

LGBT Inclusiveness Audit Audit-Program Approach

Note: This audit is designed and is congruent with the LGBT Tool Kit. The LGBT Tool Kit provides a useful guide and provides the framework in completing the audit i.e. providing examples/suggestions in identifying the evidence relevant within this initiative. In the Home's Management Team planning within this initiative, the team would be encouraged to plan how/who will administer this audit.

Audit completed by: _____

Date: _____

Topic	Evidence	Objective Observations (Answered as Yes or No)	Comments
Welcoming Environment	Evidence of welcoming symbols in the lobby and other common spaces within the home i.e. displays, artwork, library, posters, reading materials		
	Evidence that the home promotes LGBT inclusiveness and awareness of the home's commitment to this initiative within it's tours		
	Evidence that LGBT services/programs are posted and included within the residents' newsletter		
	Evidence of an effective Gay-Straight Alliance i.e. active support through the Advisory Committee, Management and Staff Meetings, Residents' Council, Family Committee, Volunteers		
Governance and Administration	Evidence that the LGBT Tool Kit was utilized as a resource in the management planning with the implementation of the LGBT initiative		

Topic	Evidence	Objective Observations (Answered as Yes or No)	Comments
	Evidence that diversity is inclusive of LGBT issues and is valued and included within the diversity initiatives of the home/program		
	Evidence that the home's promotional material is LGBT inclusive and welcoming i.e. forms, use of correct/preferred pronoun, recognition of family of choice/ significant relationships, respect, not perpetuating negative stereotypes		
	Evidence that resident/family complaints re LGBT discrimination are dealt with effectively and in a timely manner		
Resident Care and Care Planning	Evidence that the LGBT Tool Kit was utilized as a resource in the planning and implementation of resident care		
	Evidence that LGBT/trans residents are referred to with their preferred gendered pronoun and name		
	Evidence that gender identity/sexual orientation is respected in care and service provision		
	Evidence that consideration is given to cultural and clinical aspects of gender and sexual orientation and LGBT services are included in the individual written care plan		
Leisure Activities and Social Programs	Evidence that the LGBT Tool Kit was utilized as a resource in the program design for leisure and social program planning		
	Evidence of LGBT inclusive programs within the calendar of events within the home		

Topic	Evidence	Objective Observations (Answered as Yes or No)	Comments
	Evidence that the scheduled LGBT services/programs promoted within home actually takes place (as scheduled)		
	Evidence of participation in special events that are important within LGBT community i.e. Pride Celebrations		
Community Engagement	Evidence that the LGBT Tool Kit was utilized as a resource in the planning within the home's community engagement strategies		
	Evidence that the home developed strategies which includes collaboration with the community and potential partners within the community engagement planning		
	Evidence that the home is involved in outreach activities and initiatives that promote a healthy and respectful continuum of care for LGBT clients/residents. This may include work with the local CCACs and/or community support agencies		
	Evidence of LGBT representation (or a Gay-Straight Alliance) on the Home Advisory Committee and/or Advisory Committee on LTCHS		
	Evidence that engagement activities and strategies include work within the community of the home i.e. Residents' Council, Family Committee		
Human Resources	Evidence that recruitment efforts (staff and volunteers) are inclusive of LGBT applicants		

Topic	Evidence	Objective Observations (Answered as Yes or No)	Comments
	Evidence that selection interviews for all positions include content re diversity practice including knowledge of LGBT issues		
	Evidence that policies and procedures for hiring for all positions demonstrate inclusivity and sensitivity to diversity and LGBT issues/concerns		
	Evidence that employee complaints re LGBT discrimination are dealt with effectively and in a timely manner		
Staff Education/ Volunteers	Evidence that the LGBT Tool Kit was utilized as a resource in developing the staff education plan that supports the LGBT initiative		
	Evidence that diversity and LGBT inclusiveness is included in new employee/volunteer orientation		
	Evidence that anti-discrimination policies and training explicitly include LGBT issues		
	Evidence that the annual staff education plan includes topics supporting LGBT inclusiveness		

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