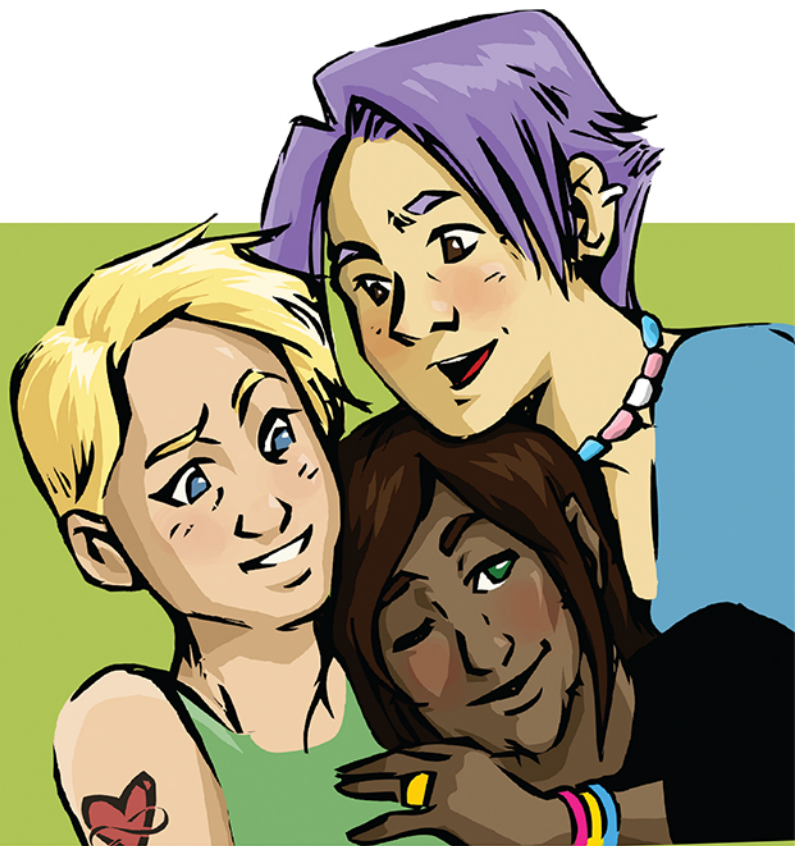


the OUTLOOK study

Experiences of trans people in Waterloo Region



For this fact sheet, Outlook worked in collaboration with local trans community members from OK2BME, ACCKWA, and Wilfrid Laurier University who strive to increase the wellbeing of trans people in Waterloo Region. We hope this factsheet is helpful in your work to create change.

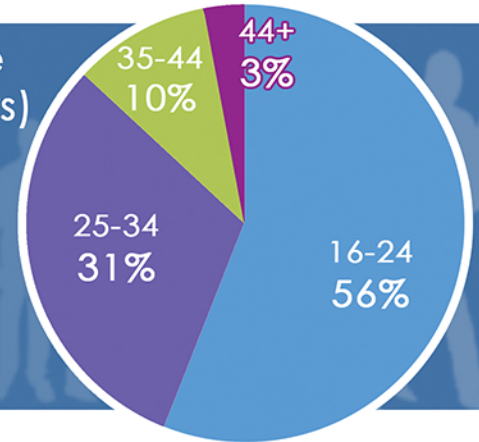
OutLook explores the well-being of the LGBTQ2S communities in Waterloo Region, Ontario, Canada. A coalition of community, academic, and public health stakeholders came together with the Waterloo Region Rainbow Community Council with the aim of promoting and supporting change for LGBTQ2S individuals locally.

