



Date: April 17, 2014

TO: Board Members - Vancouver Park Board

FROM: General Manager - Parks and Recreation

SUBJECT: Trans\* and Gender Variant Inclusion Working Group  
- Final Report (attachment)

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## RECOMMENDATION

**THAT** the Board receive the attached report, entitled "Building a Path to Parks & Recreation for All", prepared by the Trans\* and Gender Variant Inclusion (TGVI) Working Group and;

**FURTHER THAT**

- A. The Board direct staff to create a new "Trans\* and Gender Variant Implementation Steering Committee" to assist staff with the implementation of actions recommended in the report;
- B. The Board direct staff to provide a status update on the progress of the implementation process and key outcomes, within one year.

## BACKGROUND

The Park Board has identified "inclusion and accessibility" as a priority objective for parks and recreation services in the current Strategic Plan.

In May 2013, the Park Board established the Trans\* and Gender Variant Inclusion (TGVI) Working Group, to assist the organization with identifying barriers citizens face in accessing parks and recreation services. This effort was led by a dedicated group of volunteers who planned and implemented a thorough community engagement process over a period of nearly one year. Through a variety of forums, opportunities to offer feedback and first-hand experiences were provided to trans\* and gender variant residents, City of Vancouver and Park Board staff, service agencies, community organizations, and volunteers.

## DISCUSSION

The attached report illustrates the TGVI Working Group's engagement findings and provides priority recommendations aimed at enhancing service quality and access to Park Board facilities. Moreover, the report aligns the Park Board's strategic priorities with steps suggested by the working group to help achieve them.

Staff will review the list of recommended actions outlined and, with the Board's endorsement, prepare an evaluation of implementation options in coordination with community members and colleagues. In addition, staff plan to assign responsibility for "inclusion and accessibility" policies and programs to a new leadership position in the Recreation team.

The TGVI Working Group's report demonstrates the collective expertise and skills of the volunteers who engaged with staff and community members. Highlighted in the report is a recommendation for a Trans\* and Gender Variant Implementation Steering Committee. This structure would be an appropriate arrangement to support staff through the implementation process.

#### **NEXT STEPS**

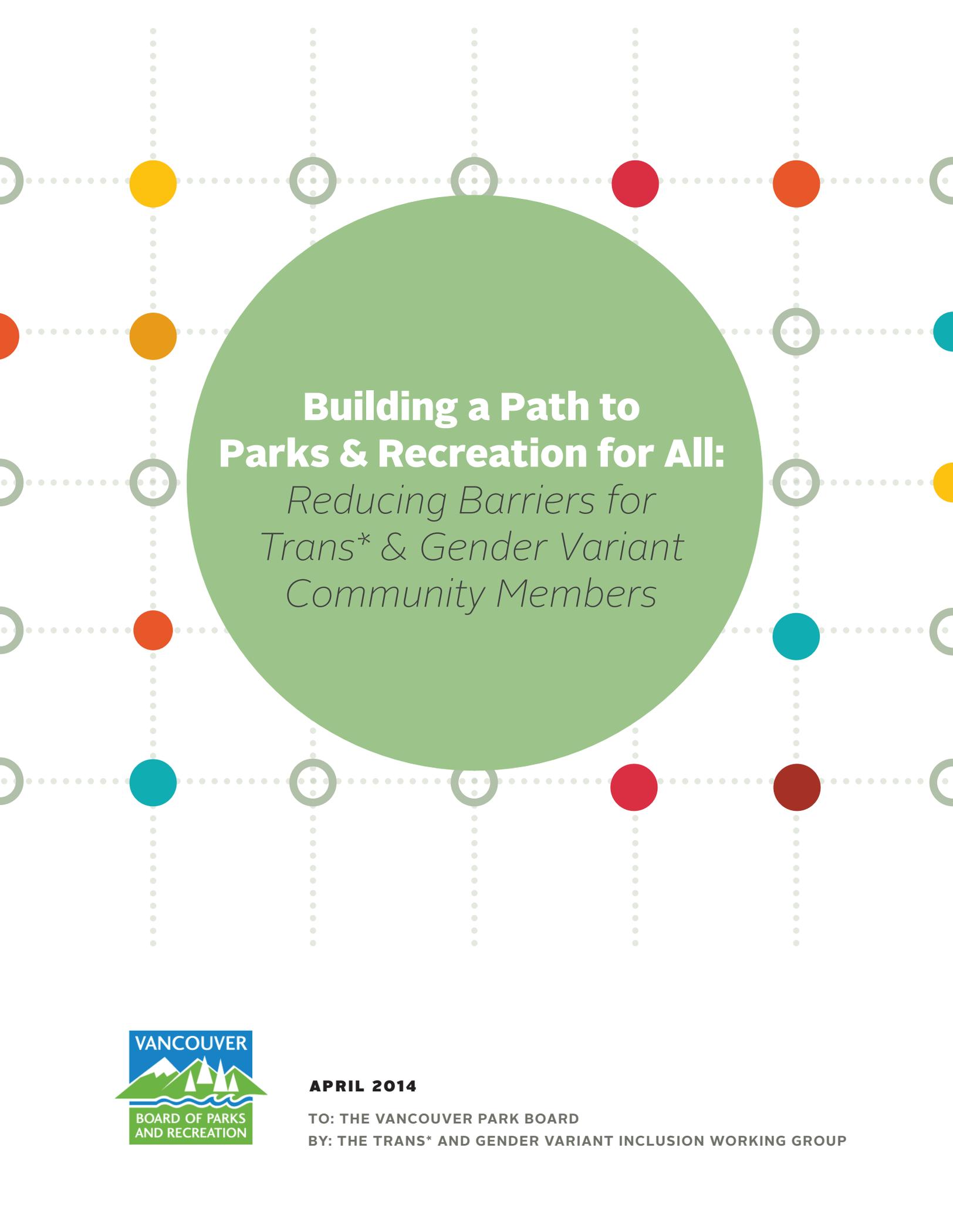
Pending approval of the above recommendations, staff will begin the process of investigating the options and implications, including any resource requirements, in order to develop an implementation plan for the actions recommended. As stated in the TGVI report, a phased approach would be a practical method of advancing, integrating components into existing work plans wherever possible.

#### **SUMMARY**

Park Board staff greatly appreciate the participation of community members involved both directly and indirectly in the report authored by the TGVI Working Group. Staff are confident that the conclusions of this extensive engagement process will result in meaningful progress toward the Park Board's vision to be leaders in parks and recreation.

General Manager's Office  
Vancouver Board of Parks and Recreation  
Vancouver, BC

Prepared by: Thomas Soulliere, Director of Recreation  
/ts



# Building a Path to Parks & Recreation for All:

*Reducing Barriers for  
Trans\* & Gender Variant  
Community Members*



**APRIL 2014**

TO: THE VANCOUVER PARK BOARD

BY: THE TRANS\* AND GENDER VARIANT INCLUSION WORKING GROUP



# Table of Contents

<b>1</b>	<b>INTRODUCTION</b>
<b>10</b>	<b>EXECUTIVE SUMMARY</b>
<b>13</b>	<b>GLOSSARY</b>
<b>14</b>	<b>RECOMMENDATIONS</b>
<b>17</b>	<b>RECOMMENDATIONS: PUBLIC SPACE</b>
<b>22</b>	<b>RECOMMENDATIONS: SIGNAGE</b>
<b>25</b>	<b>RECOMMENDATIONS: PROGRAMMING</b>
<b>30</b>	<b>RECOMMENDATIONS: FINANCIAL ACCESSIBILITY</b>
<b>32</b>	<b>RECOMMENDATIONS: FORMS &amp; LITERATURE</b>
<b>35</b>	<b>RECOMMENDATIONS: HUMAN RESOURCES &amp; TRAINING</b>
<b>39</b>	<b>RECOMMENDATIONS: COMMUNITY PARTNERS</b>
<b>42</b>	<b>MEASURES OF SUCCESS</b>
<b>43</b>	<b>RECOMMENDATIONS: PROCEDURAL</b>
<b>44</b>	<b>CONCLUSION</b>
<b>45</b>	<b>ACKNOWLEDGEMENTS</b>
<b>47</b>	<b>TGVIWG MEMBERS</b>
<b>49</b>	<b>APPENDIX</b>





## Vancouver Park Board Mandate & Strategic Framework

The Vancouver Park Board's vision is to "be leaders in parks and recreation by connecting people to green space, active living, and community". In order to realize this vision the Park Board has laid out a comprehensive strategic framework that includes four key directions: Parks and Recreation for all, Leader in Greening, Engaging People, and Excellence in Resource Management. Each of these four directions has 2-3 goals with a total of 27 strategic objectives. In these 27 objectives, the Park Board lays out action areas that

will improve their ability to lead. These objectives range from improving inclusivity and accessibility to improving community engagement as well as ensuring that flexible and functional facilities meet the needs of the community. At each level of the strategic framework, there are key areas where these commitments can improve the experiences of patrons and build participation by underserved populations.



At an early age, gender lines are drawn. Where does this leave our children who don't fit neatly into a binary gender? As a child, do you remember lining up for the washroom before heading to the playground? What if you knew, even then, that your gender didn't match what either society or these lines assumed? Imagine how confusing and frightening that moment, repeated for years to come, would be.

## TGVIWG Mandate + Strategic Framework

In May of 2013, the Vancouver Board of Parks and Recreation formed a Trans\* and Gender Variant Inclusion Working Group (TGIWG) and tasked the group with working with trans\* and gender variant community members and VPB staff to identify barriers to equal access to park and recreation services. The terms of reference for the TGVIWG ask the group to produce a report that would outline the barriers and recommend actions that can improve the ability of trans\* community members access to green spaces, active living, and community provided by the Park Board. Five key areas, referred to as pillars, were highlighted for review:

### **Signage and literature;**

**Public spaces** (including washrooms and change-rooms);

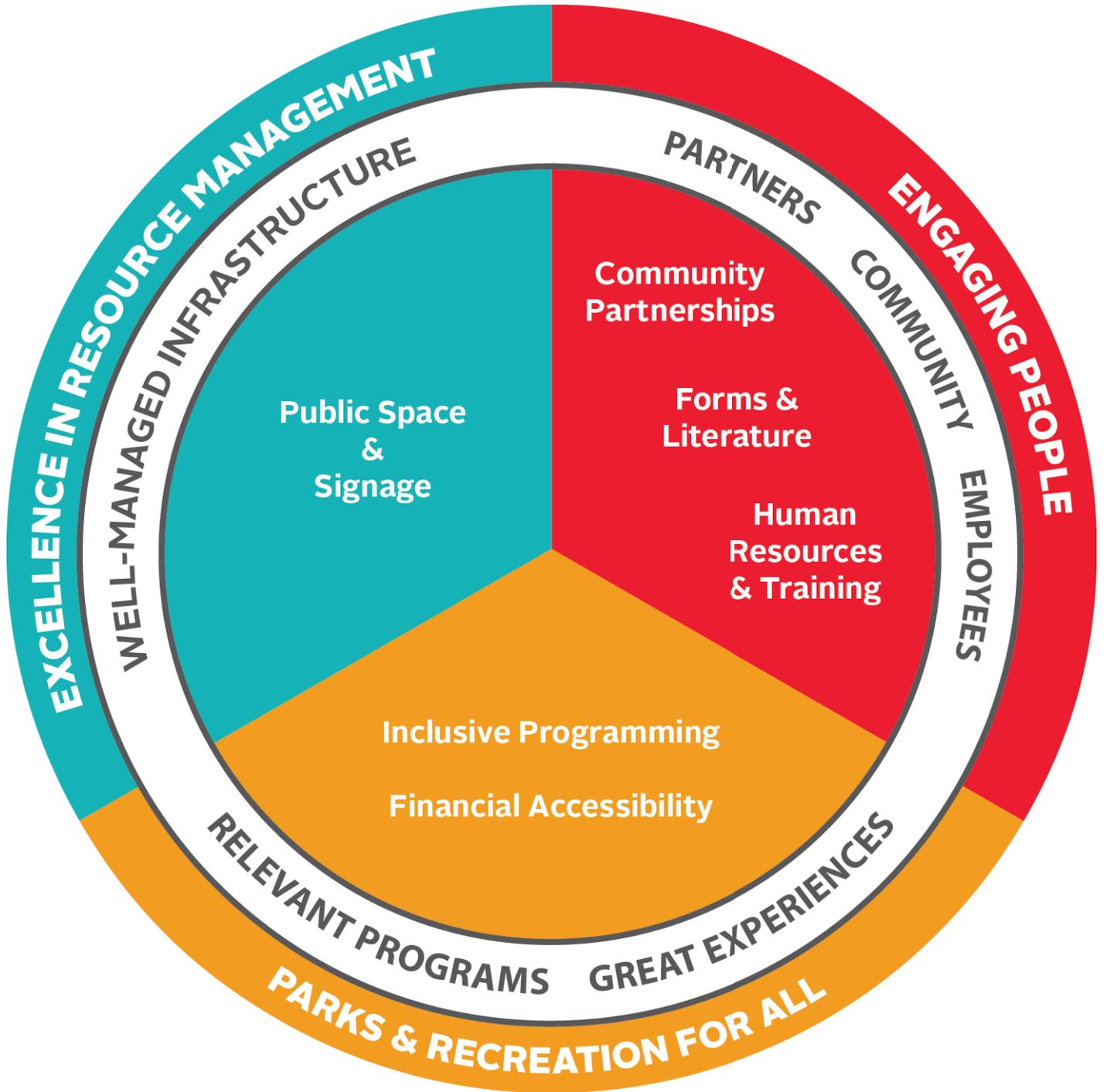
**Human resource training and policies;**

**Programming**

**Collaborative public and community partnerships.**

The TGVIWG's recommended actions align these five pillars with the goals and objectives of the VPB Strategic Framework.







# Building a Path to Parks and Recreation for All: REDUCING BARRIERS FOR TRANS\* AND GENDER VARIANT COMMUNITY MEMBERS

This Report Aims to Help the Park Board Answer These Questions:



What are the barriers to equal participation for trans\* and gender variant community members?



