

# Guide for Two-Spirit, Transgender, Non-Binary, and Gender-Diverse Employees in the Federal Public Service

Created by the Public Service Pride Network's Gender Identity and Expression Action Committee in partnership with 47 other federal organisations



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# Introduction

We are thrilled announce a significant milestone in promoting inclusivity and support for all 2SLGBTQIA+ employees within the Federal Public Service.

The Gender Identity and Expression (GIE) Action Committee of the Public Service Pride Network (PSPN) is proud to present this comprehensive guide for Two-Spirit, transgender, non-binary and gender-diverse employees within the Federal Public Service. This resource follows an [Open Letter](#) we sent to Deputy Ministers in May 2023, urging proactive measures to support the rights and well-being of our diverse community.

This guide, developed by Two-Spirit, transgender, non-binary and gender-diverse employees, shares our collective knowledge with the community. Allies may also find it helpful.

This guide offers valuable information, guidance, and resources to support a smooth and supportive experience for all. We hope it provides the support, knowledge, and encouragement needed to navigate personal journeys with confidence and authenticity.

We understand that while the guide addresses the needs of our diverse community, it may not resonate with everyone, as each person's journey is unique. The guide will be continually updated with the latest insights, best practices, and resources, reflecting our commitment to inclusivity in the Public Service.

Please note that this guide is not a legal document or comprehensive policy resource for all federal organisations. It serves as a general resource to support our diverse community. We extend our thanks to everyone who contributed to its creation.

We encourage each of you to thoroughly explore and make use of this guide, and we welcome your valuable input. Please send your feedback via email to [PSPN-RFFP@csps-efpc.gc.ca](mailto:PSPN-RFFP@csps-efpc.gc.ca).

Together, let us continue to cultivate a work environment that exemplifies the values of respect, empathy, and unity.

*Gender Identity and Expression Action Committee*

*Public Service Pride Network*

## Two-Spirit Identity

Indigenous cultures have had specific language and terminology for gender identity, expression, and sexual orientation since time immemorial. Two-Spirit was agreed upon at the 3rd annual inter-tribal Native American/First Nations gay and lesbian gathering in Winnipeg, Manitoba, in 1990 to distinguish between Indigenous and non-Indigenous experiences. Two-Spirit is a pan-Indigenous identity that is gender variant and includes the interrelatedness of all aspects of identity, including sexuality, gender, culture, community, and spirituality. It is important to note that not all Indigenous sexual and diverse people identify as Two-Spirit but also as Indigiqueer and other identities.

Colonization has profoundly (and adversely) impacted Indigenous identities, including those who self-identify as Two-Spirit. Due to the impacts of colonization, the residential school and the sixties scoop experience, many nations and communities are working on reclaiming their traditional language and practices. As a result of colonization, the teachings of Two-Spirit have been erased. Consequently, many Two-Spirit people are reclaiming their identities and knowledge and their Indigeneity.

To be an Ally, it is encouraged to understand Canada's colonial history and to use gender-neutral language and pronouns when interacting with the Two-Spirit people.

[GCconnex](#) is an excellent resource for networking and collaborating within the federal government for public servants. It allows for open discussion on various topics, such as PSI and Two-Spirit, within the workplace.

To learn more, the [Canada School of Public Service](#) also has [Positive Space Initiative: 2SLGBTQI+ Awareness \(INC111\)](#) and [Positive Space Initiative: Becoming an Ambassador for 2SLGBTQI+ Inclusion \(INC112\)](#) and [Indigenous learning products](#), which are up on the GC campus.

## Navigating Transition and Gender Expression at Work

Navigating the workplace as a Two-Spirit, transgender, non-binary, and/or gender-diverse person can be challenging. This section of the guide will provide some basic guidance and helpful tips to make the experience as safe and comfortable as possible.

When coming out in the workplace, you may choose to confide in a supervisor, manager, or a trusted colleague about your gender identity. Remember that managers should never pressure you to disclose medical information or anything you're uncomfortable sharing. If you decide to share details like your gender identity, expression, or transition with your manager, colleague, or Human Resources (HR) personnel, prioritize privacy and confidentiality.

## Getting Hired and Starting Work

In the process of looking for work, participating in competitions, or mid-hiring, many Two-Spirit, transgender, non-binary, or gender-diverse people have to navigate discrepancies with legal names, gender expressions, and other aspects of gender identity. If you expect that hiring managers may encounter your old name or pre-transition documentation while checking your references or performing your security clearance, you may want to disclose that information to them ahead of time to avoid confusion. However, if you anticipate any form of discrimination based on your gender identity and you do not have to disclose for identity verification reasons, preserving your confidentiality is a valid option and can be the safest course of action. It is always up to you, as the employee, to choose the degree to which you are out at work.

It may be worthwhile to gather information prior to considering changing jobs or organisations. For those of you who prefer not to disclose your transition journey at work, it is important to be prepared for some of the following considerations. The following is not an exhaustive list, but a suggestion on how one might prepare for applying for and starting a new position within the Federal Public service – whether out or not, disclosing or not, etc.

Some considerations when applying for new positions:

*Will you need to prove your educational credentials or certifications? Are these issued in the appropriate name, and if not, are you able to obtain updated copies?*

- Logging in to your GC Jobs profile, you can attach your most up-to-date CV, cover letter, and educational documents to each new process you apply for. Bear in mind that many institutions will not reissue educational credentials or certifications, so you may need to be prepared for the possibility of outing yourself to someone in HR, or to a future manager.
- If you obtained credentials outside of Canada and have had your educational documents assessed by the [International Credential Assessment Service of Canada](#), you can contact this service directly, or the [Canadian Information Centre for International Credentials](#), to request their assessment be re-issued with updated information if the identification pieces have been updated legally. There may be fees associated.
- Being prepared ahead of time as to what information is to be shared, with whom and under what circumstances, may decrease your potential stress and mental harm.
- Where there is insufficient time to change educational credentials, a copy of a name change and/or gender marker change official document may be requested by the hiring department or agency.

*Will you need to provide official name change and/or gender marker certificates?*

- The requirements around official documentation for name and/or gender marker changes vary by organisation and security office. If you are receiving conflicting

instructions, please reach out to your organisation's 2SLGBTQIA+ network and/or the [PSPN](#).

*Are your references aware of and willing to refer to you with your current name and/or pronouns?*

- You may be required to use references whom you are not comfortable listing, or that you are concerned may not be willing to use the correct name or pronoun for you.
- If that is the case, you are encouraged to reach out to either the HR Advisor whose name is on the poster, your union representative (if you work in government already), or a trusted member of management.

*Should you request to see your employee file to ensure that information within it is the most accurate and up to date?*

- Your pay file contains letters of offer, documents to do with acting positions, tax forms, any leave of absence letters, etc.
- You may contact the [Pay Centre](#) resources or submit an [Access to Information and Privacy \(ATIP\) Online Request](#).
- If there are pieces of identifying information that you would like to have removed, replaced or possibly redacted to reflect proper/current name(s), honorifics, prefixes, pronouns, you are encouraged to reach out to your manager or HR.
- Depending on the type of document, changes may be more or less difficult to make. Therefore, the person looking at your request may need to further escalate the issue in order to answer your questions.

*Do you require special considerations for a [Duty to Accommodate \(DTA\)](#) plan that is currently in place, or may be required within the new position? Are the documents involved in any existing DTA reflective of your current pronouns, name(s), honorifics, prefixes, etc.?*

- A formal DTA will often require a functional abilities test, filled out by a medical practitioner. This form can only be amended by the doctor who issued it.
- An informal DTA, between employees and managers, can be updated at any point to reflect the most current information as it relates to the accommodation, including changes to names, pronouns, honorifics, prefixes, etc.
- You can also fill out a [Government of Canada Workplace Accessibility Passport](#), which is owned by you and allows for regular amendments. The passport is a document between you and your manager. It will help outline potential accommodations that can take place without putting a DTA agreement in place.
- Information within your DTA agreement cannot be shared without your consent.
- If you are concerned with the sensitive nature of how you may be referred to within the DTA agreement, or for any reason are not comfortable broaching the topic with your former manager, a simple solution is to draw a new DTA agreement with your new manager.

- Prior to DTA agreements being filed, an employee will be given the chance to review the managers notes and request any changes they see fit.

*Will the potential new position require a new or higher security clearance?*

- Employees should be aware that the updated Personnel Security Screening Form does not currently allow for gender marker “X”, nor does it have a place to indicate a change in gender marker.
- You should use your current legal gender or the gender that is currently reflected in other internal systems such as Phoenix and PeopleSoft.
- This is also the case for fingerprinting; prioritize your safety and minimize friction when interacting with Commissionaires and the Royal Canadian Mounted Police, and do not hesitate to reach out to a manager or the [PSPN](#) for assistance.

*Will you need to update your Second Language Evaluation (SLE) results?*

- To obtain your existing SLE results, you must complete the [online form](#).
- To update your test results after a name change, you should contact the Public Service Commission at (819) 420-6686, or email [CFP.Resultats-Test-Test-Results.PSC@cfp-psc.gc.ca](mailto:CFP.Resultats-Test-Test-Results.PSC@cfp-psc.gc.ca).
- If you are undertaking a new SLE, it is possible to request accommodations for French language testing to make the evaluator aware of your gender identity so as to avoid being penalized for your conjugation of verbs and adjectives based on the examiner’s perception of your gender.