WHO WE SURVEYED

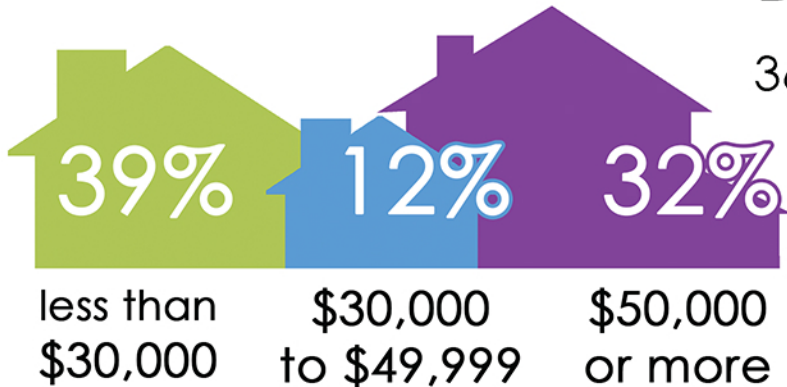
526 individuals completed the OutLook survey, and this infosheet reports on the 112 individuals who identified as trans.

OutLook uses 'trans' as an umbrella term for those who identified as transgender, transsexual, gender variant, or a person with a history of transitioning sex or gender.

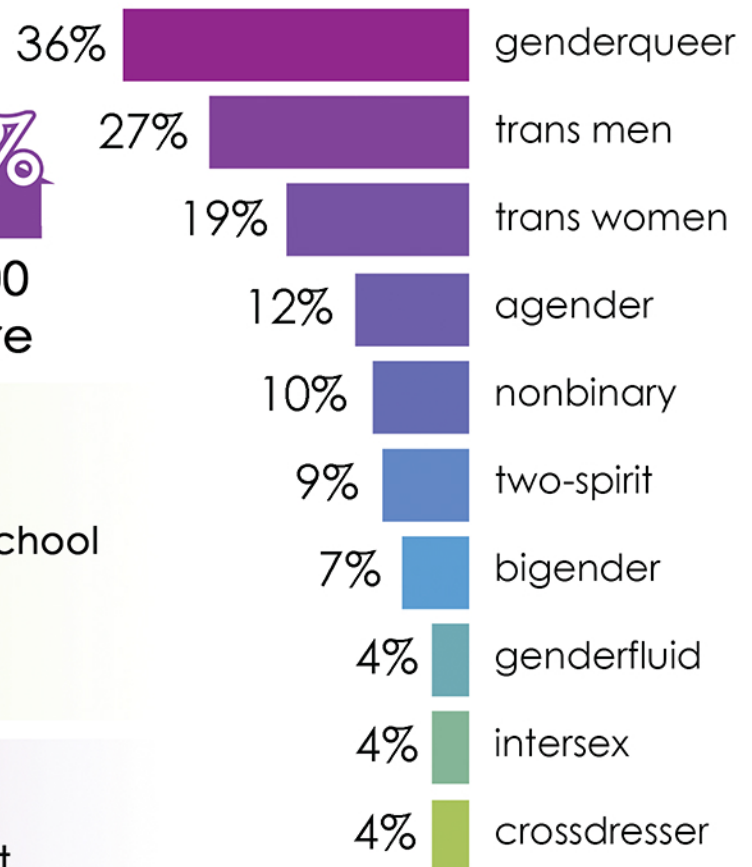
Age (years)



Annual household income



Diverse gender identities *



Education

- 14% in high school
- 27% in college, university or trade school
- 21% university degree
- 11% college/trade school degree
- 8% graduate/professional degree

