

INCLUSIVE PRACTICE

General tips for implementing inclusive practice procedures in your clinic:

Build trust – make confidentiality protocols clear, be patient, and avoid assumptions about your patient.

Ensure clear communication – use plain language, let your client know what to expect during an appointment, and don't assume your client's knowledge about their body. Clarify your patient's needs e.g. "Are you looking for a referral?"

Ask questions – Avoid making assumptions about your patient. Instead, ask questions such as "May I ask what pronouns you use?"

Make forms as simple as possible – leave enough space for longer names, provide space for chosen names, gender identity, and pronouns. Offer assistance in filling out these forms if necessary. Remove questions that may not be medically relevant.

Train staff in inclusive practice – provide ongoing training and support. Encourage mindfulness of the language that is used within your practice. E.g. using the term partner instead of boyfriend/husband or girlfriend/wife.

Accommodate the schedules of your patients – implement off-hour clinic hours, drop-in patients, make bus schedules readily accessible, and be understanding when your patients miss or are late to their appointments.

Tips specific to working with people seeking pregnancy options and birth control support:

Keep up-to-date on all pregnancy and birth control options

Avoid biased language surrounding pregnancy and birth control options

- Present abortion as you would any other medical procedure
- Take your patient's lead in how they refer to their pregnancy
- Avoid terms like "getting rid of", "unborn child", etc. Instead, opt for medical terms such as embryo, fetus, contents of the uterus, and ending the pregnancy

Have information on hand to refer patients to abortion services or birth control counselling, such as [SHORE Centre](#) at 519-743-9360, if this is not a service you offer.

Avoid gendered language – instead, use terms such as "pregnant person" or "person who is pregnant" For more information on how to be LGBTQ+ inclusive in your practice, visit:

<http://www.rainbowhealthontario.ca/>

For more information visit <http://www.srhweek.ca/wp-content/uploads/2017/02/SRH2017-Handbook-EN.pdf> to find a handbook for health care providers working with clients from diverse communities. This handbook was produced as part of Sexual and Reproductive Health Awareness Week (SRH Week), an annual campaign hosted by Action Canada for Sexual Health and Rights to promote sexual and reproductive health in Canada.