

OTTAWA 2SLGBTQ+

Service Needs, Gaps and Recommendations

Final Report



Submitted by:

Wisdom2Action Consulting Ltd.
Fae Johnstone & Lisa Lachance
2554 Oxford Street, Halifax, NS, B3L2T4
info@wisdom2action.org
www.wisdom2action.org

Land Acknowledgement

Wisdom2Action is based in K'jipuk'tuk in Mi'kma'ki (Halifax, NS), the ancestral and unceded territory of the Mi'kmaq. We are all Treaty people and live in this territory under the Peace and Friendship Treaties of the mid-1700s.

This initiative took place on unceded and un-surrendered territory of the Algonquin Anishinabek people. Throughout this initiative and in all work taking place on this land, we must reflect on our ongoing complicity in the violent process of colonization. It is our responsibility, as guests on this land, to ensure we are engaging critically with the complex and interconnected nature of oppression. As this initiative was focused on 2SLGBTQ+ communities within the city of Ottawa, it is our responsibility to unpack the intersections between systems of gender, sexuality, class, racism, and colonialism, amongst other forms of oppression, to ensure we are striving towards an approach that honours the realities of 2SLGBTQ+ communities in all of their diversity.



This report is endorsed by Kind Space, the Ten Oaks Project, the Ottawa Senior Pride Network, Fierté dans la Capitale(e) Pride, Support and Education for Trans Youth (SAEFTY) and Capital Rainbow Refuge

OTTAWA 2SLGBTQ+

Executive Summary

Wisdom 2Action, sponsored by the **City of Ottawa** and in collaboration with 2SLGBTQ+ community organizations, undertook a community engagement initiative to identify the community, health, and social service needs of 2SLGBTQ+ communities in Ottawa.

39

KEY INFORMANT
INTERVIEWS

122

ONLINE SURVEY
RESPONSES

160

PUBLIC SESSION
PARTICIPANTS

Wisdom2Action conducted 39 key informant interviews, hosted a public session with 160 participants, and received 122 responses to an online public survey. Wisdom2Action also conducted an environmental and research scan.

This initiative identified five priority recommendations to address the needs of 2SLGBTQ+ communities within the City of Ottawa. These five recommendations were identified as the most urgent and necessary to bolster the capacity of community, health, and social service to meet the needs of 2SLGBTQ+ communities.

Recommendations

***Increase Funding for
2SLGBTQ+ Community,
Health, and Social Services***

1

***Create and fund a
2SLGBTQ+ Leadership
Coalition***

2

***Fund Capacity Building
for Community, Health,
and Social Services***

3

***Enhance Pathways
to Care and System
Navigation***

4

***Improve Data
Collection on 2SLGBTQ+
Communities***

5

Table of Contents

1.0	Acknowledgements and Gratitude	7
2.0	About Wisdom2Action	8
3.0	Project Background	8
4.0	Methodology	9
5.0	Framing Statements	10
6.0	Building on What Works	11
7.0	Exploring the Needs	13
	Priority Recommendations	23
8.0	Supplementary Recommendations	25
	Appendix A	26
	Appendix B	29
	Appendix C	34
	Appendix D	36
	Appendix E	37
	Appendix F	40

1.0 | Acknowledgements and Gratitude

First and foremost, Wisdom2Action would like to thank the 2SLGBTQ+ community members who participated in this initiative and shared their knowledge, experience, and wisdom with us to inform and strengthen this initiative. We are honoured by your contributions, and for your leadership in informing and guiding our work. Your perspectives, experiences, and expertise have been of tremendous value to us and our partners. We hope to do justice to your voices and perspectives throughout this report.

We are so grateful to the City of Ottawa for their financial support of this initiative. In July 2019, a group of more than 14 of Ottawa's community, health, and social services approached the City of Ottawa with a request for support in undertaking such an initiative. This process would not have been possible without the support of the City of Ottawa, nor the support of the many community, health, and social service organizations throughout the city that have made this initiative possible.

Finally, we would like to deeply thank the group of 2SLGBTQ+ community organizations that worked hand in hand with our team throughout this initiative. Kind Space, the Ten Oaks Project, the Ottawa Senior Pride Network, Fierté dans la Capital(e) Pride, Support and Education for Trans Youth (SAEFTY) and Capital Rainbow Refuge, with some input from MAX Ottawa, have been instrumental throughout this process and their ongoing commitment to the 2SLGBTQ+ communities they serve is an inspiration to our team. It has been an honour to work alongside such dedicated community champions.

Fae Johnstone

Senior Associate

Lisa Lachance

President



2.0 | About Wisdom2Action

Wisdom2Action is a national social enterprise with expertise in community engagement, creative facilitation and knowledge mobilization. We are a 2SLGBTQ+-owned business with a team of Senior Associates with a diverse background working by, for, and with 2SLGBTQ+ communities. Wisdom2Action was founded in 2011 as the Children and Youth in Challenging Contexts Network at Dalhousie University through the federal government's Networks of Centres of Excellence Knowledge Mobilization Network program. In 2018, Wisdom2Action incorporated as a social enterprise. As a social enterprise, we seek to work with non-profits, health and social services, and governments to leverage our expertise to facilitate change and strengthen communities.

3.0 | Project Background

In November 2019, a group of Ottawa 2SLGBTQ+ community organizations, including Kind Space, the Ten Oaks Project, the Ottawa Senior Pride Network, Fierté dans la Capital(e) Pride, Support and Education for Trans Youth (SAEFTY) and Capital Rainbow Refuge, supported by the City of Ottawa, hired Wisdom2Action to undertake a community engagement initiative in collaboration with 2SLGBTQ+ community, health, and social service organizations, to identify the service needs and gaps related to 2SLGBTQ+ communities in Ottawa.

In order to meaningfully engage with the diverse needs and experiences of 2SLGBTQ+ communities in Ottawa, three key engagement mechanisms were identified. This was further bolstered by an environmental and research scan to identify existing services and explore the research findings relevant to improving community, health, and social well-being in 2SLGBTQ+ communities.

Over the course of this initiative, Wisdom2Action conducted 39 key informant interviews with 2SLGBTQ+ community leaders, representatives of 2SLGBTQ+ community organizations, and service providers within Ottawa's community, health, and social services sector. We collaborated with 2SLGBTQ+ community organizations to host a public consultation on January 13, 2020, with an estimated 160 participants including 2SLGBTQ+ community members, service providers from community, health, and social services, and additional key stakeholders. Through our online public survey, an additional 122 individuals weighed in with their perspectives on 2SLGBTQ+ community, health, and social service needs and gaps within the city of Ottawa.

4.0 | Methodology

Wisdom2Action has worked in collaboration with the group of 2SLGBTQ+ community, health, and social service organizations throughout this initiative. This group was actively consulted from project ideation to project completion. This initiative included four key activities:

1. An environmental and research scan to identify existing 2SLGBTQ+ community, health, and social services, and review relevant publications, including reports, academic literature, and other resources.
2. Key informant interviews conducted with 39 stakeholders including community members, service providers, organizational representatives within both 2SLGBTQ+-specific organizations and broader community, health, and social services, and other key stakeholders. This included three focus groups with the AIDS Committee of Ottawa, MAX Ottawa, and service providers within Community Health and Resource Centres.
3. An online survey completed by 122 members of the public, community members and other key stakeholders to determine broader community perspectives on service needs and gaps for 2SLGBTQ+ communities.
4. A public consultation attended by approximately 160 individuals, including community members, service providers, organizational representatives within both 2SLGBTQ+-specific organizations and broader community, health, and social services, as well as other key stakeholders.