How do we reduce these barriers and build clear paths into our community centres and parks for trans\* and gender variant community members?



How can expanding options in gendered services and physical spaces foster more safe, respectful, and welcoming parks for all?

## The Goals of the Report

- 

Expand options in washrooms and change rooms by increasing universal and gender-neutral spaces alongside gendered spaces and include private options in all spaces.
- 

Create and adapt recreational programming to ensure more respectful and inclusive services.
- 

Expand paths to financially accessible facilities and programs.
- 

Create and leverage effective partnerships with organizations who can support new and existing patrons in accessing recreational spaces and programming.
- 

Create communication that engages all community members in honoring human rights law, understanding trans\* experience and contributing to welcoming and respectful recreational spaces.
- 

Equip staff with the tools to engage and support trans\* and gender variant community members and foster respectful and welcoming parks and recreational facilities.





The chart below outlines the connections between the TGVI framework and the VPB Strategic Framework.

VPB FRAMEWORK		TGVI FRAMEWORK		
DIRECTIONS	GOALS	OBJECTIVES	GOALS	SECTION
EXCELLENCE IN RESOURCE MANAGEMENT	Well-Managed Infrastructure	Flexible & Functional Spaces	Expand options in washrooms & change rooms	Public Space & Signage
	Well-Managed Infrastructure	Sustainable Design	Expand options in washrooms & change rooms	Public Space & Signage
PARKS & RECREATION FOR ALL	Relevant Programs & Services	Proactive Service Planning & Delivery	Inclusive Programming	Programming
	Great Experiences	Improved Inclusivity & Accessibility	Financial Accessibility	Financial Accessibility
	Great Experiences	Continuous Quality Improvement	Inclusive Programming	Programming
	Great Experiences	Enhanced Participation & Active Living	Inclusive Programming	Programming
ENGAGING PEOPLE	Partners	Effective Partnerships	Effective Partnerships	Community Partnerships
	Community	Active Community Participation	Building Engaged & Respectful Communities	Forms & Literature
	Community	Improved Engagement & Communication	Building Engaged & Respectful Communities	Forms & Literature
	Community	Open & Approachable Organization	Building Engaged & Respectful Communities	Forms & Literature
	Employees	Open Dialogue	Equipping staff with tools to be trans* inclusive	HR & Training
	Employees	Safe, Innovative & Collaborative Workplace	Equipping staff with tools to be trans* inclusive	HR & Training
	Employees	Fair recruitment & development opportunities	Equipping staff with tools to be trans* inclusive	HR & Training





Increased discrimination based on intersecting forms of oppression (ableism, racism, classism, homophobia)

Limited/restricted access to **health services**

ATTEMPTED SUICIDE RATES ARE **9 TIMES HIGHER** THAN THE NATIONAL AVERAGE

**78%** Harassment in School (K-12)

HIGH MEDICAL COSTS

# TRANS PHOBIA

CONFLICT WITH AND/OR REJECTED BY FAMILY & FRIENDS

41% OF TRANSGENDER PEOPLE ATTEMPT SUICIDE

35% ARE PHYSICALLY **ASSAULTED**

## Verbal Harassment

More likely to be **prosecuted** and **incarcerated** than other groups with similar arrest rates

HARASSED BULLIED IN SCHOOL

Challenges Obtaining ID to Match Gender

**WORKPLACE DISCRIMINATION**

**INCREASED BARRIERS FOR IMMIGRATION**

## Underemployment

**THREAT OF VIOLENCE AND DISCRIMINATION** BASED ON APPEARANCE (IN NAVIGATING PUBLIC SPACES)

**CHALLENGES TO ACCESSING SAFE, STABLE HOUSING**





## Experiences of Gender

We are all assigned a gender at birth based on our biological sex. Sometimes the assigned gender doesn't match our gender identity- how we understand our deepest, truest sense of what our gender is. What should happen when the gender assigned to one of us does not match our gender identity? The healthiest choice for both the individual and society is to honour the person's right to self-identify and express their gender freely.

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*“On nearly every continent, and for all of recorded history, thriving cultures have recognized, revered, and integrated more than two genders. Terms such as transgender and gay are strictly new constructs that assume three things: that there are only two sexes (male/female), as many as two sexualities (gay/straight), and only two genders (man/woman).”*

**TWO SPIRITS, INDEPENDENT LENS,  
AMERICAN PUBLIC BROADCASTING SERVICES**

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Some people do not identify with either category of man or woman. They may undergo a process of social or physical transition that align their presentation and body with their gender identity. Others identify with the gender category opposite the one they were assigned at birth. They may also choose to undergo transitioning processes to affirm their gender identity. Depending on the degree of cultural and community acceptance, this can lead to persistent challenges to accessing some of the most basic

forms of human needs- housing, education, food, employment, and safety from physical harm. Not surprisingly, research repeatedly reveals that without support and acceptance, trans\* and gender variant individuals commonly experience poor health outcomes, with higher levels of mental illness, substance use and suicide attempts.

Thankfully, a growing number of trans\* and gender variant individuals are able to access means to express their gender in ways that align with their gender identity. This, in turn, improves their individual well-being and overall community health. Trans\* and gender variant people and their allies continue to work to achieve more equal access to the resources provided to the general public. In addition to things like accessing appropriate medical services or housing, human rights regarding non-discrimination in public space and accommodation are still far from equal. This includes parks and recreational spaces.

Gender-segregated services and facilities can exclude trans\* and gender variant community members if an inclusive approach is not taken. In these instances, trans\* and gender variant individuals commonly face gender-policing in the form of verbal harassment, public-shaming and physical violence by others who feel they do not belong there.

Aware of the heightened vulnerabilities for trans\* and gender variant children, youth, seniors, individuals with disabilities, First Nations and people of colour, the TGVIWG recognizes the importance of providing recommendations that increase the access, safety and privacy of all VPB users, in an effort to reach Vancouverites who face multiple barriers to full participation.





## Process Overview

The TGVIWG led two waves of engagement, one in the fall of 2013 and another in the winter of 2014. They connected with trans\* and gender variant community members, VPB frontline staff, VPB management, facilities development staff at the City of Vancouver, service providers, community organizations, and some recreational patrons in community centres. As outlined below, a variety of community engagement activities enabled key stakeholders to provide their input on ways to build a path for equal access to recreational facilities.

METHOD	PARTICIPANTS	PARTICIPANT #S	DATES	
<b>COMMUNITY ENGAGEMENT PHASE</b>				
1	COMMUNITY MEETING	Trans*, Gender Variant, Allies	35 in-person & 5 virtual attendees	October 2013
2	ONLINE SURVEY	Trans*, Gender Variant, Allies	208 respondents	October 2013 - January 2014
3	ONLINE SURVEY	Trans* and Gender Variant Service Providers and Community Partners	10 respondents	December 2013 - January 2014
4	POLL	Recreational users at Mount Pleasant, Hillcrest, Britannia Community Centres	146 respondents	December 2013 - January 2014
5	ONLINE SURVEY	Frontline staff at recreational facilities	181 respondents	December 2013 - January 2014
6	WORKSHOP	City of Vancouver Project Managers	10 attendees	December 2013
7	FOCUS GROUP	Frontline staff	15 attendees	December 2013
8	TRAINING	Provided T/GV 101 In-service Training for Aquatic Staff	500 attendees	January 2012 - ongoing
9	SITE TOURS	Took notes and photos of facilities, including: Hillcrest, Britannia, Coal Harbour, Mount Pleasant, Killarney and Templeton	N/A	August 2013 - January 2014
<b>COMMUNITY REVIEW PHASE</b>				
10	COMMUNITY MEETING	Trans*, Gender Variant, Allies	25 in-person & 10 virtual	April 2014
11	ONLINE FEED-BACK SURVEY	Trans*, Gender Variant, Allies	126 respondents	March - April 2014
12	FOCUS GROUP	Frontline staff	10 attendees	April 2014
13	MEETINGS	City of Vancouver Advisory Committees, including 1) Women's; 2) Children, Youth and Families; 3) Persons with Disabilities; and 4) Planning Commission.	Planning Commission	March and April 2014





After the first phase of community engagement, working group members analyzed the feedback. We identified the synergies between community and staff recommendations, synthesized them in draft recommendations that were then taken back for further consideration with trans\* and gender variant community members as well as staff. The additional feedback was combined to create the recommended actions, measures of success, and priorities outlined in this report.

At every step of the way, the working group members and trans\* community members considered how to integrate the needs of other

patrons who experience similar barriers to accessing into the recommendations. In order to better understand the ways in which the work could improve the lives of other people with their own barriers, the TGVIWG reached out to work with several other advisory committees to City Council. The Women’s Advisory Committee, the LGBTQ Advisory Committee, Persons with Disabilities Advisory Committee, and the Youth and Families Advisory Committee all contributed to the review of the recommendations. In some cases, committees suggested additions to the recommendations in order to strengthen the work.

*“The Women’s Advisory Committee supports the Trans and Gender-Variant Inclusion Working Group’s recommendations in principal.. and the Committee is encouraged about the impact these recommendations would have for the safety of women and girls.”*

**CARRIED UNANIMOUSLY**

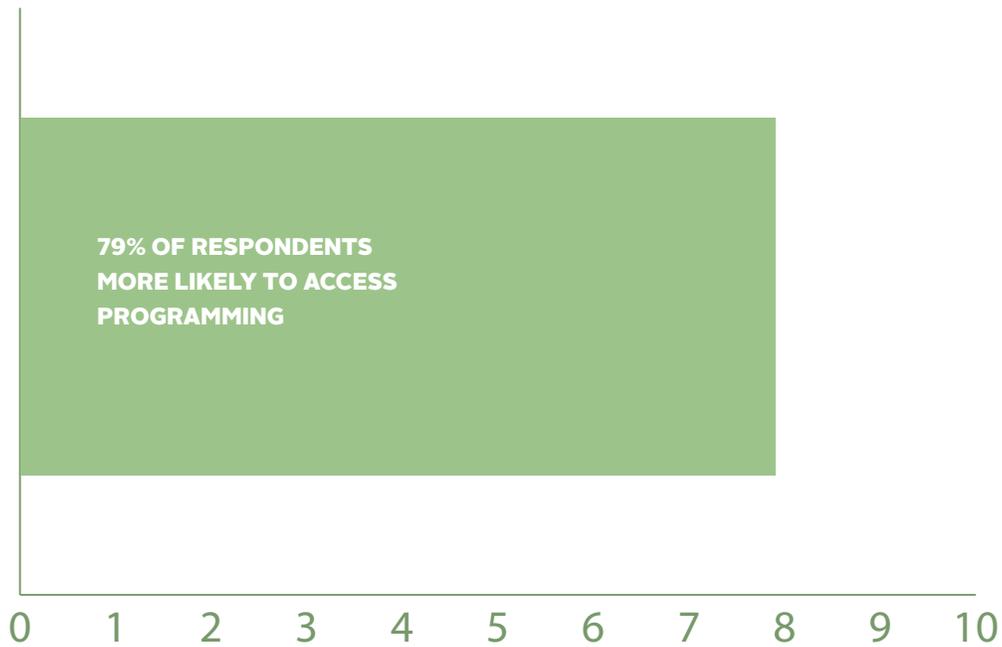
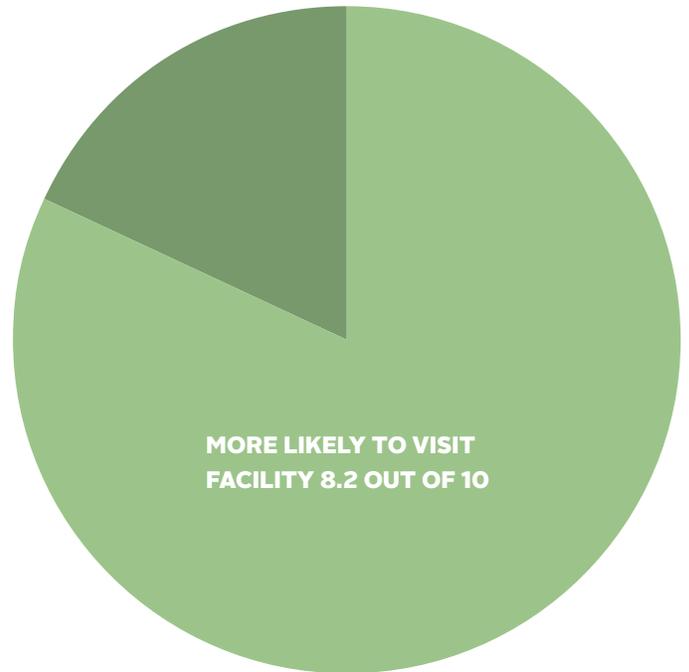
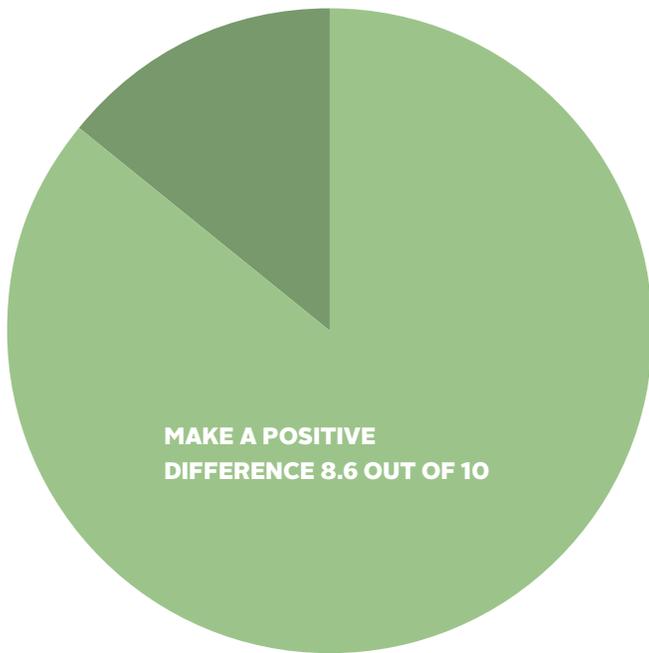
*Fostering a community where members feel safe, welcomed, and respected is vital in order strengthen a community, for this reason, the CFY Advisory Committee is pleased to support the Trans and Gender Variant Inclusion Committee’s recommendations.*

