

Strategies for a More Inclusive Pharmacy

Create a More Inclusive Space

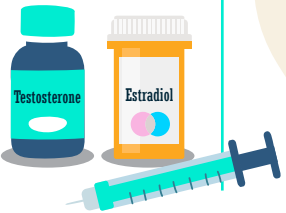
Use positive space signage throughout the pharmacy and inclusive language for OTC sections



Download the poster



Offer health information specific to trans and gender-diverse people and stock required medications, supplies and transition-related gear



Use pronouns on pharmacy name tags



Provide gender-neutral washrooms for both staff and clients, if applicable

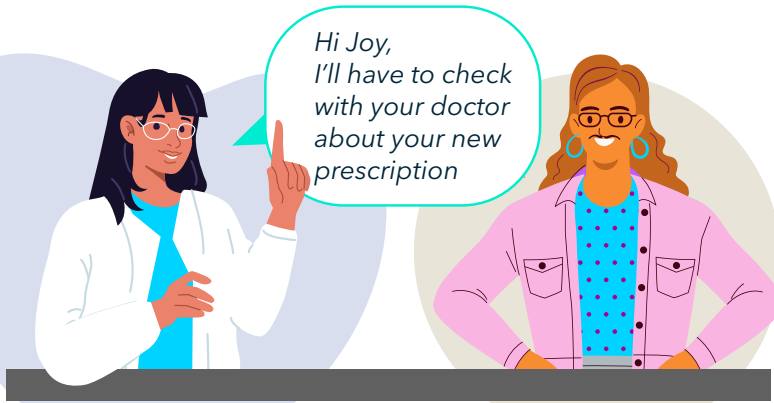
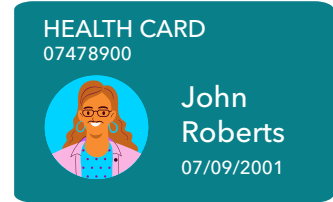




Strategies for a More Inclusive Pharmacy

Foster More Inclusive Communication

Ask for, use and respect chosen names in verbal and written communications as well as on patient-facing labels and receipts



Ensure respect and privacy for sensitive matters



Ask for, use and respect pronouns in verbal and written communications



Implement inclusive intake forms



Use gender-neutral language whenever possible





Strategies for a More Inclusive Pharmacy

Build a Supportive Team

- Provide diversity training for all staff
- Enhance your knowledge in the care of trans and gender-diverse people
- Create inclusive hiring policies



Further Steps for Becoming an Inclusive Pharmacy for Trans and Gender-Diverse People



- Advocate for changes in your pharmacy software to better reflect the diversity of 2SLGBTQI+ clients
- Implement and post a nondiscrimination policy
- Intervene when offensive behaviour is witnessed
- Be an advocate and build community partnerships