Following the completion of the above activities, Wisdom2Action conducted an analysis of the common themes, needs, gaps, and recommendations identified over the course of this initiative. Acknowledging the wide array of issues impacting 2SLGBTQ+ communities in Ottawa, Wisdom2Action worked closely with 2SLGBTQ+ community, health, and social services to identify priority needs, gaps, and recommendations based on the themes identified through this initiative.

This report was generated by Wisdom2Action in collaboration 2SLGBTQ+ community, health, and social service organizations and the City of Ottawa.

This report is not intended to fully encompass every need within 2SLGBTQ+ communities, but rather to provide a high-level overview of common needs, gaps, and recommendations pertaining to community, health, and social services within the city of Ottawa.

5.0 | Framing Statements

Throughout this consultation, diverse stakeholders within 2SLGBTQ+ organizations, broader 2SLGBTQ+ communities, and community, health, and social services identified common themes that framed the issues, needs, and gaps in community, health, and social services. These themes shape the realities facing 2SLGBTQ+ communities and were consistently emphasized as important statements to preface any exploration of community, health, and social service needs and gaps.

- *The realities of past and present homophobia, transphobia, and other systems of oppression continue to shape the social, political, economic and health outcomes of 2SLGBTQ+ people in Ottawa.*
- *Because 2SLGBTQ+ communities are historically marginalized, their community, health, and social services have received inadequate attention, support or investment.*
- *2SLGBTQ+ communities rely on services from across community, health, and social service sectors. Therefore, increased funding for 2SLGBTQ+ communities should not occur at the expense of other community, health, and social services.*
- *Improving community, health, and social service supports for 2SLGBTQ+ communities requires both strengthening 2SLGBTQ+-specific services and raising the standard on 2SLGBTQ+ inclusion in broader community, health, and social services.*
- *The needs and experiences of 2SLGBTQ+ communities are far from homogenous. Any approach to strengthening 2SLGBTQ+ community, health, and social services must engage critically with diverse populations within 2SLGBTQ+ communities. An intersectional approach is necessary to address the ways in which different identities and axes of oppression result in unique experiences and needs with regards to community, health, and social services.*
- *2SLGBTQ+ community, health, and social services have sought to respond to the perpetual crises impacting 2SLGBTQ+ communities despite inadequate resources. In the face of insurmountable odds and insufficient funding, 2SLGBTQ+ community, health, and social services – and 2SLGBTQ+ communities in general - have gone above and beyond what can be reasonably expected to care for our communities.*

6.0 | Building on What Works

Understanding the Strengths of 2SLGBTQ+ Community, Health, and Social Services In Ottawa

2SLGBTQ+ community, health, and social services in Ottawa have a long and vibrant history of working together and leveraging community leadership to meet the needs of their community. While there are undoubtedly significant gaps in 2SLGBTQ+ community, health, and social services, existing community, health, and social services have long collaborated amongst themselves and across sectors to support 2SLGBTQ+ communities. 2SLGBTQ+ community, health, and social services are perfectly positioned to support meaningful change for 2SLGBTQ+ communities in Ottawa, through their partnerships, capacity for innovation, and expertise, provided they receive adequate resources and supports.

BUILDING ON THE WORK OF 2SLGBTQ+ COMMUNITIES, ORGANIZATIONS AND LEADERS

While there are undoubtedly remaining gaps in community, health, and social services for 2SLGBTQ+ individuals in Ottawa, 2SLGBTQ+ organizations, community leaders, and allies have worked tirelessly for decades to improve the health, well-being and safety of their communities across the city. The dedicated work of 2SLGBTQ+ elders and their allies are directly responsible for the existing 2SLGBTQ+ community, health, and social services available within the city of Ottawa. 2SLGBTQ+ elders remain an integral part of 2SLGBTQ+ communities.

CREATING INNOVATIVE PROGRAMMING FOR 2SLGBTQ+ COMMUNITIES

2SLGBTQ+ community, health, and social services in Ottawa have developed innovative programming to support 2SLGBTQ+ individuals, families, and communities. Programs such as Camp Ten Oaks and Project Acorn, run by the Ten Oaks Project, provide children and youth from 2SLGBTQ+ communities access to inclusive summer camps where they can connect with their community while learning about their history and celebrating their 2SLGBTQ+ identities and families. These programs are key examples of unique, local programs that help young people connect with their communities in safe and inclusive environments.

6.0 | Building on What Works

2SLGBTQ+ COMMUNITY, HEALTH, AND SOCIAL SERVICES LEVERAGE PARTNERSHIPS TO MEET THE NEEDS OF THEIR COMMUNITIES

While working with limited resources, 2SLGBTQ+ community, health, and social services have leveraged strong relationships with various organizations across the community, health, and social service sector to meet the needs of 2SLGBTQ+ communities as best as possible. 2SLGBTQ+ community, health, and services have utilized partnerships to maximize available resources in support of 2SLGBTQ+ communities.

Partnerships across 2SLGBTQ+ community, health, and social services have led to innovative programs such as the Gay Zone, a partnership program between Ottawa Public Health, Centretown Community Health Centre, Max Ottawa, the AIDS Committee of Ottawa and the Somerset West Community Health Centre, to provide culturally-appropriate screening and treatment of STIs, anonymous HIV testing and complementary social programs to enhance the wellness of guys into guys within the city of Ottawa. This is but one example of how 2SLGBTQ+ community, health, and social services have leveraged cross-sectoral partnerships to meet the unique needs of 2SLGBTQ+ communities.

COMMUNITY-DRIVEN INITIATIVES ADDRESSING EMERGING 2SLGBTQ+ COMMUNITY NEEDS

2SLGBTQ+ communities in Ottawa benefit from community-driven initiatives by and for community members to meet emerging needs and address gaps in existing 2SLGBTQ+ services. Organizations like Support and Education for Trans Youth (SAEFTY), which provides drop-in programming for trans and gender diverse children and youth through community events and gatherings outside of traditional community, health, and social services, as well as Foundations and Pathways Ottawa (FPO), a peer support and health system navigation initiative led by and for trans and gender diverse people (which was unfortunately unable to continue due to insufficient funding) have rallied to address urgent gaps in services through initiatives driven by and for 2SLGBTQ+ communities.

6.0 | Building on What Works

SUPPORTING VIBRANT 2SLGBTQ+ COMMUNITY LEADERS

2SLGBTQ+ communities in Ottawa benefit from vibrant community leaders working as mentors, role models and advocates for their communities. Community-driven initiatives such as the Ottawa Dyke March and the Ottawa Senior Pride Network are phenomenal examples of groups that have come together, driven by community leaders and volunteers, to create social spaces, lead advocacy initiatives, and provide 2SLGBTQ+ education to various organizations across the city of Ottawa. Community leadership has been an integral part of 2SLGBTQ+ communities through volunteers working together to meet the unique needs of community members.

7.0 | Exploring the Needs of 2SLGBTQ+ Communities in Ottawa

Throughout this initiative, we connected with diverse stakeholders across the city of Ottawa to identify their perspectives on the current community, health, and social services needs of 2SLGBTQ+ communities within the city of Ottawa. Whilst capturing the full scope of needs in a community as diverse and heterogeneous as 2SLGBTQ+ communities is an insurmountable task, the following themes emerged consistently across all engagement mechanisms employed through this initiative.

