

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.

STRATEGY (select the relevant strategies) Select strategies that are relevant to your place of work, high impact, and achievable. When completed, consider more strategies.	Relevant?	WHERE (currently) None / Poor Some / Fair Half / Good Most / Great All / Excellent	WHAT (action items)	WHO (supports)	WHEN (target dates)
1 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.		
2 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			
3 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			
4 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			
5 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			
6 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			
7 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			
8 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			
9 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			
10 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](#).

Gender-Affirming Care Strategies Trans Care BC

for service providers and staff Provincial Health Services Authority

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

STATEMENTS (select the relevant statements)	Relevant?	WHERE (currently)	WHAT (action items)	WHO (supports)	WHEN (target dates)
Select statements that are relevant to your work, high impact, and achievable. When completed, consider more statements.		None / Poor Some / Fair Half / Good Most / Great All / Excellent	Use the space below to list your action items, supports needed, and your target dates for achieving milestones and completion.		
1 I understand key terms related to gender diversity and can use them respectfully with clients and staff (see the Trans Care BC glossary to learn more)	Y N	LEVEL 0 1 2 3 4			
2 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			
3 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			
4 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			
5 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			
6 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			
7 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			
8 I seek out learning opportunities and work to improve my service / care for gender diverse clients	Y N	0 1 2 3 4			
9 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			
10 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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