



CARD

# Creating Safe and Welcoming Spaces for LGBTQ Youth

Genya N. Shimkin, MPH  
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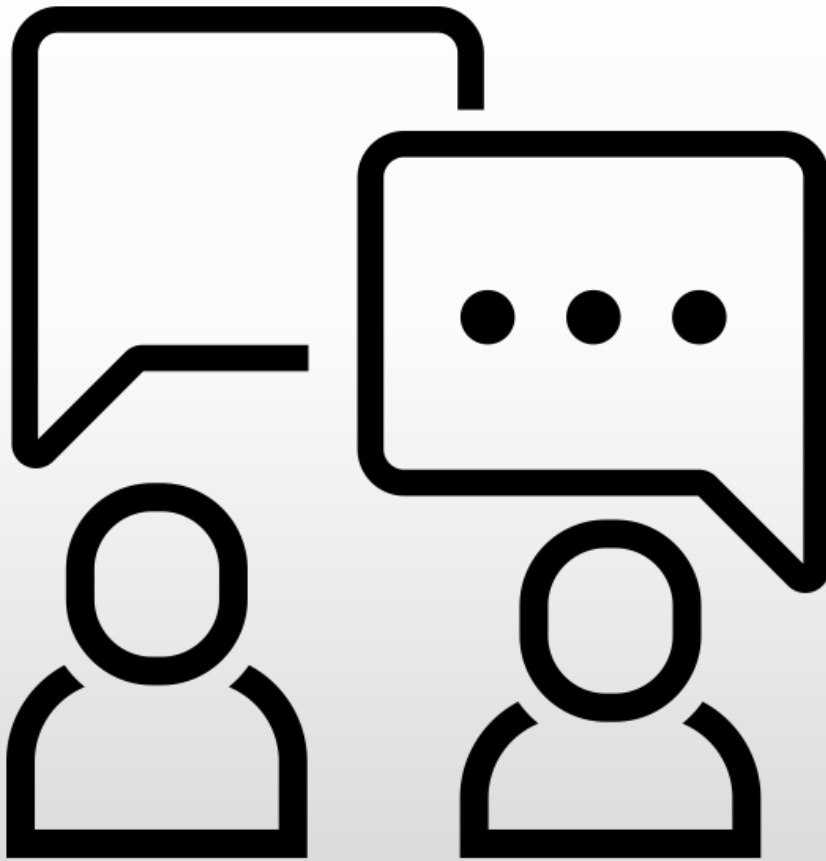
## Learning Objectives!

Soon you will be able to:

- explain the difference between sexual orientation and gender identity
- describe health disparities in the LGBTQ community
- act as advocates and allies for LGBTQ patients
- create a welcoming and supportive environment for LGBTQ patients
- show youth how to use The Q Card to improve patient-provider communication
- educate others about how to create safe and welcoming spaces for LGBTQ people



Why I do this work:



Created by Oksana Latysheva  
from Noun Project



Created by Peter van Driel  
from Noun Project

## Definitions:

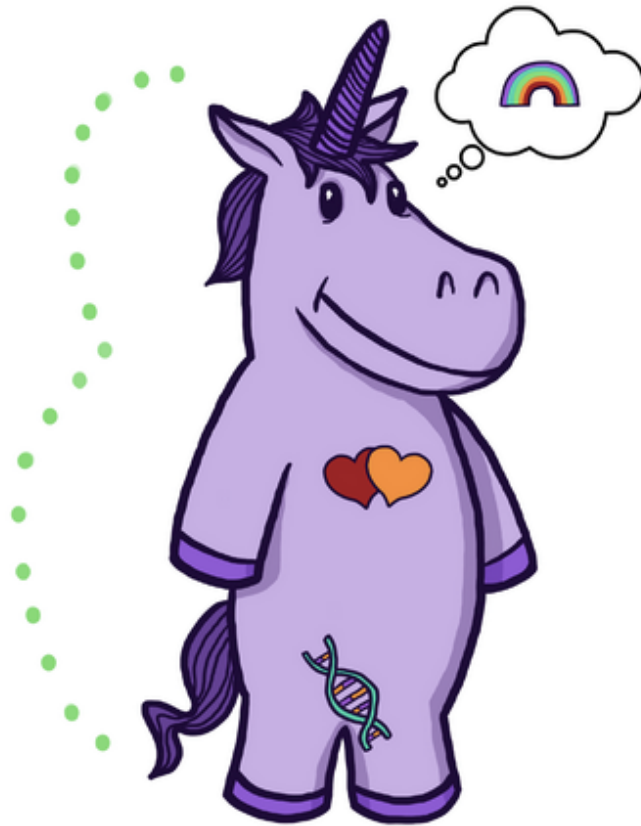
- LGBTQ: lesbian, gay, bisexual, transgender, queer/questioning
  - you may also see this acronym with an I (intersex) A (asexual) or + (other identities)
- Transgender: an umbrella term describing people whose gender identity does not match the sex they were assigned at birth
- Cisgender: a person whose gender identity matches their sex assigned at birth
- Queer: a unique identity, and an umbrella term for the LGBTQ community
- Sexual orientation: a combination of a person's sexual identity, behavior, and attraction
- Gender identity: a person's internal and rooted sense of their gender