7.0 | Exploring the Needs

Gaps in Existing Community, Health, and Social Services for 2SLGBTQ+ Communities

INSUFFICIENT FUNDING TO MEET DEMAND FOR SERVICES

2SLGBTQ+ communities have significant community, health, and social service needs. Existing 2SLGBTQ+ community, health, and social services struggle with limited funding to respond to community needs. As such, organizations are consistently over-extended and over-worked as they seek to meet a wide variety of needs. Due to the limited funding available, 2SLGBTQ+ community, health, and social services are in a consistent state of crisis as they seek to meet the overwhelming social service needs of the communities they serve.

LACK OF CITY-WIDE LEADERSHIP ON 2SLGBTQ+ ISSUES

Ottawa lacks a concentrated and intentional approach to 2SLGBTQ+ inclusion, health, and well-being. While there have been significant successes and improvements in 2SLGBTQ+ community, health, and social services over the past decade, there is a lack of city-wide leadership to monitor and move 2SLGBTQ+ inclusion forward. Community-led efforts have made significant progress, but the unique needs of 2SLGBTQ+ communities within the city of Ottawa have not received the attention and support necessary to ensure successful systemic change.

ISOLATION OF 2SLGBTQ+ COMMUNITY MEMBERS WITHIN THE CITY OF OTTAWA

2SLGBTQ+ individuals experience high rates of social isolation. Many have limited familial ties due to tense or broken relationships and have few spaces where they can connect with fellow members of their communities. This is further reinforced by the lack of 2SLGBTQ+ visibility and the concentration of 2SLGBTQ+ services within the downtown core.

7.0 | Exploring the Needs

Gaps in Existing Community, Health, and Social Services for 2SLGBTQ+ Communities

LACK OF SERVICES FOR SUBURBAN AND RURAL COMMUNITIES IN OTTAWA

The overwhelming majority of 2SLGBTQ+ community, health, and social services in Ottawa are located in the downtown core. While there are undeniable benefits of centralized services within the downtown core, these services are not always accessible to those living in rural or suburban regions. The lack of locally available and relevant 2SLGBTQ+ community, health, and social services is a significant barrier to those living in rural and suburban regions.

INSUFFICIENT SUPPORT FOR 2SLGBTQ+ SENIORS

2SLGBTQ+ seniors face unique barriers as they age due to the historical discrimination faced by this population in the past and in the present. With increasing age can come health challenges, loss of friendship networks and financial hardship. 2SLGBTQ+ seniors are at risk of becoming socially isolated as they age. Accessing community home care services such as home care, seniors' centres, day programs etc. for 2SLGBTQ seniors can be an intimidating process. Fears about whether these services will be safe and welcoming continue to create barriers to access. The same issues are present when considering a retirement home or long-term care setting.

INSUFFICIENT VISIBILITY OF 2SLGBTQ+ COMMUNITIES AND CULTURES THROUGHOUT OTTAWA

With the exception of the Fierté dans la Capital(e) Pride Festival, 2SLGBTQ+ communities do not benefit from significant, year-round visibility within the city of Ottawa. This extends both to a general lack of awareness of Ottawa's 2SLGBTQ+ organizations, and the lack of visible 2SLGBTQ+ cultural spaces within the city. This is particularly true outside of the urban core.

7.0 | Exploring the Needs

Gaps in Existing Community, Health, and Social Services for 2SLGBTQ+ Communities

INSUFFICIENT SOCIAL AND COMMUNITY SPACES, GROUPS, AND EVENTS FOR 2SLGBTQ+ COMMUNITIES

There is a lack of social and community spaces, groups and events for 2SLGBTQ+ communities in Ottawa. Existing social and community spaces, events and groups are significantly underfunded, reliant on donations from community members, or struggling to stay afloat on a longer-term basis. There is a significant lack of vibrant community spaces that are designed to enhance community relationships, despite such spaces acting as highly effective mechanisms to reduce social isolation.

Inadequate support for 2SLGBTQ+ communities within broader community, health, and social services

2SLGBTQ+ COMMUNITIES DO NOT HAVE SUFFICIENT ACCESS TO MENTAL HEALTH AND ADDICTIONS SERVICES AND SUPPORTS

2SLGBTQ+ communities experience higher rates of mental health and substance use issues. However, access to inclusive, culturally competent mental health and addiction services is a significant barrier for 2SLGBTQ+ communities in Ottawa. Furthermore, their mental health needs are often distinct from those of cisgender and heterosexual individuals, due to distinct social, political and economic factors. Access to mental health and addiction services is particularly difficult for 2SLGBTQ+ individuals due to the need for services that are truly inclusive of their identities and aware of their unique needs.

7.0 | Exploring the Needs

Inadequate support for 2SLGBTQ+ communities within broader community, health, and social services

UNCLEAR PATHWAYS TO CARE AND INSUFFICIENT SYSTEM NAVIGATION SUPPORT

Despite significant efforts made by 2SLGBTQ+-specific community, health, and social services, and within the broader community, health, and social service sector, pathways to services and supports for members of 2SLGBTQ+ communities remain unclear. Community members and service providers are often unaware of available programs and services, and unsure where to access community, health, and social services. There are minimal formal supports for community, health, and social service system navigation.

INSUFFICIENT ACTION TO ADDRESS 2SLGBTQ+ UNEMPLOYMENT

2SLGBTQ+ communities experience numerous barriers to employment and financial stability, including the prevalence of 2SLGBTQ+ young people experiencing homelessness, real or perceived employment discrimination, and a lack of safety in many workplaces. Despite this, there are no employment programs in Ottawa particular to 2SLGBTQ+ communities.

COMMUNITY, HEALTH, AND SOCIAL SERVICES ARE UNABLE TO PROVIDE INCLUSIVE CARE TO TRANS AND GENDER DIVERSE COMMUNITIES

While there continue to be significant challenges regarding inclusion of broader 2SLGBTQ+ communities, trans and gender diverse communities experience unique needs that are often unmet across the community, health, and social services available to them. Ottawa continues to lack a trans and gender diverse-specific community or social service organization. While broader 2SLGBTQ+ communities have experienced some additional inclusion in recent decades, trans and gender diverse people continue to experience acute difficulties accessing community, health, and social services.

7.0 | Exploring the Needs

Inadequate support for 2SLGBTQ+ communities within broader community, health, and social services

COMMUNITY, HEALTH, AND SOCIAL SERVICES ARE NOT SUFFICIENTLY INCLUSIVE OF 2SLGBTQ+ COMMUNITIES

2SLGBTQ+ inclusion in community, health, and social services is inconsistent and insufficient. Except for a small number, most organizations have not engaged critically with their complicity in homophobia and transphobia, nor sought to ensure their organizations are fully able to provide inclusive care. Often, service providers receive minimal training that only includes the broadest aspects of 2SLGBTQ+ inclusion. Organizations often do not sufficiently reform their policies and practices to ensure 2SLGBTQ+ inclusion is embedded throughout their services.

MINIMAL LOCALLY RELEVANT DATA TO INFORM THE SERVICE NEEDS AND GAPS OF 2SLGBTQ+ COMMUNITIES

While there is a growing body of research demonstrating the unique health needs of 2SLGBTQ+ communities, there is minimal local data on the needs and experiences of 2SLGBTQ+ people within Ottawa specifically. While provincial and national data is useful, local data is necessary to identify the particular service needs and gaps of 2SLGBTQ+ communities. The lack of Ottawa-specific data is a barrier to ensuring necessary services are in place to meet the evolving needs of 2SLGBTQ+ communities.