*Is there access to safe and inclusive washrooms in the workplace?*

- If you require the use of a inclusive washroom or changing room, it is important that you signal this requirement to your departmental contact. By doing so, you allow the organisation to take proactive steps towards ensuring accessibility and comfort for all individuals, regardless of their gender identity.
- Moving to a new office can be stressful and mentally demanding for anyone, but for Two-Spirit, transgender, non-binary, and gender-diverse employees this can open up new avenues for potential harm, whether intentional or unintentional. There is always a risk of being misgendered and being addressed by the incorrect pronouns.
- Colleagues may take a moment to adapt to your new pronouns and/or name. During this time, it is beneficial to have the support of your management. It is important for action to be taken on behalf of the organisation and team members to ensure a respectful working environment.

This guide will delve deeper into the issue of transphobia in the workplace in [Dealing With Transphobia in the Workplace](#).



# Transitioning at Work

Coming out at work is a deeply personal and individual choice. Each person's journey and circumstances are unique, and it is crucial to respect and support their autonomy in deciding when and how to disclose their gender identity, gender expression, transition or any other personal information. Some may choose to come out early in their employment to establish an open and authentic relationship with their managers and colleagues, while others may prefer to wait until they feel comfortable and secure in their workplace environment.

Some employees may confide in their manager and request to together to inform the team. Some may instead turn to a close colleague, a member of the [PSPN](#), a union representative, or a counsellor at the [Employee Assistance Program](#) (EAP) over time.

Ultimately, this is your journey. The decision to come out at work should be driven by your level of comfort and safety. Note that colleagues may not be held to the same confidentiality standards as managers.

No matter how you decide to begin the process of transitioning at work, you deserve to feel supported and safe. If this is your manager and/or team's first time supporting someone through coming out and transitioning, it may be helpful for them to seek out resources such as training and awareness sessions, or even external resources such as those found in the Additional Resources section.

## Transition Plan

If you choose to come out to your manager, you can work together to create a transition plan to address your needs.

The plan might cover:

- Informing your colleagues about any name or pronoun changes
- Strategies for handling potential barriers and safety concerns
- Steps to ensure your comfort during your transition or coming out in the workplace
- Expected dates for legal or informal name or gender marker change
- Anticipated medical leave date for gender-affirming care and the type of leave
- Timely updates to Payroll, Benefits, Security and internal systems about legal name or gender marker change
- Possible Duty to Accommodate (DTA) measures, like access to safe and inclusive bathrooms
- Additional measures at work as needed.

The transition plan includes informing your team about your chosen name, pronouns, and how to respect your gender identity and expression. You can do this through a meeting with your manager or by sending an email. In developing the plan, you may involve your union representative. The plan can be adjusted as your gender identity and

expression evolve, but successful progress relies on open communication and involving key resources within your organization.

### Duty to Accommodate

While the term is often associated with requests for disability-related accommodations, the [Duty to accommodate](#) requires employers to identify and remove barriers that have an adverse impact on employees based on one or more of the 13 prohibited grounds for discrimination (including gender identity and gender expression) set out under the [Canadian Human Rights Act](#), and to implement measures necessary to allow these employees to perform their duties to the best of their abilities (up to the point of undue hardship for the employer).

For more information, check out [Know Your Rights](#).

Each individual's transition is a unique journey. You may not know all of the details of your transition from the outset, so your transition plan should be treated as a living document. The level of detail (and whether to create and use a transition plan at all) is completely at your discretion.

You may use your individual transition plan as a guide when you are changing jobs or employers.

A template can be found in [Annex A](#).

## Informing Colleagues

It is up to you to determine the best communication approach to use when coming out in the workplace, with the support and guidance of your manager. You may want to consider factors such as the size and type of your workplace. For example, in small teams, face-to-face may be the best form of communication, whereas for larger teams, email may be more convenient.

Keep in mind that a decision will have to be made on how broadly the information is disseminated, and you should have an agreement with management on who will disseminate that information. Overall, it is recommended to try to strike a balance between those who need to or should know versus unnecessarily making you feel that you are now in the public eye. You are never obligated to come out to anyone if it makes you feel unsafe. You are not responsible for educating your colleagues; [Additional Resources](#) contains information that you may want to share with your manager and team.

Non-binary employees may encounter specific barriers related to their colleagues' knowledge and comfort – or lack thereof – with pronouns and forms of address, or other aspects of non-binary and gender-diverse identities. For that reason, you may want to

include a brief primer on the use of your pronouns in the information shared with your manager and team in addition to other resources.

## Taking Leave for Gender-Affirming Care

According to the [Directive on Leave and Special Working Arrangements](#), the employer may grant up to half a day of paid time off for employees to attend their own personal medical and dental appointments without charge to their leave credits in cases of routine, periodic check-ups. For a full time employee, a half day is considered to be one half of the normal daily hours of work in accordance with the applicable collective agreement (i.e. a maximum of 3.75 hours for an employee whose workday is 7.5 hours) including those employees working variable hours. For a part-time employee, the time off with pay would be in the same proportion as their normal daily hours of work compared with the normal daily hours of work of a full time employee as specified in the applicable collective agreement. When a series of continuing medical or dental appointments are necessary for treatment of a particular condition, persons with the delegated authority ensure that absences are entered to the person's sick leave credits.

For more information about leave, please see [Surgery and Recovery](#), as well as the relevant collective agreement and/or the [Directive on Leave and Special Working Arrangements](#).

## Gender Expression at Work

### Dress Codes and Uniforms

Your employer should allow some flexibility in dress code to accommodate your personal gender expression — for example, you may choose to wear a 'women's' blouse with 'men's' pants, or another combination, either temporarily or permanently.

As a general rule, uniform policies should give employees real choices that they feel comfortable with.

In GC workplaces requiring uniforms or dress codes, employees are permitted to dress within the stated guidelines in the way that they feel most comfortable. For example, if uniforms are gendered then you should be provided with the choice of which uniform to wear. If/when you opt for a new uniform, you should be supplied with uniforms that fit appropriately, or are tailored to fit appropriately. Practical details, such as who pays for uniforms, should be dealt with according to the usual policy on similar issues.

## Specific Dress Codes

### **Canadian Armed Forces (CAF)**

The updated [Dress Instructions](#) for the Canadian Armed Forces (CAF) came into effect in early September 2022, allowing Navy, Army, and Air Force personnel to wear distinctive environmental uniforms (DEUs). The new instructions state that DEUs are no longer gender-based. This means that both catalogues of uniforms are now available to all members, and they are free to mix and match them as they choose.

CAF members may choose their uniform design, which must fit them properly/professionally, as per the Dress Instructions. Some restrictions may be imposed in certain circumstances such as on parade. References to gender have been removed but traditionally gendered items like skirts, nylons, and purses are still part of CAF dress and may be worn by CAF members of any gender identity.

Long nails, ear piercings, coloured hair, and facial hair are all permitted as long as certain conditions are met.

See [Frequently Asked Questions Regarding Changes to the Canadian Forces Dress Instructions](#)

### **Correctional Services Canada (CSC)**

CSC personnel who are required to wear uniforms must follow the guidelines in the [dress code directive](#). These guidelines continue to be gendered.

## Work Assignments and Duties

Where gender-specific work assignments or duties exist, employees should be assigned to duties and participate in ways you feel safe and comfortable and, if requested, are consistent with your gender identity.

In rare instances, there may be a need to assign work on a gender-specific basis (for example at CSC with offender body search processes). If you are placed in a gender-specific assignment or required to perform gender-specific duties, your manager should consider your comfort/safety level and you may request an assignment corresponding to your gender identity regardless of your sex assigned at birth.

## Access to Safe and Inclusive Washrooms

As a Two-Spirit, transgender, non-binary, and/or gender-diverse employee, it is essential to know that you have the right to access and utilize facilities that you are comfortable using and that correspond with your gender identity. This includes restroom facilities that you feel comfortable using, regarding of your sex assigned at birth. Under the *Canadian Human Rights Act*, you have the right to be free from discrimination based on your gender identity, and no one should ever ask you to “prove” your gender identity

to access these facilities. Please consult the next section about [Dealing with Transphobia in the Workplace](#).

Several federal organizations, such as Public Services and Procurement Canada (PSPC), Fisheries and Oceans Canada (DFO), Employment and Social Development Canada (ESDC), and Parks Canada, are currently working on projects to add or convert washrooms to be single-gender or gender-inclusive. If your workspace doesn't have a gender-inclusive washroom, you have the right to use the gendered washroom that you feel safest and most comfortable with. If you don't feel safe or comfortable using a gendered washroom and there's no gender-inclusive option, you may be able to request accommodation under a [DTA agreement](#).

[Additional Resources](#) contains an updated list of gender-inclusive bathrooms in GC workplaces, as well as tools to find other gender-inclusive washrooms.

## Dealing with Transphobia in the Workplace

This guide was carefully crafted to provide support and resources specifically tailored to members of the Two-Spirit, transgender, non-binary, gender-diverse communities, navigating the challenges of transphobia in the workplace.

