



Cultural Competency Coordination

Criteria for recognition as an Ally to LGBT patients/clients: You must meet ALL three criteria.

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| Policy | Facility or department has publicly posted a <u>patient/client</u> non-discrimination policy that explicitly states protection for sexual orientation and gender identity, as covered by New York State Human Rights Law (NYSHRL) - <i>NYCRR § 466.13</i> . |
| Training | At least 75% of the facility or department staff, including upper level management and front line staff, received LGBT cultural competence training that lasted at least 2 hours. |
| Environment | Facility or department provides either gender neutral bathroom access or signage that supports a patient/client's use of the bathroom that best reflects their gender identity, as covered by N.Y.C. Admin. Code § 8-102(23)** <i>An example of a sign for facilities that do not have gender neutral bathrooms:</i> https://joswelfare.files.wordpress.com/2015/07/gender-neutral-toilet-sign.jpg |

** http://www.nyc.gov/html/cchr/downloads/pdf/publications/GenderID_InterpretiveGuide_2015.pdf

Criteria for recognition as a Champion to LGBT patients/clients: In addition to meeting the above criteria for Allies, Champions have gone above and beyond in assuring safe, affirming, and culturally-competent care for the LGBT communities by meeting six of the criteria below. Facilities must have at least one criteria from each of the three categories.

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| Policy | Facility or department has an <u>employment</u> non-discrimination policy that explicitly states protection for sexual orientation and gender identity, as covered by the New York State Human Rights Law (NYSHRL) - <i>NYCRR § 466.13</i> . |
| Policy | Facility has forms that include LGBT-affirming options for gender identity, such as trans, genderqueer, trans men, trans women, etc. |
| Policy | Facility has forms that include LGBT-affirming options for relationship status, such as domestic partnership, living with partner, etc. |
| Policy | In addition to marital status, the form includes a space for patients to indicate their sexual orientation, with LGBT-affirming options such as gay, lesbian, bisexual, queer, or unsure/questioning, etc. |
| Policy | Facility has forms that include a space for patients to indicate their sex assigned at birth. |
| Policy | Regardless of limitations on standard forms, it is the policy of the facility to routinely ask patients/clients for their chosen name, gender, pronouns, etc. |
| Policy | Facility has an ongoing relationship or partnership with an LGBT organization. |
| Policy | Facility's employee health insurance plan includes coverage for transition-related healthcare (i.e. gender confirming surgeries, hormone treatments, etc.). |

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| Training | 75% of the facility or department staff, including upper level management and front line staff, received training specifically on transgender and gender variant people. |
| Training | 75% of the facility or department staff, including upper level management and front line staff, received additional follow up LGBT cultural competency training within a year of the last LGBT cultural competency training. |
| Training | 75% of the facility or department staff, including upper level management and front line staff, received half-day (4 hours) or more training. |
| Training | 100% of the facility or department staff, including upper level management and front line staff, received LGBT cultural competence training that lasted at least two hours. |

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| Environment | Facility has at least one LGBT-affirming poster, magazine, and/or video in their common waiting area, bathrooms, and/or exam rooms. <i>Some examples of LGBT-affirming posters and handouts:</i> a. Health Starts Here poster from LGBT HealthLink: http://www.lgbthealthlink.org/Order-Materials b. Patient Handouts from The National LGBT Health Education Center: http://www.lgbthealtheducation.org/publications/top/ |
| Environment | Facility includes LGBT information or images on their website or promotional materials. |

Recognition will be valid for one year, due to the expected staff turnovers.

Recognition demonstrates a commitment to offering safe and welcoming care to LGBT communities.



**Criteria for recognition as an Ally to LGBT patients/clients
for Individual providers.**

To be recognized as an Ally, the provider must meet ALL five criteria below.

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| Training | The individual must have received LGBTQ cultural competency training lasting at least 90 minutes within the last two years. |
| Experience | The individual must be a provider with direct patient/client experience in their role. |
| Referrals | The individual must have a list of LGBTQ-affirming referrals to share with patients as needed. |
| Referrals | The individual agrees to facilitate patient/client referrals, ensuring that the provider or practice is still offering culturally competent care to LGBTQ patients/clients, providing a “warm handoff”. |
| Recognition | The individual has been trained or referred to us by an LGBTQ community organization. |

**Criteria for recognition as a Champion to LGBT patients/clients
for Individual providers.**

In addition to meeting the above criteria for Allies, Champions have gone above and beyond in assuring safe, affirming, and culturally competent care for the LGBT communities by meeting all three of the criteria below.

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| Commitment | The individual demonstrates ongoing leadership and commitment to inclusivity for LGBT patients/clients. |
| Improvement | The individual is in a position to monitor organizational efforts to increase the LGBT cultural competence of other providers and staff in their facility |
| Accountability | The individual has clear mechanisms for reporting discrimination or disrespectful treatment of LGBT patients/clients. |

Recognition will be valid for one year, due to the expected staff turnovers.

Recognition demonstrates a commitment to offering safe and welcoming care to LGBT communities.