LACK OF 2SLGBTQ+-COMPETENT COMMUNITY, HEALTH, AND SOCIAL SERVICES FOR INDIVIDUALS IMPACTED BY INTIMATE PARTNER VIOLENCE AND SEXUAL VIOLENCE

2SLGBTQ+ communities experience significant rates of intimate partner violence and sexual violence, however, existing community, health, and social services are often ill-equipped to provide culturally competent care to individuals from 2SLGBTQ+ communities.

7.0 | Exploring the Needs

Inadequate support for 2SLGBTQ+ communities within broader community, health, and social services

2SLGBTQ+ COMMUNITIES DO NOT HAVE RELATIONSHIPS OF TRUST WITH COMMUNITY, HEALTH, AND SOCIAL SERVICES

2SLGBTQ+ communities are less likely to access community, health, and social services, despite experiencing significant community, health, and social service needs. This is in part due to past experiences of mistreatment, and fears that services will not be able to provide truly inclusive and affirming care. 2SLGBTQ+ individuals often access community, health, and social services at a vulnerable time in their lives when the additional barrier of having to worry about how their gender and/or sexuality will be met by service providers further complicates their ability to access services.

2SLGBTQ+ COMMUNITIES DO NOT HAVE SUFFICIENT ACCESS TO HOUSING AND HOMELESS SERVICES

While housing and homelessness services have made significant strides towards inclusion and acceptance of 2SLGBTQ+ people, who continue to face significant barriers to accessing housing and homelessness services within the city. 2SLGBTQ+ youth in particular experience significantly higher rates of homelessness but are often unsafe accessing shelter and other homelessness services. Due to the environments within shelters and similar housing services, 2SLGBTQ+ individuals often experience discrimination from fellow service users, fear coming out as 2SLGBTQ+ in such spaces, and housing services may not have sufficient training on 2SLGBTQ+ inclusion.

7.0 | Exploring the Needs

Diversity, Inclusion & Intersectionality

2SLGBTQ+ COMMUNITIES CONTINUE TO EXPERIENCE A SIGNIFICANT DEGREE OF STREET HARASSMENT AND GENDER-BASED VIOLENCE, PARTICULARLY FOR 2SLGBTQ+ COMMUNITY MEMBERS IMPACTED BY MULTIPLE FORMS OF OPPRESSION

Street harassment and gender-based violence continue to be a prevalent issue for 2SLGBTQ+ communities, especially those who are impacted by multiple forms of oppression or who are visibly gender non-conforming. This is indicative of broader social attitudes within the city of Ottawa, resulting in many community members worrying for their safety in public due to pervasive homophobia and transphobia. Homophobic and transphobic street harassment contributes to the isolation of members of the 2SLGBTQ+ community and has a negative impact on their mental health.

2SLGBTQ+ COMMUNITY, HEALTH, AND SOCIAL SERVICES ARE ILL-EQUIPPED TO PROVIDE CULTURALLY COMPETENT CARE TO FRANCOPHONE MEMBERS OF THE 2SLGBTQ+ COMMUNITY

Ottawa has a significant Francophone population, but there is little capacity to provide 2SLGBTQ+-specific community, health, and social services in French, nor are there any Francophone 2SLGBTQ+ community organizations. There is minimal capacity to provide 2SLGBTQ+ community, health, and social services in both official languages, or to ensure broader Francophone-specific community, health, and social services are 2SLGBTQ+ competent. As a result, Francophone 2SLGBTQ+ communities have limited access to both 2SLGBTQ+ specific community, health, and social services, and Francophone-specific community, health, and social services.

7.0 | Exploring the Needs

Diversity, Inclusion & Intersectionality

INADEQUATE SUPPORT FOR 2SLGBTQ+ NEWCOMERS AND REFUGEES

Ottawa community, health, and social services often reinforce silos between sectors that serve different communities. 2SLGBTQ+ newcomers and refugees are often forced to choose between their identities as newcomers or refugees, or as members of the 2SLGBTQ+ community. Services are often unable to adequately address the unique needs of 2SLGBTQ+ newcomers and refugees and there are insufficient services targeted specifically at this population.

2SLGBTQ+ COMMUNITY, HEALTH, AND SOCIAL SERVICES HAVE INSUFFICIENTLY ENGAGED WITH, OUTREACHED TO OR WORKED WITH BLACK, INDIGENOUS, AND COMMUNITIES OF COLOUR WHO ARE 2SLGBTQ+

2SLGBTQ+ community, health, and social services and broader community, health, and social services are often unable to meet the unique needs of Black, Indigenous and People of Colour within the Ottawa 2SLGBTQ+ community. 2SLGBTQ+ Black, Indigenous and People of Colour are often forced to choose between their identities as either racialized or 2SLGBTQ+ people when accessing community, health, and social services. There are insufficient services specific to 2SLGBTQ+ individuals who are also Black, Indigenous or People of Colour.

TRANS AND GENDER DIVERSE COMMUNITIES FACE ADDITIONAL BARRIERS TO COMMUNITY, HEALTH, AND SOCIAL SERVICES, ACCESS TO PUBLIC SPACES AND STABLE HOUSING

Trans and gender diverse communities face significant barriers to accessing community, health, and social services that are inclusive of their gender identities and gender expressions. Trans and gender diverse people continue to experience public violence and street harassment, particularly those who are impacted by transmisogyny and/or racism. Trans and gender diverse individuals also struggle to access inclusive and affordable housing, often facing additional barriers within the housing and homelessness sector.

7.0 | Exploring the Needs

Diversity, Inclusion & Intersectionality

TARGETED SERVICES ARE INSUFFICIENT TO SUPPORT DISTINCT GROUPS WITHIN THE 2SLGBTQ+ UMBRELLA

While there are diverse 2SLGBTQ+ community, health, and social services, there are insufficient services targeted at distinct groups within the 2SLGBTQ+ umbrella. 2SLGBTQ+ communities are far from homogenous and distinct groups require targeted services and supports to meet their unique needs.

Capacity for 2SLGBTQ+ Community Engagement

INSUFFICIENT ENGAGEMENT OF 2SLGBTQ+ COMMUNITIES IN DECISION-MAKING PROCESSES

2SLGBTQ+ communities are insufficiently engaged in decision-making processes throughout the city of Ottawa, both specifically within community, health, and social services and within Ottawa more broadly. Ottawa lacks 2SLGBTQ+ representation within community, health, and social service leadership structures, as well as within formal City of Ottawa decision-making processes. There is no designated body responsible for ensuring 2SLGBTQ+ community members are heard within the city of Ottawa.

INSUFFICIENT CITY-WIDE COMMUNITY ENGAGEMENT TO IDENTIFY THE NEEDS, GAPS AND RECOMMENDATIONS OF 2SLGBTQ+ COMMUNITIES WITH REGARDS TO COMMUNITY, HEALTH, AND SOCIAL SERVICES

Opportunities for 2SLGBTQ+ communities to provide input on community needs, gaps, and opportunities are few and far between. There are insufficient opportunities for 2SLGBTQ+ communities to share their perspectives on arising needs and issues. This severely impedes the capacity of 2SLGBTQ+ community, health, and social services to address the evolving needs and priorities of the communities they serve.

OTTAWA 2SLGBTQ+

Priority Recommendations

1

Increase Funding for 2SLGBTQ+ Community, Health, and Social Services

Significantly increase existing **core funding** for 2SLGBTQ+-specific community, health, and social services and **extend** core funding to additional 2SLGBTQ+ community, health, and social service organizations.

