



OTTAWA SENIOR
PRIDE NETWORK
RÉSEAU FIERTÉ DES
AÎNÉ(E)S D'OTTAWA

Organizational LGBT Cultural Competency Assessment



Centretown Community
Health Centre
Centre de santé
communautaire du Centre-ville

Please check appropriate box for each line - your answers are confidential.

Indicator	Yes	No	In progress	Don't know
The general public sees our Agency/Centre as a place where LGBT clients will be treated respectfully.				
We offer programs that explicitly recognize and support LGBT clients.				
We have openly 'out' LGBT staff and volunteers at all levels of the organization (including the Board of Directors).				
Our intake forms use inclusive language when asking about relationships and gender identification.				
We regularly partner with LGBT community organizations to offer programs, services, and guidance.				
We display LGBT positive posters, symbols, and resource material in common areas.				
Managers have sufficient knowledge and skills to support staff in working with members of the LGBT community.				
When hiring new staff and volunteers, our managers include questions about the candidate's experience working with LGBT clients.				
We have non-discrimination and harassment policies that explicitly include sexual orientation, gender identity, and gender expression.				
Core training for new employees and volunteers has been established and includes diversity and specific LGBT awareness training.				

Indicator	Yes	No	In progress	Don't know
We have developed safe, confidential mechanisms to elicit feedback from clients, members, volunteers, and staff.				
Our mission statement includes wording about providing a safe, accessible, and inclusive environment for all clients, members, volunteers, and staff, explicitly naming the LGBT community.				
Displays of affection between same sex people would be greeted positively in our work environment.				
During LGBT Pride celebrations, we organize LGBT-themed events.				

TIPS FOR SERVICE PROVIDERS:

- ✓ Ask open-ended questions such as: *What people are important to you? Is there someone you would like to have involved in your care? Are you currently in a relationship? Tell me more.*
- ✓ Don't assume heterosexuality when a client reveals they are married, have children, and/or have grandchildren.
- ✓ Be aware of local LGBT groups and LGBT-friendly referrals.
- ✓ Respect confidentiality - be explicit with clients and obtain permission from them regarding how and whether you will document sexual orientation, gender identity, and the gender of their sexual partners.
- ✓ If you haven't already done so, obtain the knowledge and skills to work appropriately with a broad range of LGBT clients, including LGBT seniors, youth, families, and transgender people.