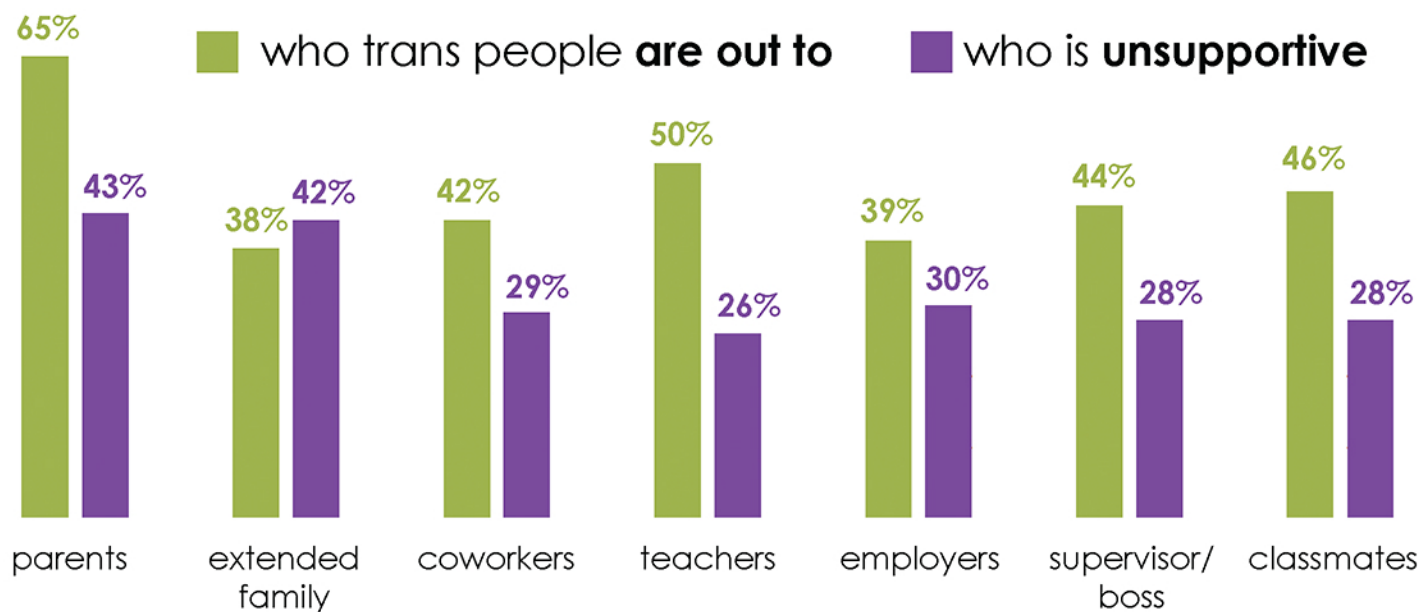
Employment

- 55% full-time/part-time employment
- 23% unemployed, looking for employment
- 11% unemployed, not looking for employment
- 11% disability benefits

* Totals over 100% as many individuals identified with multiple gender identities

SOCIAL SUPPORT

Compared to cisgender people in the Outlook Study, trans people reported lower levels of family support.



SENSE OF BELONGING



75% felt that being trans hurt and embarrassed their family



trans people have lower sense of belonging to the local community than cisgender people



86% have tried to pass as non-trans



among all Outlook Study participants, trans women are perceived as the least accepted group in Waterloo Region

These statistics are concerning, because being supported is vital to wellbeing. In the Trans PULSE project, a lack of parental support increased vulnerability to mental health challenges, physical health concerns, and problems with housing.¹

¹ Travers, R., Bauer, G., & Pyne, J. (2012). Impacts of strong parental support for trans youth: A report prepared for Children's Aid Society of Toronto and Delisle Youth Services. Trans PULSE. www.transpulseproject.ca

VICTIMIZATION

OUTLOOK

96%

have heard that
trans people are
not normal

73%

were made fun of,
or called names,
because of
gender identity

MOST AVOIDED PLACE

57%



avoided public washrooms

TOP 5 PLACES TRANS PEOPLE FEEL SAFE

57%



libraries

37%



public
spaces

36%



grocery store
or pharmacy

31%



clubs/social
groups

29%



malls or
clothing stores

TOP 5 PLACES TRANS PEOPLE FEEL UNSAFE

92%



places of
worship

83%



gyms

81%



public
washrooms

77%



restaurants
or bars

77%



community
centres

Please see the factsheet, Victimization and Community Safety among
LGBTQ2S People in Waterloo Region, for more information.

https://yourwrrc.ca/rcc/wp-content/uploads/2018/02/BtS_Infosheet-Victimization-2018.pdf

HEALTHCARE

Trans people and primary healthcare providers

62% are comfortable sharing their gender identity with their primary healthcare provider and 56% have done so.

