



## Workplace Assessment Tool

Please answer “Y” for Yes, “N” for No and “IP” for In Progress

### 1. GOVERNANCE:

There are actively “out” Board of Governors or Board of Health Members.	Y N IP
LGBTTTTIQQ members are actively recruited by the Board of Governors or Board of Health.	Y N IP
A non-discrimination statement is visibly posted in all areas of the workplace, stating that equal care will be provided to all, regardless of age, race, ethnicity, physical ability or attributes, religion, sexual identity and gender identity.	Y N IP
Members of the Board of Governors or Board of Health are encouraged to participate in training on LGBTTTTIQQ issues to enhance their knowledge of this community.	Y N IP
The Board of Governors or Board of Health consults with stakeholders in the LGBTTTTIQQ community during strategic planning.	Y N IP
The Board of Governors or Board of Health advocates on equality issues on behalf of the LGBTTTTIQQ community.	Y N IP
The Board of Governors or Board of Health has a process that informs Board members of the agency’s accountability for any employee and client complaints related to discrimination/ harassment related to sexual orientation and gender identity.	Y N IP

### 2. ADMINISTRATION:

The agency has openly “out” LGBTTTTIQQ managers, supervisory and front line staff.	Y N IP
The agency creates a safe and supportive environment for LGBTTTTIQQ staff to use their expertise to enhance the agency’s cultural competency on LGBTTTTIQQ issues, without being stereotyped as a one-issue person.	Y N IP

Managers are provided training on LGBTTTTIQQ issues and on how to work with the LGBTTTTIQQ community organizations.	Y N IP
Managers ensure staff is implementing the agency's mission and value statements related to diversity, including sexual orientation and gender identity, regardless of personal values and beliefs of staff.	Y N IP
Managers have the knowledge and skills to address homophobic, biphobic and transphobic comments verbalized by other staff and people who use the agency/centre.	Y N IP
Managers ensure the orientation of new staff includes information and training about the needs of LGBTTTTIQQ clients and available community resources.	Y N IP
The agency considers the needs of the LGBTTTTIQQ community members during program planning, such as the inclusion of LGBTTTTIQQ clients into existing mainstream services and the need for exclusive LGBTTTTIQQ programs.	Y N IP
The agency consults with LGBTTTTIQQ community members about the provision of services needed throughout your agency.	Y N IP
The management has links and contacts on LGBTTTTIQQ issues both within the organization and with community partners.	Y N IP

### 3. PERSONNEL POLICIES AND PRACTICES:

#### 3.1 Staff Recruitment:

Personnel policies and practices comply with the Canadian and provincial human rights code.	Y N IP
The agency advertises employment opportunities in LGBTTTTIQQ media and through information networks or organizations representing LGBTTTTIQQ people.	Y N IP
The agency recognizes a positive attitude towards LGBTTTTIQQ people as criteria for working in the agency.	Y N IP
All interview guides have a question to assess competency re: diversity issues, including LGBTTTTIQQ.	Y N IP
Staff members reflect the LGBTTTTIQQ community.	Y N IP

“Out” LGBTTTTIQQ staff are employed at all levels of the organization.	Y	N	IP
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### 3.2 Staff Retention:

The agency is committed to creating an atmosphere of support for LGBTTTTIQQ staff throughout its programs and activities.	Y	N	IP
The agency has clearly written non-discrimination and harassment policies that explicitly include sexual orientation and gender identity.	Y	N	IP
The agency recognizes, supports and acknowledges staff members who are actively demonstrating LGBTTTTIQQ cultural competency in their practices.	Y	N	IP
LGBTTTTIQQ cultural competence skills are included in all job performance evaluations.	Y	N	IP

### 3.3 Staff Training:

The agency provides all staff with LGBTTTTIQQ competency training to work effectively with LGBTTTTIQQ staff, clients and community partners.	Y	N	IP
The agency provides all staff, including The Board of Governors or Board of Health members, with LGBTTTTIQQ sensitivity training.	Y	N	IP
The agency provides staff with training to recognize bias in organizational and other resource materials.	Y	N	IP

### 3.4 Dealing with Incidents of Homophobia, Heterosexism, Biphobia and Transphobia:

The agency has a clear policy statement that encourages inclusive language, behaviours or practices related to sexual orientation and gender identity.	Y	N	IP
The practice of the agency encourages inclusive language, behaviours and practices related to both sexual orientation and gender identity.	Y	N	IP
The agency has clear written procedures and practices to deal with incidents of homophobia, biphobia or transphobia.	Y	N	IP

#### 4. COMMUNICATION:

Promotional materials for agency services and programs are LGBTTTTIQQ inclusive.	Y N IP
The agency has a list of LGBTTTTIQQ media and networks that is developed and used.	Y N IP
The agency includes articles about LGBTTTTIQQ issues and programs in newsletters and reports.	Y N IP
The agency has LGBTTTTIQQ materials, such as newspapers, magazines and brochures in the waiting areas.	Y N IP
The agency displays LGBTTTTIQQ positive signs, such as the Pride flag.	Y N IP
Agency services are advertised through LGBTTTTIQQ organizations and networks.	Y N IP

#### 5. COMMUNITY RELATIONS AND HEALTH PROMOTION:

The agency participates in networks to increase and promote cultural competence.	Y N IP
The agency participates in community networks/coalitions to strengthen and integrate services available to members of the LGBTTTTIQQ community.	Y N IP
The agency participates in community network/coalitions to advocate for LGBTTTTIQQ issues.	Y N IP
The agency includes LGBTTTTIQQ people and their families in all outreach and health promotion activities.	Y N IP
The agency utilizes the expertise of the LGBTTTTIQQ community members to plan, deliver and evaluate programs and services, particularly those directed to the LGBTTTTIQQ populations.	Y N IP

