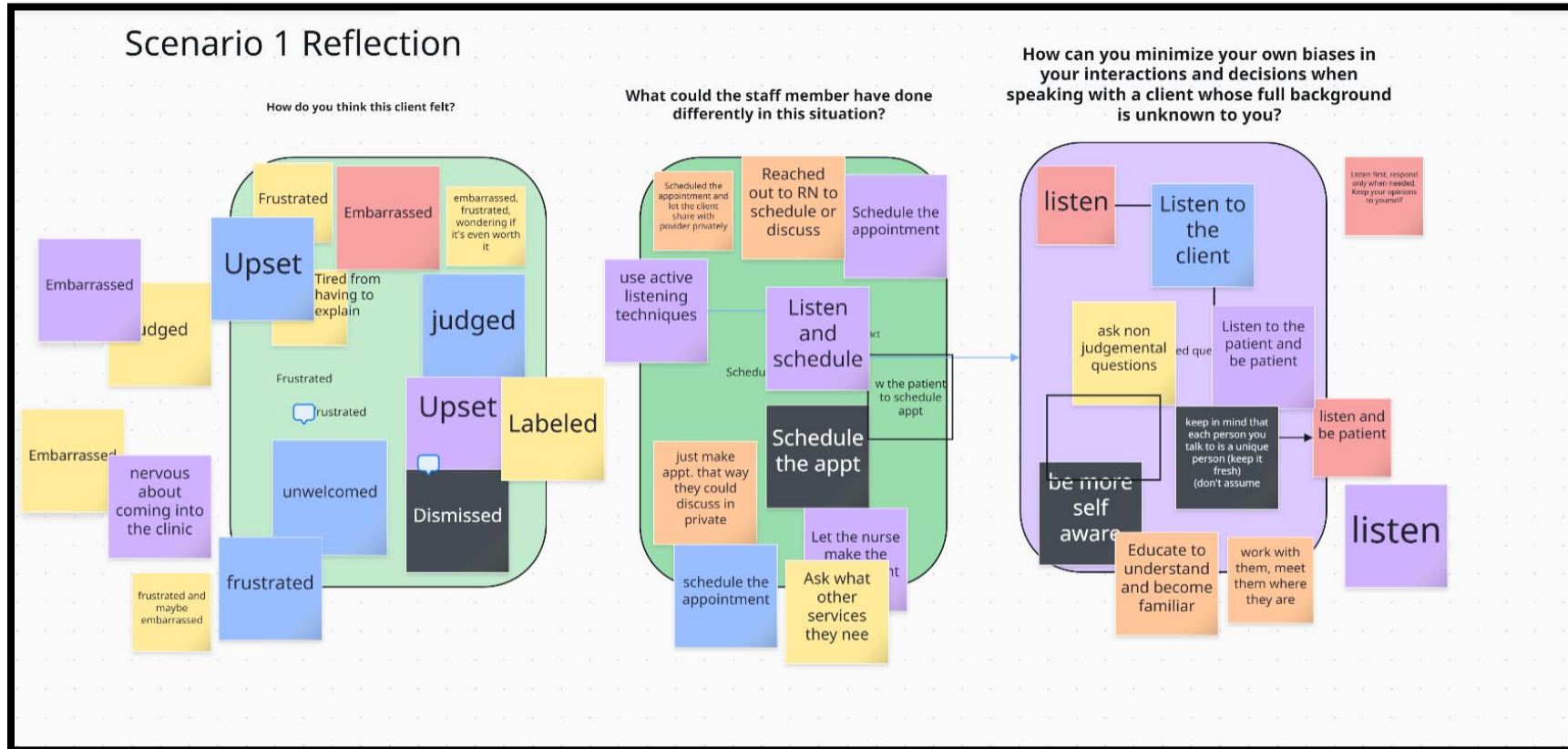


Trauma-Informed Care Webinar Series: Inclusive Practices Part II Whiteboard Discussions