44% speak with their primary healthcare provider about health issues specific to their gender identity.



have a current regular primary healthcare provider



are located in Waterloo Region



had to access health services at a hospital in Waterloo Region

Interactions with primary healthcare providers

23% of trans people reported their provider said they don't know enough about trans-related care to provide it

13% reported their provider used harmful or insulting language about trans identity/experiences

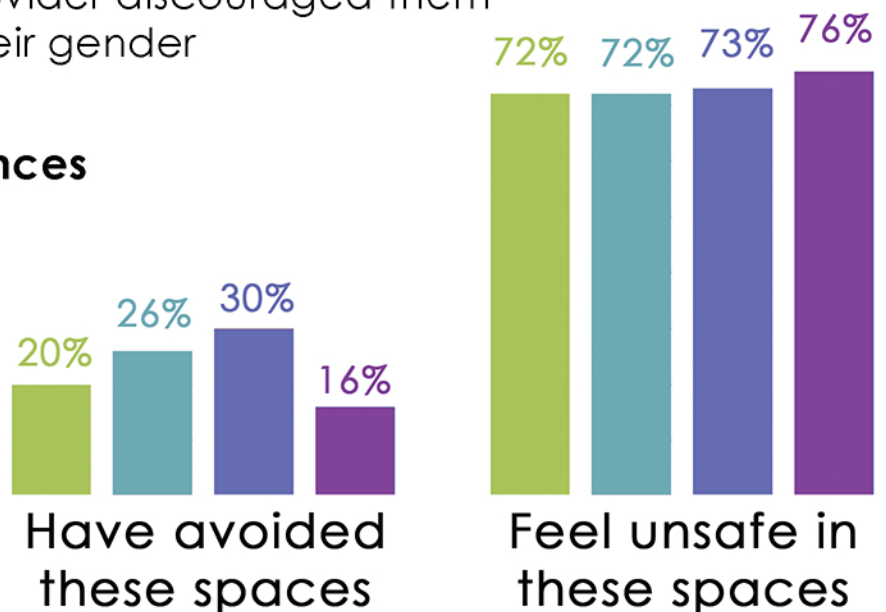
11% reported their provider refused to discuss trans-related health concerns

