



Policy Recommendations and Best Practices for Agencies Working Towards Trans Accessibility

Policy Recommendations

- 1 Trans access should be considered as part of a larger anti-oppression framework and policies regarding trans service users should be consistent with policies regarding other marginalized groups accessing services.
- 2 A policy of inclusion: ensure that the mandate of the organization specifically includes trans people in advertising, outreach materials, web sites, flyers and posters.
- 3 Include gender identity and expression in existing non-discrimination policies and/or anti-oppression policies and training.
- 4 Trans people can be accommodated in women and men's services according to their self-defined needs and gender identity.
- 5 Ongoing training for staff, volunteers and counselors by members of the TS/TG community and ongoing outreach to the trans community.
- 6 Staff, boards, volunteers: reflect the diversity of your service users in all aspects of the organization by recruiting and hiring trans people as well as members of other marginalized groups.

Best Practices

- 1 Respect: demonstrate respect towards all people on the trans spectrum. Use pronouns that are consistent with the person's stated preference or gender expression; if preference is not known, respectfully ask.
- 2 Privacy/confidentially: trans status is to be kept confidential unless permission is given by the person to disclose. Allow TS/TG staff or clients to choose if, when, and to whom to disclose their trans status. If someone is inadvertently or accidentally outed, let them know.
- 3 Personal Questions: Refrain from asking questions of an intimate physical nature (such as asking about genital surgery) other than what is relevant and necessary to best serve the client.
- 4 Intake conversations: let service users know that your organization works with people from diverse backgrounds including trans people, this allows them to make an informed decision to use the service and creates an environment where trans people may be more likely to disclose and get their needs met.
- 5 Advocacy: Assistance and advocacy with trans specific goals: changing ID, keeping medical appointments related to transitioning, attending trans support groups.
- 6 Referrals: If referrals are necessary, work with other agencies to develop an appropriate referral plan.

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