By acknowledging and directly addressing transphobia, the guide aims to empower our employees with strategies to navigate and cope with discriminatory attitudes and behaviors. It offers guidance on how to seek support, communicate boundaries, and assert their rights in the face of prejudice or discrimination. Furthermore, the guide underscores the significance of managers and colleagues receiving training on issues affecting transgender people to foster empathy, respect, and allyship within the workplace.

## Know Your Rights

### Canadian Human Rights Act

The [Canadian Human Rights Act](#), which applies to the federal government and federally-regulated entities, prohibits discrimination on the basis of 13 prohibited grounds: race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability or conviction for an offence for which a pardon has been granted.

[Section 7](#) specifically prohibits discrimination in the context of employment, and provides that :

“It is a discriminatory practice directly or indirectly,

**(a)** to refuse to employ or continue to employ any individual, or

**(b)** in the course of employment, to differentiate adversely in relation to an employee,

on a prohibited ground of discrimination.”

[Section 15\(1\)](#) also protects employees from harassment (including sexual harassment), based on one or more of the prohibited grounds of discrimination.

- Where an employment rule, policy or practice has a negative impact on an employee based on a prohibited ground of discrimination, employers have a duty to make reasonable accommodations for the employee’s needs.
- The duty of reasonable accommodation requires employers to make a genuine effort to accommodate the needs of that employee, even if doing so may cause minor inconvenience to other employees.
- However, the duty to accommodate is not limitless. It does not require employers to incur “undue hardship” on the basis of health, safety or cost. The point at which something would amount to undue hardship will depend on the circumstances, but it is generally reached when reasonable means of accommodation are exhausted and only unreasonable or impracticable options for accommodation remain.

For more information on the duty to accommodate, check out [this resource](#) from Canadian Human Rights Commission.

### [Equality Rights under the Canadian Charter of Rights and Freedoms](#)

[Section 15\(1\)](#) of the [Canadian Charter of Rights and Freedoms](#) guarantees the right to equality before and under the law, and the right to the equal benefit and protection of the law without discrimination, and in particular without discrimination on the basis of race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability. The courts have held that section 15 also protects equality on the basis of other characteristics that are not specifically set out in section 15(1), including sexual orientation and gender identity.

Section 15(1) of the Charter applies to government action in the form of legislation, regulations, directions, policies, programs, activities and the actions of government agents carried out under lawful authority.

The rights protected under section 15(1) of the Charter are not limitless. [Section 1](#) of the Charter allows the government to put limits on rights and freedoms if that limit: is set out in law; pursues an important goal which can be justified in a free and democratic society; and pursues that goal in a reasonable and proportionate manner.

### [Workplace Harassment and Violence Prevention Regulations](#)

As a federally regulated workplace, your department or agency is subject to the updated requirements for employers to prevent harassment and violence in federally regulated workplaces as of January 1, 2021.

### [Federal 2SLGBTQI+ Action Plan](#)

In August 2022, Women and Gender Equality Canada published the [Federal 2SLGBTQI+ Action Plan](#) to advance rights and equality for Two-Spirit, lesbian, gay, bisexual, transgender, queer, intersex, gender-diverse and other sexually and gender-diverse people in Canada.

This action plan included a commitment to strengthen 2SLGBTQI+ inclusion in federal workplaces and continue acting on the history of the LGBT Purge - the effects of which are still felt today.

### Definitions

Discrimination is defined by the [Canadian Human Rights Commission](#) as “an action or a decision that treats a person or a group badly for reasons such as their race, age or disability.” Examples of discrimination can be found on the Canadian Human Rights Commission website.

According to [Part II of the Canada Labour Code](#), harassment and violence is defined as “any action, conduct or comment, including of a sexual nature, that can reasonably be expected to cause offence, humiliation or other physical or psychological injury or illness to an employee, including any prescribed action, conduct or comment.”

## What to do

[Annex B](#) contains a chart detailing steps to take if and when you experience transphobic harassment in the workplace.

### Be Proactive

- Familiarize yourself with the GC’s anti-discrimination and anti-harassment policies, including the [Canadian Human Rights Act](#), the [Workplace Harassment and Violence Prevention Regulations](#), and your department’s specific policies on Workplace Harassment and Violence Prevention.
- Get to know the Positive Space Ambassadors in your department or agency.
- Join the [PSPN](#) and your departmental or agency Pride network.
- Find someone safe in your office who you know you can talk to.
- Ensure your [GCJobs](#) profile has your most recent CV, cover letter and educational documents.
- When applying for a process, if necessary, reach out to the HR advisor listed on the poster to discuss.
- Consider developing a safety plan with your manager and discuss what would make you feel the most comfortable.
- If necessary, you may be able to move desks to a more secure location.
- When possible, you may want to include your pronouns in your email signature and/or MS Teams display name.

## Dealing with Transphobic Harassment

- If someone makes uncomfortable or inappropriate comments or questions, you can inform them if you feel safe to do so. Remember, it's not your responsibility to educate them, and you can say no if they push further.
- Correct people who misgender or deadname you when you feel comfortable doing so.
- Ask a trusted colleague to correct others on your name and pronouns, even when you're not present.
- If the problem persists, talk to your manager, positive space ambassador, or HR department.
- If your manager is the one being transphobic, escalate the issue to their supervisor, positive space ambassadors, HR department, ombuds, or union representative.
- Ideally, resolve the problem internally first before involving outside authorities, but if you feel unsafe at work, consider other options.
- If attempts to resolve the issue are ignored or the problem persists, you may escalate to a formal complaint as outlined in the next section.
- In severe cases of bullying, harassment, or violence, involve security personnel if necessary.

## Formal Complaints

- If necessary, contact the [Canadian Human Rights Commission](#). The staff will help provide information to help file a complaint, but they cannot represent you throughout the process.
- File as soon as possible. The deadline is typically between 6 and 12 months from the time the issue took place.
- It is free to file a complaint; however, if you choose to hire a lawyer you must pay that cost.
- Someone else may file the complaint for you, as long as they have your consent.

## Important Information

- Keep documentation and records of any harassment experiences (e.g., emails, texts, dates and times of incidents).
- Be physically and emotionally ready to explain what you experienced and how it negatively impacted you.
- It is advised to have someone support you through this process who is not involved in the complaint situation(s).
- Prepare a list of names of the witnesses to any of the situations and any employees who have experienced something similar.
- Have a detailed record of what you have previously done to resolve the issue.
- If your complaint is accepted, the person/organization you have filed the complaint against will be informed.



Please remember that you are not alone. Dealing with transphobia in the workplace can be an extremely distressing and isolating experience, particularly if you do not otherwise have a strong support system.

If you are feeling overwhelmed, reach out to the Employee Assistance Program for your department or agency, where you can request a 2SLGBTQIA+ counsellor.

You can contact your department or agency's Pride network, found in [Additional Resources](#), or contact the [PSPN](#).

No matter what you are facing, there are services available to you.

## Names and Gender Markers

### Changing Your Name in the Public Service

Changing your name during workplace transition can vary depending on the organization. This guide offers basic steps, but it's crucial to work with your manager to understand specific procedures for your organization. [Annex C](#) provides steps for changing your name in MyGCHR/Peoplesoft, the Pension Centre, MyKey, and Outlook.

The process of name change is personal and can differ for each individual. You can choose to change your name legally or informally, from verbal usage among friends/coworkers to updating records through a legal name change. The organization should not approve or disapprove of your chosen name. Support for informal name changes may vary due to technical limitations in system capabilities and interdependencies. When considering changing your name at work, here are some initial questions to answer:

- Are you planning to change your name informally (i.e., use a chosen name) or legally?
- Who would you like to tell about your name change? Do you want to go by your new name everywhere in the workplace, or just with a few trusted colleagues?
- How might your personal safety be affected by communicating your name change in the workplace? You may want to consider reaching out to your department or agency Pride Network or the [Public Service Pride Network](#) to talk about safety as a Two-Spirit, transgender, non-binary, and/or gender-diverse person at work.
- Who might be your ally and support in this process? A manager, friend, or team leader can help you navigate internal systems and advocate for you if needed.
- How would you like to inform people about your name change? Below is a list of options. In some cases a single approach may work, while in other cases a combination of approaches may be preferred.
- One-on-one;
- In a group setting such as a team meeting;

- In an email from yourself (individual or group); or,
- A group email that goes out under management cover.

You can find a template email informing colleagues of a name change in [Annex D](#).

Your choice to pursue a legal name change or an informal one will affect the systems that show your new name. Pay, insurance, and pension information will require your legal name, like in PeopleSoft/MyGCHR, Phoenix, and the [Public Service Health Care Plan](#) (PSHCP) coverage. However, front-facing identification such as email, security pass, myKey, MSTeams, can usually use your preferred name without a legal change. If you're in a candidate pool and want to update your information, you might need to provide documentation for your new identity.

Gaining the support of your manager can greatly enhance your experience as a Two-Spirit, transgender, non-binary, and/or gender-diverse person when changing your name at work.

Changing your name at work can be overwhelming and stressful, with various barriers to validating your identity. These barriers may include failed authentications, improper application of authentication procedures, invasive questions about your identity, ongoing self-advocacy, and repeatedly "coming out" to new people you interact with or submit tickets to. Additionally, you may feel vulnerable when making calls from a desk or area that lacks privacy. If you feel comfortable, consider allowing your direct supervisor or a member of management to place and follow up on tickets on your behalf whenever possible.