#### 6. SERVICE DELIVERY:

##### 6.1 Confidentiality:

Staff explains to clients how their confidentiality will be protected and who will have access to information.	Y N IP
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Staff gives the option of not answering a question if confidentiality cannot be protected, or the client does not wish to respond.	Y N IP
Staff is explicit about how sexual orientation, gender identity and sexual behaviour will be documented.	Y N IP
Staff has the information needed to provide appropriate, safe and confidential care to youth.	Y N IP

## 6.2 Intake Process and Forms:

All staff members have the knowledge and skills to use LGBTTTTIQQ culturally appropriate language.	Y N IP
Intake forms provide for optional self-identification in all categories of gender identity, sexual orientation, marital and partnership and family status and the option for further written or oral explanation.	Y N IP
Questions about families allow for alternative families, including same sex parents or more than two parents.	Y N IP
Intake forms and consent forms include an explanation about how confidentiality will be protected and who has access to social and medical records.	Y N IP
Intake forms/process offers the client the opportunity to discuss concerns about questions on the intake form.	Y N IP

## 6.3 Assessment and Work with Clients:

Staff is aware that the presenting problems of LGBTTTTIQQ clients are not always related to sexual orientation or gender identity.	Y N IP
Service providers are aware of the societal prejudice and discrimination that LGBTTTTIQQ members experience and are able to assist them in overcoming internalized negative attitudes toward their sexual orientation or gender identity.	Y N IP
Service providers disclose their own sexual orientation if appropriate and relevant.	Y N IP
Service providers include violence screening questions in all assessments in a gender-neutral way without assuming an opposite sex partner.	Y N IP
Staff assess for prevalent risk factors in the LGBTTTTIQQ community such as social isolation, harassment, depression, suicide ideation, substance use.	Y N IP

The agency has a resource list for appropriate referrals for LGBTTTTIQQ health concerns.	Y N IP
Students who are placed with the agency have an opportunity to learn about LGBTTTTIQQ issues.	Y N IP
Staff members feel free to ask LGBTTTTIQQ clients about an aspect of their lives they may not fully understand.	Y N IP
Service providers feel comfortable in discussing sexual health issues involving LGBTTTTIQQ clients and use language and questions that include men who have sex with men, women who have sex with women and people who have sex with both men and women.	Y N IP
Staff are aware that the concept of “coming out” is a life long process for LGBTTTTIQQ people.	Y N IP
Service providers are aware of the term two-spirit, a translation of an aboriginal term for people who have the spirit of a man and of a woman.	Y N IP
Service providers are aware of the myths and misconceptions around bisexuality.	Y N IP
Service providers are aware of the issues faced by transsexuals, including how to obtain sex reassignment surgery, hormones, etc.	Y N IP
Services are aware of options for LGBTTTTIQQ clients to become parents, such as LGBTTTTIQQ positive adoption agencies, artificial insemination, etc.	Y N IP

#### 6.4 Group Work with Clients:

Service providers establish group norms that facilitate the safety and inclusion of participants from diverse communities such as the LGBTTTTIQQ community.	Y N IP
In working with groups, staff creates a climate that allows for voluntary self-identification and self- disclosure for LGBTTTTIQQ clients.	Y N IP
Service providers intervene when homophobia, biphobia or transphobia threatens members’ safety or integrity.	Y N IP

#### 7. PHYSICAL ENVIRONMENT:

The agency has a non-discrimination statement that is displayed in a visible area for all staff and clients to see. This statement includes gender identity and sexual orientation.	Y N IP
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Posters showing LGBTTTTIQQ people are displayed in a visible area for clients and staff to see.	Y N IP
The agency displays the Rainbow flag in visible areas.	Y N IP
LGBTTTTIQQ-specific media including any local papers, brochures, newsletters are displayed in waiting areas.	Y N IP
The agency includes one gender-inclusive washroom that is clearly labelled for both staff and clients.	Y N IP

## 8. ORGANIZATIONAL CULTURE:

The agency is responsive to the issues of LGBTTTTIQQ cultural diversity and designs programs and services that reflect this client population.	Y N IP
The agency has openly identified LGBTTTTIQQ clients.	Y N IP
The agency has openly identified LGBTTTTIQQ Board of Governors or Board of Health members, staff members, volunteers and management.	Y N IP

## PERSONNEL POLICIES AND PRACTICES

The LGBTTTTIQQ Positive Space Workplace Assessment Tool lists indicators related to personnel issues in the categories: Staff Recruitment, Staff Retention, Volunteer Recruitment, Staff and Volunteer Training, Dealing with Incidents of Homophobia/Heterosexism, Biphobia, or Transphobia. These indicators may be formal written practice or current policy; ideally Health Units, CHCs and Community Agencies have both policies and practices to ensure continuity.

Key indicators from the Workplace Assessment Tool lists:

- Recruitment efforts that reach out to the LGBTTTTIQQ communities

Interview guides for staff, volunteers and placement students that incorporate screening and questions around positive attitudes towards LGBTQ people

- Interview guides for staff, volunteers and placement students that incorporate screening and questions around positive attitudes towards LGBTQ people.
- Anti-discrimination and anti-harassment and diversity policies that include both sexual orientation and gender identity.
- Use of gender-neutral language such as employee, client, community member rather than he/she in policies
- Positive Space indicators included as part of diversity skills for all staff during performance evaluation.
- LGBTQ employees are subject to the same terms and conditions of employment, including the same benefits and compensation as all other employees.