**CHILDREN, YOUTH & FAMILIES  
ADVISORY COMMITTEE**

*“The LGBTQ City Advisory Committee endorses the draft report and recommendations to Park Board as presented by the Trans & Gender Variant Working Group”*

**CARRIED UNANIMOUSLY**



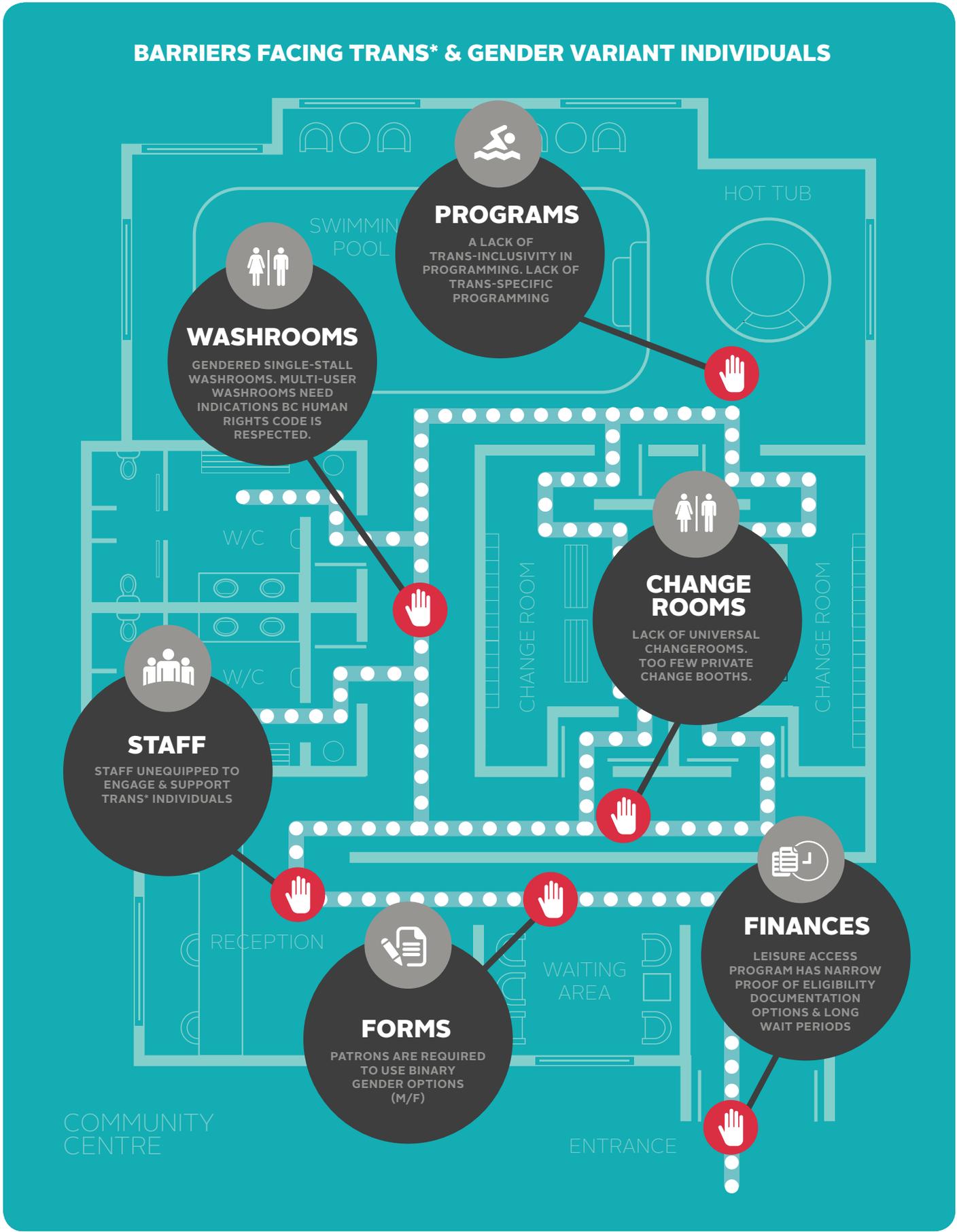


The recommendations contained within will contribute to improving the safety for a variety of people while recognizing that trans\* and gender variant community members face particularly persistent and pernicious forms of discrimination and exclusion.





# BARRIERS FACING TRANS\* & GENDER VARIANT INDIVIDUALS





# Summary Actions

In this section, you will find a condensed list of recommended summary actions (S1, S2, S3...). In the document that follows, there are larger sets of recommendations (R1, R2, R3...) that correspond with the following high level actions.

<b>PUBLIC SPACE &amp; SIGNAGE (EXCELLENCE IN RESOURCE MANAGEMENT)</b>	<b>S1</b>	Increase square footage dedicated to universal spaces in new and existing facilities.
	<b>S2</b>	Include at least one single-user booth in universal spaces in order to improve traffic flow and reduce wait times for all users.
	<b>S3</b>	Incorporate more single-user booths to increase privacy in gender-segregated spaces.
	<b>S4</b>	Build accessible, single-user washrooms in each functional section of recreational facilities.
	<b>S5</b>	Use function-based icons in signage rather than gendered figures.
	<b>S6</b>	Create signage that states BC Human Rights Code at gendered change rooms and washrooms.
	<b>S7</b>	Ensure multi-gender, multi-user spaces have inclusive signage and clear policies about access for all.
<b>PROGRAMMING &amp; FINANCIAL ACCESSIBILITY (PARKS &amp; RECREATION FOR ALL)</b>	<b>S8</b>	Ensure inclusivity in existing recreational programs.
	<b>S9</b>	Pilot trans* and gender variant-specific recreational programs.
	<b>S10</b>	Use on-site application processing and alternative documentation to reduce and remove barriers to the Leisure Access Card (LAC).
<b>FORMS + LITERATURE (ENGAGING PEOPLE)</b>	<b>S11</b>	Introduce gender options on VPB forms for the collection of gender-related data, including categories woman, man, transgender, gender variant, and space for self-identification.
	<b>S12</b>	Develop trans* and gender variant-inclusive community engagement materials that support all patrons to contribute to fostering respectful and welcoming recreational facilities.
	<b>S13</b>	Develop materials to indicate to patrons what types of facilities and support are available to be searchable on the VPB website.
<b>HUMAN RESOURCES &amp; TRAINING (ENGAGING PEOPLE)</b>	<b>S14</b>	Develop clear policies and guidelines on trans* and gender variant needs and issues, which are visibly presented at facilities, in brochures, and on the website.
	<b>S15</b>	Develop and implement training manuals, materials, webinars, and workshop guides for all people involved in the delivery of services (staff, contractors, and volunteers) to address trans* and gender variant issues and needs.
	<b>S16</b>	Ensure the workplace fully welcomes and supports potential and existing trans* and gender variant staff.
<b>COMMUNITY PARTNERSHIPS (ENGAGING PEOPLE)</b>	<b>S17</b>	Increase rental subsidies to partners who offer trans-specific programming in VPB.
	<b>S18</b>	Identify potential partnership opportunities for programming, education and/or training.
<b>PROCEDURAL</b>	<b>S19</b>	Appoint the VPB Manager of Accessibility as staff lead accountable with implementing recommendations.
	<b>S20</b>	Create a Trans* and Gender Variant Implementation Steering Committee to assist an assigned staff person with the implementation of recommendations.
	<b>S21</b>	Complete annual evaluations of the implementation of the recommendations and the level improvement in user experience of trans* and gender variant patrons.





# Quick Starts & Priorities

## Quick Starts **WITHIN 3-6 MONTHS**

Install universal signage for all single stall washrooms.

Install universal signage on booths in change rooms.

Provide trans-inclusivity training to all aquatic staff on an ongoing basis.

Train front-line staff on trans-inclusivity in registration processes on an ongoing basis.

Develop a trans\* and gender variant inclusion policy.

Strike a Trans\* and Gender Variant Implementation Steering Committee to advise on implementation.

Amend the application requirements of the Leisure Access Program and pilot two on-site processing locations.

Increase rental subsidies to partners who offer trans-specific programming in VPB facilities.

Pilot a set of holistic initiatives at Templeton and Killarney with the option of two other facilities that include:

- a) training of staff, contractors, and volunteers involved in the delivery of services
- b) recreational programming specific to trans\* and gender variant patrons, friends, and allies
- c) trans-inclusive signage with function-based icons

## Short Term Priorities **1 YEAR**

Include the additional gender options across VPB registration and application forms.

All new hires must receive training and develop competence with supporting the BC Human Rights Code and VPB policies on supporting trans\* and gender variant patrons within the first month of the hire date.

Standardize universal signage for multi-gender spaces.

Transition to function-based icons in signage.

Install single change-booths in gender-segregated change rooms in select facilities.

Increase trans\* and gender variant usership of Leisure Access Program.

## Mid Term Priorities **2-3 YEARS**

All people involved in the delivery of services receive training and demonstrate competence with supporting the BC Human Rights Code and VPB policies on supporting trans\* and gender variant patrons.

Increase overall square footage of universal space in VPB facilities.

## Long Term Priorities **4-10 YEARS**

Universal change room and washroom options are available in 100% of VPB Facilities.





# Glossary

**VPB** – Vancouver Park Board

**TGV** – Trans and gender variant (people)

**FOOTPRINTS** – Square footage allotted to a particular space

**PATRONS** – Visitors and users of Park Board spaces

**GENDER SEGREGATED** – Spaces that are segregated as women’s/men’s.

**UNIVERSAL** – Term used to indicate accessible spaces that can be used by people of all genders; this includes multiple users, families, caregivers, and people with mobility needs.

**TRANS/TRANSGENDER (PERSON)** – Refers to a person whose gender assigned at birth does not match their gender identity.

**GENDER VARIANT (PERSON)** – A gender variant person’s gender identity and/ or presentation doesn’t conform to culturally specific, gender based expectations of a female/ male binary gendering system.

**TWO SPIRIT** – Used by North American Aboriginal societies to describe what Europeans now call LGBTQ. It is used as a umbrella term that is shaped and defined by each specific nation. The majority of First Nations communities identified two-spirit people in high regard and hold positions as mediators in communities/band.

**CISGENDER** – A person whose gender identity matches their assigned gender.

**GENDER BINARY** – The gender binary is a concept that reduces gender into two categories: woman and man.

**GENDER IDENTITY** – A person’s innate sense of how they identify in terms of gender as outside the gender binary or as a woman or a man. Gender is not definitively correlated with biological sex, though gender is most generally assigned based on medical understandings of biological sex.

**GENDER EXPRESSION** – The ways in which a person communicates their gender identity to the world through dress, speech, mannerisms, and other behaviour.

**TRANS\*** – An inclusive umbrella term used to refer to communities, and individuals with nonconforming gender identities and/or expression.

**PRONOUNS** – How a person is referred to in conversation. Gender-neutral pronouns: (singular); They, them, their, theirs, or ze, zem, hir, hers. Feminine pronouns: She, her, hers. Masculine pronouns: He, him, his.

**GENDER POLICING** – The imposition or enforcement of normative gender expectations on an individual or community which may involve harassment or escalate to assault.

**SYSTEMIC BARRIERS** – Society uses systems to grant access to our most basic needs- food, shelter, education, rights, and community. Systemic barriers restrict or limit access to those and other resources or opportunities.

**LGBTQ** – Acronym for Lesbian, Gay, Bisexual, Trans\* & Queer communities

**ALLY** – A person is who is not a member of a specific community who makes an ongoing commitment to actively work with the members to fight against discrimination and oppression.





# Recommendations

In the following sections, we synthesize and prioritize recommendations based on the wealth of information shared with us throughout the community engagement and review phases. Within the recommendations you will find both very broad and very detailed information. As outlined in the Executive Summary, the Recommendation # is preceded with an R that indicates it is the more comprehensive recommendation than previously outlined in the Summary Actions section.

We have offered a timeline for each of the recommendations as indicated. Quick starts range within a 3 to 6 month period and long-term priorities can span up to ten years. In determining the timeline recommendations, we generally prioritized items with highest impact and realistic implementation feasibility. Additionally, particular items require a preceding recommendation to be completed before they can be launched (i.e. a training for registration staff before rolling out updated registration forms). Items are ordered in terms of a suggested timeline for implementation.

The TGVIWG is confident these recommendations will result in greatly improved access to parks and recreational facilities for trans\* and gender variant patrons as well as a wide variety of additional community members. In the most recent community survey, an average rating of 8.62 out of 10 was given to the statement

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*“implementation of the recommendations will contribute to making community centres and parks more safe, respectful, and welcoming for trans\* and gender variant community members.”*

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There was a slightly lower average rating (8.2 out of 10) related to the likelihood of survey respondents visiting community centres based on implementation of these recommendations. This may represent a concern that park and recreational facilities would continue to be unsafe for some, if only minimal measures were adopted.

That said, throughout this process trans\* and gender variant community members have repeatedly returned to tell us that these recommendations can make a major difference in their ability to safely access parks and recreational facilities, and this will, hopefully, improve their health and well-being.