## Changing Your Gender Marker (M/F/X)

Most Canadian provinces and territories, along with several other countries, allow for "X" as a gender marker, to signify neither female nor male, or undisclosed (sometimes seen as "U"). In some cases, it is possible for a gender designation to be completely removed or not included at all on the document. Unfortunately, many countries may not recognize "X" gender markers, and there may be issues with travel as a result; the GC maintains a list of travel advisories that contains information on risks for 2SLGBTQIA+ travellers.

You may wish to change your gender marker in internal systems and with the PSHCP and the Pension Centre. Legal proof of gender marker change is typically required. Furthermore, outdated systems may not accept "X" or other alternative gender markers. Many of the systems that our digital identities exist within communicate with each other. This means that if not every program allows for an "X" gender marker, a 'default' of either "F" for female or "M" for male must also be in use. Chief among these reasons is that the payroll system currently in use communicates information to the benefits programs. If the technical end of the programs communicating back and forth do not all allow for a gender marker of "X", this may cause a lapse in receipt of benefits, or a

rejection of claims, which could have additional financial and bureaucratic impact for the transitioning employee. For this reason, if you choose to use an “X” or other alternative gender marker, you may also need to designate “M” or “F” as a secondary option.

To change your gender marker in MyGCHR/PeopleSoft, you will need to contact your Human Resources department. It is important to note that as of publication of this guide, MyGCHR does not allow for an “X” gender marker.

Employees may experience pay or security clearance issues after a gender marker change or relating to not having selected a binary gender marker upon hiring. If you are facing these challenges, follow up with the Pay Centre or Personnel Security directly.

## Sharing Your Pronouns in the Workplace

Sharing your pronouns in the workplace can help your colleagues to gender you correctly, and can make space for others to do the same. While you are never under any obligation to share your pronouns at work, you may wish to add them to your email signature or your MS Teams/Outlook display name.

Note that adding your pronouns to your display name in MS Teams/Outlook will make them visible to everyone in the GC, and may also make them visible in systems such as [GCDirectory](#).

### Standard on Email Signature Block

Per the Standard on Email Management, all employees are permitted to include pronouns in email signature blocks, should they wish to do so.

#### Example\*

Jean Doe  
(they/them/iel)

Title,

Sector, Branch, Department

[jean.doe@canada.ca](mailto:jean.doe@canada.ca) / Tel: 555-867-5309

Titre

Secteur, direction, Ministère

[jean.doe@canada.ca](mailto:jean.doe@canada.ca) / Tél.: 555-867-5309

\*For work locations in Québec, the French text must come before the English.

Figs. 1-4 in Annex F show detailed instructions on how to change your signature block in Outlook.

### MSTeams/Outlook

Not every federal department or agency permits employees to include their pronouns in their display name at present.

If your organisation has implemented this feature, you might need to access your Directory listing to make the necessary updates. If you're unsure, feel free to contact your HR or IT department for assistance

If you are encounter issues related to a name or gender change, refer to Section I. Navigating the Workplace and [Additional Resources](#) in this guide. Alternatively you can reach out to the [PSPN](#).

## Further Information and Considerations

### Legal Name and Gender Marker Change Instructions by Province and Territory

The process of legally changing your name and/or gender marker can be long and complicated. Different provinces have different procedures; the following table provides links to each province's website for more information.

*Table 1: Legal Name and Gender Marker Change Instructions by Province/Territory*

<b>Province/Territory</b>	<b>Name Change</b>	<b>Gender Marker Change</b>
Alberta	<a href="#">Apply for a legal change of name</a>	<a href="#">Sex indicator amendment on an Alberta birth record</a>
British Columbia	<a href="#">Legal Change of Name Application</a>	<a href="#">Change of Gender Designation on Birth Certificates</a>
Manitoba	<a href="#">Legal Change of Name</a>	<a href="#">Change of Sex Designation</a>
New Brunswick	<a href="#">Change of Name</a>	<a href="#">Change of Sex Designation</a>
Newfoundland and Labrador	<a href="#">Legal Name Change</a>	<a href="#">Changing Your Sex Designation</a>
Nova Scotia	<a href="#">Change your name or the name of your spouse or child</a>	<a href="#">Change your sex indicator if you're 16 or older</a>

Northwest Territories	<a href="#">Changing a Name (Adult)</a>	<a href="#">Changing Your Sex Designation</a>
Nunavut	<a href="#">Nunavut Courts</a>	N/A
Ontario	<a href="#">Change name</a>	<a href="#">Changing your sex designation on your birth registration and birth certificate</a>
Prince Edward Island	<a href="#">Change your Name Legally</a>	<a href="#">Change of Gender Designation</a>
Quebec	<a href="#">Change of name</a>	<a href="#">Change of sex designation</a>
Saskatchewan	<a href="#">Name Changes Register a Legal Change of Name</a>	<a href="#">Residents Sex Designation</a>
Yukon	<a href="#">Change your given name or last name</a>	<a href="#">Change sex on a birth registration</a>

## Where to Update Your Name and/or Gender Marker

After changing your legal name and/or gender marker, it is also important to consider the places outside of work that may need updating, including but not limited to:

- Driver's license and health card
- Passport
- Bank accounts
- Credit cards
- Property deeds/land titles
- Car registration
- Insurance policies
- Credit reporting agencies
- Power of Attorney
- Will
- Birth or adoption records
- Medical records/hospital IDs
- Doctors and dentist's offices
- Points cards
- Memberships and subscriptions
- Library card
- Photo and document storage
- Student loans
- Education transcripts and diplomas
- P.O. Box/Canada Post
- Elections Canada
- Canada Revenue Agency

- Social Insurance Registry
- Pension(s)
- Cell phone and other utilities

## Technical Considerations

- Pursuing a legal or informal name or gender marker change can come with certain technical considerations.
- For example, if you change your email address to reflect a name change (legal or informal), consider asking how long your previous address will remain active. You may also consider setting an autoreply that refers the sender to your new address.
- Other areas that may need to be updated or require additional attention include security clearance, pay, and health benefits.
- You may not be permitted to reflect an informal name change in Phoenix, the Pension Centre, or your Public Service Health Care Plan benefits, so you would need to update these systems only after a legal change.
- However, your department's security office may accept informal changes.
- Furthermore, if you have undertaken an informal name change, there may be additional security challenges to be aware of in the Intelligence and Defence cluster or if you have a higher security clearance.
- Best practice is generally to contact the relevant office to explain that you have changed your name or gender marker and ask what procedures are required to update your information in the system.

## Gender-Affirming Healthcare in the Public Service

Many of our community members have specific healthcare needs connected to their identity.

This section outlines basic processes of accessing transgender healthcare as a federal public servant. Because of our community's size, diversity, and complicated history with medical systems, these processes can be confusing and stressful. This section brings together lived experiences with written policy, so that our community members know what they are entitled to as an employees.

## The Public Service Healthcare Plan

### Overview and Recent Changes

Federal public service employees and their families (including children and dependents) have access to the Public Service Healthcare Plan (PSHCP). The Plan is designed to supplement health insurance coverage that is provided through the provinces and territories.

In 2023, the PSHCP underwent two significant changes benefiting its users. As of July 1, 2023, all PSHCP members experienced improvements to accommodate the needs of a diverse workforce, with added coverage specifically tailored to Two-Spirit, transgender, non-binary, and gender-diverse communities.

Canada Life, a new third-party administrator, assumed control of the day-to-day operations of the PSHCP on the same day. This change is distinct from the negotiated changes to the Plan and does not affect our benefits directly. Nevertheless, since we interact with the administrator for our healthcare coverage, this transition will significantly impact our community members and their access to healthcare.

Gender-affirming medical care in Canada is mainly covered by provincial and territorial health care plans. In areas where these services are not available, provinces and territories have arrangements for specific procedures and surgeries. There are networks of care providers in Canada, such as the Canadian Professional Association for Transgender Health (CPATH) and globally, like the World Professional Association for Transgender Health (WPATH), which have developed guidance for gender-affirming care. The [WPATH Standards of Care 8 \(SOC 8\)](#) were released on September 16, 2022, providing updated guidance for healthcare providers in treating Two-Spirit, transgender, non-binary, and gender-diverse patients.

Given the uncertainties in our healthcare field, we cannot fully predict the complete effects of the two major changes. This section presents the coverage under the previous PSHCP system before July 2023, along with the information collected about the new Plan so far. The new Plan is designed to enhance the inclusion of our community, ensuring that all existing coverage will transfer to the new PSHCP and administrator. Moreover, numerous areas are expected to benefit from new or improved coverage.

### Hormone Replacement Therapy

The PSHCP Drug Benefit covers 80% of the cost of prescription drugs, including hormones, dispensed at a pharmacy. Drugs with an authorized Drug Identification Number (DIN) will be directly billed to the healthcare plan by the pharmacy. This includes most drugs used in Hormone Replacement Therapy.