EVERYONE has a gender identity AND a sexual orientation!

# The Gender Unicorn

Graphic by:  
**TSER**  
Trans Student Educational Resources



 Gender Identity

- Female/Woman/Girl
- Male/Man/Boy
- Other Gender(s)

 Gender Expression

- Feminine
- Masculine
- Other

 Sex Assigned at Birth

Female Male Other/Intersex

 Physically Attracted to

- Women
- Men
- Other Gender(s)

 Emotionally Attracted to

- Women
- Men
- Other Gender(s)

To learn more, go to:  
[www.transstudent.org/gender](http://www.transstudent.org/gender)

Design by Landyn Pan and Anna Moore

In the face of  
stigma & historical  
oppression in the  
healthcare  
system, LGBTQ  
people are **brave**,  
**strong**, & **healthy**.



Korra, age 14  
Emma Leslie Photography

# “Queerstory” Activity!

Let's take some time to explore and celebrate the history of LGBTQ health activism and progress!



Photo by Diana Davies



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Korra, age 14  
Emma Leslie Photography



# LGBTQ Youth Health Disparities

- Stigma
- Bullying
- Violence
- Depression
- Suicidal Thoughts
- Substance abuse
- Housing instability
- Lack of social support



Oliver, age 17  
Emma Leslie Photography

These disparities persist across the lifespan...

LGBTQ adults have higher rates of:

- obesity
- mental health conditions
- heart disease
- HIV/STDs
- substance use
- tobacco use
- alcohol use
- some cancers



Created by Gabriel Ciccariello  
from Noun Project

...this is why it is so important to empower YOUTH.



Created by Creative Stall  
from Noun Project

## A Note on Intersectionality:

Many people in the LGBTQ community experience intersecting oppressions.

For example, an LGBTQ person of color may experience both racism and homophobia. And a disabled LGBTQ person may experience ableism and homophobia.

It is essential to recognize each person's unique experience, and to understand the many ways our identities intersect, complement, and complicate each other.



# What do LGBTQ patients/clients want?

LGBTQ people want the same things in a provider that everyone else wants:

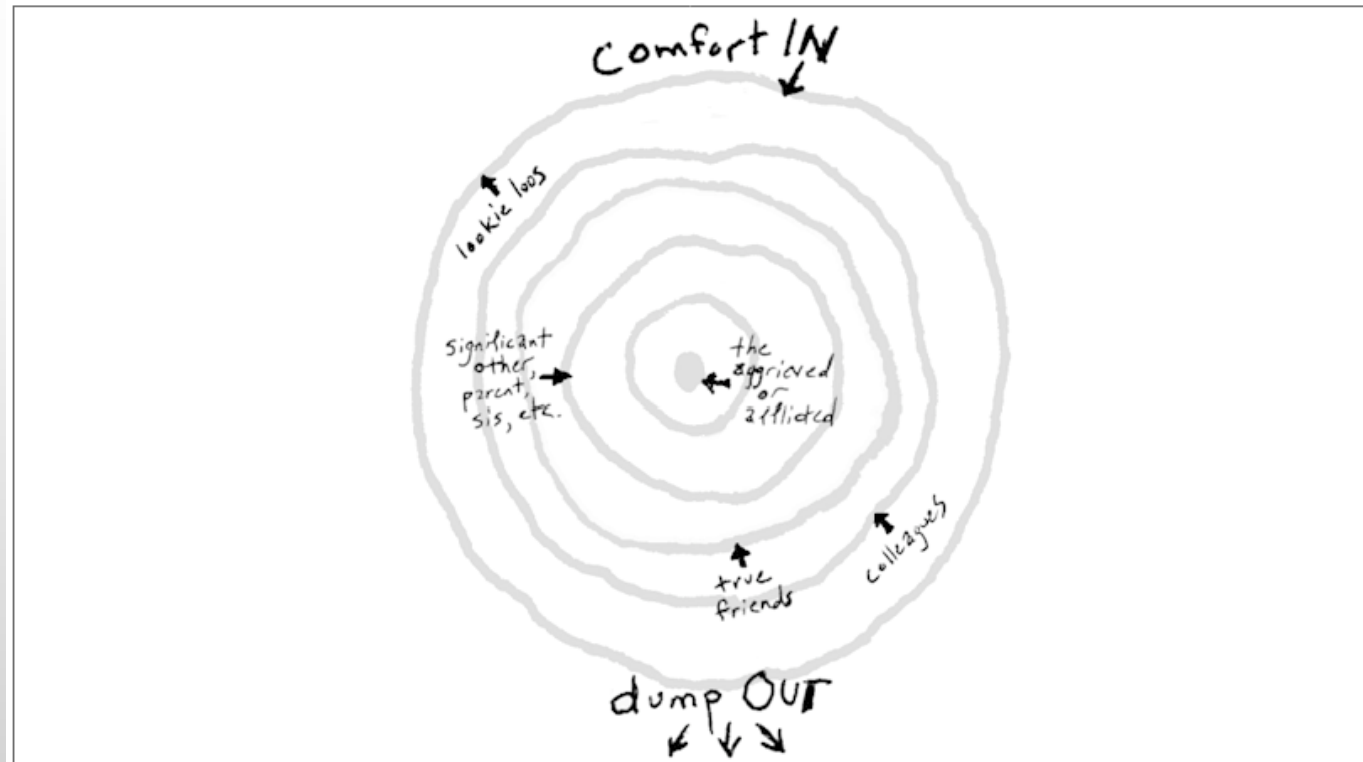
- professionalism
- respect
- cleanliness
- confidentiality

\*you do NOT have to be LGBTQ to be LGBTQ-responsive!



# What can I do?

- give every patient a warm welcome
- ask name and pronoun
  - do you need to update your intake forms?
  - apologize and move on if you make a mistake
    - remember Ring Theory:



## What can I do?

- ask about patient motives and intentions (WPATH standards)
- always discuss privacy and confidentiality
  - be sure patient understands limits!
- watch out for “trans broken arm syndrome”
  - not everything is about being transgender!
- avoid assumptions, stereotypes, and generalizations
- practice saying “I’m so glad you told me that.”
- post affirming/welcoming signs
- validate experiences and identities



## What should I avoid doing?

- do NOT make the patient educate or take care of you
- never ask about a person's genitals unless it is pertinent to their care
  - your curiosity is not relevant
- never make assumptions about identity, behavior, or attraction
  - "do you have a boyfriend?" vs. "do you have a partner or partners?"
  - questions with assumptions built in are sometimes called "microaggressions"
- do NOT use derogatory terms to describe LGBTQ people
  - your personal opinion should have no bearing on the treatment you provide
- do NOT assume that LGBTQ people require specialized care or expertise

You already have the training and tools you need!

LISTEN. BE KIND. RESERVE JUDGMENT.





# Q Card Project

*believes all queer/trans youth deserve quality, sensitive healthcare that meets their needs, recognizes their agency, and empowers them to be active participants in their health.*





# What is a Q Card?

Empowering Queer Youth in Healthcare

Q CARD

### How to use the Q Card

1. Fill it out.
2. Bring it to your next healthcare appointment.
3. Talk to your provider about privacy & confidentiality.
4. Discuss your concerns with your provider.
5. Give this card to your provider, or keep it. It's up to you!
6. Let us know how it went at [qcardproject.com](http://qcardproject.com).

Coming out is an intensely personal decision, and we encourage you to consider your safety and resources before taking this step.