*“If training standards and guidelines were in place and if I knew that city public spaces would enforce a specific inclusive gender-variant policy, then I would feel much safer. There are confused people everywhere and it is reasonable to expect that somebody, somewhere, will not like that gender variant people are around them. I personally feel that a reasonable person can look after themselves if they know they can turn to the staff in case of need and know what to expect.”*

*“I frequently avoid going to the gym or going swimming if I don't have a friend with me, due to fears of being confronted/harassed in the change rooms.”*

*“Forget the whole notion of dividing “genders” and just create communal, “universal” bathrooms, showers and change rooms. If alternatives are removed, the concept that we are all simply “human”... will eventually gain momentum.”*



*“[As a trans man] I do not feel comfortable changing in the men's change room. Communal showers - not very trans\* friendly.”*

*“It requires a dance, maybe accessing the bathroom elsewhere in the facility and changing in the stall...it's all another reason not to go, and I already come up with lots of reasons not to exercise. Change rooms should not be a barrier.”*





*“When two people tried to swim at a public pool in clean shorts and t-shirts, they were told they were not allowed to by staff. They were told that they must wear clothing of “bathing suit material.” They therefore were unable to swim that day. ... The two people were angry, hurt, and felt very isolated after this instance. I don’t think they’ve returned to a public pool swimming session since.”*

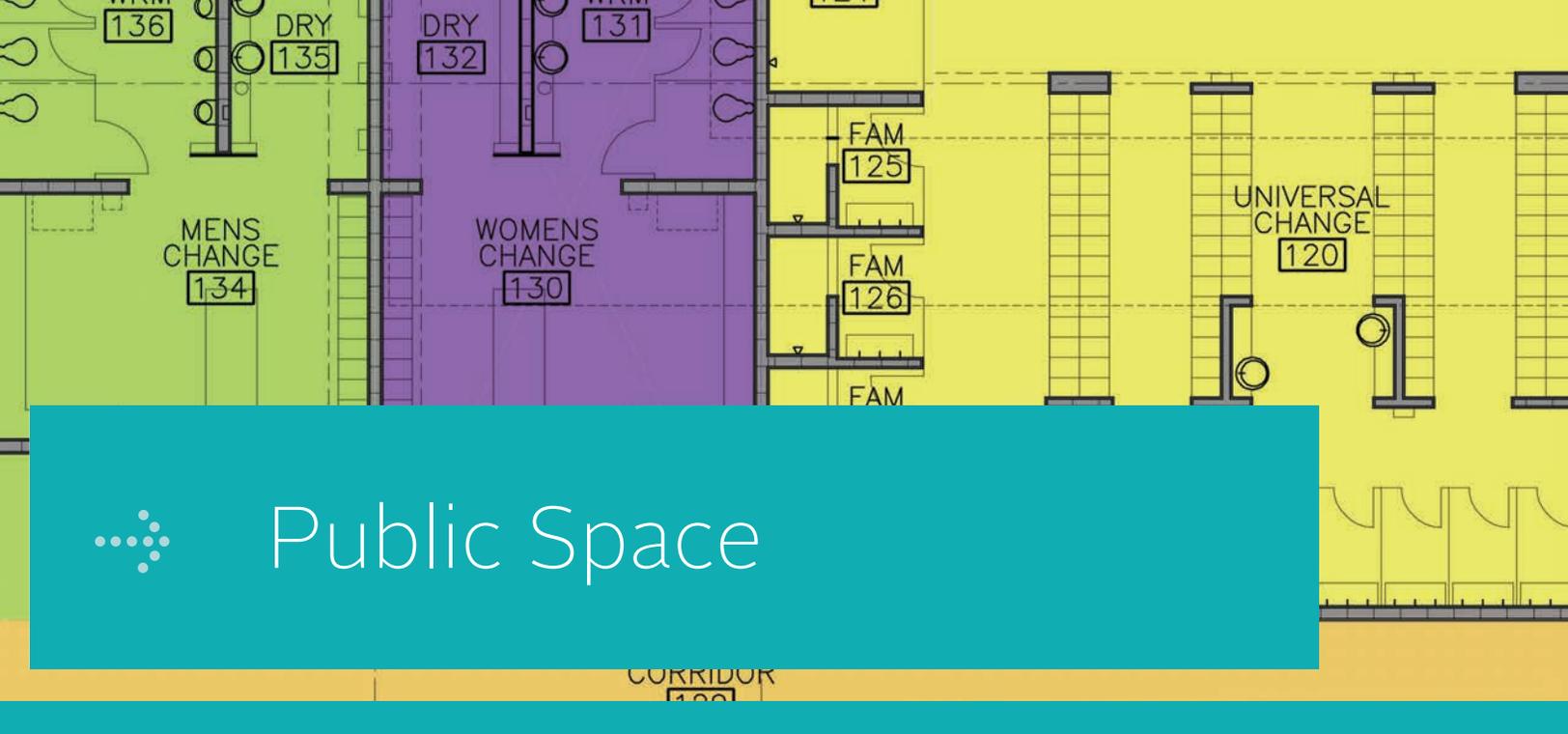
*“I was threatened with violence by another member and obviously felt very unsafe. I immediately reported this to ... fitness staff who were ... **untrained to offer even the most basic empathy.** And while they spoke with the member, he was not asked to leave nor was there any consequence. I ended up changing the hours I attended to avoid him and then stopped using the facility.”*



*“I am a regular user of parks facilities. I think it’s great that we are finally thinking about these things. In general, **I think the facilities would benefit from additional single user change rooms.** There are a range of cultural, social and medical reasons why people like to change in a private change room so including more of these would benefit trans people, families and a variety of other users.”*

*“I still look male, despite years of hormones, electrolysis, etc. I’m [tall], big boned...there’s only so much I can do. **Most people on the street still read me as male,** and because of that, I don’t want to make my fellow women uncomfortable. So instead I stay home.”*





## Public Space

### BACKGROUND & OBJECTIVES

For many trans\* and gender variant people, discrimination and the anxiety it creates are ongoing facets of life. Negotiating gender-segregated spaces, such as change rooms and washrooms, can in itself be an anxiety-inducing task due in part to previous experiences being confronted (i.e. gender-policed) in spaces where others feel they do not belong. In this case, gender-policing can include a range of behaviours from blatant non-verbal and verbal expressions of disapproval, disrespectful harassment meant to shame people into leaving the washroom of their rightful choice, or, in the worst scenarios, physical assault.

When no alternatives to gender-segregated space exist, such as universal change rooms, trans\* and gender variant individuals are at higher risk for harassment or assault. Consequently, they are less likely to use of these facilities. When they do use the facilities, people commonly experience serious degrees of social anxiety. The survey results in Appendix 6 provide additional information on these challenges. These results underscore the important role VPB facilities play in community

members' overall wellbeing. It also demonstrates the need for appropriate change rooms and washroom options for facility users who may otherwise face gender-policing in their efforts to access these facilities.

Both community survey results indicated universal change rooms were popular because they create safe space for trans\* and gender variant people to change. Universal spaces are also in high demand among other recreational users of diverse backgrounds and needs. When there is a high demand and limited availability, this often pits the needs of diverse users against one another. This was especially noted during peak user periods where the visible needs of some users, such as families with small children, were seen as more pressing than the less visible needs of single users. Single users may prefer universal change booths over open areas due to a variety of undisclosed reasons related to comfort and safety. Some survey respondents have a strong interest in moving to a model of exclusively universal change room without gender-segregated spaces (similar to what occurs in Europe).




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*“Universal or single-stall washrooms are essential for the safety of genderqueer, trans, and other gender variant individuals.”*

**SURVEY RESPONDENT**

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Facility tours and survey results affirm that newer facilities, such as Killarney and Hillcrest Community Centres, are heading in the right

direction with their inclusion of larger footprints for universal change rooms and washrooms. The recommendations in this section build upon recent designs and highlight opportunities to improve choice, functionality, traffic flow, and safety.

Incorporating these recommendations into future designs of new facilities and retrofits of existing facilities is intended to minimize design-induced gender-policing by users. This will greatly improve the experience of trans\* and gender variant community members as well as other users for whom additional privacy grants increased comfort and safety.

## Killarney Community Centre

The Killarney Community Centre, near Rupert Street and 45th Avenue, was completed in 2005 after a year of planning and an 18-month construction phase. The facility improved the model developed at Hillcrest Community Centre. This included several key design features that make it a best practices model for trans\* and gender variant inclusion. In particular, there are three change room spaces, including women’s, men’s, and universal change rooms with greater percentage of the overall square feet dedicated to the universal change room space.

The universal change room space has a mix of

single- and multi-user change room stalls. There are seven multi-user change room stalls and one accessible change room with showers and benches that have a capacity for two to three people. There are also eight single-user change room stalls with a bench and no shower. The universal space has four showers in an open-concept deck area, which can be used to shower off with swimsuit used in combination with dry single-user change room stalls. The universal space has built-in safety features including direct sightlines from corridors to staffed common areas and acoustics that would support people hearing any calls of distress.





## ACTIONS & TIMELINE

REC #	RECOMMENDATION	TIMELINE
<b>NEW FACILITIES - INDOOR CHANGE ROOMS</b>		
R1	In the development of all new change rooms in aquatic facilities, include 3 separate change rooms: Universal (U), Women (W), and Men (M).	<b>NEXT NEW DESIGN BUILD</b>
R2	Prioritize larger spaces (sq ft) for universal change rooms in order to accommodate the greatest diversity of gender experiences while preserving reduced spaces of the familiar gender-segregated model.	<b>NEXT NEW DESIGN BUILD</b>
R3	Within U, W, and M multi-user change rooms, provide multiple change booths. Provide as many single-user booths as demand permits, and ensure at least one single-user booth should be available in each of the three change rooms (including the Men's change room where it is commonly omitted).	<b>NEXT NEW DESIGN BUILD</b>
R4	Incorporate lockers, cubbyholes and coat hooks on pool decks and in fitness centres as well as pool deck showers with foam soap dispensers in order to reduce the demand for time in change rooms.	<b>NEXT NEW DESIGN BUILD</b>
R5	Through design, incorporate safe environments in U/W/M spaces (e.g., address blind spots, dead ends and consider vents, transoms, visibility for staff to stall entrances).	<b>NEXT NEW DESIGN BUILD</b>
R6	In change booths and toilet stalls, incorporate door locks that indicate 'vacant', 'occupied'.	<b>NEXT NEW DESIGN BUILD</b>
R7	Wherever possible, co-locate aquatic and fitness change rooms to maximize universal change room footprint (sq. ft.)	<b>NEXT NEW DESIGN BUILD</b>
R8	When co-location of fitness and pool change rooms is not possible, adapt the aquatics U/W/M typology for fitness centres with at least one booth in each of the three rooms.	<b>NEXT NEW DESIGN BUILD</b>
R9	Preference for universal steam rooms rather than gender-segregated steam rooms.	<b>NEXT NEW DESIGN BUILD</b>
R10	VPB staff to work with the community centre staff, the Trans* and Gender Variant Implementation Steering Committee (see R73), and any other relevant committees to identify strategies and approaches to maximizing universal spaces in recreational facilities.	<b>NEXT NEW DESIGN BUILD</b>
R11	Identify and resolve any tensions with the provincial health code regarding square footage ratios in the U/W/M configurations.	<b>NEXT NEW DESIGN BUILD</b>
<b>NEW FACILITIES - OUTDOOR CHANGE ROOMS</b>		
R12	When developing new change rooms for outdoor pools, use the U/W/M configuration with both single- and multi-user booth options within U/W/M.	<b>NEXT NEW DESIGN BUILD</b>
R13	When developing new field houses, incorporate a universal option that can be used as overflow as appropriate. Ensure that there is at least one change booth in each of the of the U/W/M models.	<b>NEXT NEW DESIGN BUILD</b>





## ACTIONS & TIMELINE

REC #	RECOMMENDATION	TIMELINE
<b>NEW FACILITIES - INDOOR WASHROOMS</b>		
R14	All facilities should have at least one universal, accessible single-user washroom per function. Where a centre contains programming rooms, a fitness centre, and a pool, it should have at least 3 universal, accessible washrooms within or immediately adjacent to each activity area.	<b>NEXT NEW DESIGN BUILD</b>
R15	When possible, create multiple universal, accessible, single-user washrooms. Ensure the universal designation is understood as its intent – to be available to any user regardless of their gender.	<b>NEXT NEW DESIGN BUILD</b>
R16	Increase the number of toilet stalls within M washrooms, allotting at least one private stall.	<b>NEXT NEW DESIGN BUILD</b>
R17	Where appropriate, consider the creation of banks of single-user washrooms in place of the multi-user, gender-segregated washrooms. These may contain the sink features within each stall or outside of it according to the demands of each space with at least one, ideally two universal accessible washrooms that can accommodate multiple people for families, persons with reduced mobility, persons with wheelchairs, and those with care-givers.	<b>NEXT NEW DESIGN BUILD</b>
<b>NEW FACILITIES - OUTDOOR WASHROOMS</b>		
R18	All facilities and parks should have at least one universal, accessible single-user washroom.	<b>NEXT NEW DESIGN BUILD</b>
R19	In field houses, include at least one universal, accessible, non-gendered single-stall washroom option. Make useable whenever possible.	<b>NEXT NEW DESIGN BUILD</b>
<b>EXISTING FACILITIES - INDOOR CHANGE ROOMS</b>		
R20	Adapt Killarney pool's universal spaces and clearly designated single-user booths in other aquatic facilities when retrofits occur.	<b>NEXT RETROFIT</b>
R21	Update W/ M change rooms in aquatic and fitness centres with single-user change booths.	<b>WITHIN 1 YEAR</b>
R22	Update W/ M change rooms in aquatic and fitness centres with single-user shower booths.	<b>2-3 YEARS</b>
R23	Incorporate lockers, cubbyholes and coat hooks on pool decks and in fitness centres as well as pool deck showers with foam soap dispensers in order to reduce the demand for time in change rooms.	<b>2-3 YEARS</b>
<b>EXISTING FACILITIES - INDOOR &amp; OUTDOOR WASHROOMS</b>		
R24	Existing facilities with indoor washrooms should have at least one universal, accessible single-user washroom (including sufficiently large and adapted so as to allow many persons, including disabled people and people with walking difficulties to use the toilet on their own).	<b>2-3 YEARS</b>
R25	Existing outdoor facilities and parks with outdoor washrooms should have at least one universal, accessible single-user washroom (including sufficiently large and adapted so as to allow many persons, including disabled people and people with walking difficulties to use the toilet on their own).	<b>2-3 YEARS</b>





Recreational users reflect on the universal change rooms at Hillcrest and Britannia Community Centres:

*“As a care-aid, the universal change room is useful when supporting an individual of the opposite sex. Also when supporting a child of the opposite sex.”*

“I feel the **space should be more inclusive**, and should have more of it so people can pick and choose based on their needs. Therefore would not have to over-label each space for specific people.”



