

***I'm Not Sick,
I'm Transgender***

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Disclosure

No conflicts

Learning Objectives

- consider personal and professional values related to sexual & gender diversity.
- increase awareness of people who identify as transgender and related health care and customer service issues.
- develop knowledge of ways to deliver culturally safe customer service to all patients.
- build comfort to provide culturally competent care to all patients.

“To be yourself in a world that is constantly trying to make you something else is the greatest accomplishment.”

- Ralph Waldo Emerson

Why learn about sexual diversity?

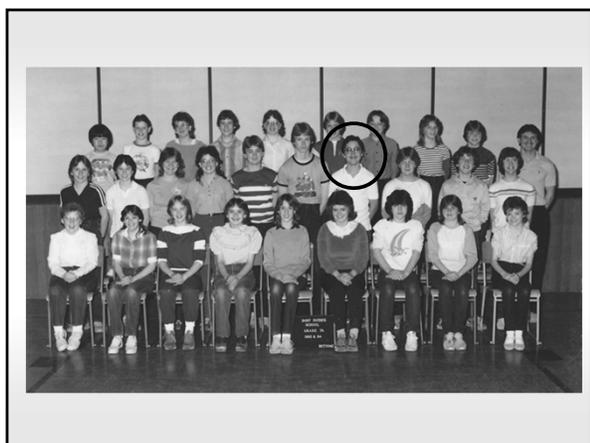
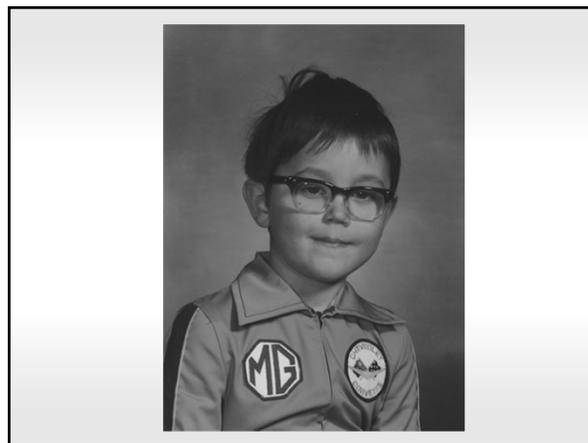
- Many people who identify as being sexually diverse have important unmet health care needs or identify that they are not receiving good customer care.
- Human rights legislation mandates that people be provided with equal access to public service regardless of their sexuality.
- Increasing awareness of sexual diversity can increase the quality of care we can offer to EVERYONE

