

INFOGRAPHIC: SUPPORTING GENDER DIVERSITY AND PROVIDING AFFIRMING CARE

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For more information and additional resources, please see the *Pharmacy Connection* article "Supporting Gender Diversity and Providing Affirming Care"

CREATING A SAFE, INCLUSIVE SPACE



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

If possible, make washroom access **gender neutral**



Hi, my name is Sarah Singh. I use the pronouns she/her.

Use of **pronouns** in written and verbal communication

Consider using **pronouns** on pharmacy name tags



USE OF PATIENT NAMES AND PRONOUNS



Use someone's chosen name when communicating with them.



Patient facing labels address people 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

INCLUSIVE COMMUNICATION AND PATIENT CONVERSATION

"To provide the best care possible to you, as part of your health 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 health assessment (e.g., prescribing for minor ailments), remember to ask about related surgeries. Ensure your conversation happens in a private area of the pharmacy and with patient consent.

Use **gender neutral language** when possible (e.g., people who produce sperm, people with testes, 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.