

Characteristics of Gender Inclusive Facilities and Offices*

There exist a variety of ways in which medical and mental health providers can convey and openness and understanding of gender diversity to their patients. Below are some of the ways in which to do so. Remember: The whole is greater than the sum of its parts!

Visual Images and Written Materials of Recognition and Acceptance

- Positive signs (i.e. *All Genders Welcome*, *Think Outside the Boxes*, etc.)
- Magazines, pamphlets and articles about gender diversity
- Posters of gender diversity from around the world

All Gender Bathrooms

- Single stall restrooms
- Multi-stall restrooms with non-gendered signage (*All Gender*, *Gender Neutral*)
- Explicit messaging about why you have these restrooms

Gender Literate Staff

- Avoid using gendered language (*How are you today? Can I help you?*)
- Ask all patients for their names and pronouns and be able to explain why you are doing so
- If “thrown off” by name, respectfully inquire (*Perhaps your chart is filed using a different name?*)
- If mistakes are made, apologize respectfully and move on (*I’m sorry I just used the incorrect pronoun; I did not mean to disrespect you*)
- Use “they” pronouns when unsure of the pronouns someone is using

Gender Inclusive Intake Routines

- Explicit language welcoming patients and stating commitment to be inclusive of all forms of diversity with specific mention of sex, gender identity and gender expression
- Forms that include two-step inquiry for sex and gender (*Sex assigned at birth; Gender Identity*)
- Systematized process for “flagging” transgender and non-binary patients in EMR
- Clear protocols for handling questions or issues that arise, including identified staff person who is on point for addressing them

Posted Non-discrimination Commitments

- Policy statements explicitly citing sex, gender identity and gender expression
- Clearly stated processes for registering concerns, including formal complaint procedures

Ongoing Training

- Routine gender literacy training as part of new employee orientations
- In-depth trainings for staff providing direct care to patients
- Institutional support for advanced trainings and conferences
- Participation in transgender and other gender-based networks and online communities (i.e. WPATH, Gender Spectrum Lounge, Mind the Gap)

*adapted from UCSF Center of Excellence for Transgender Care and Fenway Institute