

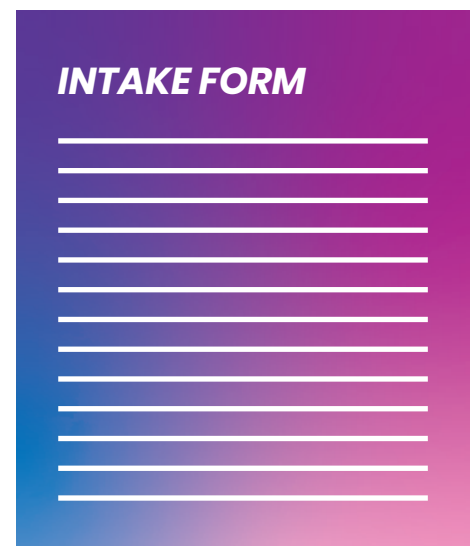
TRANS INCLUSION IN PRACTICE: CREATING TRANS INCLUSIVE INTAKE FORMS

Community, health, and social service organizations are often required to collect demographic data from the clients they serve. This data is often collected for reporting purposes, or because the information is utilized by organizations to better understand who they serve. While asking demographic questions is often obligatory, we must take steps to ensure we are asking the right questions in a way that reflects the diversity of our communities.

Intake forms and other similar processes often reinforce a gender binary, presume heterosexuality, and otherwise leave out trans, gender diverse and other 2SLGBTQ+ individuals and communities. Here are some steps you can take to create inclusive intake forms:

UNDERSTAND AND EXPLAIN DATA COLLECTION

Service users are often expected to provide personal information when accessing community, health, and social services. Ensuring that your intake staff, and indeed all relevant team members, know why you are collecting demographic data allows them to communicate this rationale to those accessing your services. Service users should be informed about why demographic data is being collected, how it is being used, and if they are able to decline provision of personal information. Here is an example of a disclaimer you can add to your intake form:



SAMPLE COVID-19 INTAKE FORM:

As part of Ontario's provincial management and response to COVID-19, *[name of Public Health Unit]* is collecting information on race, income, household size, gender and language from people who test positive for COVID-19 or are considered a probable case. Collecting this information will help us monitor and understand which communities are being impacted by COVID-19. With this information, we will be able to:

- Respond to specific community needs; and
- Better plan public health programs and other services and supports.

I'm happy to answer any questions you may have. If you choose not to answer these questions it will not affect your access to services.

GENERAL EXAMPLE:

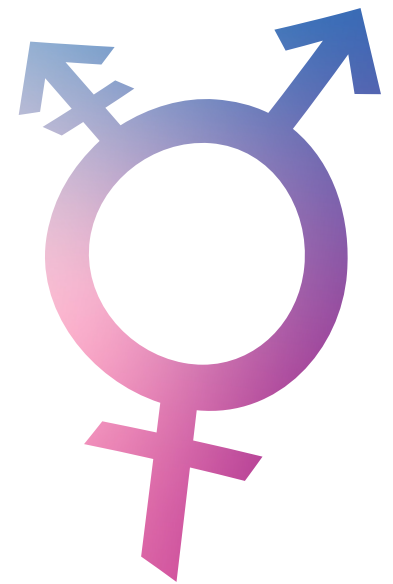
We are collecting demographic information from clients to find out who we serve and what unique needs our clients have. We will also use this information to understand client experiences and outcomes.

The information we collect will help us to improve the quality of the services that we provide to our clients. This information will be kept confidential in your file and will be used in a way that does not identify you. You can choose not to answer and it will not impact the care that you will receive.

CREATE TRANS INCLUSIVE GENDER OPTIONS

We are collecting demographic information from clients to find out who we serve and what unique needs our clients have. We will also use this information to understand client experiences and outcomes.

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OPTION A:

**WHICH OF THE FOLLOWING BEST REFLECT YOUR GENDER?
PLEASE CHECK ALL THAT APPLY.**

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Man | <input type="checkbox"/> Transgender |
| <input type="checkbox"/> Woman | <input type="checkbox"/> Non-Binary |
| <input type="checkbox"/> Cisgender | <input type="checkbox"/> My gender is: _____ |

OPTION B:

WHAT IS YOUR GENDER?

INCLUDE LEGAL AND PERSONAL NAME OPTIONS

Many trans people use a different name than the one on their legal identification documents. Intake forms often ask for your name, but fail to specify if they require your legal name or the name you actually use. It is important to ensure that forms only require legal names if there is a legitimate reason for doing so.

If you are required to collect a legal name, it is important to provide a personal name option as well. For example:

WHAT IS YOUR LEGAL NAME?

**WHAT IS THE NAME YOU GO BY,
IF DIFFERENT FROM ABOVE?**

If you are not required to collect a legal name, you may simply ask:

WHAT NAME DO YOU GO BY?

If a trans person's legal name differs from the name they go by, it is absolutely essential that their legal name be kept confidential.

By providing an option for individuals to disclose the name they go by, you are minimizing the risk of outing them or utilizing the incorrect name, both of which can result in harm to trans people.

ASK PEOPLE THEIR PRONOUNS

Adding a pronoun option to your intake forms is an excellent way to demonstrate your organization's commitment to trans inclusion. By asking about pronouns in your intake process, you are helping to minimize the risk that trans and gender diverse people will have the incorrect pronoun used. Asking people their pronouns also creates an opportunity to build a trusting relationship with trans people accessing your services. Here is an example:

WHAT PRONOUNS DO YOU USE? PLEASE CHECK ALL THAT APPLY:

She/Her/Hers

He/Him/His

They/Them/Theirs

Fill in the Blank: _____