



Creating Affirming Care for Gender Diverse People

Service Provider Reflection Tool

for Individual Service Providers & Support Staff



Description

This self-assessment tool is for individuals interested in learning opportunities that explore their knowledge and attitudes towards gender diversity, along with their personal approach to supporting trans, non-binary, and gender diverse Two-Spirit individuals.

This tool can be used on its own or in combination with the **Organizational Assessment Tool for Health Care & Support Services** which is designed for care teams and organizations seeking to make their services more accessible for gender diverse people.

Feedback welcomed

We believe your feedback is one of the best ways to improve our educational resources. Therefore, we have released this beta version with the hope that you will consider using it, reviewing it, and letting us know your ideas for improving it. If you have any questions, comments, or suggested revisions, please email us at trans.edu@phsa.ca.

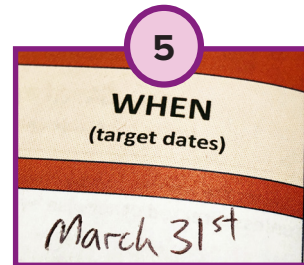
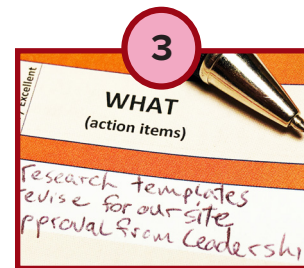
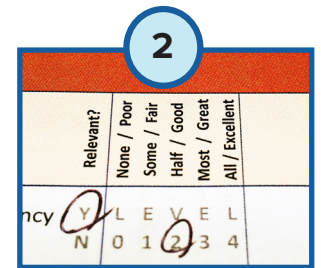


Directions

- 1** **Select** relevant statements in each category.

Then, consider the following questions:

- 2** **Where** are we currently at? (level)
- 3** **What** would enable us to score 1+ level higher? (action items)
- 4** **Who** could help us make these changes? (supports)
- 5** **When** could we take these steps? (target dates)



Terminology

Gender Diverse refers to individuals who do not identify as the sex they were assigned at birth. This includes, but is not limited to, transgender, non-binary, and Two-Spirit people seeking gender-affirming care.

Client refers to all clients, patients, residents, and service users accessing care unless otherwise specified.

Staff refers to anyone employed by your organization unless otherwise specified. This may also include contractors and volunteers.

People refers to anyone who may be present in your service, including staff, volunteers, contractors, clients, family members, advocates, and all others who access the service or space.

The Assessment Tool may also include other terms that are new to you. Definitions can be found on the [Glossary](#) page of the Trans Care BC website.



Foundational Knowledge

#	Statement (select the relevant statements)	Relevant? Y N	None / Poor Some / Fair Half / Good Most / Great All / Excellent	WHAT (action items)	WHO (supports)	WHEN (target dates)
1	I understand the difference between Gender Identity and Biological Sex	Y N	L E V E L 0 1 2 3 4			
2	I understand the difference between Gender Identity and Sexual Orientation	Y N	0 1 2 3 4			
3	I understand the difference between Gender Identity and Gender Expression	Y N	0 1 2 3 4			
4	I understand that gender diversity has existed historically, and in various regions of the world	Y N	0 1 2 3 4			
5	I understand that gender diversity is a natural part of human experience, not a disorder	Y N	0 1 2 3 4			
6	I understand that I may work with people whose cultural understanding of gender differ from my own	Y N	0 1 2 3 4			
7	I understand the value of a diverse workforce that includes trans, non-binary, and Two-Spirit employees	Y N	0 1 2 3 4			
8	I understand that a gender diverse individual's distress connected to gender most often stems from negative reactions from the outside world	Y N	0 1 2 3 4			
9	I understand that colonization has led to the suppression of Indigenous traditions and teachings, including the awareness and acceptance of Two-Spirit peoples.	Y N	0 1 2 3 4			
10	I understand that the history of labelling gender diversity as a mental disorder has added to the stigma experienced by gender diverse people*	Y N	0 1 2 3 4			
11	I understand that past mistreatment of gender diverse people by some care providers has created lasting fear & distrust of care professions	Y N	0 1 2 3 4			
12	I understand the importance of human rights protection and I'm aware of the federal and provincial human rights protections for gender diverse people within my region	Y N	0 1 2 3 4			