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FOR PROVIDERS

Most LGBTQ youth are healthy and well-adjusted. As a result of cultural homophobia and stigma, some youth struggle with:

- Depression/anxiety
- Housing
- Sexuality/gender
- Family acceptance
- Religion
- Bullying/harassment
- Smoking
- Drugs
- Alcohol
- Relationships/dating
- Sex/STDs/pregnancy
- Intersecting oppressions

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Please call me: \_\_\_\_\_  
*insert name*

My gender pronouns are: \_\_\_\_\_

My sexual orientation:  
*circle all that apply/fill in the blank*

GAY	STRAIGHT	LESBIAN	BISEXUAL
QUEER	PANSEXUAL	ASEXUAL	

\_\_\_\_\_

\_\_\_\_\_

My gender identity:  
*circle all that apply/fill in the blank*

FEMALE	MALE	TRANSGENDER
GENDERQUEER	NON-BINARY	

\_\_\_\_\_

I would like to talk about:

\_\_\_\_\_

\_\_\_\_\_

Healthcare providers can be important allies for LGBTQ youth by:

- **Discussing privacy** and confidentiality, and seeing adolescent patients alone.
- **Posting affirming and welcoming signs** (such as “safe zone” materials) in offices.
- **Avoiding assumptions** about sexual orientation, partners, and behaviors by asking open-ended questions.
- **Speaking openly and honestly** without judgment about sex, sexuality, and safer sex practices.
- **Educating themselves** about LGBTQ health disparities.

Find more resources for providers at [qcardproject.com](http://qcardproject.com).

# How do I use a Q Card?

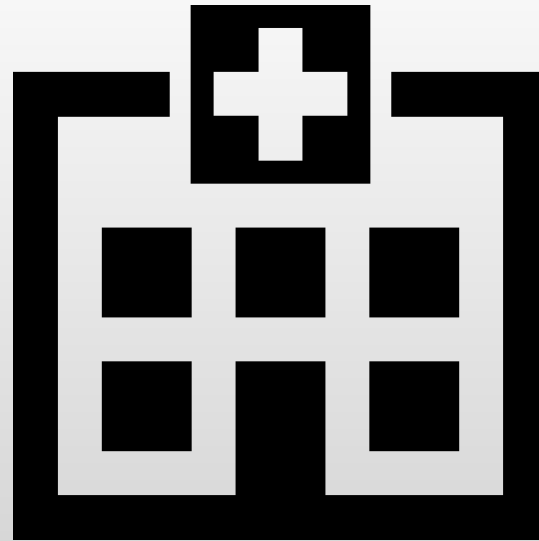
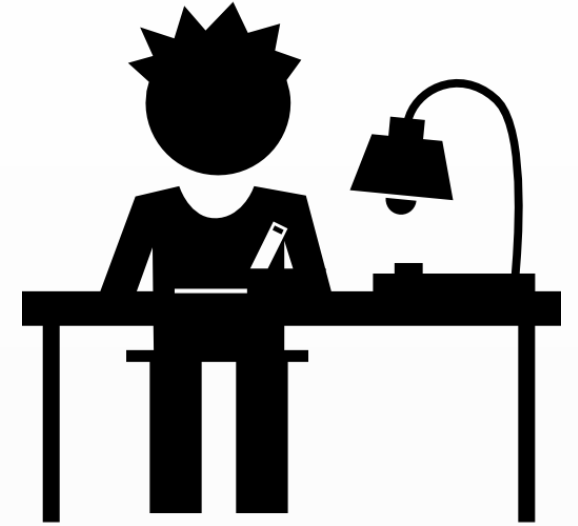


Illustration by Sam Bradd,  
Drawing Change

# Case #1

Steven has been a patient at your clinic for 10 years. At a regularly scheduled visit, Steve informs you of a recent name change to Sandra.

How do you respond? How do you make sure that this information is transmitted to others involved in Sandra's care?

Everyone has a role to play! What is the role of the front desk staff? Medical/Dental Assistants? Nurses? Physicians? Lab Staff? Social Work staff? Dentists?

# Case #2

You overhear two colleagues discussing a patient, Kaden, who was in for an appointment that morning. Your colleagues are using "she/her" pronouns, and you believe that Kaden uses "he/him."

How do you approach your colleagues?

We must be accountable to patients, even when they are not in the room!

# Questions?

[genya@qcardproject.com](mailto:genya@qcardproject.com)

THAN-Q!!