



Our Voices, Our Stories

Enhancing our awareness and developing best practices for our Lesbian, Gay, Bisexual and Transgender (LGBT) customers, clients, patients and consumers.



A CCHS
Reducing Health
Disparities Project



PLEASE READ – IMPORTANT BACKGROUND INFORMATION FOR CCHS STAFF:

Introduction:

The Pride (Lesbian, Gay, Bi-sexual, and Transgender) stories found in this booklet were generated from personal experiences of our staff and patients, as shared by some of our staff at the Contra Costa Health Services' (CCHS) Pride Initiative Launch, held on October 8, 2009. From these experiences, stories were developed as well as community resource "toolkits." The purpose of the stories was to provide greater insight about LGBT person's interactions with our health care system, provide suggestions for best practices in providing care and services, and to identify useful community resources. Please note that many of our patients feel vulnerable and cannot advocate for themselves and that by utilizing these stories we can build even stronger, safer and trusting relationships with LGBT persons and begin to reduce or eliminate the health and healthcare disparities which impact the LGBT community.

In February 2010, thanks to the Pride Story Committee, a subcommittee of the CCHS Pride Initiative, a project of CCHS Reducing Health Disparities Unit, the first Pride story was birthed. The story and then subsequent stories have been shared with some of our CCHS staff by utilizing the hospital and health center screen savers and our Health Services I-Site application. Through this booklet we hope to reach staff that were unaware of these stories or who were unable to access them through I-Site.

Information about the CCHS Pride Initiative:

The Mission of the CCHS Pride Initiative is to integrate practices & policies that foster: a safe & inclusive environment; equal access & quality healthcare services; as well as awareness, acceptance and respect for our Lesbians, Gay, Bisexual and Transgender employees & service recipients.

The Vision of CCHS Pride Initiative:

Contra Costa Health Services is a model of equality, respect and health for all Lesbian, Gay, Bisexual, Transgender (LGBT) people.

CCHS Pride Initiative Goals:

- County is safe, supportive, and provides a welcoming environment for LGBT clients, consumers, customers, patients, and staff.
- CCHS workforce is trained appropriately to serve LGBT community.
- Pride Initiative efforts are visible and have demonstrated in CCHS a measurable impact.

Members of the CCHS Pride Initiative:

Reducing Health Disparity Manager, Concepcion James, Ramona Chavez, Terrance Cheung, Donna Garro, Joanne Genet, Carla Goad, Jeff Gould, Sue Hilbun, Jaime Jenett, Bob Kajdan, Greg Lawler, Wendy Mailer, Sue Meltzer, Tony Sanders, Dawna Vann and David Woodland

To Share Your Story:

Please contact the CCHS Reducing Health Disparities Unit at 925 957-5422 or via email at connie.james@hsd.cccounty.us



Table of Contents

<u>Title</u>	<u>Pages</u>
Lesbians and Pregnancy Story/Resource Toolkit	1-2
Gay Men's Health Story/Resource Toolkit	3-4
Youth and Families Story/Resource Toolkit	5-6
Transgender Health Story/Resource Toolkit	7-8
Celebrating Pride Month Story/Resource Toolkit	9-10
Examining Our Personal Beliefs Story/Resource Toolkit	11-12
Sexual Histories Story/Resource Toolkit	13-14
Hispanic/Latino LGBT Story/Resource Toolkit	15-16
LGBT Bullying and Suicide Story/Resource Toolkit	17-18
Two-Spirited Story/Resource Toolkit	19-20
LGBT Parenting Story/Resource Toolkit	21-22
Being Both Transgender and African American Story/Resource Toolkit	23-24
A Mother's Story/Resource Toolkit	25-27



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex (LGBTQQI)

Persons and their families

The purpose of this page is to illuminate the way biases regarding sexual orientation and identification have affected the experiences of our coworkers and those who use our services. You will see personal stories that may be either painful or uplifting, but all these stories come from CCHS staff. We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LGBTQQI community, and recognize that beyond our differences lies a common purpose – to work together to improve health.

Story #1 – Lesbians and Pregnancy

“I was asked to fill out forms that ask for spouse name, not partner. I had to explain again and again that there is no “baby daddy” and that “my husband” wasn’t coming. I was counseled about intercourse and birth control during pregnancy and after birth and other non-applicable issues. Staff seemed uncomfortable discussing the importance of joint parenting, even though I have been with my partner for over 8 years. I was really concerned I would have problems getting permission for my partner to attend the prenatal classes or even the birth of our baby.”

Suggestions for Staff:

- Try using the terms “partner”, “significant other”, or “labor coach” instead of “spouse”.
- Ask who will be their primary labor support or coach and document that information where it will be seen.
- Only ask information about paternity when it is relevant to the health of the baby.
- Recognize that any healthy, committed relationship is better for a child’s well being than one that is *not* healthy, regardless of parental genders.
- Be mindful that all conversations, even with other staff, can be overheard. Professional, thoughtful language is the only way to speak at CCHS. It is part of our mission and our commitment to Service Excellence.
- The greatest wish expressed by women who took part in a 2009 Swedish study was to be treated as any pregnant woman and family would be. When they were, it increased their positive experiences of pregnancy and parenthood.

More ways to improve services to the LGBTQQI community can be found in our [Toolkit](#).

And when we get it right...

“I saw a lesbian partner that was welcomed at all prenatal visits and included in all of her partner’s education.”

Anonymous

Did You Know?

1) In the 2000 U.S. Census, 33 percent of female same-sex couple households and 22 percent of male same-sex couple households reported at least one child under eighteen living in their home.

2) The American Academy of Pediatrics supports the right of every child and family to the legal, financial, and psychosocial security that results from having legally recognized parents who are committed to each other and to the welfare of their children.

[Share your
story/comments/suggestions/questions
for CCHS staff.](#)



Toolkit

Lesbians and Pregnancy

Welcome to the February Pride Story Toolkit! This toolkit provides you with online resources for referrals and information related to lesbians and pregnancy. Some of the referrals identified below are from local groups and agencies that serve LGBTQQI clients and families.

The tools listed below, were identified by CCHS staff knowledgeable in LBGTQQI issues and can be used by our all our staff to provide culturally appropriate service to the LBGTQQI community.

- **Our Family Coalition** for parenting information, support and resources:
www.ourfamily.org
- **Planned Parenthood Shasta-Diablo** for LGBT health care including prenatal care in Contra Costa: www.plannedparenthood.org/health-topics/sexual-orientation-gender-4329.htm
- LBT Conception services at **Maia Midwifery & Preconception services**
<http://www.maiamidwifery.com/>
- General resources www.EastbayPride.com

The Pride Story Selection members hope that you will find the resources listed here useful.

Please pose any questions you might have on the Pride [Feedback Form](#).

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex (LGBTQQI) Persons and their families

The purpose of this page is to illuminate the way biases regarding sexual orientation and identification have affected the experiences of our coworkers and those who use our services. You will see personal stories that may be either painful or uplifting, but all these stories come from CCHS staff. We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LGBTQQI community, and recognize that beyond our differences lies a common purpose – to work together to improve health.