Foundational Approach

#	Statement (select the relevant statements)	Relevant? Y N	None / Poor Some / Fair Half / Good Most / Great All / Excellent	WHAT (action items)	WHO (supports)	WHEN (target dates)
1	I understand the importance of care being <i>accessible</i> for gender diverse clients	Y N	L E V E L 0 1 2 3 4			
2	I understand the importance of care being <i>affirming</i> for gender diverse clients	Y N	0 1 2 3 4			
3	I understand providing accessible & affirming care can significantly improve clients' willingness to return for follow up care, improving health outcomes	Y N	0 1 2 3 4			
4	I understand small acts of kindness from care providers can increase clients' willingness to return for follow up care, even when system level change is slow	Y N	0 1 2 3 4			
5	I understand that all people, including myself, have some level of unconscious bias	Y N	0 1 2 3 4			
6	I understand that it becomes easier to avoid making assumptions the more I become aware of my unconscious bias	Y N	0 1 2 3 4			
7	I understand it is important not to make assumptions about someone's gender identity based on their physical appearance	Y N	0 1 2 3 4			
8	I understand the medical, mental health, and support needs of gender diverse individuals are person-specific and may be uniquely different from one another	Y N	0 1 2 3 4			
9	I understand that using a client's self-identified name and pronouns can be integral for relationship building	Y N	0 1 2 3 4			
10	I understand that gender diverse clients may have legitimate safety concerns when accessing care that cisgender clients do not face	Y N	0 1 2 3 4			
11	I understand that for many gender diverse clients, maintaining privacy & confidentiality are important for safety (ie. avoid personal questions in public spaces)	Y N	0 1 2 3 4			
12	I understand that a gender diverse client may have less access to resources and supports usually available to cisgender clients	Y N	0 1 2 3 4			



Foundational Approach (Continued)

#	Statement (select the relevant statements)	Relevant? Y N	None / Poor Some / Fair Half / Good Most / Great All / Excellent	WHAT (action items)	WHO (supports)	WHEN (target dates)
13	I understand that a gender diverse client's access to care may also be influenced by other factors, such as whether or not care:	Y N	L E V E L 0 1 2 3 4			
A	is accessible for people with disabilities	Y N	0 1 2 3 4			
B	is financially accessible (free, sliding scale, pay-what-you-can, delayed payment, etc.)	Y N	0 1 2 3 4			
C	is safe for Indigenous people	Y N	0 1 2 3 4			
C	is safe for people of colour	Y N	0 1 2 3 4			
D	is safe for immigrants, refugees, and undocumented migrants	Y N	0 1 2 3 4			
E	is fat-positive (ie. chairs without sides, not denying service based on weight/BMI or requiring weight loss for access)	Y N	0 1 2 3 4			
F	is safe for people of all sexualities and relationships (ie. non-monogamous, polyamorous, etc.)	Y N	0 1 2 3 4			
G	is sex work/sex worker positive	Y N	0 1 2 3 4			
H	takes a harm reduction and non-discriminatory approach to substance/drug use	Y N	0 1 2 3 4			
I	is trauma-informed (especially important for survivors of gender-based violence, sexual assault, domestic violence, and abuse)	Y N	0 1 2 3 4			



Personal Comfort

#	Statement (select the relevant statements)	Relevant? Y N	None / Poor Some / Fair Half / Good Most / Great All / Excellent 0 1 2 3 4	WHAT (action items)	WHO (supports)	WHEN (target dates)
1	I feel comfortable responding to clients who come out to me as trans, non-binary, and Two-Spirit	Y N	L E V E L 0 1 2 3 4			
2	I feel comfortable continuing to work with clients who come out to me	Y N	0 1 2 3 4			
3	I feel comfortable working with transmasculine people	Y N	0 1 2 3 4			
4	I feel comfortable working with transfeminine people	Y N	0 1 2 3 4			
5	I feel comfortable working with non-binary people	Y N	0 1 2 3 4			
6	I feel comfortable working with Two-Spirit people	Y N	0 1 2 3 4			
7	I feel comfortable working with gender diverse people from different cultures than my own	Y N	0 1 2 3 4			
8	I feel comfortable working with gender diverse youth	Y N	0 1 2 3 4			
9	I feel comfortable working with gender creative children	Y N	0 1 2 3 4			
10	I feel comfortable listening without judgement to a client's experiences and feelings, including when they contradict my own beliefs	Y N	0 1 2 3 4			