Specific drugs that have a DIN include:

- Testosterone
  - Testosterone Cypionate injections
  - Androgel and generic equivalents
  - Androderm patches and generic equivalents
  - Andriol pills and generic equivalents
- Estradiol (Estrogen)
  - Estrace pills and generic equivalents
  - Estrogel
- Progesterone

- o Prometrium and generic equivalents
- Spironolactone
  - o Aldactone and generic equivalents
  - o Aldactazide-25 and generic equivalents
- Cyproterone Acetate
  - o Androcur and generic equivalents
- Other
  - o Finasteride (DHT blocker) - may require additional information from doctor
  - o Dutasteride (DHT blocker)
  - o Orilissa/Elagolix (GnRH antagonist)

The commonly prescribed injectable form of estrogen, Estradiol Valerate, currently lacks a DIN. Health Canada removed its previous DIN, 00741930, in 2016. Consequently, direct billing is not possible for this drug. However, you can still receive 80% reimbursement for expenses by obtaining it as a compounded prescription from a compounding pharmacy, regardless of active ingredients. After payment, you need to submit a PSHCP claim form, a receipt, and a list of all active ingredients to the administrator. Compounding pharmacies can provide you with this ingredient list upon request.

Note that members have reported successful coverage of estrogen patches.

### Psychological Services

For certain needs like surgery approvals or name and gender change processes in specific jurisdictions, you may need a diagnosis of gender dysphoria or a support letter from a mental health practitioner (psychologist, psychiatrist, counsellor, social worker, etc.). Requirements vary by province; check [Additional Resources](#) to learn more.

Psychologists, counsellors and social workers services are covered under the PSHCP's Medical Practitioners Benefit for this purpose. After your appointment, submit a receipt, and you can get reimbursed for 80% of each session, up to a yearly maximum of \$5,000.

Psychiatrists are medical doctors whose services are covered under provincial and territorial health plans.

### Hair Removal

The two major avenues for the removal of facial hair are electrolysis and laser hair removal. There is currently no coverage for body hair removal, or for hair removal for the purpose of gender-affirming surgery preparation.

At present, electrolysis for facial hair is partially covered under the Medical Practitioners Benefit, when it is performed by an electrologist. You will need a prescription from a physician, psychologist, or psychiatrist, confirming that you suffer from emotional trauma due to excessive hair in the neck and face area. Once submitted, this prescription will



be valid for three years. You will have to pay the provider the full cost directly and submit your reimbursement claims after the service.

As of July 1, 2023, reimbursement is no longer capped at \$20 per visit and will instead be 80% of the total cost per visit, to a yearly maximum of \$1200. In addition, a prescription will no longer be required if the plan member “is undergoing treatment related to gender affirmation”, although it is unclear whether and how we will be required to prove that we are undergoing such treatment.

At present, laser hair removal for facial hair is an unlisted coverage in the PSHCP. This coverage is available by request for those who live in provinces or territories where laser hair removal is not already covered by the provincial health care plan. At present, provincial coverage is only available in Quebec.

For those outside of Quebec, laser hair removal **by a physician** is covered for up to 10 sessions, with lifetime maximum amounts of 80% of \$3,626.20 for face and 80% of \$1,812.50 for neck. To qualify for this coverage, you will have to call the administrator and indicate to the representative that you are seeking coverage for laser hair removal. You will then be sent a questionnaire to complete and submit, which must confirm that a physician is performing the service. Once the administrator has approved or rejected your request, you will be sent a letter by mail indicating their decision, and it will outline further requirements to successfully submit your future claims.

### Vocal Training

At present, vocal training from a **licensed speech language pathologist** falls under the Medical Practitioners Benefit. At present, there are a limited number of licensed speech language pathologists who provide gender-affirming vocal therapy in Canada. This line of coverage may be used for either feminizing or masculinizing voice training. You will need a prescription from a physician, which is valid for only one year. You can get reimbursed for 80% of each session up to a yearly maximum of \$500.

### Laboratory Services and Blood Work

Provincial and territorial coverage for laboratory services varies by jurisdiction. Certain laboratory services can fall under the Medical Practitioners Benefit of the PSHCP if they are not covered by your provincial or territorial plan, but only if they are covered in another jurisdiction.

Under these rules, the following tests should be eligible (non-exhaustive list):

- Dihydrotestosterone (DHT) - unknown provincial coverage, but members report receiving coverage
- Sex Hormone Binding Globulin (SHBG) - covered in BC with physician justification

### Wigs

Wigs can be reimbursed under the Miscellaneous Expense Benefit, for a maximum expense of \$1,000 per five years. However, they are only covered in the case of total hair loss. Members have reported difficulty obtaining coverage for wigs for gender-affirming reasons.

## Current Gaps

### Gender Affirming Surgeries

The PSHCP does not offer supplementary coverage to provide for gender affirming surgeries that are not covered by provincial and territorial health care plans (for example, facial feminization surgery is only covered in Yukon). No additional funds are available to support the additional costs incurred during gender affirming surgeries funded by provinces, such as travel accommodations, or accessibility tools such as specialized pillows.

### Gender Affirming Technologies

Many of our community members use physical tools such as breast forms, packers, and binders to alter their appearance, affirm their identities, and/or relieve dysphoria. Under the PSHCP, no funding is available to support the costs of these devices.

## Surgery and Recovery

Many gender-affirming surgeries will require periods of absence from work. You will want to notify your manager as early as possible to get information and provide notice of your dates.

The medical leave options available for GC employees are:

- Paid sick leave
- The Disability Insurance Plan for GC employees
- Employment Insurance (EI) sickness benefits, available to all Canadians

For the most part, the other options only become available once your sick leave is exhausted. For shorter absences, you may have enough sick days for your entire leave to be fully paid. Organisations may also be open to allowing you to use future sick days in advance. You should verify that this is an option with your Human Resources department and discuss further with your manager if interested.

Upon the exhaustion of your sick days, you will qualify for [EI sickness benefits](#). This sick leave exists to support all Canadians who cannot work for medical reasons. You will need to submit a medical certificate outlining the period of, and reason for, your absence, signed by a medical practitioner. You will also have to demonstrate that you worked full-time over the previous 52 weeks, substantiated by a Record of Employment (ROE) issued by your department. For federal public servants, this ROE should be submitted electronically by your organisation when you submit your application. It is

important to note that you cannot apply for sickness benefits in advance. You will have to submit your application as soon as possible after your last work day. Under EI, the employee on leave will receive deposits equalling 55% of their earnings, up to a weekly maximum of \$650.

Federal public servants also participate in a [Disability Insurance \(DI\) Plan](#). The DI Plan constitutes a stronger leave option than federal EI, as employees are entitled to 70% of their salary. However, the DI Plan benefits only become available after the exhaustion of sick leave *and* an elimination period of 13 weeks. As such, the DI Plan is not an available option for the majority of gender-affirming surgery recovery periods. However, it is the best option in case of longer recovery periods or possible complications.

You may require temporary accommodations or a phased return to work following any surgeries. This would fall under the Duty to Accommodate.

### [New Coverage Beginning July 1, 2023](#)

As of July 1, 2023, the PSHCP includes a Gender Affirmation benefit that is intended to place the GC as a leader in modernized employee health benefits. Under the Miscellaneous Expense Benefit, employees (and their children or dependents) will have access to coverage for 80% of “certain gender affirming procedures”, to a lifetime maximum of \$75,000.

Like the rest of the PSHCP, this coverage is meant to supplement provincial and territorial plans and fill gaps that exist from jurisdiction to jurisdiction. These funds are subject to many of the same restrictions and requirements as accessing provincial healthcare:

- You must be 18 years of age or older;
- You must be under the care of a physician for gender affirmation, and will need them to confirm that procedures are “medically necessary”; and,
- Prior approval from the administrator will be required via a new Gender Affirmation Application Form.

At this time, there have been two more requirements cited that create ambiguities for our community members:

Procedures must be performed in Canada. A number of gender-affirming procedures that are acknowledged as medically necessary by physicians are either unavailable in Canada, or minimally available with few possible practitioners. For example, most facial feminization and masculinization surgeries are practiced by few, if any, surgeons in Canada. In addition, there are precedents of provincial and territorial plans funding out-of-country procedures, such as vaginoplasties involving techniques that are not practiced in Canada. It is not clear at this time whether PSHCP funds will apply if a procedure has been confirmed as medically necessary by a treating physician but is not offered in Canada.

You must have exhausted all available coverage offered by the province or territory. In some cases, our community members apply for funding from the province or territory and are rejected or only partly approved for a variety of reasons. It is not clear at this time whether the PSHCP would provide a possible alternative in these cases.

Given the requirements and ambiguities, it is not immediately evident what all of the uses of this fund will be. Many of our most common surgeries are already covered by all or almost all provincial and territorial plans. This fund will make the largest difference to employees in provinces or territories that are currently behind the rest. It is likely that the usefulness of this fund in the larger provinces will be heavily dependent on what a treating physician is willing to certify as “medically necessary,” as well as on the answers to the two ambiguities above.

Future versions of this guide will draw on our community members’ experiences to provide examples of what has been successfully covered.