Story #2 – Gay Men’s Health

“My own personal experience as a gay man is not feeling comfortable coming out to my doctor that I have seen for over five years. I feel so alone and unsafe.”



What do you think?

What can a provider do or say during an office visit to help their patients feel safe and open up?

- Spend a little more time getting to know your client.
- Show interest in the whole person, not just the condition.
- Sharing a bit of yourself makes others feel they can do the same with you.
- Do not assume all patients are heterosexual. Research shows that between 2-7% of adults are lesbian, gay or bisexual (L, G, B) (from the booklet “Healthy Families” by Caitlan Ryan).
- By having LGBTQQI posters or materials displayed that include same sex couples, a patient may feel more accepted.
- Use inclusive language, such as “partner” or spouse, instead of husband or wife. LGBTQQI patients and clients look and listen for cues from providers that indicate safety and awareness.

More ways to improve services to the LGBTQQI community can be found in our [Toolkit](#).

Did You Know?

In a 1992 study, 44% of self-identified gay men had not told their primary care physician about their sexual orientation.

However, if health care providers know that a male patient is gay, bisexual, or has sex with men, they can properly screen for risk factors and provide more comprehensive care. Also, gay and bisexual men may sometimes consciously avoid medical care because of fear of discrimination. Source - Gay and Lesbian Medical Association, "Caring for Gay and Bisexual Men: Additional Considerations for Clinicians."

And when we get it right...

- “I love my provider. She always asks me if I would like my husband to be included in our visit. Of course, I always say, “Yes!” -----Gay male patient at Richmond Health Center.
- “I try to post materials in my office that will automatically make my LGBTQQI patients feel safe.”-----Anonymous

[Share your story/comments/suggestions/questions for CCHS staff.](#)

[READ comments/suggestions/questions submitted!](#)

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex (LGBTQQI)

Persons and their families

The purpose of this page is to illuminate the way biases regarding sexual orientation and identification have affected the experiences of our coworkers and those who use our services. You will see personal stories that may be either painful or uplifting, but all these stories come from CCHS staff. We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LGBTQQI community, and recognize that beyond our differences lies a common purpose – to work together to improve health.

Story #3 – Youth & Families

“An employee came up to me about her nephew who was beaten up in San Francisco and asked for help with resources for her family.”

“An employee came by my office and asked for help because her daughter has come out and tried to commit suicide.”

Suggestions for Staff:

- Practice active listening. Ask probing questions to understand the needs of the other person.
- Give the client/employee the time to fully express him/herself; don't rush them.
- Provide a somewhat quiet, private environment where the client/employee can feel it is safe to discuss such personal issues.
- Show empathy.
- Provide resources for both the employee and the youth involved; so that they can find supportive staff that can help them work through these issues.

Did You Know?

Gay and lesbian youth belong to two groups at high risk of suicide: youth and homosexuals. A majority of suicide attempts by gays and lesbians occur during their youth, and gay youth are 2 to 3 times more likely to attempt suicide than other young people. Gay youth face extreme physical and verbal abuse, rejection and isolation from family and peers. They often feel totally alone and socially withdrawn out of fear of adverse consequences. As a result of these pressures, lesbian and gay youth are more vulnerable than other youth to psychosocial problems including substance abuse, chronic depression, school failure, early relationship conflicts, being forced to leave their families, and having to survive on their own prematurely.

More ways to improve services to the LGBTQQI community can be found in our [Toolkit](#).

And when we get it right...
“Everyone at CCRMC will provide an environment where all clients and employees will feel free to express their sexual identity; and not fear disrespect or retribution.”

Anonymous

[Share your story/comments/suggestions/questions for CCHS staff.](#)

[READ comments/suggestions/questions submitted!](#)



TOOLKIT

Youth & Families

Welcome to the April Pride Story Toolkit! This toolkit provides you with online resources for referrals and information related to Youth & Families. Some of the referrals identified below are from local groups and agencies that serve LGBTQQI clients and families.

The tools listed below, were identified by CCHS staff knowledgeable in LGBTQQI issues and can be used by our staff to provide culturally appropriate service to the LGBTQQI community.

- **Rainbow Community Center of Contra Costa County**
3024 Willow Pass Road, Suite 200
Concord, CA 94519-2588
925-692-0090; Website: www.rainbowcc.org
- **Contra Costa Safe Schools Coalition - Ally Action**
106 San Pablo Towne Center, #319
San Pablo, CA 94806
925-685-5480; Website: www.casafeschools.org
- **The Family Acceptance Project**
Now working with CCC families & LGBT youth.
Be sure to download their booklet for Parents of LGBT Youth,
“Supportive Families, Healthy Children” (Eng & Sp.)
(415)522-5558 or 1(888)354-4222 or
write us at fap@sfsu.edu
<http://familyproject.sfsu.edu>
- **East County Empowerment Youth Project**
Contact: Liz Johnson, Empowerment Director
Center for Human Development
391 Taylor Blvd, Ste. 120
Pleasant Hill, CA 94523
(925) 687-8844 phone
(925) 687-6903 fax
email: liz@chd-prevention.org
website: www.chd-prevention.org
- **Gay and Lesbian Help LYRIC Youth Line Contact**
Contact: (800) 246-7743 phone
website: <http://lyric.org/about.html>
- **Trevor National Gay Youth Hotline**
Information: Offers 24/7 information and support for
gay and Lesbian youths.
Contact: (800) 850-8078; website: www.TheTrevorProject.org
- **Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex & 2-Spirit Resources - CCHS**
Information
Eligibility: None
Fees: None
Intake Procedure: None
Service Hours: 24 hours daily
Website: <http://www.eastbaypride.com/>
Description: Provides website with an extensive list of LGBTQ information and resources.
Area Served: Contra Costa County
- **RYSE Youth Center**
RYSE is a safe and welcoming center for diverse West Contra Costa youth-Richmond
www.RyseCenter.org
- **PFLAG: Parents, Families, & Friends of Lesbians and Gays** www.pflag.org
- **Gay-Straight Alliance Network**
www.gsanetwork.org
- **Suicide Prevention Resource Center's**
www.sprc.org/library/SPRC_LGBT_Youth.pdf
- **The Gay, Lesbian, Bisexual, and Transgender Youth Support Project**
www.healthimperatives.org/glys/glys.htm
- **Contra Costa Crisis Center**
<http://www.crisis-center.org/>

The Pride Story Selection members hope that you will find the resources listed here useful.

Please pose any questions you might have on the Pride [Feedback Form](#).

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender (LGBT)

Persons and their families

The purpose of this page is to illuminate the way biases regarding sexual orientation and identification have affected the experiences of our coworkers and those who use our services. You will see personal stories that may be either painful or uplifting, but all these stories come from CCHS staff. We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LBGTQQI community, and recognize that beyond our differences lies a common purpose – to work together to improve health.