“Trans people should be able to use the family change rooms. The Glee character Unique dealt with the issues of bathrooms on one episode. I had never thought about the **issues that trans people face** until I saw that episode.”

*“When Hillcrest first opened in 2010, legacy was going to include **“universal”** change-rooms but language then changed to **“family.”** This creates conflict between families and single users, especially when it’s busy.”*



# UNIVERSAL



## Signage

### BACKGROUND & OBJECTIVES

Signs help us to navigate unfamiliar places by indicating how to find our destination and what to expect when we enter the space. Signs use symbols and text that act as shorthand to convey information quickly about who is allowed into a space (e.g., employees only, gender rules, etc.). They also convey information about what can be found inside that space (e.g., change rooms, kitchens, art rooms). Signage has continuously evolved to suit changing needs of society as we gain understanding of their usefulness, limitations, and/or unanticipated exclusions. As the way we build spaces changes, so do our signs. As the way we understand peoples needs changes, so do our signs.

The recommendations in this section relate to washrooms and change rooms in all VPB facilities including park and recreational areas. In particular, the recommendations suggest improvements that can be made in the representation of gender in signage. The BC

Human Rights Code has affirmed that patrons can use the washroom and/or change room that aligns with their gender identity. The goal of these recommendations is to create standard, inclusive, and clear signage.

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*“According to case law in Canada, trans individuals should be treated in a manner consistent with the gender that they present and should be provided access to the appropriate facilities.”*

**CANADIAN ASSOCIATION OF STATUTORY  
HUMAN RIGHTS AGENCIES/ NEWFOUNDLAND  
AND LABRADOR HUMAN RIGHTS  
COMMISSION**

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## Signage Examples

### MULTI-USER SPACES



### SINGLE-USER SPACES



### ACTIONS & TIMELINE

REC #	RECOMMENDATION	TIMELINE
R26	Pilot changes in signage in Templeton and Killarney with the option of 2 other facilities to establish standardization, define terms in multiple languages, identify opportunities, and address challenges. Upon completion of the pilots, adopt signage changes city-wide.	QUICK START (3-6 MONTHS)
R27	Install universal signage in any spaces in single-user washrooms, change booths, and other spaces.	QUICK START (3-6 MONTHS)
R28	All signage should be standardized across VPB facilities.	WITHIN 1 YEAR
R29	Multi-user, multi-gender spaces in new and existing VPB facilities should be updated to the term “universal” on all signage. Translate into cultural relevant signage into multiple languages to increase understanding and avoid confusion among users.	WITHIN 1 YEAR
R30	As much as possible, remove and refrain from using gendered symbols of bodies on signage in VPB facilities.	WITHIN 1 YEAR
R31	When symbols are required on signage, use images that focus on the function of the space. Symbols are useful for explaining the use of the space without the reliance on the English language and/or placing gendered expectations.	WITHIN 1 YEAR
R32	In close proximity to the U/W/M change rooms and washrooms, there should be clear signage about the trans* and gender variant inclusivity policy (see R59).	WITHIN 1 YEAR
R33	In gender-segregated spaces, signage that indicates “Women” or “Men” should also indicate inclusion of trans* and gender variant patrons.	WITHIN 1 YEAR





REC #	RECOMMENDATION	TIMELINE
R34	Place trans* and gender variant stickers at the entrance of facilities. Provide brief descriptive text below sticker to clearly define what the sticker signifies. For example, "This facility has been retrofitted to increase access and safety for trans* and gender variant community members. All staff, instructors and contractors have received training to serve the needs of trans* and gender variant individuals."	2-3 YEARS
R35	Where appropriate and necessary, VPB staff and contractors to be aware of and implement options for temporary changes to gendered spaces supported by clear signage in the case of regular and special events occurring at VPB facilities and parks (see Fronrunner Case Study).	WHENEVER NECESSARY

## Case Study: VancouverFronrunners

Vancouver Fronrunners is a running and walking club consisting of members of the lesbian, gay, bisexual, and transgender communities and their allies. The club provides a safe, supportive, and inclusive environment to promote health and wellbeing. The club recognizes that weekly post-exercise showering may present a challenge or barrier to trans\* and gender variant people in navigating public change rooms, showers, and washroom facilities.

To address these issues, Vancouver Fronrunners discussed and developed a plan with Vancouver Park Board, which is reflected in its Showering Policy (<http://vancouverfronrunners.org/about-vfr/showering-policy/>). It affirms the right of trans\* and gender variant individuals to use the changing facility that aligns with their gender identity and/or where they feel most comfortable. The policy provides an array of options and descriptions of each facility to assist club

members to choose the showering arrangement that best suits them.

The most inclusive option in the Showering Policy occurs at the Roundhouse Community Centre. The women's change room has the most private showering arrangement (compared to the men's) including three single-user shower stalls with curtains. As such, the Roundhouse Community Centre worked with Vancouver Fronrunners to temporarily change the use of this gender-segregated space to be inclusive of all genders for a half hour from 7:30 to 8:00 pm on Wednesdays. Staff at the community centre are available to assist with any issues that arise and are able to provide non-Fronrunner users with alternative options if they are not comfortable with the temporary multi-gender configuration. To date, there have been no issues arising from this timed arrangement.





# Programming

## BACKGROUND & OBJECTIVES

Our parks, community centres, and programs should be available to individuals of any gender, demographic, income, size or shape, ability, or background in a way that affirms and honours their dignity, integrity and knowledge. Barriers to accessing these programs should be reduced and, when possible, removed.

Multiple opportunities exist for the VPB to increase access to recreation facilities through programming that addresses the needs of trans\* and gender variant community members. This includes increased fitness and arts/ cultural programming targeted to trans\* and gender variant community members. It also means ensuring that current programming is made more accessible to trans\* and gender variant community members by reducing the ways that programming is overly or rigidly gendered.

Furthermore, there is a need to develop inclusivity in programming accessed by trans\* and gender variant children and youth, in particular youth camps. Many of trans\* children experience substantial gender-based bullying

by other children and sometimes by staff who facilitate programs. Children are particularly vulnerable, as they cannot leave a session in the same way an adult can. As such, there are recommendations to address their specific needs and issues. These are important because

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*“permitting transgender children and youth to participate in recreational sports in their affirmed gender can provide an enormous boost to their self-confidence and self-esteem and provide them with positive experiences that will help them in all other areas of their lives”.*

**TRANSGENDER LAW & POLICY  
INSTITUTE 2009**

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## ACTIONS & TIMELINE

REC #	RECOMMENDATION	TIMELINE
<b>NEW PROGRAMMING</b>		
<b>R36</b>	<p>Pilot drop-in programming times for trans* and gender variant community members, allies, friends and families for one to two years at Templeton and Killarney with the option of two other facilities taking the following into consideration:</p> <ul style="list-style-type: none"> <li>a) <i>Types of programming: i) Pool-based, ii) yoga/pilates, and/or iii) gym-related (see sidebar for specific interest areas).</i></li> <li>b) <i>Ensure gender and cultural representation when selecting instructor for programming.</i></li> <li>c) <i>Agree on details, such as types of activities and day and time within current program schedule, in discussions with each facility. Consider one morning or afternoon and one evening time slot to be inclusive of families and youth.</i></li> <li>d) <i>Develop operating budget with Vancouver Park Board.</i></li> <li>e) <i>Ensure that staff involved in programming are explicitly and actively supportive of trans* and gender variant individuals and communities.</i></li> <li>f) <i>Ensure safety of trans* and gender variant patrons, including covering windows and viewing areas (where possible) such that trans* and gender variant community members do not fear being viewed by the public.</i></li> <li>g) <i>State that these drop-in times are for individuals who identify as trans* and gender variant, and individuals who are friends, family members, partners and allies of trans* and gender variant individuals.</i></li> <li>h) <i>Explain this programming pilot to other patrons who wish to access the facility during trans* and gender variant-specific times. They may access if they are understanding and agree to be respectful.</i></li> <li>i) <i>Model this programming after the UBC Women Only swim drop-in (<a href="http://www.recreation.ubc.ca/drop-in-calendars/aqua-drop-in/aquatics-drop-in-rates/">http://www.recreation.ubc.ca/drop-in-calendars/aqua-drop-in/aquatics-drop-in-rates/</a>) and the YWCA Hamilton Trans Swim program (<a href="http://ywcahamilton.org/programs/364">http://ywcahamilton.org/programs/364</a>).</i></li> </ul>	<b>QUICK STARTS (3-6 MONTHS)</b>
<b>EXISTING PROGRAMMING</b>		
<b>R37</b>	<p>Ensure current program instructors and facilitators receive information on creating safe, accessible, and inclusive spaces for trans* and gender variant individuals:</p> <ul style="list-style-type: none"> <li>a) <i>Avoid using gendered language in instruction (e.g., “ladies/gentlemen, boys/girls”).</i></li> <li>b) <i>Avoid assumptions about the ways in which individuals bodies do or do not feel or experience movement based on perceived gender differences.</i></li> </ul>	<b>WITHIN 1 YEAR</b>





## ACTIONS & TIMELINE

REC #	RECOMMENDATION	TIMELINE
	<i>c) Do not divide groups based on gender: Choose alternative options, such as “sharks and dolphins” or by numbering off into groups. Ensure to also avoid divisions based on size, shape or height, hair, skin or eye colour, or any other identifying physical characteristics.</i>	
R38	Ensure inclusion of trans* and gender variant patrons in gendered classes, groups, and/or teams. No assumptions about gender identity are made based on gender expression and/or presentation. For example, a women’s aerobics class is available to trans women and gender variant patrons.	<b>QUICK STARTS (3-6 MONTHS)</b>
R39	Increase rental subsidies for groups and organizations that provide existing trans* and gender variant programming (e.g., All Bodies Swim).	<b>QUICK STARTS (3-6 MONTHS)</b>
R40	Ensure inclusivity of trans* and gender variant youth in children and youth summer camps and other youth programming, including specific consideration of: <ul style="list-style-type: none"> <li>• Respect chosen names and pronouns used by trans* and gender variant children and youth regardless of official documentation;</li> <li>• Offer a range of options for washroom/change room facilities;</li> <li>• Permit clothing and uniforms that match their affirmed gender;</li> <li>• Avoid or minimize gender-segregated activities. Where segregation is considered necessary, allow trans* and gender variant youth to join group which most aligns with their affirmed gender;</li> <li>• Explain and educate other children and youth to ensure inclusivity; and</li> <li>• Where necessary, employ conflict mediation between trans* and gender variant youth and other camp attendees (affirming the rights and gender identity of the trans* and gender variant youth).</li> </ul>	

### Case Study: Gender Variant Youth Experience

Our child Kate chooses short hair and clothing usually designated as boys’. She identifies as gender creative and doesn’t mind what pronoun you use as long as you use it respectfully. She chooses day camps, like any kid does, based on where she feels safe and welcome.

In Kate’s experience, this means washroom and change room access and an inclusive approach to her gender non-conformity. If the camp has single-stall, gender neutral washrooms or port-a-potties then she knows she has a safe

place to go to the bathroom and to change. If staff and children respect Kate’s right to her gender expression and are interested in her as a multifaceted young person, it’s a thumbs up.

Unfortunately, a series of bad experiences have made her extremely wary of all day camps. Today she is very clear she does not feel safe at community centre day camps. If Kate knew that there was a universal change room as well as a conscious commitment from staff to welcome all children, she may consider participating again.





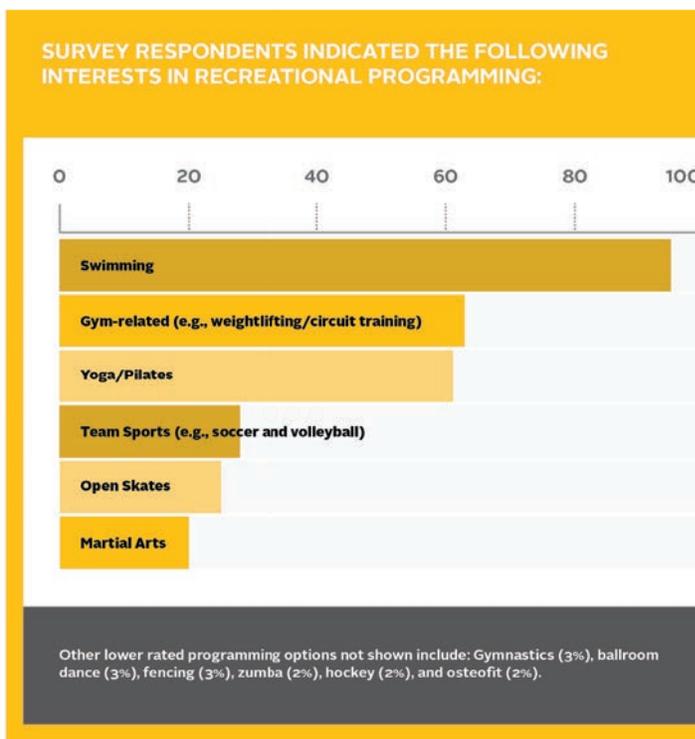
## Case Study: All Bodies Swim

WWW.ALLBODIESSWIM.ORG

The All Bodies Swim is a volunteer-run, grassroots group that organizes body-positive nights at local public pools. The aim of these events is to create a safe, positive, accessible, sober and celebratory space for all bodies as a means of dismantling stigma and body-policing with the tag line *“Trans folk, queers, people of colour, fatties, scars, fur, mobility aids, inked, pierced. This is a pool party celebrating all bodies. Let’s ally and get wet!”*

The All Bodies Swim has been organizing informal and formal events since 2008. These events have occurred regularly at Templeton Pool every 6 weeks to 3 months, as funds were available, since August of 2010. All swims are funded by the donations collected at the door, with limited, intermittent sponsorship.

