

# Smashing Stigma LGBT2SQ Engagement in Pharmacy Practice

Welcome  
We will begin shortly.



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## General Housekeeping

- Session will be approximately 45-50 minutes presentation, 10-15 minutes audience questions
- Not accredited, but will provide email proof of attendance
- Link to recording and slides will be emailed after webinar; download slides now from dashboard
- Use questions box for technical support at anytime and for Q&A at end



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## Today's Speaker (s)

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**Andrew Schonbe B.Sc.Ph. R.Ph.**  
Owner @ Express Aid Pharmacies  
He/Him/His



**James Morrison B.Sc.Ph. R.Ph. C.D.E.**  
Pharmacy Manager  
He/Him/His



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## LGBTQ+ Mental Health Webinar

For pharmacists, healthcare workers, LGBTQ+ members, and allies!  
Join us for a discussion on reducing stigma and creating safe spaces in healthcare



Andrew Schonbe  
LGBTQ+ Specialty  
Pharmacist



Michael Landsberg  
Mental Health Advocate  
SickNotWeak



James Morrison  
Pharmacist &  
Educator

Hosted live on June 25th 2019. Contact [tiana@wholehealthrx.ca](mailto:tiana@wholehealthrx.ca) with questions!  
Recording and slides available on facebook (@WholeHealthPP) and youtube (<https://youtu.be/2hwilzgiHbE>)

#SICKNOTWEAK

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## Disclosure(s)

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- Received honoraria from CPhA for this presentation

## Key Points

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- Stigma persists in 2019 and is associated with negative patient outcomes. Pharmacists are in a prime position to address stigma in health care.
- It is important for pharmacists to stay up-to-date on pharmacotherapy highly relevant to the LGBT2SQ community to best understand their care.
- LGBT2SQ needs vary within the community, and it is important to develop best practices to meet their unique needs.
- Pharmacists must avoid assumptions, support understanding, ensure respectful dialogue and maintain high levels of patient confidentiality in practice.
- Not taking proactive action, referring patients elsewhere, and/or maintaining the status quo can lead to negative impacts on patient mental health, impair trust of health care professionals, and lead to the avoidance or delay of seeking health services altogether.

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**Poll: Do you have experience providing care to patients in the LGBT2SQ community?**

- A. Yes, I regularly provide care to this patient population
- B. I have some experience
- C. No, I have not encountered this patient population in practice

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**Poll: What percentage of trans patients presenting to the emergency room experienced a negative treatment due to their identity?**

- A. 15%
- B. 31%
- C. 52%
- D. 65%

<https://www.ourcommons.ca/Content/Committee/421/HESA/Brief/BR10482210/br-external/CanadianProfessionalAssociationForTransgenderHealth-1-e.pdf>

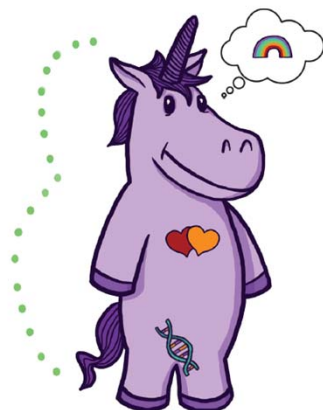
## Key Terms

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Transgender	Gender identity	Gender expression	Sexual orientation	Sexual behavior
<ul style="list-style-type: none"> <li>Term that includes people whose gender identity and/or expression is different from cultural expectations based on the sex they were assigned at birth</li> </ul>	<ul style="list-style-type: none"> <li>Sense of being along the gender spectrum</li> <li>eg. non-binary, female</li> </ul>	<ul style="list-style-type: none"> <li>Public expression of gender, can include outward appearance such as hair, dress, voice etc.</li> <li>eg. masculine, feminine</li> </ul>	<ul style="list-style-type: none"> <li>Sexual attraction</li> <li>eg. bisexual, pansexual</li> </ul>	<ul style="list-style-type: none"> <li>Sexual activity</li> <li>eg. MSM</li> </ul>

