

# CREATING CHANGE WITHIN YOUR ORGANIZATION

In order to serve 2SLGBTQ (Two Spirit, Lesbian, Gay, Bisexual, Trans, Queer) people more effectively, the systems we work within need to change to be more inclusive. Addressing the gaps and barriers impacting 2SLGBTQ people communicates that their needs are valid and important. Below are a few strategies to address organizational change.

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## DEVELOP A CULTURE OF INCLUSION

- Use signage that states you **do not** tolerate harmful language and behaviours
- Listen to and take into account the lived experiences and realities of the 2SLGBTQ people you serve; adjust supports as needed

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## CLEAR ANTI-DISCRIMINATION & ANTI-HARRASSMENT POLICY

- Provide examples of what homophobic, biphobic, and transphobic discrimination looks like in the workplace
- Use gender neutral language ("they") throughout policies rather than using "he/she"
- Review policies every few years to ensure language relevancy

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## CLEARLY OUTLINED ACTIONS WHEN SERVING 2SLGBTQ PEOPLE

- Ask open ended questions so 2SLGBTQ people can let you know what they need:  
"How can I help you today? Is there anything you'd like to share that may help us address your needs today?"
- Avoid making assumptions about a person's gender, sexuality, body, relationship status, reproductive goals, etc. based on minimal information, such as their appearance, name, or pronouns.

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## AFFIRM 2SLGBTQ IDENTITIES BY ADOPTING INCLUSIVE LANGUAGE & TERMS

- Use preferred body terminology to minimize harm and increase safety
- Provide space on forms for people to self identify gender, pronouns, and correct name
- Be mindful of what, how, and why you're collecting data - is it necessary to collect?



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## 2SLGBTQ PEOPLE FEEL SEEN, SUPPORTED, AND SAFE TO ACCESS SERVICES

- Offer a gender neutral bathroom if possible. Support people using the bathroom that aligns with their gender
- Ensure your services are physically, emotionally, and culturally safe for 2SLGBTQ people

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## USE INCLUSIVE, DIVERSE IMAGERY ON MATERIALS

- Show people as they are - use an array of body types, skin tones, abilities, family and relationship structures, cultures, etc. in resources
- Ensure 2SLGBTQ people are included in materials that discuss healthy relationships, sexual health education, domestic or intimate partner violence, etc.

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## PROGRAMMING & SERVICES REFLECT 2SLGBTQ NEEDS

- Ensure 2SLGBTQ people are informing how services could operate to better meet their needs
- Uphold group guidelines that support diversity and safety for 2SLGBTQ people

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## 2SLGBTQ-SPECIFIC PROGRAMMING IS LED BY 2SLGBTQ PEOPLE

- Hire 2SLGBTQ employees to offer 2SLGBTQ-specific services
- Allow 2SLGBTQ clients to decide if 2SLGBTQ-specific programming is in line with their needs or goals

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## ESTABLISH A NETWORK OF SUPPORTIVE ALLIES

- Include your pronouns in your email signature and during video calls
- Share your pronouns at the beginning of meetings and when introducing yourself to someone new
  - Connect with your local 2SLGBTQ organization to see how you/your organization can get involved

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## COMMIT TO ONGOING LEARNING

- Dedicate work time for all staff to engage in 2SLGBTQ education
- Learn about different 2SLGBTQ lived experiences to gain new perspectives and understandings
- Book a training session with OUTSaskatoon:

[outsaskatoon.ca](https://outsaskatoon.ca)