Story #4 - Transgender Health

A transgender (male to female) client/patient presented for care. The patient had not legally changed her name, so her name of record was still a traditionally male name. The outreach worker asked clinic staff to use the client's soon-to-be legal name, which was a traditionally female name. The outreach worker understood how embarrassed the client was to be called a male name and knew it would impact the client's commitment to care. The staff refused to use the client's female name, and the client has missed important medical appointments.



Suggestions for Staff:

- The language intake workers use and the demeanor of health care staff (such as body language, voice inflection, and general attitude) when first meeting a new client/patient can send signals of safety and acceptance, or of disrespect and disdain.
- First impressions of a welcoming, safe environment are determined within the first few minutes of an interaction with health care staff. (This is where signs, posters, flags or other symbols indicating that the transgender clients are entering a safe environment are crucial to the development of a trusting, open health care relationship.)
- Be aware of the names and pronouns clients use when referring to themselves. Ask them how they would like to be addressed, and **always** respect their choices.
- A non-judgmental, open and accepting approach is crucial to creating an environment where transgender client can begin to be honest and open with their caregivers.

Did You Know?

The term ***transgender*** is an umbrella term for a variety of gender expressions including:

Crossdresser - wears clothes usually worn by the opposite sex.

Bi-gender - those who feel their gender identity encompasses both male and female.

Transexual - their gender identity is in conflict with their anatomical sex. They feel their physiological body does not represent their true sexual self.

And when we get it right...

All health care providers will understand that the transgender person presenting for service is a unique individual, whose care has been entrusted to that professional. The health care provider will project an open acceptance of all people entering into their care, accepting each person's sexual orientation and gender identity, and will provide equal quality care to everyone.

Anonymous



**More ways to improve
services to the LGBT
community can be
found in our [Toolkit](#).**

**[Share and READ](#)
story/comments/
questions**



TOOLKIT

Transgender Health

Welcome to the May Pride Story Toolkit! This toolkit provides you with online resources for referrals and information related to Transgender Health. Some of the referrals identified below are from local groups and agencies that serve LGBT clients and families.

The tools listed below, were identified by CCHS staff knowledgeable in LBGT issues and can be used by our staff to provide culturally appropriate service to the LGBT community.

- Gender Spectrum: <http://www.genderspectrum.org/>
- Transgender Law Center: <http://www.transgenderlawcenter.org/>
- The Center of Excellence for Transgender Health: <http://transhealth.ucsf.edu/>
- The Rainbow Community Center of Contra Costa County: http://www.rainbowcc.org/RCC_New/index.html
- Human Rights Campaign. Transgender Visibility Guide: Some Myths and Facts. <http://www.hrc.org/issues/13098.htm>
- [Transgender Support Groups in the Bay Area.](#)

The Pride Story Selection members hope that you will find the resources listed here useful.

Please pose any questions you might have on the Pride [Feedback Form](#).

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for
Lesbian, Gay, Bisexual, Transgender
(LGBT)
Persons and their families

The Vision of the Contra Costa Health Services Pride Initiative
is to have Contra Costa Health Services as a model of equality, respect and health for
all Lesbian, Gay, Bisexual, and Transgender people.



Story #5 – Celebrating Pride Month

“The county has lots of celebrations and events for everything but Pride Month. It saddened me to think that this celebration was not properly recognized within my county of residence, being that this event is both important to me and the LGBT community.” Early 2009.



Do you know?

- **The Contra Costa County Board of Supervisors declares June Pride Month for the first time in June 2009**
- For the first time, Contra Costa County has a Pride contingent in the San Francisco Pride Parade. CCHS Pride Initiative members are marching in the San Francisco Pride Parade on June 27. We invite all interested staff to join us. Please [click here for more information](#).
- On May 25, 2010, the LGBT Community presented to the Board of Supervisors the PRIDE Proclamation to declare June 2010 as LGBTQ Pride Month in Contra Costa County. [Read the full Proclamation](#). [See Photos](#).
- Contra Costa Mental Health has its own [LGBTQQI2-S Inclusion Initiative](#).
- Read the [Vision and Mission of CCHS Pride Initiative](#). [Click here](#).

We are getting it right...

In October 2009, CCHS launched the first Reducing Health Disparities Pride Initiative, taking its first step toward a more open, friendly environment for LGBT employees and clients.

In June of 2010, there is more visibility and events taking place on Pride Month in Contra Costa County.

* Check out our [Toolkit](#) for more Pride events.

* [Share](#) and [READ](#) story/comments/questions.

A Little History...

1) June 28, 1969 is the date of the infamous Stonewall Riots that are considered the defining event that marked the start of the Gay Rights Movement in the United States and abroad.

2) “What set Harvey Milk apart from you or me was that he was a visionary. He imagined a righteous world inside his head and then he set about to create it for real, for all of us.” Anne Kronenberg, Harvey Milk’s final campaign manager.
He was also posthumously awarded the Presidential Medal of Freedom in 2009

3) The pink triangle was used by the Nazis in concentration camps to identify and shame homosexuals. This symbol, which was used to label and shame, has been embraced by the LGBT community as a symbol of pride.





TOOLKIT

Pride Month

Welcome to the June Story Toolkit!

This toolkit provides you with online links to information on some of the events taking place during Pride Month.

Some of the referrals identified below are from local groups and agencies that serve LGBT clients and families. The links listed below, were identified by CCHS staff knowledgeable in LGBT issues and can be used by our staff to provide culturally appropriate service to the LGBT community.

- CCHS Mental Health Division is partnering to host the following workshop:
[June 18: Moving Toward Best Practices](#) in Serving the LGBTQI2-S Communities in Contra Costa County. Registration form. [Click here for registration form.](#)
- Sunday, June 13th at 1 PM – 5 PM: The 3rd Annual Contra Costa County LGBTQ Pride Picnic & BBQ 2010. At Heather Farms, Walnut Creek, CA. For more details visit the [Rainbow Community Center website](#).
- [RYSE PRIDE "Edutainment"](#), in collaboration with Rainbow Community Center. For additional information, please contact Wellness Advocate, LaShonda Williams at the RYSE Center at 510-374-3401 or visit www.rysecenter.com
- [2010 Pride Events happening throughout the United States](#).
- Wikipedia Pride Information: http://en.wikipedia.org/wiki/Pride_parade

The Pride Story Selection members hope that you will find the resources listed here useful. Please pose any questions you might have on the Pride [Feedback Form](#).

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender (LGBT) Persons and their families

The purpose of this page is to illuminate the way biases regarding sexual orientation and identification have affected the experiences of our coworkers and those who use our services.

You will see personal stories that may be either painful or uplifting,
but all these stories come from CCHS staff.

We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LGBT community, and recognize that beyond our differences lies a common purpose – to work together to improve health.

Story #6: Examining Our Personal Beliefs

An employee came by my office and asked for help because her daughter was coming out and she was afraid for her. The employee had overheard comments at work about LGBT folks that were disturbing including offhanded jokes, whispers about suicide and mental illness, and talk about an unhealthy life-style. She worried that her daughter might hear such hurtful remarks also.

