

Kitchener Downtown Community Health Centre

Type of Policy:

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| <input type="checkbox"/> Administration (A) | <input checked="" type="checkbox"/> Client Services General (CG) |
| <input type="checkbox"/> Board of Directors (B) | <input type="checkbox"/> Client Services Programs (CP) |
| <input type="checkbox"/> Financial (F) | <input type="checkbox"/> Primary Care (PC) |
| <input type="checkbox"/> Human Resources (H) | <input type="checkbox"/> Acquired Brain Injury Program (ABI) |
| <input type="checkbox"/> Information Systems (I) | <input type="checkbox"/> Diabetes Education Program (DEP) |
| <input type="checkbox"/> KDCHC Governing Principles (K) | |
| <input type="checkbox"/> Occupational Health & Safety (S) | <input type="checkbox"/> Volunteers (V) |

Policy No: CG1601

Title: Right to Primary Health Care

Policy

People who identify as part of the LGBT+ community have the right to full and equal access to primary health care services (health care, health promotion and community development). Kitchener Downtown Community Health Centre (KDCHC) will provide a supportive environment where LGBT+ clients have access to respectful, medically appropriate and culturally competent treatments and care, and programs and services. Furthermore, the client has the right to considerate and respectful care in a safe setting that fosters the patient's comfort and dignity, and is free from all forms of abuse and harassment, including abuse or harassment based on gender identity or gender expression.

In order to ensure access to quality health care, LGBT+ individuals have the right:

1. To a discrimination-free zone at KDCHC based on gender identity and gender expression (see the non-discrimination policy);
2. To privacy and confidentiality during medical treatment or other rendering of care;
3. To have their self-defined families recognized, acknowledged and respected by all staff;

It is important for KDCHC staff to recognize that some clients have families that are headed by same-sex partners, have same-sex parents, or may define family in different ways, such as chosen family rather than blood relatives.

4. To have case management and treatment plans that include and address sexual orientation and gender identity where it is a necessary and appropriate issue in the client's care;
5. To be included and have their needs addressed in prevention and other health promotion programs.

KDCHC will ensure that program promotion, content, and delivery are developed with consideration to the unique health risks of LGBT+ people.

6. To be treated in a health care environment that uses culturally appropriate language, including culturally appropriate intake and other written forms;
7. To be treated professionally and with courtesy and respect;
8. To have safe and equal access to restrooms in accordance with their gender identity and expression.

Procedures

9. To ensure the use of culturally appropriate language, including intake and other written forms:
 - a. Preferred pronouns should be determined, recorded and used.
 - b. The client's gender should be recorded as the client specifies.
 - c. In addition to the 'Legal Name', forms will include an option for a client's 'Chosen Name' and 'Chosen Pronoun'. All clients should be asked if they have a 'Chosen Name' and 'Chosen Pronoun' that they would like to include in their record.
 - d. KDCHC staff should not attempt to guess the client's gender identity or expression.
10. To ensure that KDCHC staff interact with LGBT+ clients with professionalism, courtesy, and respect:
 - a. LGBT+ individuals that come for health care at KDCHC will be addressed and referred to on the basis of their self-identified gender, using their preferred pronoun and name, regardless of the client's appearance, surgical history, legal name, or sex assigned at birth.
 - b. KDCHC staff will not ask questions or make statements about LGBT+ client's genitalia, breast, other physical characteristics, or surgical status except for professional reasons that can be clearly articulated.
 - c. At intake, KDCHC clients will be asked about their gender identity and sex assigned at birth since it may be relevant to the client's care and health outcomes. When inquiring about this information the health care provider should explain to the client: i) why the requested information is relevant to the client's care, ii) that the information will be kept confidential, but some disclosure of the information may be permitted or required, and iii) that the client should consult KDCHC's policy for details concerning permitted disclosure of clients' information. The client has the right not to disclose any personal information that will not interfere with their health.
 - d. Information about a client's transgender status or any transition-related services that the client is seeking and /or has obtained is sensitive medical information, and KDCHC staff members will treat it as such.
11. To ensure that LGBT+ clients have safe and equal access to restrooms in accordance with their gender identity and expression;
 - a. KDCHC will maintain gender-neutral washrooms, which are accessible to all genders.
 - b. All clients at KDCHC may use restrooms that they choose.

c. Harassment of LGBT+ clients for using restrooms in accordance with their gender identity will not be tolerated. LGBT+ clients who are harassed in this manner may contact the Executive Director or Designate.

12. To ensure that KDCHC personnel have the knowledge necessary to implement this policy, all staff, volunteers and students must complete LGBT+ Positive Space training as part of their orientation.

See the following supporting policies:

Board Code of Conduct – B0901

Reporting Inappropriate Activity – B0101

Non-Discrimination – K0402

Workplace Violence – S1001

Workplace Harassment – S1001

Approved By: Eric Goldberg, Executive Director

Date: June 23, 2016