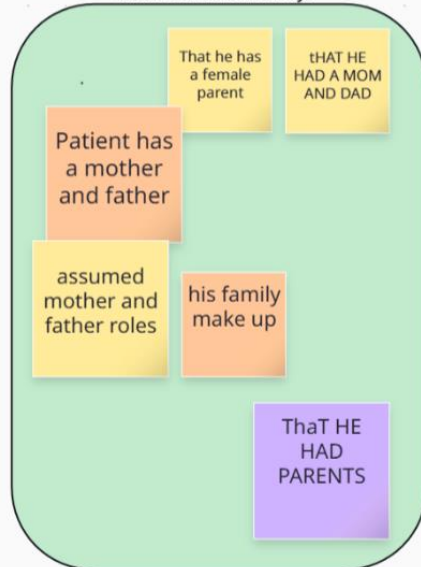
Scenario 1: Slide 15 of PowerPoint

Debrief: This person experienced bias against transgender and gender expansive people in having to explain all of this over the phone to a person who was not their medical provider and experiencing an intake form that was not inclusive of their gender identity. Unfortunately, this experience is common for transgender people, many of whom report that they delay medical care because of fear of being mistreated as a transgender person (23%) or have negative experiences with medical providers because of being transgender (33%).

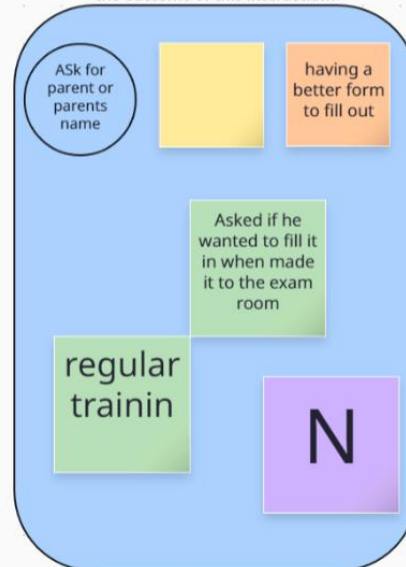
Scenario/Debrief From: *Advocates for Youth* [Making the Unconscious Conscious: Impacts of Stigma and Bias on Healthcare](#)

Scenario 2 Reflection

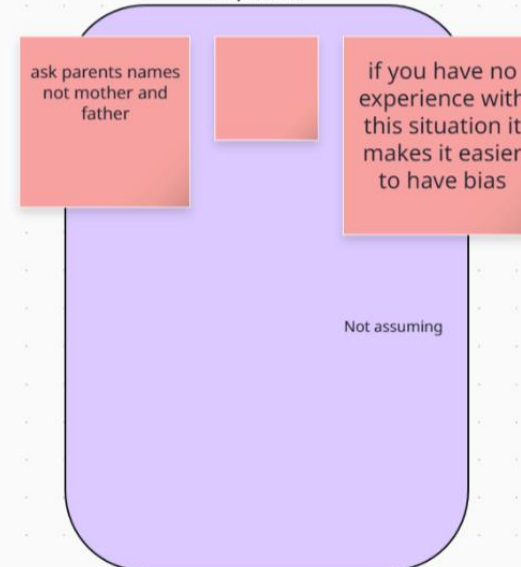
What were some of the assumptions Mary made about Luis and his family?



What are some of the trauma-informed practices Mary (or their agency) could have put into practice that could have changed the outcome of this interaction?



How does your own social identity (the lens you identified in the beginning) impact how you interact with clients? Why is this important?



Scenario 2: Slide 18 of PowerPoint

Debrief: Mary's assumption that Luis had a mother and a father, and her surprise when she learned he had two fathers, are good examples of mistakes in communication. Mary meant no harm and would certainly deny holding any prejudice against LGBTQ people. Besides, Luis might not be LGBTQ himself. But every patient is unique, and no one knows for sure when a patient, or someone who is related to a patient, may be LGBT. Mary needed to learn two things: first, it would have been better if she had asked the question in gender neutral terms, such as: "Luis, may I have the names of your parent, parents, or legal guardian?" And second, she needed to be ready for the answer. Expressing surprises about people who are different may seem like a difficult habit to break, but treating everyone with respect requires exactly this sort of behavioral change. The lesson for health care staff, therefore, is to always practice good customer service, and to never assume that someone, or their family members, are heterosexual.

Scenario/Debrief Adapted From: Advocates for Youth [Creating Safer Spaces Toolkit](#)