Suggestions for Staff:

- ❑ Practice and develop cultural competence and cultural humility. We must not examine the patient's beliefs, but we, as the health care providers must consider our personal beliefs when encountering a patient. Please visit the following link for additional information.
<http://www.cahealthadvocates.org/news/disparities/2007/a-re-you.html>
- ❑ Practice the Service Excellence [Communication Guidelines](#).
- ❑ When displaying or creating program brochures think about how diverse our community is and create a welcoming environment that is reflective of all the different populations we serve.
- ❑ Be mindful of respectful conversations/dialogues, we never know who could be listening to our conversations or be hurt by them.

And when we get it right...

When I was asked to provide guidance and assistance I had the knowledge and resources available to make a positive difference in this person's life.

Anonymous

Did You Know?

- 1) One study found that 78% of LGBT youth were removed or ran away from their placements as a result of hostility toward their sexual orientation or gender identity
- 2) Family support is especially crucial for LGBT youth. They must both navigate the challenges associated with adolescence and learn to manage a stigmatized identity. At the same time, cope with social, educational, and community environments in which victimization and harassment are the norm.



**For more ways to
improve services to the
LGBT community see
our [Toolkit](#).**

**[Share and READ](#)
story/comments/
questions**



TOOLKIT

Examining Our Personal Beliefs

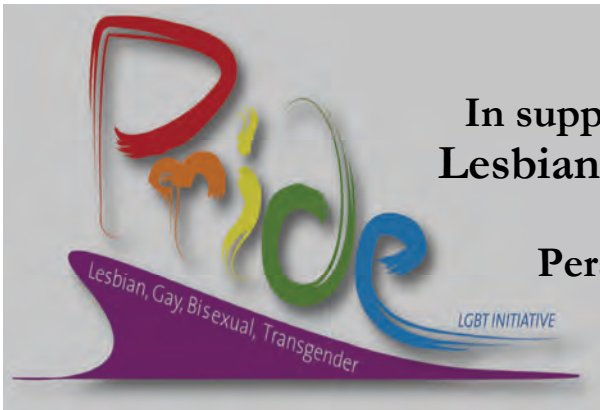
Welcome to the July Pride Story Toolkit! This toolkit provides you with online resources for referrals and information related to creating a Welcoming Environment. Some of the referrals identified below are from local groups and agencies that serve LGBT clients and families.

The tools listed below, were identified by CCHS staff knowledgeable in LBGT issues and can be used by our staff to provide culturally appropriate service to the LGBT community.

- Family Acceptance Project: <http://familyproject.sfsu.edu>
- 2-1-1 Database: <http://65.166.193.134/IFTWSQL4/ccccc/public.aspx>
- Local Eastbay LGBTQI2-S Resources Website:
<http://www.EastbayPride.com>, the "Cultural Competency & Reducing Health Disparities" section includes resources for making program sites more welcoming: <http://www.sf-eastbay-lgbtq-resources.com/policy%20a.html>
- CCHS Services For Adults:
http://www.cchealth.org/services/mental_health/crisis_adults.php
- Rainbow Community Center: <http://www.rainbowcc.org/>
- California Health Advocates, "Are you Practicing Cultural Humility? – The Key to Success in Cultural Competence"
<http://www.cahealthadvocates.org/news/disparities/2007/are-you.html>

The Pride Story Selection members hope that you will find the resources listed here useful.
Please pose any questions you might have on the Pride [Feedback Form](#).

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender (LGBT) Persons and their families



The purpose of this page is to illuminate the way biases regarding sexual orientation and identification have affected the experiences of our coworkers and those who use our services.

**You will see personal stories that may be either painful or uplifting,
but all these stories come from CCHS staff.**

We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LGBT community, and recognize that beyond our differences lies a common purpose – to work together to improve health.

Story: Sexual Histories

I went for a medical/GYN check up. In taking my medical history, the nurse asked if I thought I might be pregnant. I said “no”. She then asked what kind of birth control I used. I answered “none”. She proceeded to write abstinence as she said the word out loud. I had to explain that I was not abstinent but in a relationship with a woman. At an earlier appointment a year ago, I was then seeing a man. It is sad, I wish the medical staff would ask me questions about my sexual orientation because I am a bisexual woman.



Suggestions for Staff:

Can women give other women STDs?

- **Yes.** There is a misconception among health care providers and women themselves that lesbian and bisexual women have little or no risk for sexually transmitted diseases (STD).
- STD transmission between women varies significantly.. Herpes, HPV (genital wart virus), and bacterial vaginosis are transmitted between women during sex. HIV, hepatitis B, gonorrhea, and chlamydia are less likely to be transmitted
- Often STDs do not have symptoms, so it is possible for a woman to become infected years earlier and still harbor the infection.

From Seattle – King County Public Health Department

And when we get it right...

I The doctor knew how to ask the right questions. She asked me if I had sex with men, women or both. Wow! That was a first. I felt I could open up and really talk to her about my health concerns.

Anonymous

Did You Know?

- In this first population-based study of lesbian and bisexual women's health, lesbians and bisexual women were found to be more likely than heterosexual women to have poor health behaviors and worse access to health care.
- [Arch Fam Med. 2000;9:1043-1051](#)



**More ways to improve
services to the LGBT
community visits our [Toolkit](#).**

**[Share and READ](#)
story/comments/
questions**



TOOLKIT

Sexual Histories

Welcome to the August Pride Story Toolkit! This toolkit provides you with online resources for referrals and information related to this month's Pride Story. Some of the referrals identified below are from local groups and agencies that serve LGBT clients and families.

The tools listed below, were identified by CCHS staff knowledgeable in LBGT issues and can be used by our staff to provide culturally appropriate service to the LGBT community.

- **Planned Parenthood has primary health care clinics for LGBT patients.**
<http://www.plannedparenthood.org/>
- **Local LGBTQI2-S resources.** www.EastbayPride.com
- **The Rainbow Community Center of Contra Costa County,**
<http://www.rainbowcc.org>
- **Taking a sexual histories,**
http://www.aglp.org/gap/2_sexualHistory/#donts
- **Safer Sex for Lesbians**
<http://std.about.com/od/stdsspecificcommunities/a/lesbiansafesex.htm>
- **Gay and Lesbian Medical Association,** www.GLMA.org
- **Archives of Family Medicine,** <http://archfami.ama-assn.org/>
- **AMA Journal of Ethics Devotes Its August 2010 Issue to LGBT Health Care:** <http://virtualmentor.ama-assn.org/>

The Pride Story Selection members hope that you will find the resources listed here useful.

Please pose any questions you might have on the Pride [Feedback Form](#).

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender (LGBT) Persons and their families



The purpose of this page is to illuminate the way biases regarding sexual orientation and identification have affected the experiences of our coworkers and those who use our services.

**You will see personal stories that may be either painful or uplifting,
but all these stories come from CCHS staff.**

We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LGBT community, and recognize that beyond our differences lies a common purpose – to work together to improve health.