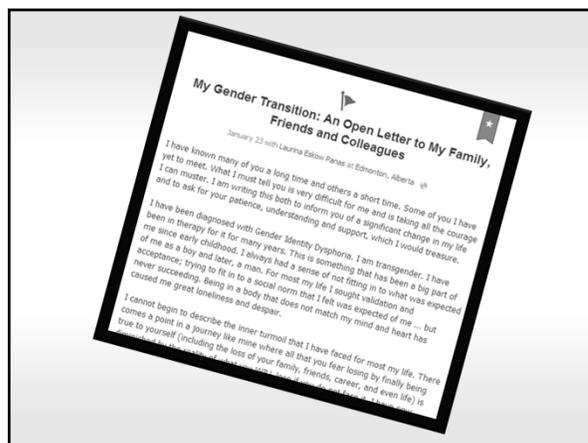
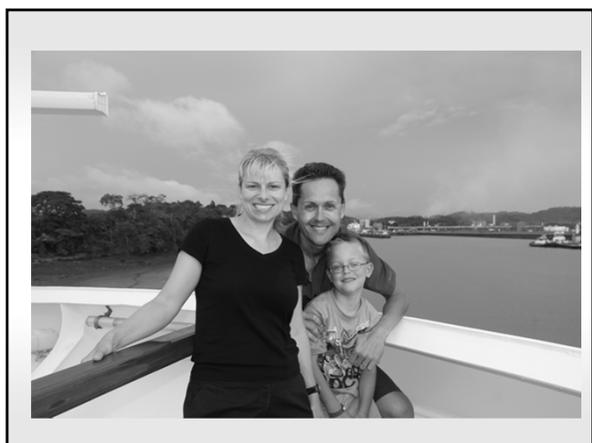
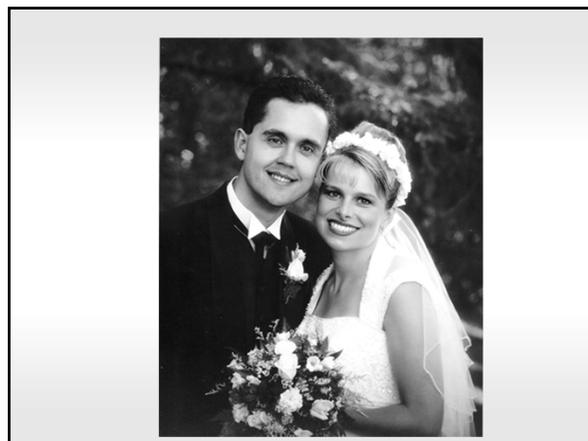
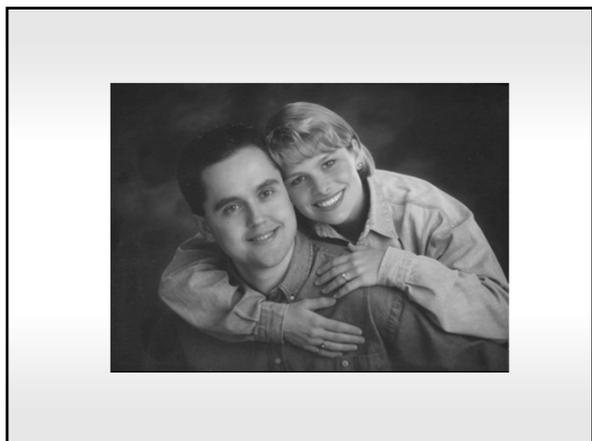


Health Outcomes

- People who identify as being sexually diverse may be at higher risk for
 - heart disease
 - Obesity
 - mental health concerns
 - substance use
 - interpersonal violence
 - certain cancers.
- Are less likely to participate in health promotion activities such as screening for cervical cancer.

The Gender Spectrum





Renegotiating Relationships ...



... With Myself



... With My Wife



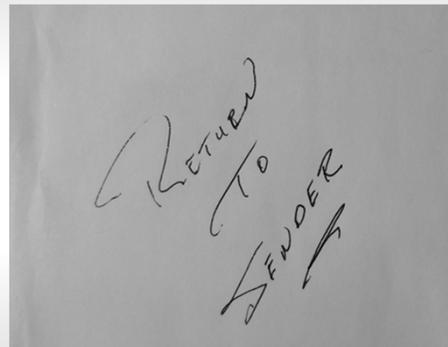
... With My Son



... With My Family



... With My Parents



... With My Friends



... With My Faith



... With Government / Business



... At Work



... With Society



... With Society

41% of trans people have attempted suicide

TSER Trans Student Equality Resources

... With Society

50% of trans people have been raped or assaulted by a romantic partner

TSER Trans Student Equality Resources

... With Society

1 in 12 trans women have a chance of being murdered

TSER Trans Student Equality Resources

What can you do?

- being aware of body language, facial expression and tone of voice.
- expressing a willingness to learn about individual needs.
- listening to what patients and families are saying.
- asking questions and avoiding assumptions e.g., "what is your relationship?" "who is your emergency contact?"
- acknowledging and apologizing for mistakes or slip-ups.

What can you do?

- Confidentiality
- Promote open conversation; reinforce confidentiality (e.g., youth coming out)
- Specify what information will be kept in a patient's medical record and who has access to it (e.g., Fear of outing)
- Disclosure of one's sexuality or gender identity should be the right of the client

When talking with clients:

Don't assume gender identity

Instead of:

Mr, Mrs, Sir, Madam

Use:

How can I help you today?

When talking about clients:

Use gender neutral or preferred pronouns

Ask about a client's first name:

"What name would you like to be called?"

Document and communicate to others!

When talking about children and their parents / guardians:

Use neutral language and avoid assumptions

Instead of

"What is the mother/father's name?"

Use:

"Is there more than one parent?"

"What are the parent's names?"



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