Provide sustainable **project funding** to support the expansion of community, health, and social services to ensure 2SLGBTQ+ communities have access to inclusive services when and where they need them.

Provide **capacity building funding** to support 2SLGBTQ+ community, health, and social services to build their capacity in areas including but not limited to fundraising, leadership and governance capacity and community engagement.

Create and fund a 2SLGBTQ+ Leadership Coalition

2

Support and fund a **2SLGBTQ+ Leadership Coalition** to facilitate capacity building, system planning, system navigation, and collaboration across the community, health, and social service sector.

Mandate this coalition to engage with decision makers, including the City of Ottawa, to ensure 2SLGBTQ+ voices are represented in decision making pertaining to community, health, and social services.

3

Fund Capacity Building for Community, Health, and Social Services

Fund a 2SLGBTQ+ inclusion **capacity building program** to support non-2SLGBTQ+ specific community, health, and social services across the city of Ottawa embed 2SLGBTQ+ inclusion in their work.

Support the **development of a full suite of services**, including training, resources, and ongoing mentorship to ensure community, health, and social services have access to the expertise and support they need to implement 2SLGBTQ+ inclusion across their entire organization.

Enhance Pathways to Care and System Navigation

Create a **digital resource** bringing together information on all 2SLGBTQ+ community, health, and social services, social events, and service provider resources pertinent to 2SLGBTQ+ communities within the city of Ottawa, including relevant health and wellness services.

Support **digital and physical outreach** across the community, health, and social services sector to ensure greater understanding of available 2SLGBTQ+ community, health, and social services and build relationships across sectors to facilitate system navigation and enhance pathways to care.

4

5

Improve Data Collection on 2SLGBTQ+ Communities

Create and disseminate a best practice guide on 2SLGBTQ+ data collection. Provide capacity building and implementation support to help community, health, and social service organizations equitably collect identity-based data from 2SLGBTQ+ service users.

Identify a process for **collecting demographic data** from the broader community, health, and social service sector to enable a greater understanding of the health, community, and social contexts of 2SLGBTQ+ communities in Ottawa.

Undertake a **city-wide survey of 2SLGBTQ+ community members** to strengthen understanding of 2SLGBTQ+ community health, socio-economic status, and similar demographic information.

Conduct **recurring community engagement initiatives** on 2SLGBTQ+ community, health, and social service needs to ensure 2SLGBTQ+ communities have their voices heard within community, health, and social services throughout the city of Ottawa.

For further information on data collection, see Appendix A.

8.0 | Supplementary Recommendations

The following recommendations were identified as areas in need of further exploration and action to support 2SLGBTQ+ communities within the city of Ottawa and ensure fulsome access to necessary community, health, and social services.

1. Explore the possibility of establishing a centralized 2SLGBTQ+ community, health, and social service hub within the city of Ottawa, as a one-stop-shop for access to diverse community, health, and social services delivered in an explicitly 2SLGBTQ+ space.
2. Leverage partnerships to broaden the availability of 2SLGBTQ+ community, health, and social services outside of the downtown core.
3. Build the capacity of housing and homelessness services to provide 2SLGBTQ+ inclusive spaces for street involved or homeless 2SLGBTQ+ individuals.
4. Create 2SLGBTQ+-specific housing and homelessness services, including a shelter, transitional housing units, and long-term housing.
5. Create 2SLGBTQ+-specific employment programs to ensure 2SLGBTQ+ community members have access to stable employment. *(For further information on data collection, see appendix E)*
6. Create a micro-grants program to support smaller 2SLGBTQ+ community groups and organizations to create additional community, health, and social spaces and programs within the city of Ottawa,
7. Expand 2SLGBTQ+ community and cultural events outside of the downtown core. Enhance 2SLGBTQ+ visibility in rural and suburban communities.
8. Create a 2SLGBTQ+ public awareness campaign for the city of Ottawa to increase visibility and understanding of 2SLGBTQ+ communities in Ottawa.
9. Increase 2SLGBTQ+ community, health, and social services to support under-represented populations within the 2SLGBTQ+ community, including but not limited to trans and gender diverse communities, newcomers and refugees, Black communities, Indigenous communities and communities of Colour, Francophone communities, and seniors.
10. Improve the capacity of 2SLGBTQ+ community, health, and social services to deliver multi-lingual services.
11. Enhance collaboration and pathways to care between community, health, and social services, and the healthcare sector.
12. Improve access to free 2SLGBTQ+ competent mental health services throughout the city of Ottawa.
13. Explore opportunities to expand available services for 2SLGBTQ+ individuals who have experienced intimate partner violence.
14. Increase the availability of 2SLGBTQ+ mental health and addiction services, as well as increase the capacity of existing mental health and addiction services to support 2SLGBTQ+ individuals.

Appendix A

Strengthening 2SLGBTQ+ Data Collection

Improving data collection on 2SLGBTQ+ communities in Ottawa is crucial to strengthening community, health, and social services for 2SLGBTQ+ individuals. Better data would allow for a greater understanding of community, health, and social service needs and gaps and enable organizations to use data to guide their services and strategies for supporting 2SLGBTQ+ communities.

There is minimal local data available on the particular realities of 2SLGBTQ+ communities in Ottawa. There are numerous knowledge gaps regarding the health, well-being, socio-economic status and other key categories pertaining to 2SLGBTQ+ communities in Ottawa.

There are many opportunities for organizations and institutions in Ottawa to learn from the work undertaken in other regions and build on initiatives already taking place in different sectors across the city. Many institutions and community, health, and social services have implemented their own processes for collecting data on gender and sexuality. The recommendations put forward in this appendix align with those identified in the [report](#) published by the Champlain Regional Planning Table for Trans, Two-Spirit, Intersex and Gender Diverse Health Services. Similar initiatives have been successful in other jurisdictions, including Toronto, where major health institutions collaborated to improve their [socio-demographic data collection tools](#).

Improving data collection is important but ensuring community, health, and social services have adequate resources and expertise to do so correctly is equally necessary. The following statements reflect input provided by community, health, and social services, 2SLGBTQ+ organizations and key stakeholders concerning data collection on gender and sexuality:

- Despite significant progress towards 2SLGBTQ+ inclusion, many community, health, and social service providers are not comfortable engaging with or asking questions specific to 2SLGBTQ+ identities.
- Given the pervasive experiences of homophobia, transphobia and other forms of oppression alongside the historical mistreatment 2SLGBTQ+ communities have experienced while accessing community, health, and social services, 2SLGBTQ+ individuals often do not trust community, health, and social services. Therefore, while improved data on 2SLGBTQ+ communities is necessary, it must be acknowledged that this data will likely not encompass the most marginalized within 2SLGBTQ+ communities.
- Data collection on gender and sexuality must be conducted while maximizing the autonomy and agency of individual community members. Data collection must guarantee confidentiality and respect for privacy as key components to protect the safety of 2SLGBTQ+ individuals disclosing personal information.