Story: Hispanic/Latino LGBT

I have a 16-year-old Latino male patient who is gay and afraid to discuss his sexuality because of his family's reaction. His father is angry and violent about the possibility that his son is gay. I want to help him and his family and I don't know what resources for training exist to help me help him.



Suggestions for Staff:

- Remember, you are not only a medical professional; you may be the first line of acceptance for our clients, and their families.
- Honor Confidentiality. Be clear about what is confidential. Do not discuss your patient's sexual orientation or gender identity with others unless you have the client's permission. This includes family members.
- Create a supportive atmosphere by using inclusive language on all forms and in all oral exchanges.
- Recognize family behaviors that increase LGBT child's risk of health and mental health problems:
 - Physically hurting the child because of LGBT Identity.
 - Verbal Harassment because of LGBT identity
 - Excluding youth from family activities.
- Check the Contra Costa Health Services Mental Health's local LGBT resource list at www.EastBaypride.com

And when we get it right...

I was shocked when my son came out to me. I was brought up to believe it was unnatural and immoral. My son's physician put me in touch with some community-based services and, since then, my son and I have become closer than we ever were before.

Anonymous

Did You Know?

- In a study by the Center For American Progress, it was estimated that LGBT youth make up 20-40% of homeless youth in the U.S., while only 5-10% of the general youth population is LGBT. Of the 20-40% of the LGBT homeless youth, 14% are Latino.
- In a study of male teenagers self-described as gay or bisexual, 27% moved away from home because of conflict with family members over sexual orientation. Over half had run away from home at least once before.

**More ways to improve
services to the LGBT
community visits [our Toolkit.](#)**



**[Share and READ
story/comments/
questions](#)**



TOOLKIT

Hispanic/Latino LGBT

Welcome to the September Pride Story Toolkit! This toolkit provides you with online resources for referrals and information related to this month's Pride Story. Some of the referrals identified below are from local groups and agencies that serve LGBT clients and families.

The tools listed below, were identified by CCHS staff knowledgeable in LGBT issues and can be used by our staff to provide culturally appropriate service to the LGBT community.

- **Family Acceptance Project:** <http://familyproject.sfsu.edu> Publications (in English & Spanish) can be downloaded at: <http://familyproject.sfsu.edu/publications>
- **PFLAG, 1001 Golden Rain Rd., Walnut Creek, CA** <http://www.pflag.org/map/index.php?state=CA>
- **Rainbow Community Center of Contra Costa County:** www.rainbowcc.org
- **Local LGBTQI2-S resources:** www.EastbayPride.com
- **Gay Straight Alliance Network:** <http://gsanetwork.org> [GSA Directory of local schools that have a group click here.](#)
- **Homeless Resources:**
 - **Larkin Street Youth Services, San Francisco. Ph: 415-673-0911.**
Contact: Ed Melendez, ext. 246
 - **The Ark of Refuge, Young Adult Homeless Programs, San Francisco. Ph: 415-861-6566.**
Contact: Eric Politzer
- **Spanish Resources:**
 - **Somos Familia** - Phone: 510/685-2260 (Mirna) or 510/872-3683 (Laurin)
Email: somosfamiabay@hotmail.com
Somos Familia is the only organization oriented to Latino families seeking support for their children who are LGBTQ. The group was started by two mothers to extend support to other families with similar experiences and is located in the East Bay.
 - **AGUILAS** www.sfaguilas.org
Mailing: 2261 Market St. Box 496, San Francisco, Ca 94103
Office: 2095 Harrison St., San Francisco, Ca 94110
Tel: 415-558-8403 Fax: 415-558-9709 TTY: 415-558-0502
Twitter: <http://twitter.com/sfaguilas> Blog: <http://sfaguilas.wordpress.com>
AGUILAS is dedicated to creating a supportive, culturally sensitive environment for gay/bisexual Latinos. We strive to foster knowledge and pride of the diversity of our language, culture, history and spirituality. AGUILAS is committed to developing programs that promote health, well being and community building that foster positive self-identities, healthy relationships and leadership skills.
- **La Mission (film):** Ex-convict and recovering alcoholic Che (Benjamin Bratt) gets by on his macho persona, but lives for the love of his son Jesse (Jeremy Ray Valdez). When he discovers that Jesse has been living a secret life, Che reacts violently and is forced to examine his actions and the life he lives. Powerful and challenging, *La Mission* is a moving portrayal of redemption and fatherhood. <http://www.lamissionthemovie.com/>
- **Article: "Through the Looking Glass" by Jacqueline Nolley Echegaray, August 26, 2010**
http://www.americanprogress.org/issues/2010/08/looking_glass.html/index.html

The Pride Story Selection members hope that you will find the resources listed here useful.

Please pose any questions you might have on the [Pride Feedback Form.](#)

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender (LGBT) Persons and their families



The purpose of this page is to illuminate the way biases regarding sexual orientation and identification have affected the experiences of our coworkers and those who use our services.

**You will see personal stories that may be either painful or uplifting,
but all these stories come from CCHS staff.**

We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LGBT community, and recognize that beyond our differences lies a common purpose – to work together to improve health.

LGBT BULLYING AND SUICIDE

I am 17 and I am afraid that people will find out that I am Gay. I am afraid of what they will say. I heard a nurse talking about “those people”. I left the clinic and went home to my parents who are even more homophobic. I feel like killing myself. Where am I safe?

Suggestions for Staff

- People who are considering suicide usually give signals.
- There are concrete things you can do if you see what might be signals:
 - Show you care. Something like, “I’m here if you feel like talking.”
 - Bring it up. Something like, “Are you thinking about hurting yourself?”
 - Get help. Something like, “Let’s talk to someone. I’ll be there, too, if you want.”
 - If they won’t talk with a parent or someone at school, do it yourself.

The Youth Suicide Prevention Project suggests that you don’t want to glamorize or dramatize events like recent suicides. But you DO need to talk with your clients. Discussion questions might include these:

- What kinds of things stress you and your friends?
- What can you – or your friends -- do about the stress? What are some options?

If your friend was considering suicide, what could you do? What would you do?

Did You Know?

(The following are results from a study published in the American Academy of Pediatrics. These are excerpts from an article in the New York Times, “Family Response Key to Health of Gay Youth”, Dec. 2008)

- ...Gay teens who experienced negative feedback were more than eight times as likely to have attempted suicide, nearly six times as vulnerable to severe depression and more than three times at risk of drug use.
- More significantly, Ryan said, ongoing work at San Francisco State suggests that parents who take even baby steps to respond with equanimity instead of rejection can dramatically improve a gay youth’s mental health outlook.
- One of the most startling findings was that being forbidden to associate with gay peers was as damaging as being physically beaten or verbally abused by their parents in terms of negative feedback, Ryan said.

And when we get it right...

I haven’t told anyone that I’m gay. I need to know about HIV. I’ve always been able to talk with my doctor and I knew that was who could help me. We talked, she was cool and I’m safe in more ways than one.

Anonymous

Share your feedback & READ previous comments



See our Toolkit for ways to improve services to the LGBT community.



