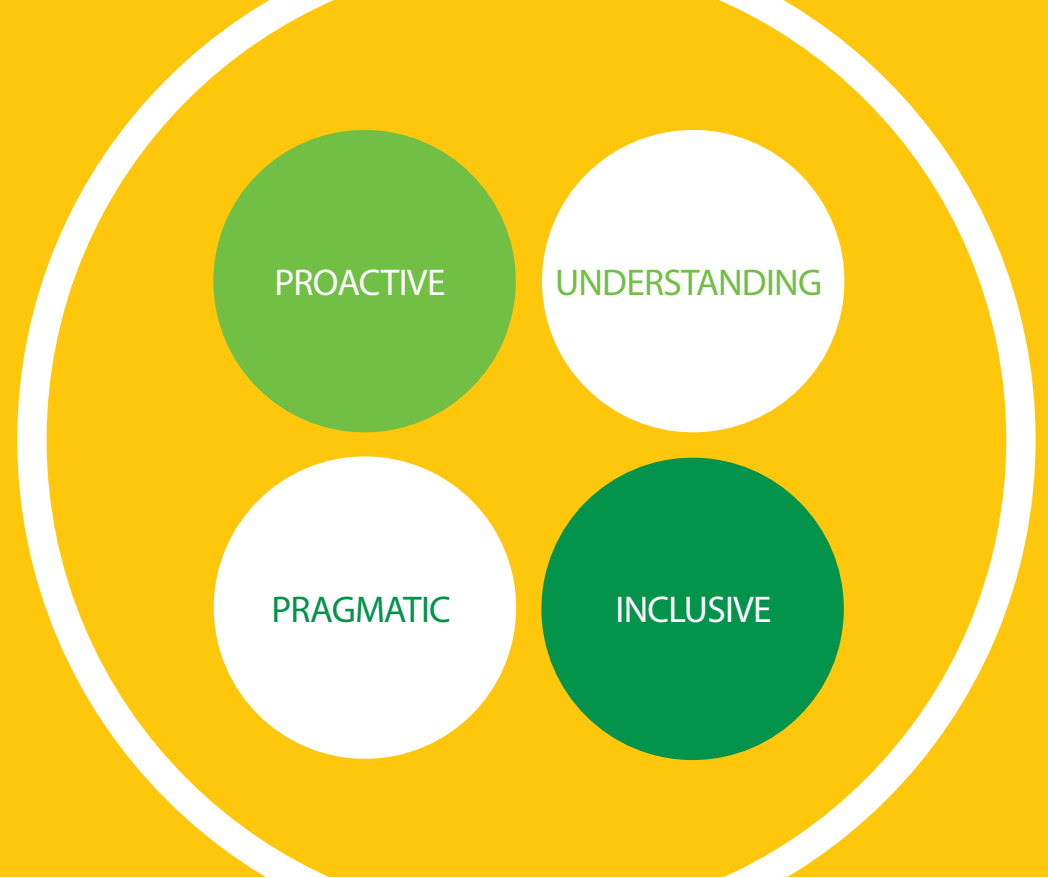


# BCNPHA



Building & Operating Housing  
Inclusive of Transgender People

NOVEMBER 21, 2016

# Session Objectives

- › Introductions: Icebreaker
- › Gender Identity: Concepts + Terminology
- › Context: Challenges and Opportunities
- › Emerging Practices
- › Q+A





# ICEBREAKER

# Icebreaker

What is your earliest memory or recall of knowing your gender?





# LANGUAGE + CONCEPTS

# Gender Identity

- › Your innate sense of your gender
- › Person's gender identity may be **different from or the same** as their sex assigned at birth



# Transgender / Trans\*

- › Umbrella term that describes a wide range of people whose gender identity differs from their sex assigned at birth
- › Includes transsexual, trans woman, trans man, gender variant and more



# Gender Variant

- › When your gender identity doesn't conform to the gender binary of Man or Woman
- › Also known as
  - “non-binary”
  - “gender non-conforming”
  - “gender creative”







# Two-Spirit

a **cultural and spiritual identity** used by some Indigenous people to describe gender variance and sexuality