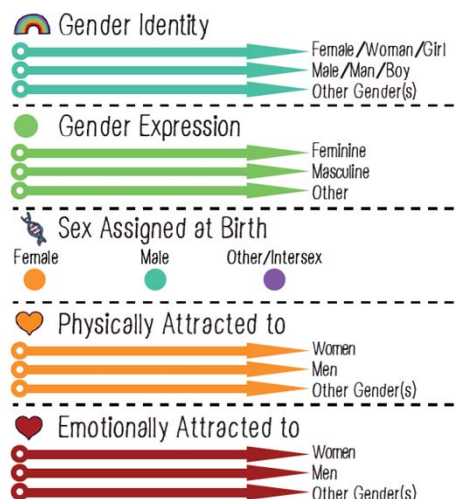
## The Gender Unicorn

Graphic by:  
**TSER**  
Trans Student Educational Resources



To learn more, go to:  
[www.transstudent.org/gender](http://www.transstudent.org/gender)

Design by Landyn Pan and Anna Moore



## What is Stigma?

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- A negative stereotype of someone – Negative assumptions and generalizations
- Can lead to violence, harassment, and discrimination when seeking stable housing, employment, health or social services
- Stigma can impair health access, the quality of care, and how care is delivered to someone
- How others judge and treat individuals is a barrier to a complete and satisfying life
- LGBT2SQ face stigma and discrimination

<https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54923-eng.htm>

## What are the Consequences of Stigma?

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### Impact on patient mental health

Depression, anxiety  
Suicide



### Distrust in healthcare professionals

Not opening up on symptoms  
Avoiding discussion on possible health risks



### Avoidance or delay in seeking health services

Non-adherence  
Avoiding regular screening, preventative services  
Seek services during advanced illness

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## Poll: Why are some members of the LGBT2SQ community less likely to access the healthcare system?

- A. Fear of discrimination
- B. Negative past experiences with healthcare providers
- C. Lack of provider understanding of LGBT2SQ health issues
- D. All of the above



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## Discrimination in a Pharmacy

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News > World > Americas

### CVS pharmacist fired after refusing to fill transgender woman's hormone therapy prescription

'I just froze and worked on holding back the tears,' woman says

**"I felt like the pharmacist was trying to out me as transgender in front of strangers," she wrote. "I just froze and worked on holding back the tears."**

<https://www.independent.co.uk/news/world/americas/cvs-pharmacist-fired-transgender-woman-hormone-therapy-prescription-hilde-hall-arizona-a8457226.html>



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**LGBT2SQ individuals can have distinct healthcare needs but *barriers* remain**