TOOLKIT

LGBT BULLYING & SUICIDE

Welcome to the October Pride Story Toolkit! This toolkit provides you with online resources for referrals and information related to this month's Pride Story. Some of the referrals identified below are from local groups and agencies that serve LGBT clients and families.

The tools listed below, were identified by CCHS staff knowledgeable in LBGT issues and can be used by our staff to provide culturally appropriate service to the LGBT community.

- **The Trevor Project:** www.thetrevorproject.org, 1-866-4-U-Trevor
- **It Gets Better Project on Facebook**
- **GLBT History Society:** www.glbthistory.org
- **UCSF LGBT Resource Center:** http://lgbt.ucsf.edu/out_resources.html
- **211 Database:** <http://65.166.193.134/IFTWSQL4/cccc/public.aspx>
- **Local LGBTQI2-S Resources Website:** www.EastbayPride.com
- **Rainbow Community Center—Concord (with groups also in Antioch and Richmond):** <http://www.rainbowcc.org>, 925-692-0090

The Pride Story Selection members hope that you will find the resources listed here useful.

Please pose any questions you might have on the Pride [Feedback Form](#).

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender (LGBT) Persons and their families



The purpose of this page is to illuminate the way biases regarding sexual orientation and identification have affected the experiences of our coworkers and those who use our services.

**You will see personal stories that may be either painful or uplifting,
but all these stories come from CCHS staff.**

We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LGBT community, and recognize that beyond our differences lies a common purpose – to work together to improve health.

TWO-SPIRITED

A friend of mine from the Lakota tribe identifies as Two-Spirit. He and I went to a health clinic to get a medical appointment and then to get some information on treatment of a health condition. (In appearance and mannerisms he has taken on both masculine and feminine characteristics.) The receptionist appeared uncomfortable and kept turning to me to answer her questions: "When do *you* need an appointment?" "What are *the* concerns?, etc. The nurse he saw did her job but made very limited physical contact and offered no pleasantries. The physician kept the interaction very short and did not make eye contact. Workers throughout the clinic that we encountered seemed uneasy with my friend's appearance. Because of this experience, my friend declined a follow-up appointment and said he would go to another health clinic that he had been treated at before he moved here. I am not sure he was able to consistently follow-up with medical care due to the distance. The end result was that my friend made fewer preventative visits and became much sicker.

Suggestions for Staff

- Learning aspects about different cultures can help you in how you interact with your clients.
- For Two-Spirit communities this includes learning about both (historical and contemporary) cultural; gender and sexual perspectives.
- Always be aware of how you would be affected if something very sacred and important to you, culturally, was treated with disregard and/or disdain.
- Important skills, values and attitudes when working with native American communities include; helping skills, listening skills, culture specific skills, being open/nonjudgmental, valuing diversity, willingness to learn, social justice and caring (Weaver, www.nnaapc.org/publications/publications.htm)

And when we get it right...

"It was so refreshing to come into a health care setting that treated me physically, emotionally and spiritually, as a whole being. I think I'll continue to come here for all my health care needs."

Anonymous

Did You Know?

The two-spirited person is a native tradition that anthropologists have identified in some of the earliest discoveries of Native artifacts. Much evidence indicates that Native people, prior to colonization, believed in the existence of cross-gender roles, the male-female, the female-male, and what we now call the two-spirited person.

These individuals were looked upon as a third and fourth gender in many cases and in almost all cultures were honored and revered.

Although "Two Spirit" did not start as an all inclusive term--nowadays it often refers to both LGB and Transgender Native Americans.

The term "Two Spirit" usually implies a masculine spirit and feminine spirit living in the same body.

Native American Two Spirit use the traditional roles they are reclaiming when identifying their sexual orientation. The Two Spirits combined together allow the individual a sense of pride instead of the shame when identifying as Native American LGBTQ.

See our [Toolkit](#) for ways to improve services to the LGBT community.

- [Click here to SHARE your feedback](#)
- [READ Previous Comments Here](#)



TOOLKIT

TWO-SPIRITED

Welcome to the November Pride Story Toolkit! This toolkit provides you with online resources for referrals and information related to this month's Pride Story. Some of the referrals identified below are from local groups and agencies that serve LGBT clients and families.

The tools listed below, were identified by CCHS staff knowledgeable in LBGT issues and can be used by our staff to provide culturally appropriate service to the LGBT community.

- **Bay Area American Indian Two-Spirit:** www.baaits.org
Phone: 415-865-5616 BAAITS is a community-based volunteer organization offering culturally relevant activities for Gay, Lesbian, Bisexual, Transgender and Intersex Native Americans, their families and friends. Two-Spirit refers to the commonly shared notion among many Native American tribes that some individuals naturally possessed and manifested both a masculine and feminine spiritual qualities. American society commonly identifies Two-Spirit People as Gay, Lesbian, Bisexual or Transgender.
- **Local LGBTQQI2-S** (Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Two-Spirit) Resources Website: www.EastbayPride.com (See Ethnic & Cultural Resources page.)
- **Rainbow Community Center, Concord, CA**
Two-spirit staff and support: <http://www.rainbowcc.org>
- **Native American Wellness Center, Richmond, CA**
Contact Courtney Cummings, 510-232-7020: <http://www.nativehealth.org>
- **McGill Project Interaction:** www.mcgill.ca/interaction/mission/twospirit/
- **Native American HIV/AIDS Awareness Day, March 21st:**
<http://www.omhrc.gov/hivaidsobservances/nnaad/index.html>

The Pride Story Selection members hope that you will find the resources listed here useful.

Please pose any questions you might have on the Pride [Feedback Form](#).

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender (LGBT) Persons and their families



The purpose of this page is to illuminate the way biases regarding sexual orientation and identification have affected the experiences of our coworkers and those who use our services.

**You will see personal stories that may be either painful or uplifting,
but all these stories come from CCHS staff.**

We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LGBT community, and recognize that beyond our differences lies a common purpose – to work together to improve health.

LGBT Parenting

I am a lesbian with a 2-½ year old son whom my wife gave birth to. When our son was 4 months old, he suddenly became gravely ill and was admitted to the Intensive Care Unit. Because he was still nursing, it was obvious that my wife was his biological parent. It was also very clear that people were having a very hard time understanding that I was his other parent.

When I would introduce myself as his Mama to medical providers, they would look very confused and say, "I thought she was his mother" and point to my wife. Doctors and nurses would discuss his condition and possible treatment options with my wife but not make an effort to include me. One day, a nurse asked me why I didn't give birth (I have major infertility problems and tried unsuccessfully for years) and started asking really personal questions about how my wife got pregnant. Worrying about being excluded from medical decisions and having to answer intimate details about our life that weren't related to our son's care added an extra layer of stress that made it really hard to be present for him when he needed me the most.

Suggestions for Staff

- Take the time to learn about LGBTQ families – don't make assumptions
- Be mindful of your comments to families and use your "professional or service provider lens filter"
- When greeting your client/patient's family try on: "Hi, I'm _____ and you are? (This provides opportunity to the caregivers to describe their family dynamics)

And when we get it right...

