Rainbow Nursing Interest Group

An Interest Group of the Registered Nurses Association of Ontario (RNAO)

<http://rnig.weebly.com/>

**Creating a Welcoming and Inclusive Environment for LGBTQ People**

* provide LGBTQ cultural training for all staff, updated regularly
* don’t assume anything about an individual/family
* if you are unsure, and need to know, ask politely
* use neutral language – partner, spouse, partnered, parent – verbal and written
* verbally, use preferred name and pronoun, if different from health card
* ensure posters and literature portray LGBTQ people and issues
* use a positive space symbol only when requirements have been met:
  + providing a welcoming and inclusive atmosphere for people of all sexual orientations and gender identities
  + providing referrals to community resources for issues pertaining to sexual orientation and gender identity
  + advocating for youth, parents, employees and community members on matters related to gender identity and sexual orientation
  + ensuring all staff are LGBTQ culturally competent
* provide gender neutral bathrooms
* develop anti-discrimination, anti-harassment and diversity policies that include sexual orientation and gender identity and expression
  + use gender neutral language – employee, client, community member, person
  + include process to follow when policies not adhered to
  + post where highly visible for clients and staff
* develop a referral list for LGBTQ issues/resources
* add same sex and gender diversity imagery to education and marketing materials
* support and be visible at LGBTQ events
* celebrate/recognize LGBTQ awareness days

**References**:

National LGBT Health Education Center, The Fenway Institute: lgbthealtheducation@fenwayhealth.org

Ontario Public Health Association: A Positive space is a Healthy Place. 2007, updated 2011.