## Additional Resources

### LifeSpeak

Provides mental health tools and educational videos

[LifeSpeak: Mental Health and Resilience](#)

Public Service Pride Network (PSPN)

Website: [Public Service Pride Network](#)

Email: [PSPN-RFFP@cspc-efpc.gc.ca](mailto:PSPN-RFFP@cspc-efpc.gc.ca)

LinkedIn: <https://www.linkedin.com/company/pspride-fierteft>

### Departmental and Agency Pride Networks

Table 2: Listing

Organisation	Pride Network	Email
Agriculture and Agri-Food Canada (AAFC)	AAFC’s Gender and Sexual Diversity Inclusion Network	<a href="mailto:aafc.qsdin-ridgs.aac@agr.gc.ca">aafc.qsdin-ridgs.aac@agr.gc.ca</a>
Canada Border Services Agency (CBSA)	CBSA 2SLGBTQI+ Advisory Committee	<a href="mailto:CBSA.LGBTQ2_Advisory_Committee-Comite_Consultatif_LGBTQ2.ASFC@cbsa-asfc.gc.ca">CBSA.LGBTQ2_Advisory_Committee-Comite_Consultatif_LGBTQ2.ASFC@cbsa-asfc.gc.ca</a>
Canada Revenue Agency (CRA)	Pride Network at the CRA	<a href="mailto:lgbtqnetg@cra-arc.gc.ca">lgbtqnetg@cra-arc.gc.ca</a>

Correctional Services Canada (CSC)	Correctional Service of Canada's Quebec Region Positive Space	<a href="mailto:EspacepositiveSpace.GEN-QUE@CSC-SCC.GC.CA">EspacepositiveSpace.GEN-QUE@CSC-SCC.GC.CA</a> <a href="mailto:GENNHQCPFC@csc-scc.gc.ca">GENNHQCPFC@csc-scc.gc.ca</a>
Crown-Indigenous Relations and Northern Affairs Canada (CIRNAC) and Indigenous Services Canada (ISC)	CIRNAC and ISC 2SLGBTQ+ Network	<a href="mailto:espacepositif-positivespace@sac-isc.gc.ca">espacepositif-positivespace@sac-isc.gc.ca</a>
Employment and Social Development Canada (ESDC)	ESDC Employee Pride Network	<a href="mailto:NA-ReseauNetwork_FIERTE-PRIDE-GD@hrsdc-rhdcc.gc.ca">NA-ReseauNetwork_FIERTE-PRIDE-GD@hrsdc-rhdcc.gc.ca</a>
Environment and Climate Change Canada (ECCC)	Réseau LGBTQ2+ = Network	<a href="mailto:gbtq2@ec.gc.ca">gbtq2@ec.gc.ca</a>
Fisheries and Oceans Canada (DFO) and Canadian Coast Guard (CCG)	Positive Space Initiative	<a href="mailto:DFO.PositiveSpace-espacepositif.MPO@dfo-mpo.gc.ca">DFO.PositiveSpace-espacepositif.MPO@dfo-mpo.gc.ca</a>
Global Affairs Canada (GAC)	GAC Pride Network/Réseau de la Fierté	<a href="mailto:pride-fierte@international.gc.ca">pride-fierte@international.gc.ca</a>
Health Canada (HC)	Gender and Sexually Diversity Network (GSDN)	<a href="mailto:gsdn-rdsg@hc-sc.gc.ca">gsdn-rdsg@hc-sc.gc.ca</a>
Innovation, Science and Economic Development Canada (ISED)	2SLGBTQI+ Network	<a href="mailto:isedlgbtq2network-reseaulgbtq2disde@ised-isde.gc.ca">isedlgbtq2network-reseaulgbtq2disde@ised-isde.gc.ca</a>
National Defence (DND)	Defence Team Pride Advisory Organization (DTPAO)	<a href="mailto:positivespace-espacepositif@forces.gc.ca">positivespace-espacepositif@forces.gc.ca</a>
Natural Resources Canada (NRCan)	NRCAN Pride Network	<a href="mailto:nrcan.pride-fierte.nrcan@canada.ca">nrcan.pride-fierte.nrcan@canada.ca</a>
Public Health Agency of Canada (PHAC)	GSDN - Gender and Sexual Diversity Network	<a href="mailto:gsdn-rdsg@hc-sc.gc.ca">gsdn-rdsg@hc-sc.gc.ca</a>

Public Services and Procurement Canada (PSPC)	PSPC PRIDE at work network	<a href="mailto:tpsgc.fiertercn-ncrpride.pwgsc@tpsgc-pwgsc.gc.ca">tpsgc.fiertercn-ncrpride.pwgsc@tpsgc-pwgsc.gc.ca</a>
Service Canada (ServCan)	ESDC Employee Pride Network	<a href="mailto:NA-ReseauNetwork_FIERTE-PRIDE-GD@hrsdc-rhdcc.gc.ca">NA-ReseauNetwork_FIERTE-PRIDE-GD@hrsdc-rhdcc.gc.ca</a>
Shared Services Canada (SSC)	SSC Pride Network	<a href="mailto:pridenetwork-reseaufierte@ssc-spc.gc.ca">pridenetwork-reseaufierte@ssc-spc.gc.ca</a>
Treasury Board of Canada Secretariat (TBS)	TBS 2SLGBTQI Plus Network	<a href="mailto:2slgbtqiplus@tbs-sct.gc.ca">2slgbtqiplus@tbs-sct.gc.ca</a>

### Department and Agency Specific Trans Guides

- Employment and Social Development Canada
- Public Services and Procurement Canada
- Parks Canada
- Royal Canadian Mounted Police
- Canadian Armed Forces
- Canadian Border Services Agency
- Communications Security Establishment

### National and Community Organizations

- [Egale Canada](#)
- [JusticeTrans.org](#)
- [Pride at Work Canada](#)
- [Public Service Alliance of Canada](#)
  - [Building Trans-Inclusive Workplaces](#)

### Know Your Rights

[Know Your Rights: A Guide for LGBTQ2+ Employees - Pride At Work Canada](#)

[Requirements for employers to prevent harassment and violence in federally regulated workplaces - Canada.ca](#)

### Inclusive Language Resources

- [Inclusive Writing: Guidelines and Resources](#)
- [The 519 Media Reference Guide](#)
- [Gender-inclusive writing – Guidelines for writing in English](#)
- [Gender-inclusive writing – Guidelines for writing in French](#)
- [Inclusive writing: Quick reference sheet](#)
- [Gender-inclusive writing – Other resources](#)
- [Inclusionary: A collection of gender-inclusive solutions](#)

## Mental Health Resources

- 24/7 support line for anyone who requires emotional support related to missing and murdered Indigenous women and girls: 1-844-413-6649
- [Find your organization's Employee Assistance Program provider](#)
- [Hope for Wellness Help Line](#) (for Indigenous people): 1-855-242-3310 or connect to the online chat
- [Interligne](#) (support for anyone concerned with issues of sexual diversity and gender diversity): call or text 1-888-505-1010, or connect to the online chat
- [Kids Help Phone](#): 1-800-668-6868 or text **CONNECT** to 686868
- LGBT Youth Line: 1-800-268-9688, text 647-694-4275 or connect to the online chat
- [Talk Suicide Canada](#): 1-833-456-4566 or text 45645
- [Trans Lifeline](#) (support for trans people by trans people): 1-877-330-6366
- [Wellness Together Canada](#): text **WELLNESS** to 741741

## Related pages:

- [Alix– a safe space to address the violence experienced by people from LGBTQ+ communities](#)
- [Centre of Expertise on Mental Health in the Workplace](#)
- [Crisis lines for those affected by gender-based violence](#)
- [Mental health support: Get help](#)

## Resources for Two-Spirit Employees

- [2 Spirits In Motion Society](#)
- [Community-Based Research Center Two Spirit Program](#)

## Access to Safe and Inclusive Washrooms

[Annex G](#) contains a list of inclusive washrooms in GC workplaces known as of May 2023. You can add more locations using the anonymous [Inclusive Washrooms Directory form](#). Your information will not be collected if you decide to contribute.

[Refuge Restrooms](#) is an app to find single-stall, gender-neutral, and accessible washrooms near you.

## Gender-Affirming Medical Care Resources

Gender-affirming medical care across Canada is addressed primarily through provincial and territorial health care plans. In jurisdictions where services are not available, there are arrangements between provinces and territories for specific procedures and surgeries. There are networks of care providers in Canada, [Canadian Professional Association for Transgender Health \(CPATH\)](#) and globally, World Professional Association for Transgender Health (WPATH) standards that have developed guidance for the provision of gender-affirming care.

The CPATH has a number of freely-available resources for gender-affirming Medical Care. The CPATH follows the WPATH Standards of Care. It may be beneficial for you to review these standards and distribute them to those you feel comfortable with.

Depending on the level of care you require and procedures/surgeries you access, there may be a need to discuss increased levels of support from your manager and your Human Resources department. Some procedures require a lengthy recovery period. You may also find individuals within your department that have accessed this care who can advise you on what to plan for. Coverage varies by province and territory.