"I was so stressed out when my child had pneumonia and had to be hospitalized. The nursing staff was amazing. They asked what our daughter called each of us and who was in our family. They always referred to my husband with our child's name for him, popo, and me, as dada. They really paid attention to all of the details about our family. (As shared by gay male parents)"

Did You Know?

Children with one or more LGBTQ Parent(s) have this to say:

- We look no different than our peers.
- We are very aware of discrimination against our families (even if the parents are trying to shield us).
- We come from all types of families - we are children of divorced parents, ethnically diverse families, hetero-appearing families, trans-parented families and blended families.
- A large number of children are adopted into gay families. We face great pressures from family and society to be or at least appear "straight," "normal," or "perfect," in addition to all the other pressure our peers face through life.

See our [Toolkit](#) for ways to improve services to the LGBT community.

- [Click here to SHARE your feedback](#)
- [READ Previous Comments Here](#)



TOOLKIT

LGBT PARENTING

Welcome to the December Pride Story Toolkit! This toolkit provides you with online resources for referrals and information related to this month's Pride Story. Some of the referrals identified below are from local groups and agencies that serve LGBT clients and families.

The tools listed below, were identified by CCHS staff knowledgeable in LBGT issues and can be used by our staff to provide culturally appropriate service to the LGBT community.

- **www.EastbayPride.com** Local LGBTQQI2-S Resources (includes Parents & Family Member Resources and Youth Resources), <http://www.eastbaypride.com/>
- **COLAGE (children of LGBT parents).** COLAGE is a national movement of children, youth, and adults with one or more lesbian, gay, bisexual, transgender and/or queer (LGBTQ) parent/s. COLAGE National Office, 1550 Bryant Street, Suite 830, San Francisco, CA 94103 phone: 415-861-5437, <http://www.colage.org/>
- Queer parenting resources, activities and articles at <http://www.ourfamily.org>: **Our Family Coalition, The Bay Area's LGBTQ Family Organization.** East Bay office at 344 40th Street, Oakland, CA 94609, phone: (510) 332-0496.
- **HRC Family Net Human Rights Campaign.** A resource and online information base for LGBT families sponsored by the Human Rights Campaign., <http://www.hrc.org/>
- **Family Pride Coalition.** National organization to provide advocacy and support for LGBT parents and their families. <http://www.familypride.org/>
- **On-line course: Providing Culturally Competent Care to LGBT Clients and Patients** (through 12/8/10). [Read more or register.](#)
- **Mombian: a web** site for lesbian moms and other LGBT parents, offering a mix of parenting, politics, diversions, and resources for all our varied roles, www.mombian.com
- **Gay & Lesbian Medical Association:** Publications: Guidelines for Care of LGBT Patients + Others. www.glma.org
- www.simonlev.blogspot.com A blog by two lesbians caring for their critically ill child. Has tagged posts that address issues LGBT parents with children who have health issues may face.

The Pride Story Selection members hope that you will find the resources listed here useful.

Please pose any questions you might have on the Pride [Feedback Form.](#)

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender (LGBT)



Persons and their families

The purpose of this page is to illuminate the way biases regarding sexual orientation and gender identity have affected the experiences of our coworkers and those who use our services.

***You will see personal stories that may be either painful or uplifting,
but all these stories come from CCHS staff.***

We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LGBT community, and recognize that beyond our differences lies a common purpose – to work together to improve health.

Being Both Transgender and African American

I am a transgender African American female. I went from being a man to a woman. One day I came to one of the County health centers. Normally the staff there knows me since I am a regular patient. However this one day there was a substitute registration clerk. The clerk called out loudly in front of all of the patients in the waiting room “Mr. Smith – where is Mr. Smith?” I was so embarrassed because if you look at me you can see I am a female. When I went up to the clerk she said, “Oh I thought you were a man.” This was really very awkward and hurtful and if it had not been that I was a regular patient at this health center I would have not returned. You know it’s not easy being a transgender person, especially since I am also African American. Most people don’t realize that I face prejudice every day. In the African American community, the churches and the families do not easily accept my gender identity and sometimes I even feel prejudice from fellow LGBT. If people really stopped to know me they would find that I am an involved community resident trying to live a good life. And you know what? I have peace with who I am.

Suggestions for Staff

- Don’t assume gender identity.
- If you are not sure ask the person, “What name do you prefer to be called?”
- Ask this question privately.
- Take time to educate yourself and your staff about gender identity.
- Treat every patient with the same respect - everyone deserves that

And when we get it right...

“I was so relieved the first time I wore a dress to the clinic, and the clinician addressed me as a woman. Everyone was accepting and asked me what my preferred name is and treated me with care and respect.”

Anonymous

See our Toolkit for ways to improve services to the LGBT community.

Did You Know?

With little fanfare, more and more large corporations, including Coca-Cola, Campbell Soup and Walt Disney, have expanded their insurance coverage to meet the needs of transgender workers. The trend follows a concerted push by transgender rights advocates to get employers and insurers to see sex reassignment the way the American Medical Association does — as a medically indicated rather than an optional procedure.

Among the corporations providing transgender-inclusive health benefits are some leading Wall Street and Main Street brands. American Express, Kraft Foods, AT&T, Yahoo!, Eastman Kodak, Sears, Morgan Stanley, Price Waterhouse, General Motors and State Farm are among 85 large businesses and law firms that cover the cost of at least one surgery, according to a 2010 survey by the Human Rights Campaign, the nation’s largest gay rights group.

The number is expected to spike this year, when HRC adds availability of surgery-inclusive medical benefits for transgender employees or transgender dependents to the criteria in its annual corporate diversity report card.”

MSMBC 2/21/11

[Click here to SHARE your feedback](#)

[* READ Previous Comments Here](#)



TOOLKIT



Being Both Transgender and African American

Welcome to the February Pride Story Toolkit! This toolkit provides you with online resources for referrals and information related to this month's Pride Story. Some of the referrals identified below are from local groups and agencies that serve LGBT clients and families.

The tools listed below, were identified by CCHS staff knowledgeable in LGBT issues and can be used by our staff to provide culturally appropriate service to the LGBT community.

- For local **LGBTQQI2-S Activities & Services** (including MH Counseling and Family services) call the Rainbow Collaborative at 925/692-2056.
- **www.EastbayPride.com** Local LGBTQQI2-S Resources (includes Parents & Family Member Resources and Youth Resources), <http://www.eastbaypride.com/>
- **Transgender Health Resources for Patients and Providers: Gay and Lesbian Medical Association.** www.GLMA.org
- **Diablo Valley Girls,** <http://www.diablovalleygirls.org>
- **Transgender Health Empowerment,** <http://www.theincdc.org>
- **The Transgender Organizations Support** http://www.theglbt.com/T_organizationsSupport.cfm
- **Black History Month GLBTQ Recommended Reading at** <http://www.glbtq.com>
- **"TRANSforming Health Care",** a 17 minute video for health care providers. Order free from the CA HIV/AIDS Hotline, 1-800-225-2437, <http://www.aidshotline.org>
- **African American Gay Youth and Their Parents: Coping with Double Stigma.** Psychology Today 10/21/2010.
- **Gay Black Men: An online resource for gay black or African-American men.** http://gaylife.about.com/od/africanamerican/Gay_Black_Men.htm
- **African-American Transgender Youth – Journal of Gay and Lesbian Mental Health.**
- **"Transitions" Transgender and Questioning Youth Support Group at the Rainbow Community Center-**Concord, CA. <http://www.rainbowcc.org/groups.html>
- **Transgender Support Group:** An all-inclusive support and discussion group for cross-dressers, transsexuals and other people who identify as gender variant. <http://www.rainbowcc.org/groups.html>

The Pride Story Selection members hope that you will find the resources listed here useful.