- Within the understanding that community, health, and social services are consistently working to meet the diverse needs of the communities they serve with insufficient resources, additional reporting requirements should be implemented only alongside the provision of financial supports and other resources.
- Efforts to improve data on 2SLGBTQ+ communities must also acknowledge that there are circumstances within community, health, and social services wherein collecting gender and sexuality data is inappropriate and may present a barrier to individuals accessing services. Any approach to data collection on 2SLGBTQ+ communities must be adaptable and flexible to the unique contexts of different organizations, programs and services

Following consultation with various community, health, and social service organizations, 2SLGBTQ+ community organizations and other key stakeholders, Wisdom2Action recommends the following:

- Provide the necessary supports for community, health, and social services to improve their capacity to support and include members of the 2SLGBTQ+ community. Collecting accurate data from 2SLGBTQ+ community members requires that service providers have received in-depth training and capacity building on 2SLGBTQ+ identities and inclusion.
- Mandate community, health, and social service organizations that receive funding from the City of Ottawa to collect gender and sexuality demographic data and report this information to the City of Ottawa on an annual basis.
- Work with community, health, and social services that receive funding from the City of Ottawa to incorporate gender and sexuality data collection within intake processes and other areas where organizations solicit demographic information from service-users.
- Publish an annual report based on the 2SLGBTQ+-specific data received from community, health, and social services to enable 2SLGBTQ+ community organizations and community, health, and social services to utilize this data in service planning.
- Undertake a recurring city-wide survey of 2SLGBTQ+ community members to strengthen understanding of community health, socio-economic status, area of residence and similar demographic information.
- Work with community, health, and social services to conduct point-in-time surveys of service-users within community, health, and social services to collect demographic health, socio-economic status, area of residence and similar demographic information.

Recommended Approach to Collecting Gender and Sexuality Data within Intake Processes

Conventional approaches to data collection often reinforce homophobia, transphobia and other forms of oppression. For example, individuals are often asked to describe their gender and/or sexual orientation through binary categories, such as man or woman. Conventional data collection also obscures demographic variance between cisgender and transgender individuals with the same gender identity. Gender and sexuality data collection within community, health, and social services must ensure individuals are able to express their gender and sexuality as accurately as possible.

Here are two examples of how organizations can ask gender and sexuality demographic questions during intake processes. These examples can be implemented individually or together.

Option A

1. How would you describe your sexual orientation? (Fill in the blank)
2. How would you describe your gender identity? (Fill in the blank)

Option B

Which of the following best describe your sexual orientation? (Please check all that apply)

- Gay
- Lesbian
- Bisexual
- Pansexual
- Asexual/Aromantic
- Heterosexual
- Two Spirit
- Prefer not to disclose
- Other: _____

Which of the following best describe your gender? (Please check all that apply)

- Man
- Woman
- Non-binary
- Two Spirit
- Cis(gender)
- Trans(gender)
- Prefer not to disclose
- Other: _____

Appendix B

Understanding the Landscape of Community, Health, and Social Services for 2SLGBTQ+ Communities in Ottawa

Ottawa has a diversity of 2SLGBTQ+ community, health, and social services, as well as a significant sector of broader community, health, and social services working to provide inclusive care to 2SLGBTQ+ communities.

While the following provides an overview of the available services for 2SLGBTQ+ communities, a truly comprehensive picture is impossible to achieve due to the segmented nature of the community, health, and social service sector, particularly with regards to 2SLGBTQ+-inclusive services. This overview does not include community, health, and social services that are inclusive of 2SLGBTQ+ communities, but rather those that are particular to 2SLGBTQ+ communities or offer 2SLGBTQ+ specific services.

Kind Space

Kind Space is a community organization by and for 2SLGBTQ+ communities in the city of Ottawa. Kind Space offers resources, events, social, and educational programming to celebrate and support people of all sexual orientations, gender identities and expressions.

Ten Oaks Project

The Ten Oaks Project engages, connects, and supports children and youth from 2SLGBTQ+ identities, communities and families through annual camp programs, workshops, and community events.

Support and Education for Trans Youth (SAEFTY)

SAEFTY is Ottawa's only independent youth group run entirely by and for trans and gender diverse youth. SAEFTY provides drop-in programming and community events for children, youth, and people of all ages. In addition, SAEFTY has an advocacy team that is working to improve trans health care in Ottawa and beyond.

MAX Ottawa

MAX is a community-based organization that focuses on maximizing the health and wellness of gay, bisexual, Two-Spirit, queer, and other guys who are into guys, both cis and trans, in the Ottawa region. MAX offers individual, group and community support and education services for and by guys into guys and works with the health care providers that serve them. MAX is proud to be the first and only stand-alone GBT2Q men's health organization in Ontario and the third one in Canada.

Ottawa Senior Pride Network (OSPN)

The Ottawa Senior Pride Network is an organization that provides programs and services to 2SLGBTQ seniors age 50 plus. The OSPN works to create a strong, connected and visible queer community for seniors and ensure 2SLGBTQ+ competent and safe seniors services and residential environments. The organization is supported by volunteers in all aspects of their work.

AIDS Committee of Ottawa (ACO)

The AIDS Committee of Ottawa provides support, prevention, education, and outreach services from an integrated, anti-racism, anti-oppression, social justice framework that promotes the holistic well-being of those living with, affected by, impacted by, and at risk of HIV/AIDS in Ottawa. The AIDS Committee of Ottawa has been serving the community since 1985.

Fierté dans la Capital(e) Pride

Fierté dans la Capital(e) Pride creates opportunities to celebrate, advocate, educate, and connect people, respecting the full diversity of the 2SLGBTQ+ community in Canada's capital region. Fierté dans la Capital(e) Pride does so through the annual Fierté dans la Capital(e) Pride festival and diverse year-round community programming.

Family Services Ottawa (FSO)

Family Services Ottawa runs Around the Rainbow, a community-based program that offers a full range of counselling, education, and support services for 2SLGBTQ+ children, youth and families. This includes a monthly drop-in program for trans and gender diverse children and youth, a monthly drop-in program for parents of trans and gender diverse youth, and a counselling program for individuals over the age of 18.

Centretown Community Health Centre (CCHC)

CCHC provides a full range of quality health and social services in both official languages to families and individuals who live or work in the communities it serves. CCHC runs the Trans Health Program which offers medical support, social support and counselling support to members of the trans and gender diverse community across the region. CCHC supports a bi-weekly LGBTQ newcomer drop-in that sees upwards of 40-70 participants at each group; CCHC also offer 2SLGBTQ+ youth counselling. In partnership with Jewish Family Services, CCHC offers a weekly walk-in counselling service specific to the 2SLGBTQ+ community.

Youth Services Bureau of Ottawa (YSB)

The Youth Services Bureau is a multi-service agency that provides services in French and English in employment, health, housing, mental health, youth engagement, and youth justice. We work in partnership to develop, deliver, and advocate for better conditions, services, and opportunities for youth and families. YSB runs the weekly Spectrum drop-in program for 2SLGBTQ+ youth, as well as a youth advisory committee for 2SLGBTQ+ young people.

Children's Hospital of Eastern Ontario

The Children's Hospital of Eastern Ontario is a major children's hospital serving both Eastern Ontario and western Quebec. CHEO's Gender Diversity Clinic supports children, youth, and families at all stages of their journey with gender identity.

Gay Zone gaie

Recognizing that gay, bi, queer, trans, two-spirit guys, and other guys who are into guys constitute a population that experience significant disparities in their health and wellness, it is the mission of Gay Zone to reduce the transmission of STIs among GBTQ2+ guys by providing culturally-appropriate screening and treatment of STIs, anonymous testing for HIV, and complementary programs to enhance their wellness and build community. Gay Zone operates as a partnership between Ottawa Public Health, Centretown Community Health Centre, MAX Ottawa, the AIDS Committee of Ottawa, and the Somerset West Community Health Centre.