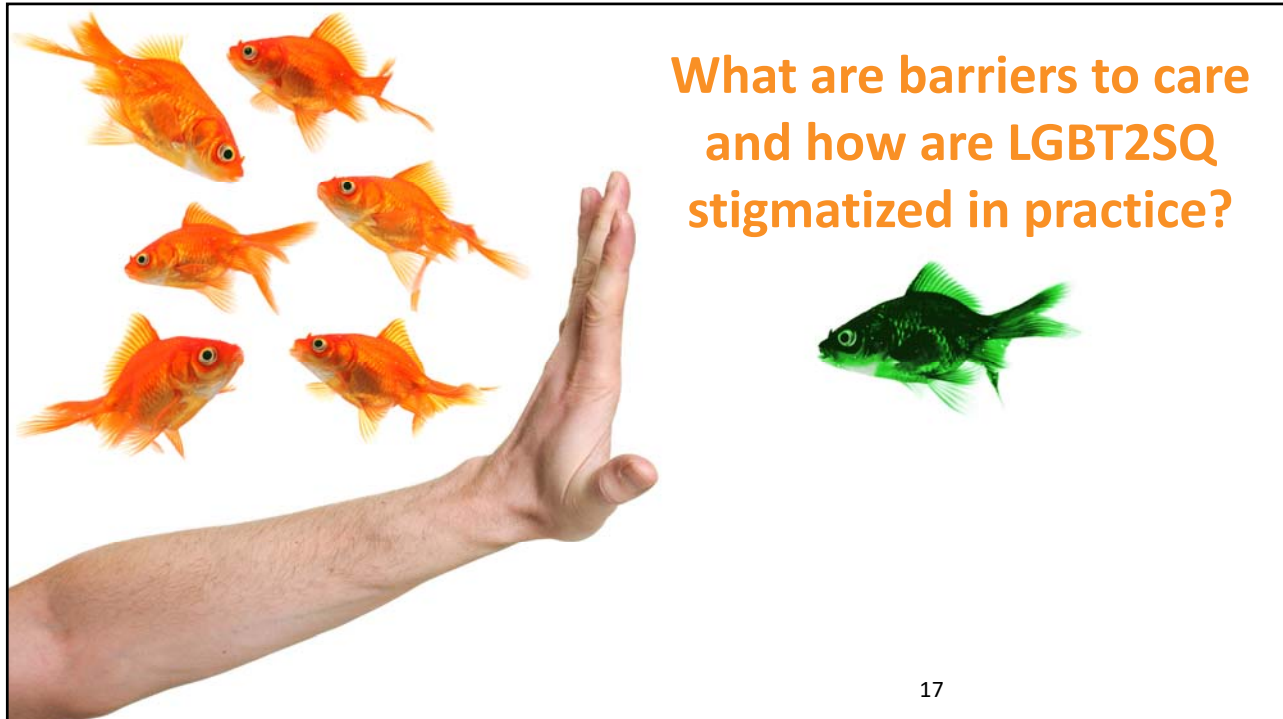


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## What are barriers to care and how are LGBT2SQ stigmatized in practice?

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## Case Example: Meet Melissa

\*Fictional patient

- Meet Melissa
- 50 year old TGW
- Began the gender-affirming process 4 years ago
- Previously married to a cis-woman and had 2 children together
- Depression for several years, symptoms have improved since hormone therapy
- Feels lonely at times
- Difficulty finding employment since living as her authentic self

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## Meet Melissa: Her Experiences

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- Harassment
- Pharmacy Experiences
- Medical Experiences

## Meet Melissa: Harassment

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- Using public bathrooms
- Shopping in clothing stores and for makeup
- Neighbour intimidation
- Has received slurs or things thrown at her just walking down the street
- Sexual harassment

## Meet Melissa: Medical Experiences

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- Family doctor was unsupportive
- Claimed they did not know much about “these things” and questioned Melissa for transitioning
- Eventually the MD found an organization and told pt to call them for a doctor
- Patient currently accessing care through a supportive LGBT2SQ focussed physician in another city after some struggle

## Meet Melissa: Pharmacy Experiences

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- Repeatedly deadnaming
- Referring as “him”
- Patient was counselled as though they were getting HRT for menopause
- Pharmacy gave her stress over the difference in their first name and the name on insurance card
- “Your hormones are ready” yelled across counter
- The pharmacist once said the “prescription is an error as estrogen isn’t used in men”
- Some of the assistants giggle whenever she leaves the pharmacy

## Case: Example of Discrimination

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### Orangeville pharmacy apologizes for refusing flu shot for man with HIV

NEWS Oct 23, 2017 by Chris Halliday Orangeville Banner



The owner of an Orangeville Shoppers Drug Mart has apologized to a man with HIV who was refused a flu shot at the location at 25 Broadway last week. - Colin McConnell / Toronto File

**(The employee) basically said that it would compromise her safety. I said, 'Really, how is that? Aren't you trained to wear gloves?' Her exact words were, 'cross-contamination.'**

**"Not only is it prejudice, it is against the law," the 51-year-old man scoffed. "This is just crazy in 2017. I was just appalled by this."**

<https://www.orangeville.com/news-story/7678514-orangeville-pharmacy-apologizes-for-refusing-flu-shot-for-man-with-hiv/>

## MSM, TGW & HIV

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- Not all MSM, TGW are at risk of HIV (but risk is increased on overall population)
- Rejection, judgement, isolation for people living with HIV
- Language, non-verbal, and actions can drive stigma

## How To Approach

- Stay up to date with stigma busting advancements in health (eg. U=U)
- Approach like other chronic conditions
- Non-judgemental, caring

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## MSM, TGW & HIV

### The restaurant kitchen where everyone has HIV: 'We want to challenge stigma'

A Toronto pop-up is the first of its kind anywhere, and was born out of a recent poll suggesting many still fear sharing food with someone HIV positive



### Smashing the stigma: Casey House opens HIV-positive spa in Toronto



Spa will be open Friday and Saturday at 128 Peter St.

Haweya Fadal · Posted: Nov 30, 2018 5:00 AM ET | Last Updated: November 30, 2018



**"HIV is the infection, the stigma is the disease"**

Randy Davis,  
*The Accidental HIV Activist*

<https://www.theguardian.com/world/2017/nov/08/canada-toronto-restaurant-hiv-aids-kitchen-staff-stigma>



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## Declining Care: What harm can it do?