Please pose any questions you might have on the Pride [Feedback Form.](#)

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.



In support of health equity/equality for Lesbian, Gay, Bisexual, Transgender (LGBT) Persons and their families



The purpose of this page is to illuminate the way biases regarding sexual orientation and identification have affected the experiences of our coworkers and those who use our services.

You will see personal stories that may be either painful or uplifting, but all these stories come from CCHS staff.

We hope that after reading these stories you internalize, identify and recognize the filters that may affect how you interact with people from the LGBT community, and recognize that beyond our differences lies a common purpose – to work together to improve health.

A Mother's Story

I am the mother of a transgender daughter. The day my child told me that she could not live one more day in the body of a male, my world collapsed. At first I felt like my child had died, and the world had shifted underneath me. I had no idea what to do next, or how to go on with life. After what seemed like hours of tears and shock, I said, "Well, I love you no matter what. We'll find our way through this together, somehow." I had no idea how much pain and suffering my child had experienced during her first 19 years of life. She said she knew since she was 5 years old that she was a girl, and somehow, just ended up in the wrong body. Our family was not prepared for this; we had no idea of how to cope or what to do next. We had no clue...Two years later I can say that my daughter and the rest of my family survived this transition only because of the help we received from caring therapists and physicians, and the wonderful people at the Rainbow Center of Concord. I found the support and strength I needed to face this through the PFLAG meetings offered at the Center. An entire new world opened up to me and helped me to understand that the only way I could really support my child through this transition is through unconditional love. And that's what given us strength during this journey into a new life. I can now proudly say that my daughter has completed her transition from male to female. She is a happy and confident young woman, with all of life's beauty shining from within her.

Suggestions for Staff

- Listen generously (with deep respect).
- Be willing to try on new ideas and perspectives.
- Make no assumptions.
- Become familiar with providing medical care to transgender patients (American Medical Association's Resolution 122, please visit our toolkit)

And when we get it right...

"People in the health professions will open their hearts and their minds to understand transgender issues. Health care providers will create the opportunity for transgender people and their families to come out from under their silence and their pain, and to live their lives with freedom and respect."

Anonymous

- See our Toolkit for ways to improve services to the LGBT community.
- [Click here to SHARE your feedback](#)
- [READ Previous Comments Here](#)

Did You Know?

When **Jeanne Manford** marched with her son, Morty, in New York City's Gay Pride parade in 1972, her sign read, "Parents of Gays Unite in Support for Our Children." A year later, 20 people attended what would be the first PFLAG support meeting.

Since that time, the meaning of "support" for PFLAG has grown to include more people than just parents. PFLAG's support efforts provide encouragement and resources to parents, families, friends, as well as LGBT people themselves. In more recent years, we've added special outreach programs for transgender people and their loved ones and straight spouses of LGBT individuals.

Find a PFLAG chapter: PFLAG chapters exist in every state. Find the one near you. Or check out the interactive PFLAG Chapter Map to see where your nearest chapter is located.



TOOLKIT

A Mother's Story

Welcome to the March Pride Story Toolkit! This toolkit provides you with online resources for referrals and information related to this month's Pride Story. Some of the referrals identified below are from local groups and agencies that serve LGBT clients and families.

The tools listed below, were identified by CCHS staff knowledgeable in LBGT issues and can be used by our staff to provide culturally appropriate service to the LGBT community.

- **www.EastbayPride.com** Local LGBTQQI2-S Resources (includes Parents & Family Member Resources and Youth Resources), <http://www.eastbaypride.com/>
- **[American Medical Association's Resolution 122.8](#)** Accessing and affording appropriate medical care, from psychotherapy to hormone therapy to any range of surgeries, is a major challenge for many within the transgender community because of prejudice, ignorance, and blatant discrimination. On June 16th, 2008, the American Medical Association's House of Delegates passed a resolution for "Removing Barriers to Care for Transgender Patients," which states "Resolved, that our American Medical Association support public and private health insurance coverage for treatment of gender identity disorder as recommended by the patient's physician."
- **Rainbow Community Center, Concord, CA**, <http://www.rainbowcc.org>
- **Gender Spectrum**: <http://www.genderspectrum.org>
Gender Spectrum provides education, training and support to help create a gender sensitive and inclusive environment for all children and teens.

Social Services Resources

- [The Transgender Child](#)
- [Child Welfare League of America's \(CWLA\) Best Practice Guidelines on Serving LGBT Youth in Out-of Home Care \(Executive Summary\)](#)
- [Hidden Injustice: Lesbian, Gay, Bisexual, and Transgender Youth in Juvenile Courts](#)
- [Early Childhood Development – Your Options – How Do I Know If My Child Is Transgender?](#)
- [Working with Transgender Youth – Getting Down to Basics](#)
- [Responding to the Special Needs of Homeless Transgender Youth](#)
- [Helping Families Support Their Lesbian, Gay, Bisexual, and Transgender \(LGBT\) Children](#)
- [Transgender Youth and Life Threatening Behaviors](#)
- [New Policy for Transgender Kids in NY juvenile Jails](#)

General School Resources

- [How to Improve the Experience for Gender Nonconforming and Transgender Students](#)
- [Discussing Gender](#)
- [The Transgender Athlete](#)
- [Transgender Student Rights and Restrooms \(Maine\)](#)

The Pride Story Selection members hope that you will find the resources listed here useful.

Please pose any questions you might have on the Pride [Feedback Form](#).

The contents of the toolkit are solely the responsibility of the authors of the web sites and do not necessarily reflect any official recommendation from the Pride Story Committee or CCHS.

In recognition:

On behalf of the Contra Costa Health Services (CCHS) Pride Initiative, a project of CCHS Reducing Health Disparities Unit, we would like to thank you for reading through this booklet and learning from the stories. We want to especially acknowledge the Contra Costa County Board of Supervisors, Dr. William Walker, Director CCHS, Wanda Session, Assistant to the Health Services Director, our Division Directors and all our staff for the significant strides already being made to assure that Contra Costa County and CCHS is an accessible, safe and effective health care system for the LGBT population. With their support our Pride Initiative has had great success and will have a positive impact on the health of many Contra Costa LGBT individuals and their families.

*Printing of this story booklet was made possible by Mental Health Services Act funding,
Contra Costa Health Services' Behavioral Health and Homeless Services*