The Good Companions

The Good Companions, a non-profit multi-service seniors' centre, provides opportunities for individuals to participate in social, recreational, educational and volunteer activities and benefit from social and health services. In partnership with the Ottawa Senior Pride Network, the Good Companions offers an LGBT Well-Being Check-In Program, and the Rainbow Coffee Group in partnership with the Centretown Community Health Centre.

Bruce House

Bruce House works to ensure their clients have access to equality, housing stability, supported independence, and opportunities for healthy living. Their clientele includes women, men, and children living with HIV who may be dealing with addiction, mental health issues, homelessness, and incarceration. They support a diverse population including members of the 2SLGBTQ+, ACB (African, Caribbean, and Black), and Indigenous communities as well as newcomers to Canada.

Capital Rainbow Refuge

Capital Rainbow Refuge is a group of 2SLGBTQ+ members of the Ottawa community. Founded in 2010, they are a diverse group of professionals, lawyers, law students, and community members who were inspired by a Globe and Mail commentary written by uOttawa law professor Nicole LaViolette that called on 2SLGBTQ+ communities in Canada to sponsor sexual and gender minority refugees.

Canadian Centre for Gender and Sexual Diversity (CCGSD)

The Canadian Centre for Gender and Sexual Diversity was established to support and empower work happening on a collaborative and/or collective level between and within territories, provinces, and Indigenous peoples such as Canadians, First Nations, Inuit, and Métis. This support comes in the form of educational and arts-based initiatives, research, and resources for schools and communities, ranging from a full day of workshops with ongoing support, to week-long training forums with integrated year-long projects. Within the Ottawa area, the CCGSD offers information and resources, workshops and training, and community events for 2SLGBTQ+ communities.

Gender Mosaic

Gender Mosaic offers a safe, supportive and non-judgemental environment where MTF, FTM, cross-dressers, two-spirit, young and old transgender individuals are free to express their gender identity. Gender Mosaic provides forums and resources to assist in the personal development, growth, and contact of its members with the transgendered community, promotes knowledge and understanding of transgendered behaviour in all its variations, builds a sense of community, makes contact with other organizations and individuals sharing similar objectives that may benefit or further the objectives of Gender Mosaic, and works towards removing all forms of barriers toward these goals.

Carleton University Student Association's Gender and Sexuality Resource Centre (GSRC)

The Gender and Sexuality Resource Centre aims to be a safe(r) space for Carleton students of all gender identities and sexual orientations through education, advocacy, and support. Services include a drop-in space, support and peer mentorship, a queer library, social events, and workshops.

University of Ottawa Student Union's Pride Centre

The University of Ottawa Pride Centre is a part of the Sexual Health and Wellness services that are provided by the University of Ottawa Students' Union. They are committed to providing a welcoming, safe, unbiased, and comfortable space for anyone who identifies as a

member of the 2SLGBTQ+ community and their allies.

Algonquin College Wellness and Equity Centre

The Wellness and Equity Centre is a safer space, welcoming all students of Algonquin College, no matter their sexual orientation, gender identity, race, disability status, or any other factors. The Wellness and Equity Centre is focused on student well-being, and all the factors that can impact that. They offer a drop-in space to connect with community, peer support, and additional resources, a peer mentorship program, events and recurring programming, menstrual products and safer sex supplies, sexual health resources, and 2SLGBTQ+ education sessions.

Western Ottawa Community Resource Centre (WOCRC)

The WOCRC partners with others to develop, provide, and coordinate accessible community, health, and social services for all members of their diverse communities. They are committed to ensuring access to permanent and quality French Language Services in their designated programs and services. WOCRC runs the Queerios LGBTQ+ Youth Drop-In, a weekly drop-in program for 2SLGBTQ+ youth ages 12-18.

Carlington Community Health Centre

The Carlington Community Health Centre helps individuals take control of their personal health, and works to improve the health and wellbeing of the community as a whole. The Centre provides a wide range of health, mental health and addictions services to parents and children, youth and teens, and seniors. Carlington CHC offers counselling for trans and gender diverse young people living in Ottawa.

Orleans-Cumberland Community Resource Centre (OCCRC)

The Orleans-Cumberland Community Resource Centre's role is to offer comprehensive community services. The goal of these services is to meet the physical, emotional, social, economic, and mental needs of English- and French-speaking residents of Orléans-Cumberland and surrounding areas. OCCRC offers a monthly, bilingual 2SLGBTQ+ youth drop-in program.

Wabano

Wabano is an urban health centre that provides quality, holistic, culturally relevant health services to First Nations, Inuit, and Métis communities of Ottawa. They engage in clinical, social, economic, and cultural initiatives that promote the health of all Aboriginal people, promote community-building through education and advocacy, and serve as a centre of excellence for urban Aboriginal health.

Appendix C

Overview of Publications Informing this Report

Planning for Culturally Safe Primary Health, Mental Health and Community-Based Service Delivery for Trans, Two-Spirit, Intersex and Gender Diverse Communities in the Champlain Region published by the Champlain Regional Planning for Trans, Two-Spirit, Intersex, and Gender Diverse Health Services in April 2017. Retrieved from: <https://ottawatranshealthplan2017.weebly.com/reports.html>

LGBTQ+ Health and Health Services in Champlain Environmental Scan published by the Champlain Local Health Integration Network in November 2018. Retrieved from: <http://www.champlainhin.on.ca/AboutUs/GeoPopHlthData/PopHealth.aspx>

LGBTQ Equity and Inclusion Lens Snapshot, published by the City for All Women Initiative (CAWI) in 2016. Retrieved from: <https://www.cawi-ivtf.org/equity-inclusion/lgbtq>

The Health of Lgbtqia2 Communities in Canada: Report of the Standing Committee on Health, published by the House of Commons Standing Committee on Health in June 2019. Retrieved from: <https://www.ourcommons.ca/Committees/en/HESA/StudyActivity?studyActivityId=10450698>

Briefs submitted to the House of Commons Standing Committee on Health for their study on the Health of LGBTQIA2 Communities in Canada, published by numerous partners in June 2019. Retrieve from: <https://www.ourcommons.ca/Committees/en/HESA/StudyActivity?studyActivityId=10450698>

Transgender People in Ontario, Canada – Statistics from the Trans PULSE Project to Inform Human Rights Policy, published by Bauer, G. R., & Scheim, A. I in 2015. Retrieved from: <http://transpulseproject.ca/wpcontent/uploads/2015/06/Trans-PULSEStatistics-Relevant-for-Human-RightsPolicy-June-2015.pdf>

Needs assessment and preliminary systems map/gap analysis, published by Dr. Elizabeth Dyke for the Ottawa Gay Men's Wellness Initiative in August 2016.

