

LGBT Welcoming and Inclusive Services Checklist

Yes	No	Agency Policies and Procedures
		1. We have a nondiscrimination policy or human rights statement that includes sexual orientation
		2. We have a nondiscrimination policy or human rights statement that includes gender identity
		3. Our mission statement is inclusive; LGBT people would feel recognized
		4. We offer domestic partner benefits to LGBT employees
		5. Client confidentiality policies include how to deal with LGBT people who do not want information about sexuality or gender on their records
		6. Our sexual harassment policy includes LGBT issues or same-sex harassment
		7. We have a procedure for staff or clients to grieve issues of discrimination based on sexuality and/or gender
		8. Written notice is given to clients about when and for what reason information about them may be disclosed to a 3 rd party
		9. We record whether clients have power of attorney for health care documents or guardianship papers
		Staff Training/Conduct
		10. All staff get basic training on LGBT people and issues at least once
		11. Some staff get advanced training
		12. At least one staff member has expertise in working with LGBT clients
		13. All staff treat LGBT clients with respect and honor confidentiality
		14. Staff members know how to intervene when clients act in a discriminatory manner to LGBT clients
		Inclusive Language: Forms/Assessments/Treatment
		15. Written forms have inclusive language about sexual orientation and allows people to disclose LGB identity
		16. Written forms have inclusive language about gender identity and allows people to disclose trans identity
		17. Assessments or history forms are inclusive and encourage discussion of whether gender or sexuality issues need to be addressed in treatment
		18. Case management, treatment, and transition plans include issues related to sexual orientation and gender if appropriate
		19. Staff members take a sexual history from all clients
		20. Treatment groups, social activities, and all aspects of the program are “safe” for LGBT clients
		Visibility of LGBT people and issues
		21. We advertise employment opportunities in LGBT publications
		22. We have openly LGBT people on staff
		23. We have openly LGBT people on the board of directors
		24. We have openly LGBT people as volunteers or regular visitors
		25. Our nondiscrimination policy that includes LGBT is prominently displayed
		26. LGBT clients’ families are included in family events
		27. LGBT issues are discussed in treatment groups when appropriate
		28. Posters, pamphlets, magazines, and other materials reflect our LGBT clients
		29. We do outreach/market our services to local LGBT communities
		Resources and Linkages
		30. We have checked our referral sources to make sure that they are LGBT-sensitive
		31. We have linkages to our local LGBT community resources
		32. We screen guest speakers and volunteers to make sure they know that we are welcoming and inclusive of LGBT people
		Other (please describe)