Client Engagement

#	Statement (select the relevant statements)	Relevant? Y N	None / Poor Some / Fair Half / Good Most / Great All / Excellent	WHAT (action items)	WHO (supports)	WHEN (target dates)
1	I make my willingness to work with gender diverse people visible to clients and staff	Y N	L E V E L 0 1 2 3 4			
2	I am conscious of the gendered language I use, and try to use gender-neutral alternatives whenever relevant	Y N	0 1 2 3 4			
3	I feel comfortable using they/them/their(s) as a singular pronoun to refer to a known individual, especially when it is their self-identified pronoun.	Y N	0 1 2 3 4			
4	I have a practice of offering my own pronouns, even if people rarely misgender me	Y N	0 1 2 3 4			
5	I engage my client in identifying the approaches they feel would fit best in our work together	Y N	0 1 2 3 4			
6	I acknowledge my limitations and the limitations of the system I work within	Y N	0 1 2 3 4			
7	I use informed-consent frameworks that honour the self-determination and confidentiality of gender diverse clients	Y N	0 1 2 3 4			
8	I practice consent when asking for sensitive information from clients	Y N	0 1 2 3 4			
9	I have a clear sense of why I ask questions to gender diverse clients, and feel confident in communicating these reasons to clients before I ask	Y N	0 1 2 3 4			
10	I clearly communicate to my clients if/how/with whom information they disclose about their gender and/or health history will be shared	Y N	0 1 2 3 4			
11	I practice consent in physical interactions with clients	Y N	0 1 2 3 4			



Feedback and Accountability

#	Statement (select the relevant statements)	Relevant? Y N	None / Poor 0	Some / Fair 1	Half / Good 2	Most / Great 3	All / Excellent 4	WHO (supports)	WHEN (target dates)
1	I invite feedback from clients and staff through various channels (in-person, by email, surveys, anonymous options, etc.)	Y N	L	E	V	E	L		
2	I have systems for openly receiving, incorporating, and adapting to feedback	Y N	0	1	2	3	4		
3	I feel comfortable making changes that seem small to me, but will have positive effects on my relationships with gender diverse clients and staff	Y N	0	1	2	3	4		
4	I am willing to hear how I may have inadvertently hurt someone else, without over personalizing it	Y N	0	1	2	3	4		
5	I acknowledge that I will sometimes make mistakes and will strive to be accountable, to repair harm, and to learn from them, thereby improving the care I provide	Y N	0	1	2	3	4		

Self-reflective Practice

#	Statement (select the relevant statements)	Relevant? Y N	None / Poor 0	Some / Fair 1	Half / Good 2	Most / Great 3	All / Excellent 4	WHAT (action items)	WHO (supports)	WHEN (target dates)
Self-reflective practice										
1	I have time built into my schedule to reflect on my personal beliefs and values, and how they are enacted in my work	Y N	L	E	V	E	L			
2	I am focussing on the ethic of dignity, respect, and humility rather than being motivated by a desire to be 'politically correct'	Y N	0	1	2	3	4			
3	I acknowledge there are barriers that others will experience that I may not be aware of as a result of my privilege and social location	Y N	0	1	2	3	4			
4	I build in time to reflect on my positionality and on how I am enacting allyship for the improved care of gender diverse people	Y N	0	1	2	3	4			
Continuing Professional Development										
6	I seek out training that will improve my practice with marginalized populations	Y N	L	E	V	E	L			
7	I have received in-person training that is specific to improving service for trans, non-binary, and Two-Spirit peoples	Y N	0	1	2	3	4			
8	I look for opportunities post-training to continue the discussion or create actionable change	Y N	0	1	2	3	4			