An integral focus of the All Bodies Swim is to decrease barriers that many marginalized individuals face in accessing public recreation and aquatic facilities by providing a space to have fun, splash, swim and build community. As such, swim organizers and volunteers are committed to anti-racism, body-positivity, fat-acceptance, LGBTQ-inclusion, while promoting and working to ensure physical, financial and emotional accessibility. It is integral to the events that no individual fears that they are unable to attend for being undocumented, for experiencing mental health barriers or financial barriers, or for any other reason that other spaces and events may be inaccessible to them. Accessibility is achieved through a myriad of methods, including:



- 1) Financial with a pay-what-you-can policy, small snacks, bus tickets, locker quarters, and a few towels and bathing suits.
- 2) Full physical accessibility audit conducted by the Radical Accessibility Mapping Project (RAMP) in 2010, which is available at the door and online to ensure that individuals with accessibility needs are able to review information about the facility.
- 3) Staff Orientation: The swim organizers speak to the lifeguards prior to the event to answer any questions and provide basic information about the swims intentions, including trans\* and gender variant inclusivity, body-positivity, and accessibility.





**“I haven’t gone to the pool regularly in some time. Today I tried to go to Britannia, but two parents were hassling single people in the universal changing area. In my experience, this has been one of the better pools to use. **It’s way past time for change.**”**

**“It is also important to remember the intersections that exist. For example, I am a disabled trans\* person. It is not enough to have more single stalls in order to satisfy my access needs. I need there to be a larger single stall that gives me room to maneuver with mobility aids.”**

**“[M]ixed/men’s and women’s leagues - NO questions about your gender - if it is a women’s league assume that trans women are allowed - WITHOUT a name change or other documentation.”**



*“I would prefer that [g]ender information wasn’t collected [on registration forms], but I feel it is necessary and important to be able to measure whether the park board is being successful in serving trans and gender variant folks. Ideally, this information will only be collected when very necessary.”*

**“There is a difference between writing “trans people welcome” on a sign, and having the normatively-gendered folks using that toilet facility actually behaving in that manner. In other words, in instances where there are only gender segregated facilities, there is still risk to trans\* and gender variant folks, despite what any sign says. For true safety and inclusivity, the Women’s and Men’s rooms should be welcoming to trans\* and gender variant folks, but there should ALWAYS also be facilities that are universal for folks who don’t feel safe in gender segregated facilities.”**

**“I am constantly being told that the washroom I am in is a Women’s washroom. I am a gay, young, androgynous female. These changes are necessary. ... We all go in to any toilet to do the same thing.”**





# Financial Accessibility

## BACKGROUND & OBJECTIVES

For those trans\* and gender variant people who are able to afford the Park Board membership fees, they found it to be a reasonable and affordable price point. However, for those trans\* and gender variant community members who experience financial barriers, financial support is essential in order to access the space. Trans\* and gender variant community members experience significantly higher rates of poverty and spend a higher ratio of their income on unsubsidized medical and transition-related services.

The Leisure Access Program (LAP) is designed for “Vancouver residents who are in financial need to access basic recreation programs at Park Board facilities at reduced cost” (City

of Vancouver 2014). Thirty percent of trans\* and gender variant survey respondents indicated that they are participating or have participated in the LAP with an additional 13% of respondents noting various challenges and barriers to accessing the program.

Based on feedback from trans\* and gender variant community members, the eligibility and application process is cumbersome and complex. Currently, the process requires a mailed application with burdensome documentation requirements and lengthy approval times. Individuals and service organizations should be trusted to be able to articulate their needs rather than being seen as inherently aiming to take advantage of the system.





## ACTIONS & TIMELINE

REC #	RECOMMENDATION	TIMELINE
R41	<p>Reduce barriers to proof of residence requirement by:</p> <ul style="list-style-type: none"> <li>a) <i>Adopting the Vancouver Public Library's proof of identification and residential address system (e.g., automobile registration, bank statement, or hotel receipts in the last 30 days).</i></li> <li>b) <i>Adopting Sanctuary City municipal policies and practices in Toronto and Hamilton to ensure that non-status residents are guaranteed access to services (City of Toronto 2013 and City of Hamilton 2014).</i></li> </ul>	<p><b>QUICK START (3-6 MONTHS)</b></p>
R42	<p>For applicants processed through "Option 3" - Create on-the-spot LAP process available in at least two community centres where staff are authorized to verify documentation, approve the application, and issue a card on the spot.</p>	<p><b>QUICK START (3-6 MONTHS)</b></p>
R43	<p>Reduce barriers in eligibility by removing minimum income and citizenship or residency requirements.</p>	<p><b>WITHIN 1 YEAR</b></p>
R44	<p>Increase number of users through Community Partner Referral Program:</p> <ul style="list-style-type: none"> <li>a) <i>Agency Referral for Individual LAP (cards issued to individuals)</i> <ul style="list-style-type: none"> <li>i) <i>Establish referral partnerships with at least five organizations serving trans* and gender variant community members to help people complete applications and submit the application to the Park Board.</i></li> <li>ii) <i>Remove the restriction on renewal from cards obtained with the assistance of referral agencies and allow referral partners to assist with renewals.</i></li> <li>iii) <i>Adjust the term on LAP to multi-years rather than six months.</i></li> </ul> </li> <li>b) <i>Agency LAP (cards issued to organizations):</i> <ul style="list-style-type: none"> <li>i) <i>Recruit and approve organizations serving trans* and gender variant community members as agency card holders.</i></li> <li>ii) <i>Given that Vancouver is a safe refuge for many queer and trans* and gender variant people in British Columbia, allow queer and trans* and gender variant serving organizations to include non-residents in their member visits.</i></li> </ul> </li> </ul>	<p><b>WITHIN 1 YEAR</b></p>
R45	<p>Improve renewal rates by providing reminders to LAP individuals and their referral partner one to three months in advance and enabling on-the-spot renewal.</p>	<p><b>WITHIN 1 YEAR</b></p>
R46	<p>Improve marketing to increase the number of LAP users by creating fliers that advertise the LAP program and displaying fliers at key health partners and service providers such as Vancouver Coastal Health, housing providers, schools, libraries, and other organizations that serve people experiencing poverty.</p>	<p><b>WITHIN 1 YEAR</b></p>





# Forms & Literature

## BACKGROUND & OBJECTIVES

In order to understand whether underserved groups are able to access community centres, it is important to efficiently collect demographic data, including gender, which can reflect usership at VPB facilities. At the same time, the TGVIWG also recognizes that for many trans\* and gender variant individuals requiring disclosure of gender on forms poses several challenges. First, when forms provide limited options it is problematic when those options do not represent their lived experience of gender. Secondly, it is dangerous if it ‘outs’ users or invites any form of gender-policing from staff collecting gender data. Thirdly, the information must be used in ways that effectively serve users.

It is important for responses to gender-related questions to be optional with the most common categories alongside an optional space to self-identify. By allowing users to check all that apply, there is an opportunity to record a more accurate and in-depth breakdown of gender demographics, along with the potential to learn from the patterns and level of facility usage by self-identified trans\* and gender variant patrons.

Recognition and visibility of trans\* and gender variant people have historically been lacking in organizational publications. It is important for people from marginalized communities to “see themselves” in printed materials as a way to communicate safe, inviting, and inclusive spaces. Furthermore, understanding the features and layout of spaces at facilities in advance of visiting facilities allows trans\* and gender variant users to navigate gendered spaces with increased confidence and ease.

For those users who do not have trans\* or gender variant family members, friends, or colleagues, both updates to forms and signage will require some support to adjust to. Literature and public education can help to introduce trans\* and gender variant experience to the general public so that they can come to understand the changes being made. The idea is to demonstrate the benefits of these changes to a wide range of users with improvements to access experienced by a stigmatized and marginalized group. The availability of these materials in multiple languages is key to increased understanding of gender within unique cultural contexts.





**ACTIONS & TIMELINE**

REC #	RECOMMENDATION	TIMELINE
<b>REGISTRATION FORMS</b>		
<b>R47</b>	<ul style="list-style-type: none"> <li>• Avoid collecting gender-related data when it will not be used to improve access to programming or in the delivery of services.</li> <li>• When collecting gender-related data on forms (e.g., registration and application) that will serve in improving access to facilities, programming, or delivery of services, create more accurate data collection tools with expanded gender categories: Transgender, Gender Variant, Woman, Man, and I identify as _____. Clarify that providing gender is optional and not required.</li> <li>• Keep gender data confidential, including sharing data with staff.</li> <li>• Provide information about registration process and different methods with a range of privacy levels, including online (most private), by phone, and in person (least private).</li> <li>• Create signage about the registration form, including disclosure of vital information (noting required and optional information) to prepare recreational users for the type of questions they will be asked to fill in the form.</li> <li>• This recommendation is related to training of front desk staff in R59/66.</li> </ul>	<b>WITHIN 1 YEAR</b>
<b>R48</b>	<p>Pilot at Templeton and Killarney with the option of two other facilities: Install self-registration kiosks in proximity of the front desk at facilities to allow for private consideration and selection of gender options (and other personal information) without having to disclose or discuss with staff. Consider the model implemented at False Creek Community Centre in the 1990s. Upon completion of the pilot, adopt self-registration kiosks city-wide.</p>	<b>QUICK START (3-6 MONTHS)</b>
<b>VANCOUVER PARK BOARD FACILITIES</b>		
<b>R49</b>	<p>Develop and include images of trans* and gender variant folks with diverse, cross-sectional representation in promotional materials or display cases at facilities. Example by Prism at Three Bridges Community Health Centre:</p>	<b>WITHIN 1 YEAR</b>





## ACTIONS & TIMELINE

REC #	RECOMMENDATION	TIMELINE
<b>R50</b>	Review pamphlets, websites, materials for trans* and gender variant inclusive language (e.g. avoid exclusive use of male pronoun or avoid binary assumptions).	<b>WITHIN 1 YEAR</b>
<b>R51</b>	Document and communicate policies regarding swimming attire in facility and at entrance of change rooms.	<b>WITHIN 1 YEAR</b>
<b>R52</b>	Ensure consistency of signage between facility and website.	
<b>R53</b>	Add trans* and gender variant symbol to facility program guide to indicate inclusivity, training of instructor, and gendered program that is welcoming of trans people. Model the symbol after the green leaf for environmental programming.	<b>WITHIN 1 YEAR</b>
<b>VANCOUVER PARK BOARD WEBSITE</b>		
<b>R54</b>	Develop and include images of trans* and gender variant folks on website.	<b>WITHIN 1 YEAR</b>
<b>R55</b>	Develop and post a map to indicate the U/W/M spaces available at each VPB facility, level of staff training on trans* and gender variant issues, photos of change rooms, and layout plans.	<b>WITHIN 1 YEAR</b>
<b>R56</b>	Document and communicate policies regarding swimming attire on website.	<b>WITHIN 1 YEAR</b>
<b>PUBLIC EDUCATION</b>		
<b>R57</b>	Develop and implement a public education campaign in advance of changes arising from the recommendations, including registration, space, and signage. Explain different terminology (e.g., universal) and trans* and gender variant needs and issues. Work with leaders in language communities to make culturally relevant materials that speak to differing cultural contexts of gender. Consider several methods of raising awareness, including: <ul style="list-style-type: none"> <li>• Brochures at front desk;</li> <li>• “Ask us” posters at entrance;</li> <li>• Online information on website and social media.</li> </ul>	<b>QUICK START (3-6 MONTHS)</b>
<b>R58</b>	Develop poster series and brochures about general and specific policies and trans* and gender variant rights.	<b>WITHIN 1 YEAR</b>





# Human Resources & Training

## BACKGROUND & OBJECTIVES

While building more inclusive spaces, signage and forms are important, staff are essential to creating truly safe, respectful and welcoming spaces. If staff are not equipped to help support trans\* and gender variant community members access space, and support the general public to foster safe, respectful and welcoming parks, then the implementation of recommendations will fall short of creating real inclusion.

Staff heavily influence the social environment of VPB spaces and are often the first point of contact with the public. Trans-inclusivity training helps staff to learn strategies to create inclusive experiences and spaces for trans\* and gender variant folks through education, information sharing, and ongoing self-reflexive practice. Trans\* and gender variant cultural competence is the ability to understand the impact of historical interactions between trans\* and cisgender folks and translate this knowledge into action by supporting safer interactions and dismantling cissexist policies. Trans\* and gender variant cultural competence can mean the difference between people accessing services and people feeling unwelcome, excluded, and isolated from community building.

Results from engagement efforts indicate that VPB staff are committed to creating safer spaces and experiences for trans\* and gender variant people through staff training. Staff agreed that more trans\* and gender variant inclusivity training was a priority and would benefit both staff and patrons. Staff advocated for the training manual to include information on trans\* and gender variant inclusivity, specifically including reference to the BC Human Rights Code. Staff identified a need for more information, guidance, and support in resolving conflicts arising in gendered spaces between trans\* and gender variant and cisgender patrons.

Human Resources and/or other trans\* and gender variant policies and other foundational documents of the VPB and City of Vancouver set the baseline for information pertaining to trans\* and gender variant individuals and their relationship to staff, managers, contract workers and other general public users of VPB facilities. These policies, together with specific VPB training manuals and materials are a key piece to creating trans\* and gender variant safe and welcoming spaces as they set “tone” of how situations and issues are to be addressed and provide information to build trans\* and gender variant cultural competencies.





