



Fact Sheet

How to Make Your Clinic LGBTQ+ Welcoming

Creating a welcoming environment is an essential component in providing effective and culturally responsive care for gender and sexual minority (lesbian, gay, bisexual, transgender, queer, same-gender-loving, pansexual, non-binary, two-spirited, intersex, other or LGBTQ+) clients. Using LGBTQ+ affirmative and inclusive language and materials in a clinic allows gender and sexual minority clients to be more open with the clinical team about their identities and behaviors with less fear of rejection.





LGBTQ+ Welcoming Indicators



ALL GENDER RESTROOM
ANYONE CAN USE THIS RESTROOM
REGARDLESS OF GENDER IDENTITY
OR EXPRESSION

- **Pronoun Pins (She/Her/Hers, They/Them/Theirs, He/Him/His, Ze/Zir/Zem)**
Gender expression affirmation is important for feeling respected and valued. Staff may choose to wear these pins themselves and make available for clients to wear (and keep), if desired.
- **Inclusive Educational Material and Community-Based Affiliations**
Display gender and sexual minority inclusive educational materials such as magazines, flyers, and/or posters in your clinic to signal inclusivity. Materials can be downloaded from lgbtqiahealtheducation.org. Include resources such as local community-based affiliations with sexual/gender minority supportive organizations as well as national LGBTQ+ support organizations (Trevor Project, LGBT National Hotline, Anti-Violence Project). Domestic violence information for same-sex and opposite-sex couples would be helpful in client bathroom(s).
- **Inclusive Intake Forms and Health History**
Be sure your registration/intake form has a question for chosen/preferred name and pronouns, and a way to make sure the chosen name/pronouns are communicated to all staff working with this client. Legal documentation may have a different name and sex at birth. Also include the ability to enter current gender identity inclusive of gender fluid and non-binary identities, assigned sex at birth, and current sexual orientation identity in the initial health history.
- **LGBTQ+ Symbols**
Display LGBTQ+ flags, pins, and symbols in visible locations throughout the clinic to demonstrate inclusiveness.
- **Acknowledge LGBTQ+ Awareness Days and Months**
Recognize and celebrate national LGBTQ+ awareness days and events in your community. *Key Dates:* International Transgender Day of Visibility (March 31st), Day of Silence (2nd Friday in April) in recognition of LGBTQ children, adolescent, and young adult bullying, International Day Against Homophobia (May 17th), LGBTQ+ Pride Month (June), National Coming Out Day (October 11th), Intersex Awareness Day (October 26th), Transgender Awareness Month (November), and Transgender Day of Remembrance (November 20th).
- **Visible Nondiscrimination Policy**
Display in a prominent location, a judgment-free zone and/or nondiscrimination policy sign to indicate your clinic is a safe space for all and a LGBTQ+ friendly environment.
- **Staff Training on Gender Identity Diversity and Sexual Orientation**
Body language and words can greatly impact whether a person feels accepted or dismissed and rejected. Using patient-identified pronouns and their chosen name is essential. Schedule mandatory diversity training for all staff to help them understand the important role they play in creating a welcoming environment.
- **Gender Neutral Bathrooms**
Designate a gender-neutral bathroom and/or allow individuals to use the bathroom of their choosing (i.e., a transgender female may use the women's room and transgender men may use the men's room).
- **Community Advisory Board**
If your clinic or health center has a community advisory board, consider inviting open gender minority and sexual minority people to serve on the board.