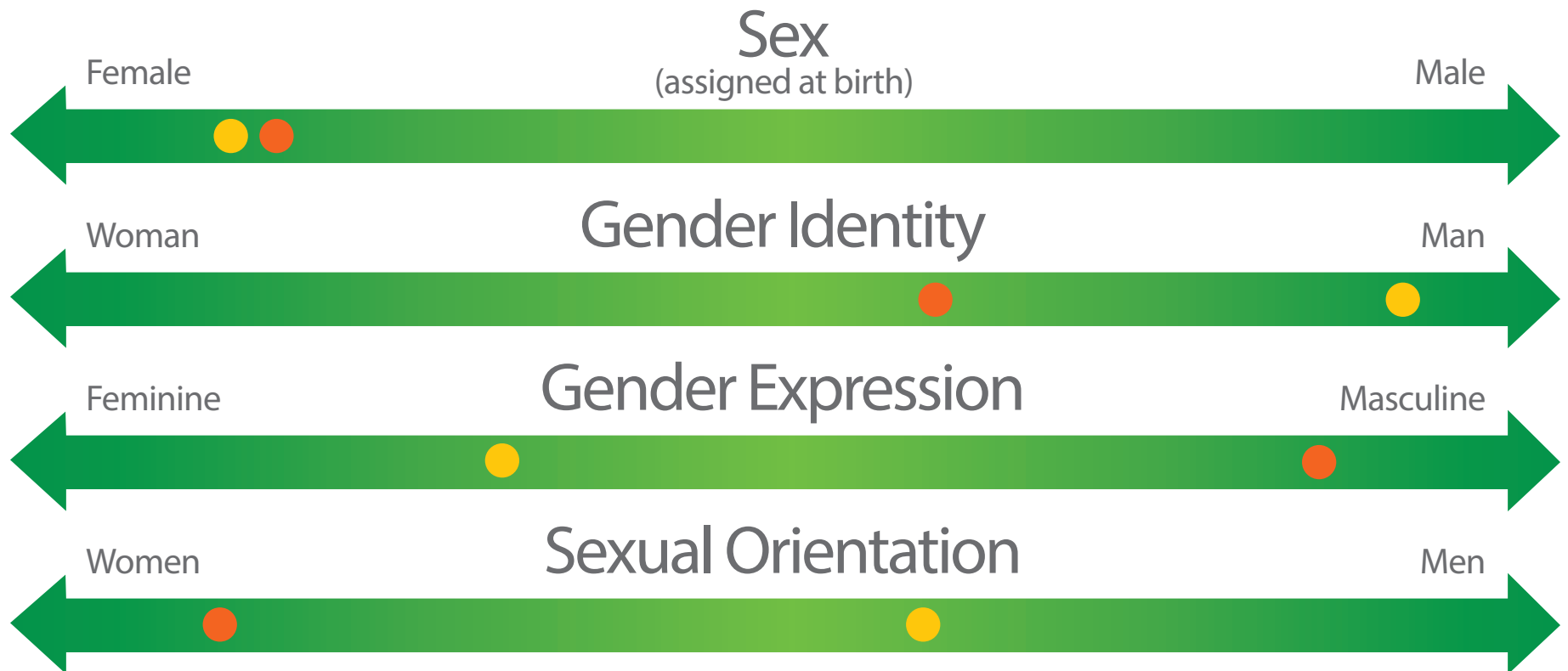
in contrast to the imposed colonial binary gender rules

# Cisgender

- › Describes someone whose gender identity aligns with their sex assigned at birth
- › Cis is Latin for “on this side of”
- › Adjective precedes noun > cis woman, cis people



# Beyond the Binary: Spectrums of Gender + Sexuality



# Transitioning

- › There is no one singular path
- › May, or may not, include gender affirming surgeries and hormone therapy, to create a more harmonious balance between their bodies and their internal sense of gender identity
- › May, or may not, include a name and pronoun change, shift in dress and appearance



# CONTEXT

# Access to Shelter



19% reported experiencing homelessness at some point in their lives because they were transgender or gender non-conforming (US)



1 in 5 youth in Toronto's shelter system identify as LGBTQ2+ and are more than 2x as likely to need housing



29% of trans people often report being turned away when trying to access shelters, and 22% report being assaulted by residents and staff



# Comprehensive 5-Pillar Approach

## Data Collection + Management

No gender options beyond male + female on forms and surveys



## Human Resources

Managers not equipped to support employees who transition their gender on the job



## Marketing + Communications

Denied access to account over the phone due to gender assumptions based on voice or name



## Products + Services

Transgender customer unsure if they can purchase gendered products and services without looks or questions from others



## Facilities

Lack of washroom options





# EMERGING PRACTICES



# Facilities

- › Accommodation: Dedicated TGV2S beds and explicit inclusion in all other spaces
- › Existing # dedicated beds = 18
- › Washrooms: Beyond binary options --> Universal
- › Showers: Privacy in binary and expanded options

# Signage Examples



# Intake Procedures

- › Invasive questions as part of VAT
- › Lack of gender category options
- › Risk of disclosure, esp for TGV2S youth
- › Legal vs preferred name + pronouns





# Programs + Services

- › Introduce specific/targeted TGV2S programs
- › Explicit inclusion in gender-specific services
- › Need for social connection, esp youth who suffer from severe rejection (often familial)
- › Importance of TGV2S feedback
- › Partner with LGBT community orgs



# Staff Readiness

- › Importance of trans competency training:
  - Reduce assumptions
  - Sensitive inquiries
  - Trauma-informed
- › All staff types: Reception, security, programmers
- › On-call support for difficult trans-related incidents

# Quick Starts

- › Staff training to increase awareness and responsiveness
- › Staff name tags with pronouns
- › Remove gender icons from universal single-stall bathrooms
- › Revise website and pamphlets to reflect gender diversity



# Resources

- › More information/context:
  - [Homeless Hub](#)
  - [Seeking Shelter](#)
- › Tools:
  - [Toolkit for Practitioners working with LGBTQ Youth](#)
  - [LGBT Toolkit](#)



# Our Services

- › Staff Training Sessions
- › Policy Review + Development
- › Consultation + Spot Advice





# Q+A

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