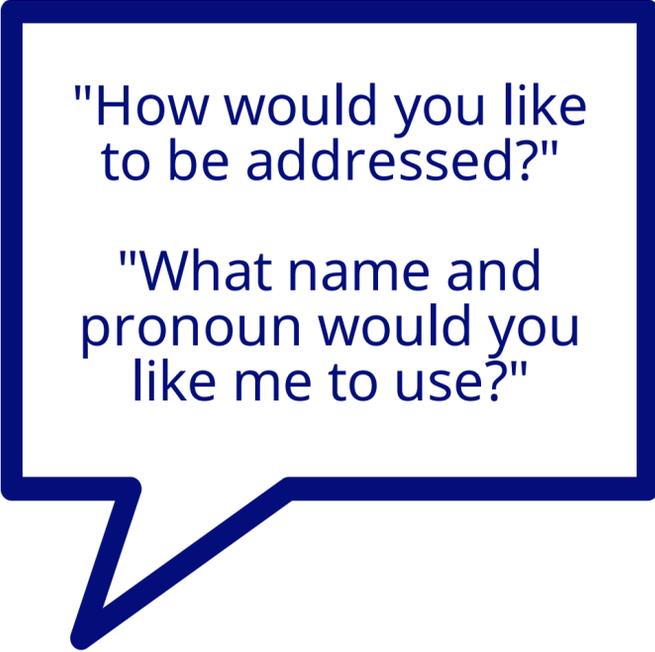# TIPS TO CREATING A TRANS-INCLUSIVE CLINIC

Creating a welcoming environment for all patients can enable primary care providers to better meet their patients' health care needs. This document provides tips to creating a gender-affirming environment, including at clinics and at other locations, such as hospitals.

1. Use respectful language.

- Address the patient by their preferred name and pronouns. **Pronouns** are the ways we refer to each other in the third person.
- People may change their pronouns to match their identified gender or use a gender neutral pronoun. If you are unsure, ask the patient what they would like to be called, e.g. **"What pronouns would you like me to use?"** Examples of pronouns include she/her/hers, he/him/his, they/them/theirs.
- Check in with the patient about changes in their preferred name or pronouns and encourage them to let you know if they change in the future.
- Before asking a patient for their preferred pronouns, consider saying your own pronouns.

"How would you like to be addressed?"

"What name and pronoun would you like me to use?"

Additional Resources:

http://www.the519.org/education-training/training-resources/trans-inclusion-matters/creating-authentic-spaces/gender-specific-and-gender-neutral-pronouns

https://www.rainbowhealthontario.ca/TransHealthGuide/gp-initialassess.html

2. Provide visual cues for trans patients to indicate that your clinic is a welcoming place.

- Post a non-discrimination statement.
- Post a rainbow flag, symbolizing inclusion for transgender individuals.
- Display brochures, posters, or educational materials about trans health concerns.

Additional Resources:

https://www.ama-assn.org/delivering-care/creating-lgbtq-friendly-practice

http://www.rainbowwelcome.org/uploads/pdfs/GLMA%20guidelines%202006%20FINAL.pdf

3. Inclusive patient records.

- Customize registration forms to have a space for patients to enter their **current gender identity**, **preferred name,** and **pronouns.**
- Record the patient's gender identity, preferred name, and pronouns on an easily visible section on the chart to support providers who are part of the patient's health care team in knowing this information.

Additional Resources:

https://www.plannedparenthood.org/files/4414/0606/9716/PPSFL_Providing_Transgender_Inclusive_Healthcare_Handbook.pdf (pages 2-3)

4. Introduce gender neutral washrooms.

- The most user friendly type of washroom is **single user**, **gender neutral,** and **accessible**.
- However, do not assume that a person who identifies as trans wants to use a gender neutral washroom. Provide the washroom options and the person will decide on which washroom to use.

Additional Resources:

http://lgbtqpn.ca/library/washroom-signs/

http://www.the519.org/education-training/training-resources/trans-inclusion-matters/creating-authentic-spaces/washrooms-and-change-rooms

5. Offer training for staff members at your clinic.

Below is a list of resources for staff to refer to in order to create a gender-affirming environment.

- **AMA Creating an LGBTQ friendly space:** https://www.ama-assn.org/delivering-care/creating-lgbtq-friendly-practice

- **Gingerbread Person:** http://itspronouncedmetrosexual.com/2015/03/the-genderbread-person-v3/

- **National LGBT Health Education Center Online Modules:** https://www.lgbthealtheducation.org/lgbt-education/learning-modules/

- **Qmunity Queer Terminology:** http://qmunity.ca/wp-content/uploads/2015/03/Queer_Terminology_Web_Version__Sept_2013__Cover_and_pages_.pdf

- **Qmunity Queer Competency Training:** Experiential workshops to help one understand diversity and make an organization more inclusive for queer, trans, and Two-Spirit clients. (604) 684-5307 (ext 115).

- **Transgender Health Information Program - Gender 101:** http://transhealth.phsa.ca/trans-101/gender-identity

- **Transgender Health Information Program - Glossary of Terms:** http://transhealth.phsa.ca/trans-101/glossary