Table 3: Medical Resources for Trans Care in Canada

<b>Province</b>	<b>English links</b>
<b>National</b>	<a href="https://cpath.ca/en/national-standards-of-care/">https://cpath.ca/en/national-standards-of-care/</a>
<b>British Columbia</b>	<a href="https://phsa.ca/transcarebc">phsa.ca/transcarebc</a>
<b>Yukon</b>	<a href="https://yukon.ca/en/learn-about-gender-affirming-care-health-services">https://yukon.ca/en/learn-about-gender-affirming-care-health-services</a>
<b>Alberta</b>	<a href="https://albertahealthservices.ca">albertahealthservices.ca</a> (search LGBTQ2S+/Sexual and Gender Diversity)
<b>Saskatchewan</b>	<a href="https://www.saskatchewan.ca">www.saskatchewan.ca</a> (search Gender Identity, Gender Diversity, and Transgender Support)
<b>Manitoba</b>	<a href="https://clinic.mb.ca/health-care/transgender-health-clinic">clinic.mb.ca/health-care/transgender-health-clinic</a>
<b>Northwest Territories</b>	<a href="https://www.hss.gov.nt.ca/professionals/sites/professionals/files/resources/health-care-transgender-non-binary-gender-nonconforming-people-guidelines-nwt.pdf">https://www.hss.gov.nt.ca/professionals/sites/professionals/files/resources/health-care-transgender-non-binary-gender-nonconforming-people-guidelines-nwt.pdf</a>
<b>Nunavut</b>	No current web links available
<b>Ontario</b>	TBA
<b>Quebec</b>	TBA
<b>New Brunswick</b>	<a href="https://www2.gnb.ca/content/gnb/en/departments/health/patientinformation/content/GenderConfirmingSurgery.html">https://www2.gnb.ca/content/gnb/en/departments/health/patientinformation/content/GenderConfirmingSurgery.html</a>
<b>Nova Scotia</b>	<a href="https://library.nshealth.ca/TransGenderDiverse/Home">library.nshealth.ca/TransGenderDiverse/Home</a>
<b>Prince Edward Island</b>	<a href="https://princeedwardisland.ca/en/information/health-pei/gender-affirming-health-services">princeedwardisland.ca/en/information/health-pei/gender-affirming-health-services</a>



**Newfoundland and  
Labrador**

[tsnl.org/transition-nl](https://tsnl.org/transition-nl)

## **Annex A: Template Workplace Transition Plan**

Below is a template transition plan to ease your transition in the workplace. Managers and team members can convert it into a stand-alone document:

Determine together who should be informed of the change:

- Employees/coworkers;
- Human Resources
- External/internal partners

Create a timeline together:

- Set a target date for at-work changes.
- Establish timing for administrative processes, like name changes and record updates.
- Discuss possible leave needs with the employee and their healthcare provider.
- Discuss how to inform the team/partners:
- Decide on individual notifications, team meetings, or written communications from the employee, manager, or local HR.
- Address necessary workspace changes like nameplates, floor directories, and team photos.

Attend to the details:

- Support the employee with name changes and work system challenges.
- Plan the day the employee will officially come out to their team.
- Update all workplace elements requiring name and gender marker changes (e.g., employee records, email, name tags, security and ID, login information).

Additional manager responsibilities:

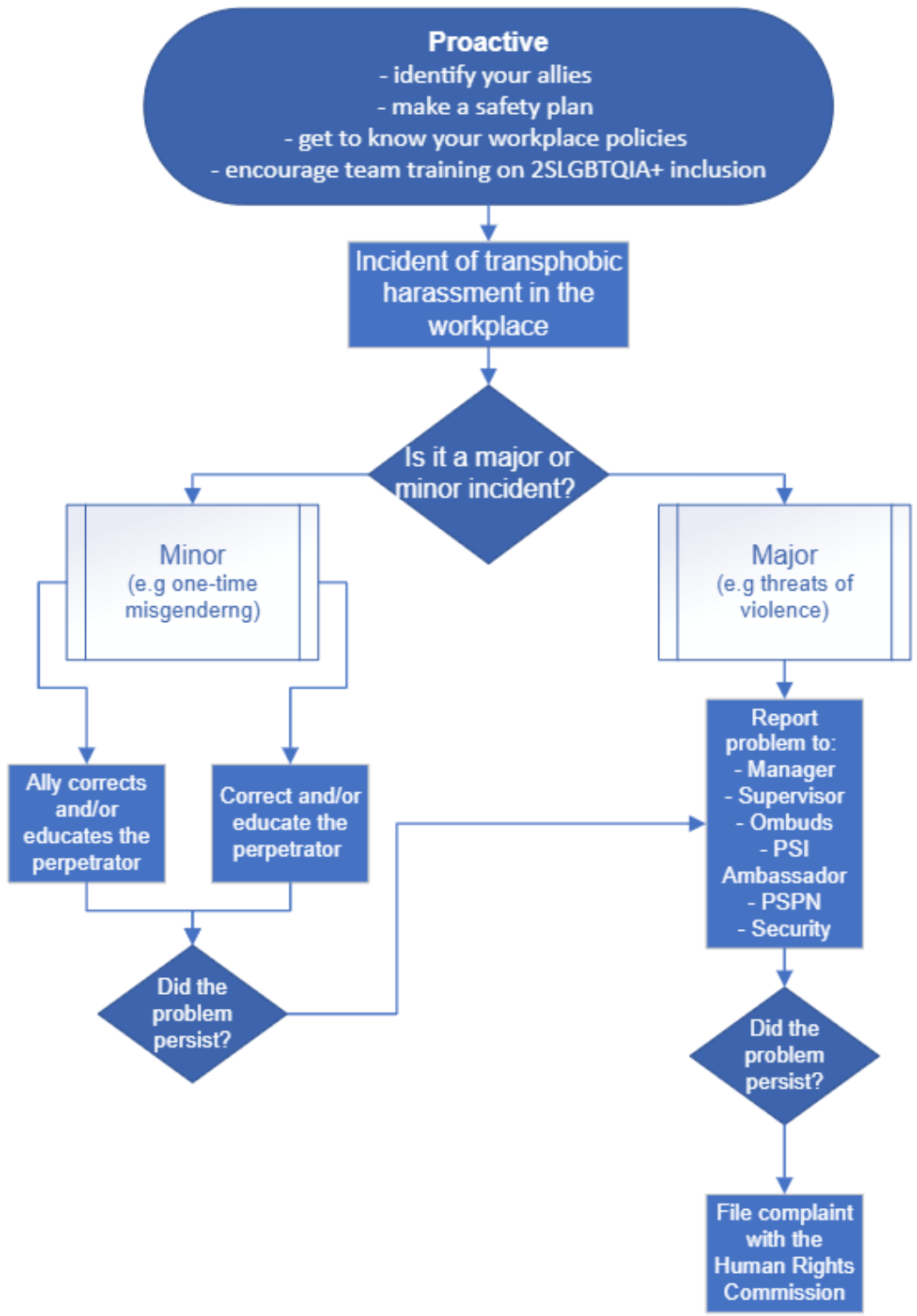
- Provide ongoing support to the employee throughout their transition.
- Demonstrate support through written communication, mentioning name and pronoun changes, and fostering respect in team meetings.
- Review and emphasize non-discrimination policies.
- Consider team education and training, if needed.

## **Annex B: Addressing Transphobic Harassment in the Workplace**

To address transphobic harassment in the workplace, it is best for you to be proactive and identify your allies. You may also make a safety plan, get to know your workplace policies, and encourage team training on 2SLGTBQIA+ inclusion.

If there is an incident of transphobic harassment in the workplace consider the following:

Is it a major or minor incident? If major, such as threats of violence, you can report it to your manager, supervisor, ombuds, PSPN, your department or agency's Pride network, or security. If the problem persists, you may elevate by filing a complaint with the Human Rights Commission. If the incident is minor, such as one time mis-gendering, you may correct and/or educate, should you wish. You may also instruct a trusted ally to correct and or/educator the perpetrator. If the minor incidents persist, please see above for major incidents.



## Annex C: Name Change Steps

Your manager will likely be required to submit requests on your behalf to IT in order to change your name on your email, Windows login, MS Teams, and myKey.

Departmental policy varies on whether employees may use an informal name in these areas, so you may wish to reach out to your organisation's Positive Space Initiative or Pride network for more information. A list of departmental and agency Pride networks can be found in [Additional Resources](#).

### Informal

Platform/System	Instructions
MyGCHR	MyGCHR > Self Service > Personal Information > Change Chosen Name
TBS Applications Portal (TAP)	TAP Home > Login > My TAP Profile > Edit Given Name

### Legal

Platform/System	Instructions
MyGCHR & Phoenix	MyGCHR > Self Service > Personal Information > Legal Name Change
Personnel Security	Email your department's Personnel Security office with: Identification documents Copy of proof of legal name change issued by provincial/territorial authority Copy of 1 valid government issued ID reflecting name change.  and Form <a href="#">TBS 330-23</a> Form should be filled out entirely. Request type will be supplemental. Initials and signatures must be completed in ink or using myKEY.
Pension Centre & Supplementary Death Benefit (SDB)	Call 1-800-561-7930 to speak to a Pension Assistant.
Public Service Dental Care Plan (PSDCP)	Contact <a href="#">CanadaLife</a> directly via their dedicated customer services phone line.
Public Service Health Care Plan (PSHCP)	Contact CanadaLife directly via their dedicated customer services phone line.

	<p>*As of July 1, 2023, the PSHCP will be administered by Canada Life.</p>
<p>Public Service Management Insurance Plan (PSMIP)**</p>	<p>Complete <a href="#">Form 2028-1</a> and submit it to the PSMIP office.</p> <p>**Applies only to public service members who are executives or unrepresented or excluded employees.</p>

## Annex D: Template email to inform your colleagues of your name change

Dear colleagues,

I write to inform you that I have recently changed my name from **[insert name]** to **[insert name]**.

I will be updating my contact information accordingly, and can be reached at **[insert email address]**. I appreciate your support during my transition.

