

## Creating Welcoming and Trans-Inclusive Environments

Creating an inclusive and welcoming environment is essential to supporting and affirming trans and gender diverse communities accessing community, health, and social services. Physical environments fundamentally shape how people feel while they access services. By taking trans communities into consideration in physical space design, you can demonstrate your commitment to trans inclusion, and signal to trans people accessing care that your organization is committed to providing a welcoming and affirming experience.

As you explore making changes to your physical space to better convey your commitment to trans inclusion, keep in mind that these changes entail a promise to trans and gender diverse communities. Before putting up a rainbow flag, make sure your staff have the knowledge and tools they need to provide inclusive services to trans and gender diverse people.

### **Here are Some Steps You Can Take to Create a Welcoming and Inclusive Environment for Trans and Gender Diverse People:**

#### *Step 1: Provide Gender Neutral Washroom*

Many spaces don't provide gender-neutral washrooms, and many trans people, including trans women, trans men, non-binary folks and others often feel unsafe accessing gendered washrooms. Many trans people have experienced harassment or discrimination while using gendered washrooms.

It is important to note that trans people have every right to use whichever washroom they so desire. Trans people should never be forced to use gender-neutral washrooms, but the option should always be available.

#### *Step 2: Display Trans-Specific and Trans-Inclusive Resources*

Community, health and social services often have pamphlets, posters and other resources on display to help individuals gain new knowledge or learn about other available services. By including resources for trans-specific services in your community, and ensuring that available

resources utilize trans-inclusive language, you can create a more welcoming environment for trans people.

***Consider reaching out to local 2SLGBTQ+ and trans organizations to identify and share local resources.***

### ***Step 3: Include Pronouns on Name Tags***

Creating an inclusive environment extends not only to the physical features of a space, but to the people in your space as well. Consider adding pronouns to your staff team's name tags. Including pronouns on name tags signals to trans people that your staff are knowledgeable about pronouns and acts as an invitation for trans people to disclose their own pronouns.

***You may also wish to consider having pronoun buttons available in your waiting room, to help ensure your staff respect the genders and pronouns of all service users .***

### ***Step 4: Explore Other Opportunities to Signal Your Commitment To Trans Inclusion***

Consider creating explicit messaging on posters and signage that communicates your commitment to trans inclusion. Putting up rainbow stickers, adding a sign saying, "all genders are welcome here," and similar indicators of your commitment to trans and 2SLGBTQ+ inclusion are an effective way to ensure trans and gender diverse people know they are welcome and accepted in your space.