

# Accessible Care Strategies

## for organizations and programs



The strategies below increase access to care for gender diverse clients, including transgender, non-binary, and some Two-Spirit people.

<b>STRATEGY</b> (select the relevant strategies)  Select strategies that are relevant to your place of work, high impact, and achievable. When completed, consider more strategies.	<b>Relevant?</b>	<b>WHERE</b> (currently)  None / Poor Some / Fair Half / Good Most / Great All / Excellent	<b>WHAT</b> (action items)	<b>WHO</b> (supports)	<b>WHEN</b> (target dates)
<b>1</b> Our team has taken gender diversity competency training in the past 3 years	Y N	LEVEL 0 1 2 3 4	Use the space below to list your action items, supports needed, and your target dates for achieving milestones and completion.		
<b>2</b> Our website and brochures indicate our services are welcoming of gender diverse people, and provide details so clients know what to expect	Y N	0 1 2 3 4			
<b>3</b> Access to our programs, services, and health care are based on client-need, not their legal sex markers	Y N	0 1 2 3 4			
<b>4</b> When requested by clients, prioritize name used, gender identity, and pronouns on forms, charts, and wristbands (where applicable)	Y N	0 1 2 3 4			
<b>5</b> All our single-stall washrooms and change rooms are universal access; all multi-stall options are trans inclusive	Y N	0 1 2 3 4			
<b>6</b> Room / bed assignments are not gendered, or clients can choose based on gender-identity, safety, and confidentiality needs (where applicable)	Y N	0 1 2 3 4			
<b>7</b> Our dress code is applied universally and consistently with all staff and/or clients, regardless of their gender identity and gender expression	Y N	0 1 2 3 4			
<b>8</b> We welcome feedback and have options made visible and easily accessible at our services and on our website, including anonymous options	Y N	0 1 2 3 4			
<b>9</b> Our service hires gender diverse employees, and has reviewed the entire recruitment process for barriers (ie. binary forms, payroll systems, etc)	Y N	0 1 2 3 4			
<b>10</b> We have policies and procedures to support gender diverse clients, and to support staff in maintaining trans-inclusion within our services	Y N	0 1 2 3 4			

For more strategies, check out the full [Organizational Assessment Tool](#) and the [Service Provider Reflection Tool](#) on the Trans Care BC education pages.

# Gender-Affirming Care Strategies

## for service providers and staff



The statements below reflect gender-affirming care strategies for supporting gender diverse clients, including transgender, non-binary, and some Two-Spirit people.

<b>STATEMENTS</b> (select the relevant statements)  Select statements that are relevant to your work, high impact, and achievable. When completed, consider more statements.	<b>Relevant?</b>	<b>WHERE</b> (currently)  None / Poor Some / Fair Half / Good Most / Great All / Excellent	<b>WHAT</b> (action items)	<b>WHO</b> (supports)	<b>WHEN</b> (target dates)
<b>1</b> I understand key terms related to gender diversity and can use them respectfully with clients and staff (see the <b>Trans Care BC</b> glossary to learn more)	Y N	LEVEL 0 1 2 3 4	Use the space below to list your action items, supports needed, and your target dates for achieving milestones and completion.		
<b>2</b> I understand the importance of accessible and gender-affirming care for improving health outcomes for gender diverse populations	Y N	0 1 2 3 4			
<b>3</b> I understand access to care can be even harder for gender diverse clients who experience other marginalizations (ie. poverty, racism, colonialism)	Y N	0 1 2 3 4			
<b>4</b> I have reflected on my personal comfort working with different gender diverse populations, and have worked to reduce any discomfort I may have	Y N	0 1 2 3 4			
<b>5</b> I use gender inclusive language and use the words, terms, names, and pronouns that each client uses to affirm their gender	Y N	0 1 2 3 4			
<b>6</b> I only ask clients personal questions relevant to their care; I tell clients the relevance of the question before asking for their answer	Y N	0 1 2 3 4			
<b>7</b> I invite feedback from clients, and work to incorporate new learnings into my work and relationships with clients	Y N	0 1 2 3 4			
<b>8</b> I seek out learning opportunities and work to improve my service / care for gender diverse clients	Y N	0 1 2 3 4			
<b>9</b> I advocate for gender diverse clients, and stand up for them when they are not being treated or spoken about respectfully	Y N	0 1 2 3 4			
<b>10</b> I advocate within my place of work for policies and strategies that improve access for marginalized populations, including gender diverse people	Y N	0 1 2 3 4			

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