

Creating a gender inclusive environment

Hospitals & clinics

Creating and promoting a gender inclusive environment can help signal to clients that the facility is committed to safety, trained in culturally-sensitive practices, and works to provide client-centered care.

Waiting Rooms

- Display visible non-discrimination policy on walls, bathrooms, etc.
- Place LGBTQIA+ symbols on windows, doors, and intake forms.
- Enforce anti-discrimination policies.
- Lay out inclusive magazines/brochures.

Restrooms

- Label single restrooms as gender-neutral.
- Post gender-affirming language for gender-segregated restrooms.
- Inform all staff of the gender-affirming policy to reduce confusion.
- Provide an accessible, gender-neutral restroom.

Electronic Health Records

- Include space for chosen name, pronouns, and gender identity.
- Remove unnecessary gendered terminology.
- Identify if information on biological sex is needed.
- Recognize that LGBTQIA+ status falls under the Health Insurance Portability and Accountability Act (HIPAA).

Internal Practices

- Employ anti-discrimination, anti-harassment, and anti-outing policies to protect staff.
- Require training specific to the LGBTQIA+ population.
- Create support programs and networking opportunities for LGBTQIA+ staff.
- Encourage applicants from diverse backgrounds to apply for positions

- **Protect clients:** Enforce anti-discrimination policies
- **Provide restrooms:** Use gender-affirming signage and gender-neutral restrooms
- **Affirm identity:** Record chosen name, pronouns, and gender for client comfort
- **Educate staff:** Train and educate on LGBTQIA+ barriers

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