9% reported their provider told them they were not really trans

9% reported their provider discouraged them from exploring their gender

General medical experiences

- Hospitals
- Emergency Rooms
- Medical Offices
- Urgent Care Centres

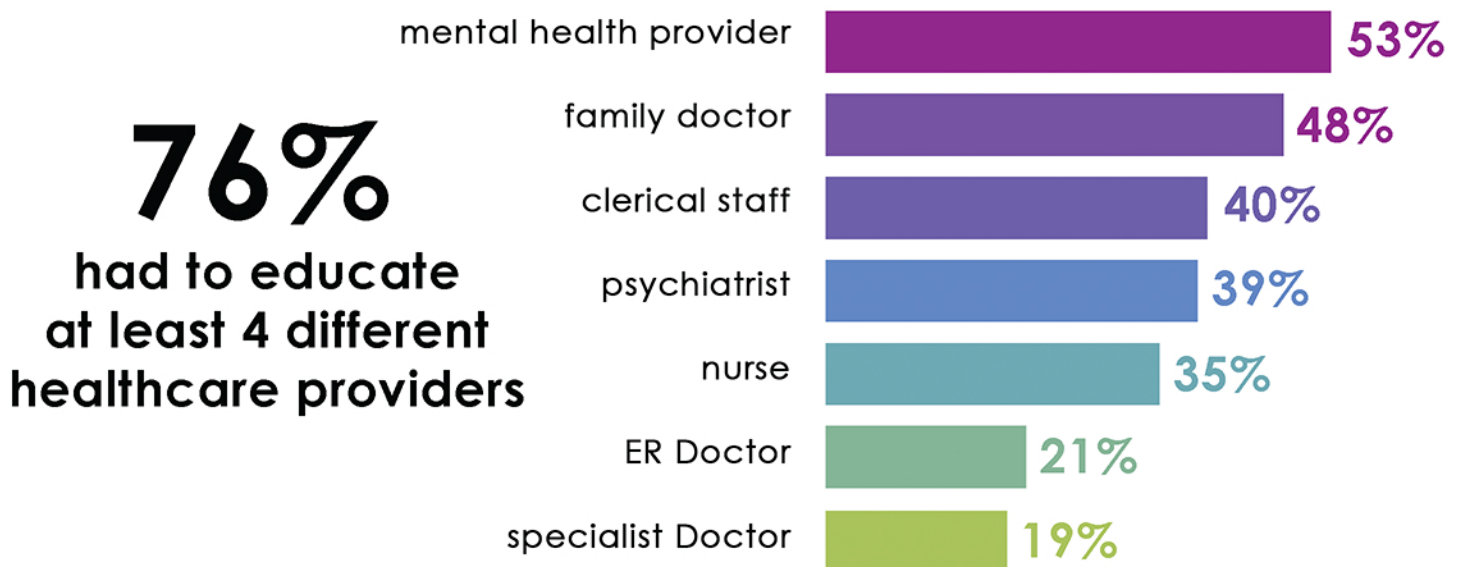


HEALTHCARE

Interactions with hospital staff in Waterloo Region

- 25%** of trans people reported staff said they don't know enough about trans-related care to provide it
- 23%** reported hospital staff used harmful or insulting language about trans identity/experiences
- 20%** reported hospital staff refused to discuss trans-related health concerns
- 19%** reported hospital staff thought the gender listed on ID or forms was a mistake
- 16%** reported hospital staff discouraged them from exploring their gender
- 15%** reported that hospital staff belittled or ridiculed them for being trans
- 12%** reported hospital staff told them they were not really trans

% of trans people who reported having to educate healthcare providers about gender identity



AN URGENT NEED

The data presented in this factsheet provide a snapshot of the experiences of trans people in Waterloo Region. Violence, victimization, low levels of social support, inadequate community inclusion, and access barriers to healthcare are challenges facing trans people on a daily basis. Left unaddressed, these can have wide-ranging effects on health, mental health, and quality of life.

There is an urgent need for immediate and sustained efforts to enhance trans inclusion in services, institutions and in the broader community in Waterloo Region. These efforts can include policy development to enhance access to care, staff training, and promotion and outreach to trans communities.

RECOMMENDATIONS

The following pages are recommendations intended to make healthcare services more trans-inclusive and accessible.

These recommendations were suggested by a trans community advisory group based on their review of these results.

They should be supplemented with staff competency training and/or ongoing engagement with trans-knowledgeable organizations.



Learn more about trans people and their unique needs and challenges

- Participate in training sessions and workshops
- Challenge negative ideas and views about trans people
- Use gender-inclusive terms
- Learn to be an ally to trans people

Work toward trans-inclusive healthcare

- Avoid assumptions and stereotypes about trans people
- Ask which medical services a person needs, regardless of their gender marker on file
- Submit a manual OHIP claim if a patient requests a medical service that does not match their gender marker
- Utilize available resources for medical personnel like Rainbow Health Ontario:

<https://www.rainbowhealthontario.ca/>

Work toward trans-inclusive policies

- Include gender identity and gender expression in anti-discrimination policies
- Create policies to accommodate trans service users and staff members
- Create privacy policies to protect trans service users, making explicit the legal consequences of violating disclosure laws

Work toward trans-inclusive facilities

- Provide gender-neutral single-stall washrooms/change rooms; make locations known
- Allow people to use the washroom they are most comfortable with (even if multi-stall)
- Provide staff training on how to intervene/respond when someone is questioned about their choice of washroom
- Provide signage advertising inclusive washroom policies

Work toward trans-inclusive forms and practices

- Ask for people's names and make it clear that it does not have to be their legal name
- Ask for a legal name if you have to, and only use it when legally required
- Ask for people's preferred gender pronouns
- Ask for a person's gender or sex if the information is necessary; only use a patient's preferred gender and pronoun

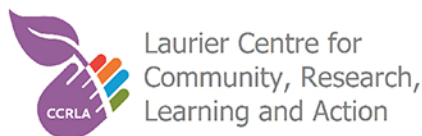
Create welcoming environments

- Provide visible trans positive materials to enhance feelings of safety and to create a welcoming environment



the OUTLOOK study

WILFRID LAURIER UNIVERSITY



Region of Waterloo
PUBLIC HEALTH AND
EMERGENCY SERVICES



*Promoting excellence and innovation
in HIV research and care*



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