Advocating and Allying

#	Statement (select the relevant statements)	Relevant? Y N	None / Poor Some / Fair Half / Good Most / Great All / Excellent 0 1 2 3 4	WHAT (action items)	WHO (supports)	WHEN (target dates)
Advocating						
1	I strive to advocate and liaise with other care professionals should my client wish for this	Y N	L E V E L 0 1 2 3 4			
2	I strive to be client-led when advocating for them, meaning I follow their lead and whenever possible I ask for their consent before advocating	Y N	0 1 2 3 4			
3	I research care providers & support services before referring gender diverse clients, in order to confirm they are accessible, affirming, and experienced	Y N	0 1 2 3 4			
4	Before referring a client to another service, I make sure to confirm the information, name, and pronoun my client would like shared.	Y N	0 1 2 3 4			
Allying						
5	I feel comfortable letting others know when I do not appreciate a hurtful statement or joke they have made at the expense of others	Y N	L E V E L 0 1 2 3 4			
6	I challenge harmful/limiting myths and stereotypes I hear expressed about gender diverse people	Y N	0 1 2 3 4			
7	I take initiative to educate my colleagues about issues that affect gender diverse people instead of relying on gender diverse staff & clients to do this educating	Y N	0 1 2 3 4			
8	I use my position to intervene in challenging moments with staff, highlight gaps in service to managers, and advocate for strategies for accessible & affirming care	Y N	0 1 2 3 4			
9	I advocate for gender diverse people, even if it may be uncomfortable or have negative repercussions for me, knowing that this is a step towards meaningful change	Y N	0 1 2 3 4			
10	I let others know when I've witnessed or appreciated something they've done to support gender diverse people (ie. reaching out, intervening, ongoing work...)	Y N	0 1 2 3 4			
11	I reachout and work with supportive staff to enhance initiatives that improve access for gender diverse people	Y N	0 1 2 3 4			



Organization-level Supports

#	Statement (select the relevant statements)	Relevant? Y N	None / Poor Some / Fair Half / Good Most / Great All / Excellent	WHAT (action items)	WHO (supports)	WHEN (target dates)
1	I am aware of my organization's policies and procedures for creating an accessible and affirming environment for gender diverse clients and staff	Y N	L E V E L 0 1 2 3 4			
2	I am aware of our services' policies and procedures around addressing negative or discriminatory comments or actions against gender diverse people	Y N	0 1 2 3 4			
3	I am conscious of gendered programming, and try to replace them with gender-neutral or trans-inclusive alternatives	Y N	0 1 2 3 4			
4	I am conscious of gendered forms, and try to replace them with gender-neutral or trans-inclusive alternatives	Y N	0 1 2 3 4			
5	My organization enacts a "client-centred" approach	Y N	0 1 2 3 4			
6	My organization has clear guidelines about expectations for seeking consent in client-practitioner interactions	Y N	0 1 2 3 4			
7	My organization has guidelines on how to discern what information is necessary from clients, how we will ask, and how we will protect their confidentiality	Y N	0 1 2 3 4			

Acknowledgements

The strategies in this resource are based on the work of countless international community members and care providers, who over the past decades have championed gender-affirming care. The assessment tool was inspired by resources from multiple organizations including the 519 Centre, Rainbow Health Ontario, the National LGBT Health Education Center, FORGE, and many more. Lastly, it was developed in collaboration with Ambit Gender Diversity Consulting, along with community members and care providers within British Columbia.



Organization-level Supports (Continued)

#	Statement (select the relevant statements)	Relevant?	None / Poor Some / Fair Half / Good Most / Great All / Excellent	WHAT (action items)	WHO (supports)	WHEN (target dates)
9	My organization has opportunities in place for every client/patient to self-identify their pronouns	Y N	L E V E L 0 1 2 3 4			
10	My organization has protocol in place for checking in about pronouns on a consistent basis, acknowledging that pronouns used may change over time	Y N	0 1 2 3 4			
11	When we refer clients, we are aware of which external agencies have accessible and affirming services for gender diverse clients	Y N	0 1 2 3 4			
12	My organization has systems for receiving feedback and adapting practice	Y N	0 1 2 3 4			
13	My organization has clear protocol for acknowledging and repairing harm	Y N	0 1 2 3 4			
14	My organization engages in ongoing training to ensure we are offering affirming and accessible (dignifying) services	Y N	0 1 2 3 4			
15	My organization has ongoing conversations about human rights protections and how/whether we are living up to them	Y N	0 1 2 3 4			
16	My organization has ongoing conversations regarding allyship and intersectional service provision	Y N	0 1 2 3 4			

Remember, feedback is welcomed!

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