- Declining and referring care you are capable to provide can feel like rejection and is stigmatizing from a patient perspective
  - “Polite” referral doesn’t change the overall effect
- Patient may have already been referred elsewhere multiple times
- Patient may have difficulty developing comfort and confidence to seek care in the first place
- Can impact trust in HCPs
- Could be clinically dangerous – eg. Turning away a PEP patient



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## Fighting Stigma

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**Fight stigma with education and understanding**

For the **entire** team (from front shop to pharmacy)



**Continuing education on LGBTQ+ health topics, and associated medications**

Transgender health protocols  
PrEP, PEP, treatment  
In vitro fertilization  
Mental health, substance abuse



**Welcoming Spaces / Safer Spaces to proactively understand and support patients**

Safer space signage, accommodation signage  
Diversity training  
Diverse marketing materials



**Outreach to LGBTQ groups, involvement in community events**

Collaborate on projects to support the community



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## How Do I Learn More About My Patients?

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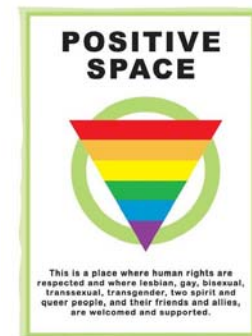
## An Opportunity to Grow

- There may be unfamiliar identities or terminology
  - Opportunity to grow and learn – eg. Non-binary
- If accidentally made an error or offended a patient – apologize and develop strategies to adjust for future encounters
- Avoiding assumptions
  - Gender identity
  - Partner status (wife, husband etc.)
  - Gender confirming surgery
  - Medication use (eg. hormones, antiretrovirals)
  - Sexual health risk

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## Create a Positive/Safe Space

- Images on-site and online reflecting diversity
- Signage reflecting store policy, encouraging accommodations
- Team training to become a Safer Space (with signage indicating this)



[www.rainbowhealthontario.ca/](http://www.rainbowhealthontario.ca/)

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## Participate in LGBT2SQ Events Throughout the Year



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## Train the Whole Team



### The Gilbert Centre

The Gilbert Centre | LGBTQ & HIV Support

Providing Safer Space training **across Canada**

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

[info@gilbertcentre.ca](mailto:info@gilbertcentre.ca)

705-722-6778



## Tips on Pronouns

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- Use preferred pronouns and names
  - Ask patients privately and politely
  - Allow for this on registration papers or in computer software
- Cannot guess gender identity based on name, or how the patient looks and sounds
  - Rather than “how may I help you *sir*” use: “how may I help you?”
- Avoid using gender pronouns while talking with others about the patient
  - Refer to “the patient” rather than he/she, or use they, “they are here for their 10am appointment,” never refer to a person as “it”
- **Using the incorrect pronoun and/or misgendering can be highly distressing**

**Ze/zir/zem**

**They/them/theirs**

**She/her/hers**

**He/him/his**



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## How to Support LGBT2SQ Health Needs

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- Understand access to insurance coverage
- Become specialized in relevant drug therapies
- Provide respectful and confidential service
- Stock supplies (medications, appropriate syringes)
- On-site info and resources
- Special services (mental health, addiction, etc.)
- Be the LGBT2SQ community care connector/hub



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## Poll: What are ways to smash stigma for patients identifying as LGBT2SQ?

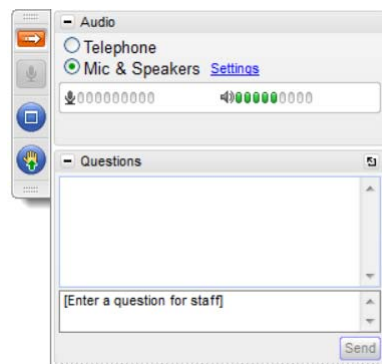
- A. Have proactive policies in place to address pronouns, misgendering, and info gathering
- B. Undergo safer space training and provide a welcoming space for all
- C. Stay up to date on drug therapy and care related to this population's health and wellness
- D. All of the above

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## Questions



Please type your questions in the “Questions” window in the control panel and click **Send**



# Thank you!

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<http://www.pharmacists.ca/pharmacy-practice-webinar-archive/>