Kind Space 2017-2019 Strategic Plan published by Kind Space. Retrieved from: <https://kindspace.ca/about/mission-values-and-commitments/accountability/strategic-plan/>

MAX Ottawa Strategic Directions for 2019-2020, published by MAX Ottawa. Retrieved from: <http://maxottawa.ca/wp-content/uploads/2019/08/MAXOttawa-StrategicPlan2019-2022-FINAL.pdf>

LGBTQ2+ Youth and Gender-Based Violence Report for the Public Health Agency of Canada, published by Wisdom2Action in July 2019. Retrieved from: <https://www.wisdom2action.org/gbv/>

Being Safe, Being Me: Results of the Canadian Trans Youth Health Survey, published by the Stigma and Resilience Among Vulnerable Youth Centre (SARAYVC) in 2015. Retrieved from: https://apsc-saravyc.sites.olt.ubc.ca/files/2018/03/SARAYVC_Trans-Youth-Health-Report_EN_Final_Web2.pdf

Lesbian, Gay, Bisexual, Trans & Queer identified People and Mental Health, published by the Canadian Mental Health Association. Retrieved from: <https://ontario.cmha.ca/documents/lesbian-gay-bisexual-trans-queer-identified-people-and-mental-health/>

Social Isolation of Seniors: A Focus on LGBTQ Seniors in Canada, published by Employment and Social Development Canada. Retrieved from: <https://www.canada.ca/en/employment-social-development/corporate/seniors/forum/social-isolation-lgbtq.html>

Envisioning LGBT Refugee Rights in Canada: Exploring Asylum Issues, published by the Envisioning Project in June 2012. Retrieved from: <https://ocasi.org/envisioning-lgbt-rights-roundtable-report-0>

On the Shoulders of Giants: Honouring our Past, Building our Future: AIDS Committee of Ottawa 2016-2010 Strategic Plan, published by the AIDS Committee of Ottawa. Retrieved from: <http://aco-cso.ca/wp-content/uploads/2015/10/ACO-Strat-Plan-2016-2021-ENG-web.pdf>

Appendix D

Key Informant Interview Guide

Key Stakeholder Interview Guide – City of Ottawa 2SLGBTQ+ Project

Demographic / Context Questions

1. What is your name?
2. What organization do you work for?
3. How would you describe your work?
4. Does your organization provide 2SLGBTQ+-specific programming?
5. What are the target populations of your services?

Issue Identification

1. What are the main issues relevant to 2SLGBTQ+ communities that you encounter in your work?
2. What are the main issues your organization is facing when it comes to 2SLGBTQ+ service-users?
3. We know that 2SLGBTQ+ inclusion has come a long way in recent years, but community, health, and social services still struggle to provide inclusive and affirming care to 2SLGBTQ+ populations. What do you think are the barriers stopping inclusive care from happening?

Building on What Works

1. What do you think we are doing well on 2SLGBTQ+ community health and well-being in Ottawa?
2. What kinds of projects and initiatives already present in Ottawa would be worth scaling up and expanding?
3. What have you seen in other cities, communities and regions that would be worth implementing in Ottawa?

Opportunity Ideation

1. What would help your organization and sector provide more inclusive care and support to 2SLGBTQ+ communities?
2. What kinds of system supports do you think need to be in place to improve community health and wellness for 2SLGBTQ+ communities in Ottawa?
3. How can we enhance collaboration between 2SLGBTQ+ communities and organizations, and broader community, health, and social services? What would help make more collaboration happen?

Data Exploration

1. Does your organization track gender and sexuality demographic data with your service-users?
 - a. If no, why not?
 - b. If no, what would help you track this kind of information?
2. Would your organization be open to sharing your demographic data on 2SLGBTQ+ communities accessing your services?

Appendix E

Public Survey Questions

Ottawa 2SLGBTQ+ Community Needs, Gaps and Priorities Survey

Wisdom2Action is working with Ottawa's 2SLGBTQ+ (Two Spirit, Lesbian, Gay, Bisexual, Trans and Queer) community organizations, sponsored by the City of Ottawa, to connect with community members, service providers and other key stakeholders on the needs, priorities and recommendations for improving community health and well-being.

This survey, alongside an environmental scan, key informant interviews and a public consultation taking place on January 13th, will come together to inform a final report to the City of Ottawa and 2SLGBTQ+ community organizations to help identify ways of improving 2SLGBTQ+ community health and well-being in Ottawa.

Please consider completing this survey to help us get a better understanding of your needs, your priorities and your recommendations. The survey should take no more than 15 minutes to complete.

All questions are optional and no identifying data will be included in the final report.

Which of the following best describes you? (Please check all that apply)

- Member of the 2SLGBTQ+ community
- Service Provider in a Community, Health or Social Service Organization (non-2SLGBTQ+ specific)
- Service Provider in a 2SLGBTQ+-specific community organization
- None of the above
- Other: _____

Demographic Questions

Please consider completing the below demographics questions. These questions will help us be intentional about reaching out to under-represented communities, and factor in under- or over-representation of different communities and identities in our analysis. All questions are optional.

How do you identify? (Please check all that apply)

- Man
- Women
- Trans(gender)
- Cis(gender)
- Non-binary

- Two Spirit
- Transmasculine
- Transfeminine
- Intersex
- Questioning
- Prefer not to disclose
- Other: _____

How do you identify? (Please check all that apply)

- Gay
- Lesbian
- Bisexual
- Pansexual
- Heterosexual
- Asexual
- Aromantic
- Queer
- Questioning
- Other: _____

How would you describe your race and/or ethnicity?

Which of the following do you identify with most closely? (Please check all that apply)

- White
- Black
- Indigenous (Inuit, Metis, and/or First Nations)
- Person of Colour

How old are you?

Are there any other identities that you would like to disclose?

Identifying the Issues

Help us better understand the issues that matter to you and your communities

What would you say are the main issues facing 2SLGBTQ+ communities in Ottawa?

We know that communities within the 2SLGBTQ+ umbrella have diverse and distinct needs and experiences. What are the main issues and service gaps for subsets of the 2SLGBTQ+ community?

Exploring Opportunities

What are we missing? What could we be doing more of?

What would make for a vibrant, healthy and connected 2SLGBTQ+ community in Ottawa?

What kinds of services or programs are we missing in Ottawa that would help 2SLGBTQ+ communities?

What can we do to help people know about the community, health, and social services available for 2SLGBTQ+ people in Ottawa? How can we better spread the word?

Closing Thoughts

What other issues are important to you, related to 2SLGBTQ+ communities?

Is there anything else you want us to know?

On behalf of Wisdom2Action, thank you for taking the time to complete this survey.

Appendix F

Public Consultation Agenda

Ottawa 2SLGBTQ+ Public Consultation

Wisdom2Action

Date and Time: January 13th, 5:30-9:00PM

Location: Ottawa City Hall, Jean Pigott Place

TIME	ACTIVITY
4:30-5:30	Venue Preparation
5:30-6:00	Light Dinner
6:00-6:10	Introductions and Framing
6:10-6:20	Opening Remarks – Councillors Theresa Kavanagh and Catherine McKenny
6:20-7:00	World Café Discussion
7:00-7:15	Break
7:15-8:00	Open Space Discussions
8:00-8:30	Dotmocracy and Prioritization Activity
8:30-9:00	Wrap Up and Closing

World Café Questions:

- How can we make Ottawa a vibrant, supportive and inclusive city for 2SLGBTQ+ communities?
- What are the gaps in existing 2SLGBTQ+ services in Ottawa?
- What can we do to ensure 2SLGBTQ+ services are affirming and accepting of people impacted by multiple systems of oppression?

Open Space Break-Out Discussion Topics

- Support for 2SLGBTQ+ Seniors
- Access to inclusive health and social services
- Services and support for racialized 2SLGBTQ+ communities
- Enhancing Partnerships & Collaborations across sectors
- Housing and Homelessness
- Enhancing Community Social Spaces and Events
- Improving 2SLGBTQ+ community mental health and wellness

Thank You.



Wisdom2Action Consulting Ltd.

info@wisdom2action.org

www.wisdom2action.org

[@wisdom2action](https://www.instagram.com/wisdom2action)