SUPPORTING GENDER DIVERSITY AND PROVIDING AFFIRMING CARE

Developed with thanks from the Ontario College of Pharmacists
based on an article and Infographic by Asher Davies, BMSc
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Creating a Safe, Inclusive Space:

Signage that promotes inclusivity and respect to all members of the 2SLGBTQIA+ community.

Make Gender Neutral washrooms available when possible.

Hi, my name is Cheryl Smith. I use the pronouns she/her.

Use pronouns in written and verbal communication.

Consider using pronouns on physiotherapy name tags.

Use of Patient Names and Pronouns

Use someone's chosen name when communicating with them

Handouts for the patient identifying them by their chosen name

- ☐ Legal name:
- ☐ Chosen name (name you go by):
- ☐ Pronouns (e.g., she, he, they, ze):
- ☐ Gender identity (e.g., woman, non-binary, man, trans):
- ☐ Sex assigned at birth (e.g., female, male, intersex):

Intake forms provide fields for pronouns, gender identity and sex assigned at birth, with the option to not disclose this information

Use of Patient Names and Pronouns

"To provide you with the best care possible, as part of the physiotherapy assessment I may need to ask you some personal questions about yourself. Is that okay? If not, would you be comfortable filling out this form?"

Avoid assumptions of what anatomy a person possesses based on gender expression (outward appearance) or listed sex on a health card. If confirming a patient's anatomy is vital for a physiotherapy assessment (e.g., pelvic health), remember to ask about related surgeries. Ensure your conversation happens in a private area of the clinic and with patient consent.

Use gender neutral language when possible (e.g. people with prostates, people who produce eggs, people with a uterus/ovaries, people who are pregnant). Use generic terms when addressing groups, for example 'people' or 'everyone'. Avoid use of sir, ma'am, Mr./Ms./Mrs./ unless requested. Use the language that people use to describe themselves.

"I'll be right with you!"

"I'm sorry I made a mistake and caused any distress or discomfort. I will add your name and pronouns to your file and make an effort to prevent it from happening again. Thank you for your patience."

Making mistakes is normal and expected. Correct the mistake, apologize sincerely once, commit to doing better next time and move forward.