## ACTIONS & TIMELINE

REC #	RECOMMENDATION	TIMELINE
<b>POLICIES</b>		
<b>R59</b>	Clear, consistent and standardized policies regarding trans* and gender variant inclusion and personnel training for all VPB facilities, together with manuals and training documents based on and informed by these policies. Incorporate these policies into and alongside the Code of Conduct, Human Resources Policy, and Respectful Workplace Policy.	<b>QUICK START (3-6 MONTHS)</b>
<b>R60</b>	Adapt and adopt the principles from “Sport in Transition: Making Sport in Canada More Responsible for Gender Inclusivity” (The Canadian Centre for Ethics in Sport, July 2012) in the Park Board trans* and gender variant policy (see recommended adaptation in sidebar).	<b>QUICK START (3-6 MONTHS)</b>

## PRINCIPLES

The following five principles are proposed for inclusion in the VPB trans\* and gender variant inclusion policy:

- *In keeping with basic human freedoms, affirming without reservation the recreational user's right to declare their gender;*
- *In keeping with integrity, presuming the person's motives for gender declaration to be truthful and authentic;*
- *In keeping with the need for dignity and primary intention of recreational enjoyment, welcoming and celebrating diversity and shared respect for differences in gender identity, expression, and representation;*
- *In keeping with fairness, extending access and equitable participation to all participants; and*
- *In keeping with the duty of care, eliminating any language, policies, habits or rules that may cause exclusion from facilities and/or programming or undue shame.*

<b>R61</b>	Develop and implement feedback policy for submitting and responding to issues and problems experienced by trans* and gender variant patrons with clear follow-up and response mechanisms to ensure that the issue has been handled and addressed.	<b>WITHIN 1 YEAR</b>
<b>R62</b>	Post summaries of policies at VPB facilities in a visible place and on VPB website.	<b>WITHIN 1 YEAR</b>
<b>R63</b>	In hiring policies and practices, ensure that all job postings state explicitly that trans* and gender variant individuals are welcome and encouraged to apply for posted positions, including frontline staff and instructors.	<b>WITHIN 1 YEAR</b>
<b>R64</b>	Identify opportunities to attract and retain staff and instructors and make the work place welcoming, respectful, and inclusive of trans* and gender variant staff people.	<b>WITHIN 1 YEAR</b>
<b>TRAINING</b>		
<b>R65</b>	Implement mandatory training on trans* and gender variant awareness and sensitivity for all Vancouver Park Board staff, contractors, and volunteers involved in delivery of services with the following considerations: <ul style="list-style-type: none"> <li>• <i>Develop site-specific/appropriate training materials and delivery methods.</i></li> </ul>	





## ACTIONS & TIMELINE

REC #	RECOMMENDATION	TIMELINE
	<ul style="list-style-type: none"> <li>• Training should cover topics such as basics of gender, descriptions and definitions of signage, scenario-based scripts, and inclusive and appropriate language.</li> <li>• Highlight in the training the key themes and mediation steps, especially regarding gender-policing (see sidebar on proposed mediation steps).</li> <li>• Ensure new staff take training during first month of orientation and that pre-existing staff and contractors have three months to complete. Link completion of the webinar to notification of supervisory staff.</li> <li>• Focus delivery of training on key personnel, including cashiers, instructors, camp counselors, security and janitorial staff, and volunteers.</li> <li>• Conduct training pilot at Templeton and Killarney with the option of two other facilities.</li> <li>• Trans* and Gender Variant Implementation Steering Committee (R73) is available to provide review of training material on trans* and gender variant issues.</li> </ul>	<p><b>WITHIN 1 YEAR</b> <b>(3-6 MONTHS FOR AQUATIC STAFF &amp; TRAINING PILOT)</b></p>

## MEDIATION STEPS

- Listen to and clarify the concerns of the complainant without agreeing with their rationale;
- Affirm trans\* and gender variant patron's rights, needs, and experiences;
- Conduct a scene assessment;
- Offer different accommodation in change room or washroom to complainant (rather than suggesting the trans\* and gender variant patron seek alternative accommodation);
- Offer supervisor's business card to complainant;
- Remain discreetly and calmly present to support trans\* and gender variant patron (where requested and agreed);
- Employ de-escalation methods to ensure staff safety (where necessary); and
- Document and follow-up on the incident, sharing with other facilities where valuable lessons were learned.

<b>R66</b>	<p>Train staff and contractors on trans* and gender variant inclusive registration process, including how to offer options, ask questions, and avoid assumptions about gender to assist in filling out registration and/or applications forms. Develop respectful line of inquiry about gender categories for use by frontline staff. Define and teach terminology to staff and contractors so they can educate inquiring public and offer support to trans* and gender variant users. Training on culturally specific and relevant language and terms.</p>	<p><b>QUICK START</b> <b>(3-6 MONTHS)</b></p>
<b>R67</b>	<p>Develop and introduce a trans* and gender variant inclusion webinar for staff and contractors.</p>	<p><b>WITHIN 1 YEAR</b></p>
<b>R68</b>	<p>Consider contracting an individual or organization competent in trans* and gender variant issues to deliver in-person training. Use existing methods of communicating with staff to share information on trans* and gender variant inclusion (e.g. post information on staff board about protocols/policies).</p>	<p><b>WITHIN 1 YEAR</b></p>
<b>R69</b>	<p>Ensure competence among staff and contractor towards implementation of training concepts, protocols, and policies. Include a section within the training that ensures staff are aware that their allyship is an imperfect, ongoing process and will be supported by management, and in the case of a misstep, not punitively reprimanded.</p>	<p><b>WITHIN 1 YEAR</b></p>





## Case Study: Staff Interview

Staff reflect on their past experiences and interactions with trans\* and gender variant patrons at facilities across the city.

 ..... “[W]e do our best to be creative so that the customers feel safe, respected and welcome at all times.”

 ..... “People were upset that they [trans\* patrons] were in a sex specific change room. I felt bad because it is easy to change a sign, however it is hard to change mentalities.”

 ..... “When B [a trans woman] first started coming to our pool she asked to use the family changeroom for the private stalls as she was beginning her transformation and didn’t feel comfortable in either the men’s or women’s changerooms. Once she had reached the stage where ... she began using the women’s changeroom, [a]nother patron came out and said there was a man in the women’s changeroom and I informed her the lady in question is a woman and therefore was welcome in there.”

 ..... “It was a number of years ago at a Pool location. Individual identified themselves as being on hormone treatment. ... The individual was unsure which changeroom to use. ... [T]hey felt stressed that I didn’t know the answer right away. ... It would be good to have very clear guidelines developed so it’s facility specific.”

 ..... “They just asked if we had a universal changeroom, and thankfully we do. I was glad we have that option for patron. The universal changeroom also has private stalls which I think is important.”

 ..... “Participant wasn’t sure what name they should register under for enrollment. I told them they should use whatever name they wanted to be called or identified by. ... They were very happy and relieved that they were able to have that ability without challenge.”

 ..... “[The] Pool was designed [and] built in 1980. [I]t does not serve families or all clients very well, so staff reviewed the W/C allocations and converted 2 men’s & women’s W/C without showers to universal change rooms.”

 ..... “[S]ome people who purchase passes/admission do not want to be identified as either male or female. These are the only two categories that [the system] recognizes...so it make[s] it hard for front line [staff] to work with transgender [customers] to make customers happy and take stats accurately.”

 ..... “It was a difficult situation [when a trans man used the men’s change room] to navigate as you want to make all parties feel comfortable - we were able to offer the trans/gender variant patron another option by using a second men’s changing room located in the facility. This happened a few years ago so at that time that was our best solution - hopefully there are better ones in place.”





# Community Partners

## BACKGROUND & OBJECTIVES

There are numerous organizations in Vancouver that currently serve and support trans\* and gender variant populations. They possess a wealth of information on the challenges trans\* and gender variant people face in many areas of their life as well as the health and well-being practices and hubs that trans\* and gender variant community members have created to keep themselves healthy in the face of numerous obstacles. From sports associations such as Out in Sports Leagues, the All Bodies Swim and the Vancouver Frontrunners, to service providers such as Catherine Holman White Wellness Centre, Qmunity, and the WISH Drop-In, a centre for self-identified female sex workers, these places are incredible sources of knowledge on how recreational services improve individual and community

well-being and would be excellent partners for the Park Board.

As represented in the programming section, there are currently no organizations enrolled as agency partners for the Leisure Access Program. Additionally, many of the organizations polled were not aware of the Corporate/Group Flexipass Discount Program, where they can receive a discount if they can get 10 or more individuals to purchase adult monthly flexipasses. Once a group/organization is enrolled, all current members/employees can benefit from a 25% discount on adult monthly flexipasses. Individuals must be members of the group or organization to receive the discounted rate.





## ACTIONS & TIMELINE

REC #	RECOMMENDATION	TIMELINE
R70	Increase rental subsidies for groups and organizations that provide existing trans* and gender variant programming (e.g., All Bodies Swim).	<b>QUICK START (3-6 MONTHS)</b>
R71	Identify potential partnership opportunities for programming, education and/or training with list of organizations provided by the TGVWG.	<b>WITHIN 1 YEAR</b>
R72	Assist the identified organizations to access the Corporate/Group Flexipass Discount Program or other discounted programs that may allow a group to attend a VPB activity together.	<b>WITHIN 1 YEAR</b>

## EXAMPLES OF COMMUNITY PARTNERS

	All Bodies Swim		Saige Community Food Bank
	Catherine White Holman Wellness Centre		Trans Health Initiative Program (THIP)
	Trans Alliance Society		Positive Space Network
	Qmunity		Vancouver Coastal Health Trans Health
	Prism		Gender Identity Matters
	Check Your Head		GAB
	Out on Campus		Leave Out Violence
	Pride UBC		PeerNet BC
	Langara Queer Centre		YouthCO
	Camp OUT		Queer, Trans, and Indigenous People of Colour (QTIPOC)





*“Lack of understanding and empathy, dismissive, inexperienced with trans\* folks. Also, reliant upon stereotypes to inform their understanding of how trans and gender-variant folks and folks with physical barriers may experience and use the space, and thus unhelpful and unwilling to challenge their misperceptions.”*

**“I only ever go to all bodies swims and nothing else since I don’t want to interact with other public users of recreational spaces. Since those staff have received training my experiences were positive or neutral.”**

*“Insurmountable barriers in accessing heavily gendered services and facilities such as washrooms and locker rooms meaning that some services are just not on the table as possibilities for many folk.”*



**“[I] dont use facilities that cause conflict with my gender-identity due to anxiety that arises in these situations.”**

**“Mostly misgendering in mild, civil ways when there is no need to gender me at all. For instance: Repeatedly calling me sir. (They’re trying to be polite, I know.) Or referring to me as “this gentleman” when addressing other staff. (Again, trying to be polite.) Pointing me to men’s room when I asked for the washroom.”**

**“I was in a group fitness class and the staff thought I was a biological male and partnered me up with another man who was much taller, heavier and stronger than I was and it was an awkward and unhappy experience. He kept referring to me as “he” and “this guy” even after introducing myself as my name (obviously female).”**





# Measures of Success

## OVERALL

Annual increase in number of trans\* and gender variant recreational patrons.

Annual increase in levels of satisfaction and sense of safety among trans\* and gender variant recreational patrons.

## PUBLIC SPACE & SIGNAGE

Increase square footage dedicated to universal spaces in new and existing facilities.

Increase number of single-user booths in gender-segregated change rooms.

Increase number of signage with function-based icons in facilities.

## PROGRAMMING & FINANCIAL ACCESSIBILITY

Completion of pilot of trans\* and gender variant specific recreational programs.

Annual increase number of trans\* and gender variant patrons enrolled in the Leisure Access Program.

## FORMS & LITERATURE

Completion of standardized registration forms with optional, multiple choice, diversified gender categories [W,M,T,GV, I identify as: \_\_\_\_\_].

## HUMAN RESOURCES & TRAINING

Annual increase in VPB personnel and contractors who receive training on supporting trans\* and gender variant community members.

Decrease from year to year in number of reports of conflict related to trans\* and gender variant issues in facilities.

## COMMUNITY PARTNERSHIPS

Increase in rental subsidies to partners who offer trans-specific programming in VPB.





# Procedural

## BACKGROUND & OBJECTIVES

There are several procedural recommendations that fall outside of the scope of the five pillars outlined in the terms of reference of the TGVIWG. These procedural recommendations are borne out of a need for continual updating, evaluation, and engagement with the trans\* and gender variant community. The goal

of these procedural recommendations is to increase certainty of successful implementation and relevance and spirit of the pillar recommendations to support trans\* and gender variant individuals to overcome structural and systemic barriers in accessing VPB facilities and programming.

## ACTIONS & TIMELINE

REC #	RECOMMENDATION	TIMELINE
<b>IMPLEMENTATION &amp; EVALUATION</b>		
R73	Establish and convene a steering committee (called the Trans* and Gender Variant Implementation Steering Committee”), which will be comprised of trans* and gender variant community members, allies, and interested VPB staff and instructors. The committee should meet on a biannual basis to discuss the status of implementation, ongoing activities and achievements, and a review of the measures of success. This will be conducted in conjunction with ongoing feedback and connection with the trans* and gender variant communities. The first priority of the committee is to develop the trans* and gender variant inclusion policy. The committee can also provide ongoing direction on any necessary modifications and/or revisions to the recommendations to ensure success and sustainability.	<b>QUICK START (3-6 MONTHS)</b>
R74	VPB Manager of Accessibility (in connection with the Trans* and Gender Variant Implementation Steering Committee) to conduct an annual accessibility audit.	<b>WITHIN 1 YEAR</b>
R75	VPB to conduct an annual evaluation of trans* and gender variant level and quality of access to VPB facilities.	<b>WITHIN 1 YEAR</b>
<b>COMMUNICATIONS</b>		
R76	Establish ongoing communications through a variety of methods about progress towards and milestones of recommendations implementation.	<b>WITHIN 1 YEAR</b>
R77	Develop roster of standard culturally relevant terms for gender into different languages for consistent use across all facilities. Work with leaders in language communities to make culturally relevant materials that speak to differing cultural contexts of gender.	<b>WITHIN 1 YEAR</b>