Optional (Employee): Moving forward, I will be using the following pronouns: **[insert pronouns]**.

Should you have questions, please direct them to **[insert name of manager]**.

Thank you,

(New signature block)


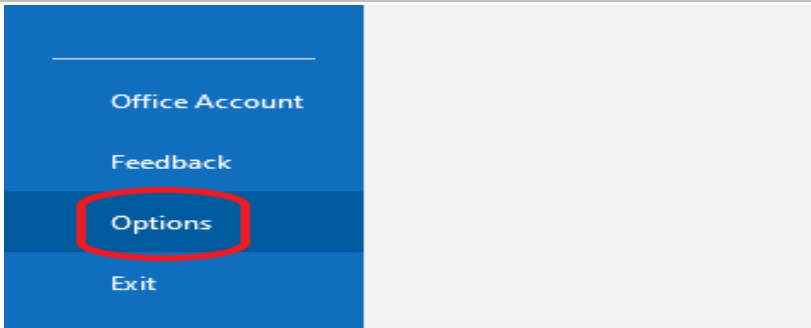
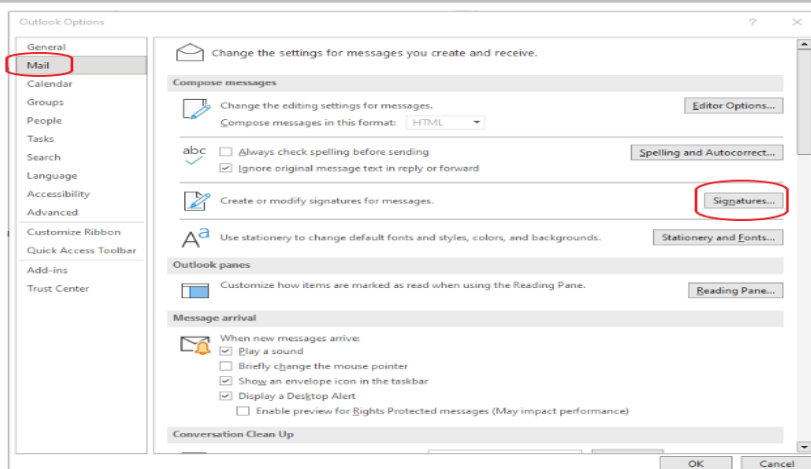
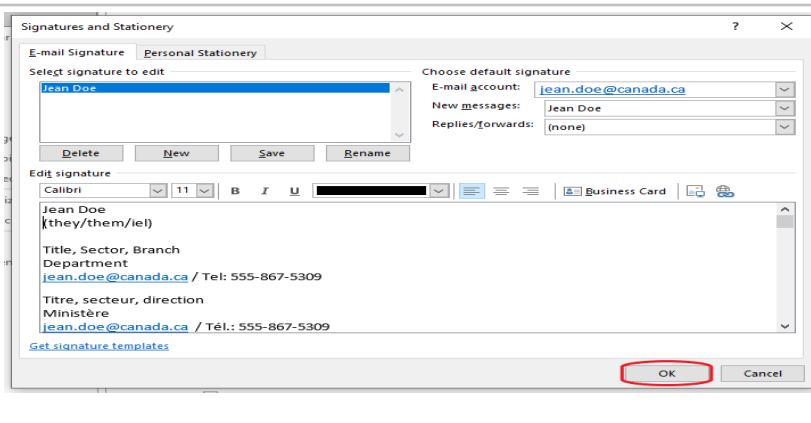
It is important to remember that you are *never* required to disclose more information than you are comfortable with to your colleagues, work team, or department.

If at any time you feel that your confidentiality has been breached, please reach out to your department's ombuds or Human Resources.

## Annex E: Gender Marker Change Steps

Platform/System	Instructions
MyGCHR & Phoenix	<ul style="list-style-type: none"><li>• Send a request to <a href="#">the Compensation Centre</a> with a <a href="#">Pay Action Request (PAR)</a> and a scanned copy of government issued identification (e.g. driver's license or birth certificate).</li><li>• At this point in time, changing the gender marker is not available through self-service in MyGCHR.</li><li>• This change must be requested by contacting an HR professional directly and providing supporting documentation. Upon review, this information will be updated in MyGCHR accordingly.</li><li>• At present, the only gender marker options available in MyGCHR are "F" and "M".</li><li>• Note: Gender marker changes should also be confirmed with any health care or insurance and pension providers. For example, employee or dependent information in the PSHCP can be modified using your Access ID through positive enrollment.</li></ul> <p>For more details, please consult the <a href="#">Public Service Health Care Plan</a>.</p>

# Annex F: Pronouns in Email Signature Steps

<p>Select "File" from Outlook inbox.</p>	
<p>Select "Options" in the bottom left corner.</p>	
<p>Select "Mail," and then select "Signatures" located third from the top.</p>	
<p>Modify your existing email signature as indicated in the examples provided in <a href="#">Sharing Your Pronouns in the Workplace</a>, or click "new" to create a new email signature. Select "OK" to save and exit.</p>	

# Annex G: List of Safe and Inclusive Washrooms in GC Workplaces

Table 4: Safe and Inclusive Washrooms in the National Capital Region (NCR)



<b>Location</b>	<b>Details</b>	<b>Public Access</b>	<b>Accessible</b>	<b>Single Stall</b>
140 Promenade du Portage (Phase IV) (Gatineau)	1st floor near the elevators, across from ESDC Innovation Lab	Yes	Yes	Yes
GC Coworking Space, L'Esplanade Laurier (Ottawa)	Far right corner	No	Yes	Yes
GC Coworking Space, 480 De La Cité Boulevard (Gatineau)	--	No	Yes	Yes
GC Coworking Space, 555 Legget Drive (Kanata)	1st floor	Yes	Yes	Yes
GC Coworking Space, Place d'Orléans (Orléans)	--	No	Yes	Yes
Fisheries and Oceans Canada, 200 Kent St. (Ottawa)	15th floor Requires a security pass	No	Yes	Yes
Agriculture and Agri-Food Canada, 1341 Baseline Rd (Ottawa)	7th tower basement	--	--	--
Global Affairs Canada, 125 Sussex Dr. (Ottawa)	Parking 1 Room GP020	No	--	--
Global Affairs Canada, 125 Sussex Dr. (Ottawa)	Tower D, 1st Floor, Room D1-011	No	Yes	Yes
Global Affairs Canada, 125 Sussex Dr. (Ottawa)	Tower D, 2nd Floor, Room D2-011	No	Yes	Yes
Global Affairs Canada, 125 Sussex Dr. (Ottawa)	Tower D, 3rd Floor, Room D3-011	No	Yes	Yes
Global Affairs Canada, 125 Sussex Dr. (Ottawa)	Tower D, 4th Floor, Room D4-011	No	Yes	Yes

Global Affairs Canada, 200 Promenade du Portage (Gatineau)	2nd Floor shower facility Room 621b	No	Yes	Yes
Global Affairs Canada, 4200 Labelle St. (Ottawa)	4th Floor	--	--	--
Global Affairs Canada, 4200 Labelle St. (Ottawa)	5th Floor	--	--	--
Global Affairs Canada, 66 Slater St. (Ottawa)	10th Floor Room SL10-007	--	--	--
Canada School of the Public Service, 111 Sussex Drive (Ottawa)	Bytown Wing - 1st Floor	No	Yes	Yes
Canadian Heritage, 25 Eddy (Gatineau)	Suite 100 - 1st Floor	--	--	--
Transport Canada, Place de Ville Tower C (Gatineau)	One on each of the 29 floors	Yes	--	Yes

Table 5: Safe and Inclusive Washrooms in the Pacific Region

<b>Location</b>	<b>Details</b>	<b>Public Access</b>	<b>Accessible</b>	<b>Single Stall</b>
GC Coworking Space (Vancouver)	--	--	Yes	Yes
Employment and Social Development Canada, Transport Canada and Indigenous Health Care, 1240 Government Street (Victoria)	5th Floor	No	Yes	Yes
Canadian Heritage (Vancouver)	2 on the 3rd floor	--	--	--

Table 6: Safe and Inclusive Washrooms in the Prairie Region

Location	Details	Public Access	Accessible	Single Stall
Agriculture and Agri-Food Canada, 5403 1st Avenue South (Lethbridge)	Off the main atrium at the entrance where the commissionaires desk is One on every floor of the research part of the building	Yes	--	--

Table 7: Safe and Inclusive Washrooms in the Atlantic Region

Table 8:  
Safe and Inclusive

Location	Details	Public Access	Accessible	Single Stall
Canada School of the Public Service, 1505 Barrington St (Halifax)	Floors 6, 7, 8, 9, 10, 11, 15, 16		✓	✓
Public Services and Procurement Canada and Shared Services Canada, 1713 Bedford Row (Halifax)	Floors 4, 5, 6, 7		Yes	Yes
Canadian Heritage (Moncton)	2 on the floor assigned to Canadian Heritage			
Canadian Heritage (Halifax)	1 on the floor assigned to Canadian Heritage			
Canadian Heritage (Charlottetown)	Some in the basement	Yes		

Washrooms in the Quebec Region

Location	Details	Public Access	Accessible	Single Stall
Canadian Heritage (Montreal)	2 (unknown location)			