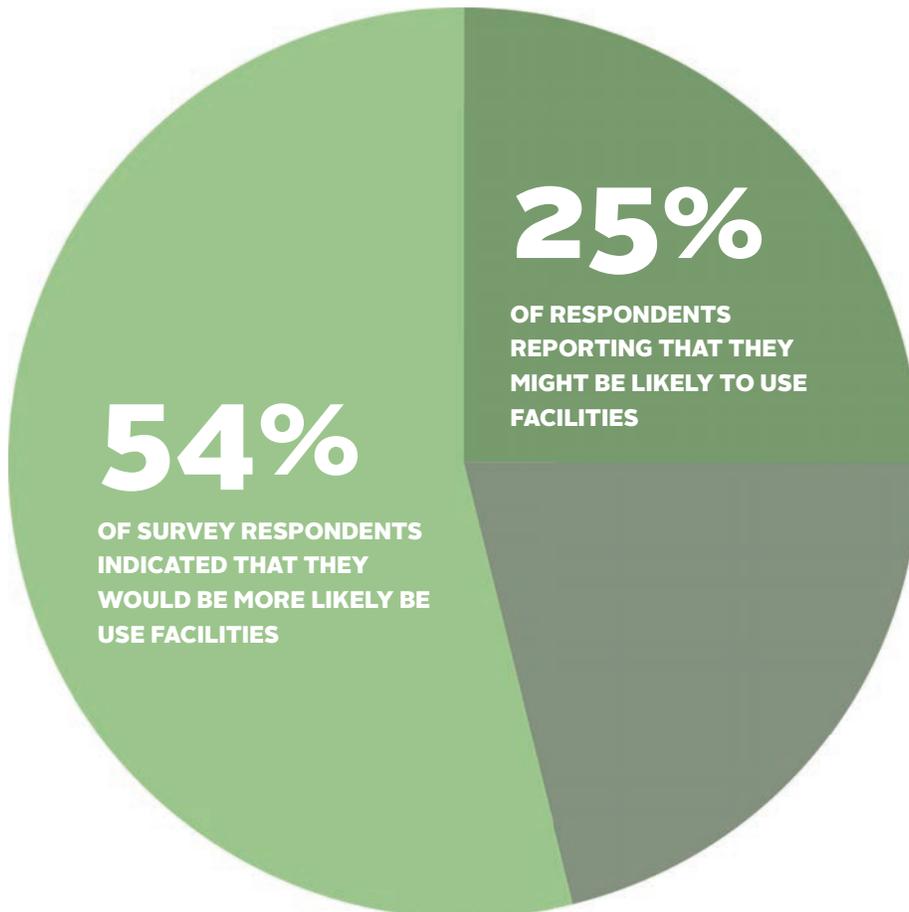


# Conclusion

If implemented as outlined, these recommendations will make important strides towards advancing the Park Board’s goal of creating Parks and Recreations for All. A large majority of attendees at the public meeting expressed enthusiastic support for the recommendations; their content, their breadth, and their depth. As well, the latest community survey indicates that recommendations outlined in this report are expected to have a substantial effect on trans\* and gender variant inclusion and resulting participation in Vancouver Park Board facilities and programming. This process may also

serve as a template for community engagement with underserved groups who experience barriers to accessing parks and recreational services that can be replicated and improved in the future to engage groups with similar barriers.

The Trans\* and Gender Variant Inclusion Working Group is grateful for the efforts of all those involved – to the community members who shared deeply from their experiences and insights, to the staff for their enthusiasm and wisdom, and to the Park Board for its exceptional leadership.





# Acknowledgements

The Trans\* and Gender Variant Inclusion Working Group is grateful for the efforts of all those involved – we extend a deep gratitude to Trans and Gender Variant community members who shared their lived experiences, needs and hopes with us throughout the process. We are grateful to the staff, the Park Board, community organizers and service providers, other recreational users for your support, enthusiasm, wisdom and leadership. Thank you to the many individuals who shared their feedback through surveys, community meetings, focus groups, on-site polling and one-to-one meetings.

We extend a depth of appreciation to each of the following individuals and groups who have offered their insight, expertise and generous feedback towards reducing barriers for Trans\* and Gender Variant community members:

**Belle Ancell**, Photographer

Mette Bach

**Debbie Barber**, Killarney Community Centre Supervisor

**Constance Barnes**, Vancouver Park Board Commissioner

**Greta Bauer**, Associate Professor, Epidemiology & Biostatistics, Schulich School of Med. & Dent., University of Western Ontario

**Malcolm Bromley**, Vancouver Park Board General Manager

**Cathy Buckham**, Senior Planner, Social Policy Group

**Paul Caulderhead**, Hastings Community Centre Supervisor

**Kirsten Close**, Recreation Programmer, Leisure Access (Acting)

**Joyce Courtney**, Vancouver Park Board Manager of Communications

**Shannon Donaghey-Antunes**, Templeton Park Pool Recreation Programmer

**Danica Djurkovic**, City of Vancouver Director of Facilities Planning and Development

**Corey Essen**

**Jack Fox**

**Sean Healy**, Vancouver Park Board Supervisor Citywide Aquatic Services

**Karen Hillmann**, Killarney Community Centre Aquatics Supervisor

**Parker Johnson**, Equal Employment Opportunity

**Will Johnston**, former City of Vancouver Chief Buildings Officer

**Gail Knudson**, Medical Director, Transgender Health Program, Vancouver Coastal Health; Clinical Associate Professor

**Huub Langeveld**, Vancouver Park Board Deputy General Manager



**Marie Little**

**Trevor Loke**, Vancouver Park Board  
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**Natalka Lubiw**, Acting Associate Director,  
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**Per Palm**, Project Manager, Facilities Planning  
and Development

**Thien Phan**, Social Planner, Social Policy  
Group

**Melady Preece**, Clinical Psychologist; Clinical  
Assistant Professor, Department of Family  
Practice, Faculty of Medicine, at UBC

**Sea Reid**, Douglas College Student Volunteer  
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**Andrea Reimer**, City Councillor

**Dave Rieberger**, Vancouver Park Board Special  
Events & Filming

**John Rodger**, Douglas College Student  
Volunteer ASL Interpreter

**Niki Sharma**, Vancouver Park Board  
Commissioner

**Zena Sharman**

**Kyle Shaughnessy**

**Robert Skene**, Manager Facility Planning  
Thomas Soulliere, Vancouver Park Board Director  
of Recreation

**Tim Stevenson**, City Councillor

**Robin Toma**, Photographer

**George Walker**, City of Vancouver Social Planner

**Terry Walton**, Vancouver Park Board Manager of  
Recreation Services

**Tien Wee**

**Chase Willier**

**Tash Wolfe**

**Ellen Woodsworth**

**Tracy Vaughan**, City of Vancouver Director of  
Communications

**Nikki Zawadzki**, Vancouver Coastal Health  
Prism Coordinator

**All Bodies Swim**

Children, Youth and Families Advisory  
Committee

**LGBTQ Advisory Committee**

**Mabel League**

**Out in Sports**

**Persons with Disabilities Advisory Committee**

**Trans Alliance Society**

**UBC Department of Sexual Medicine**

**Vancouver Frontrunners**

**Women's Advisory Committee**

**REPORT DESIGN BY  
ARMADA DESIGN GROUP**





# TGVIWG Members

The Working Group is composed of eight volunteers who reflect the diversity of the transgender and gender variant communities, the allies that support them, and the professionals that serve them. The group is co-chaired by two members appointed by the Park Board in consultation with the Vancouver Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) Civic Advisory Committee:

**METHA BROWN, CO-CHAIR;  
DREW DENNIS, CO-CHAIR;  
GWEN HAWORTH;  
AYESHA ISMAIL-KANANI;**

**THEO JAKOB;  
DANIELLE JARVIS;  
KAI SCOTT; AND  
BLAKE STITILIS.**

**VANCOUVER PARK BOARD LIAISON: COMMISSIONER TREVOR LOKE.**



**Credit:** bell ancell and Robin Toma Photography





**AYESHA ISMAIL-KANANI** has worked at UBC coordinating recreational programs for international students, as a Cabin Leader and mentor to queer, trans\* and allied youth at CampOUT, as well as a facilitator for Check Your Head's Gender and Media Project. Ayesha now facilitates workshops independently on gender and sexuality. Ayesha uses they/their.

**BLAKE STITILIS** is a former lifeguard and holds a Master of Public Health, Social and Life Course Determinants of Health Stream. Blake is a Planner with the First Nations Health Authority where he supported the release of "A Path Forward", BC First Nations and Aboriginal People's Mental Wellness and Substance Use 10 Year Plan. He currently serves on the YouthCO Board of Directors. Blake uses he/his.

**DANIELLE JARVIS** is a practicing lawyer in Vancouver. She serves on the Board of Qmunity and is Co-Chair of the Sexual Orientation and Gender Identity Conference Section of the Canadian Bar Association (BC Branch). Danielle uses she/her.

**DREW DENNIS**, Co-Chair, is the Executive Director of Out On Screen which produces the annual Vancouver Queer Film Festival and delivers an award-winning anti-bullying program in high schools across BC that addresses LGBTQ issues and gaps in curriculum. Drew has served on the City of Vancouver LGBTQ Advisory Committee since 2008. Drew uses neither pronoun.

**GWEN HAWORTH** is an educator with Vancouver Coastal Health and has delivered over 160 LGBTQ2S core competency training workshops to BC healthcare and social service agencies, along with post-secondary institutions. She is the award-winning filmmaker of the documentary She's a Boy I Knew. Gwen uses she/her.

**KAI SCOTT**, M.A. is a Social Scientist and Engagement Specialist trained in both qualitative and quantitative methods and educated in the field of International Political Economy and Development. His practice Dialectic Research Services works collaboratively with various Aboriginal groups, government agencies, and organizations in BC, Saskatchewan, Ontario, Alberta and Nunavut on major resource projects. Kai uses he/him.

**METHA BROWN**, Co-Chair, holds a MA in Planning from the UBC School of Community and Regional Planning. During her graduate work, she produced a participatory video that translated the lived experiences of a diverse group of trans\* folks into municipal policy directions that would move Vancouver towards being a more trans\*-inclusive city. Metha uses she/her.

**THEO JAKOB** is a key organizer of the popular All Bodies Swim and the Managing Director of the Queer Arts Festival. He has served on a number of Boards focused on accessibility, trans\* and gender variant inclusion and is a former member of the Canadian Professional Association of Transgender Health. Theo uses he/him or they/their.





# APPENDIX: TABLE OF CONTENTS

<b>Appendix 1 – References</b>	50
<b>Appendix 2 – Literature Review</b>	52
<b>Appendix 3 – Legal Context</b>	54
<b>Appendix 4 – Process Map</b>	55
<b>Appendix 5 – Community Engagement &amp; Review</b>	56
<b>Appendix 6 – Data Summary</b>	
<i>Summary of Results of the Trans* and Gender Variant Recreational Experience Survey</i>	58
<i>Trans* and Gender Variant Recreational Profile.</i>	58
<i>Overall Experiences with Facilities and Programs</i>	59
<i>Gender on Forms</i>	60
<i>Washroom/Change Room Signs</i>	60
<i>Satisfaction with Communications</i>	60
<i>Space Layout</i>	60
<i>Change Room Features</i>	60
<i>Trans* and Gender Variant Competence among Park Board Staff</i>	61
<i>Satisfaction with Current Programming</i>	61
<i>Community Partners</i>	61
<i>Gaps and Missing Themes</i>	62
<i>Summary of Results of Trans* and Gender Variant Working Group Recommendations Survey</i>	62
<i>Summary of Results of Facility Polls</i>	63
<i>Benefits</i>	63
<i>Challenges</i>	63
<i>Ideas and Suggestions</i>	63
<i>Signage Preference</i>	63
<i>Summary of Results of the Vancouver Park Board Frontline Staff Survey</i>	64





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# APPENDIX 2: LITERATURE REVIEW

The TGVIWG conducted a literature review of existing initiatives, programs, and considerations to support trans\* and gender variant inclusion in other municipalities (such as Victoria, Toronto, and Philadelphia), recreational facilities (e.g., Queen Elizabeth and YMCA in Burnaby), and university campuses (e.g., University of British Columbia, University of Victoria, and Portland Community College). This search informed and supported the development of the recommendations by building on the best practices and experiences of other organizations and institutions. The research efforts were divided by pillar with reviews of online and academic sources. The following is a brief summary of key findings.

## LITERATURE AND SIGNAGE

The research for this pillar focused on compiling a range of signage options to present at the community meeting on October 23, 2013. One of the key outcomes of the research indicated three main categories of signage, including:

- Gendered figures (Woman/Man/Mixed);
- Function-based (toilet and shower);
- Inclusive and/or explanatory text (“anyone can use this restroom regardless of your gender identity or expression,” “gender neutral,” or “this bathroom is for everyone”); and
- Use of male, female, and trans\* symbols

There were few sources that dealt with the issue of literature, including forms. The Human Rights Campaign (HRC) provides some guidance to employers when collecting gender-related data (HRC 2011), which HRC discourages unless deemed necessary and in these scenarios provides

a range of gender category options, including self-identification.

## PUBLIC SPACE

Academic literature and experiences in other cities provided key insights and best practices for shaping the recommendations for the Vancouver Park Board. In particular, recent research indicates high levels of stress among trans\* and gender variant individuals accessing public facilities stemming from gender segregation. In particular, research in Washington DC revealed that 70% of survey respondents “reported being denied access, verbally harassed, or physically assaulted in public restrooms” (Herman 2013). Other sources indicate a growing trend among municipalities to expand options in washrooms and change room spaces to address a wide range of needs and interests. In their article, Potty Parity in Perspective Kathryn Anthony and Meghan Dufresne note that there is “a growing international movement and a quiet restroom revolution (Anthony and Dufresne 2007). For example, the City of Philadelphia recently introduced legislation that requires gender neutral washrooms in addition to common men’s and women’s facilities (NBC 2013). The City of Edmonton has also introduced universal design in the Queen Elizabeth Outdoor Pool, which offers desk showers in combination with single- and multi-user private change booths to the benefit of a wide range of recreational users (City of Edmonton 2012).

## HR TRAINING AND POLICIES

The research for this pillar focused on review of City of Vancouver policies, including Human Rights and Harassment Policy and Gender Identity Handout, as well as the CUPE Trans Factsheet and policies in other cities (such as Portland and Philadelphia). There are many resources in regard to trans\* and gender variant inclusion in the workplace (including transition-related matters, such a name change, pronouns, notification, and washroom use); however, few examples of inclusion policies for recreational facilities and spaces. Queer sports leagues





# APPENDIX 2: LITERATURE REVIEW

are leading the way in this regard with clear statements of trans\* and gender variant rights, provisions to address their specific needs, and protocols for conflict mediation.

## **PROGRAMMING**

There are limited examples of trans\* and gender variant-specific programming in North America. Several grassroots, community-driven recreational events and activities (with a particular focus on swimming where trans\* and gender variant people experience specific, ongoing, and intensive exclusion) occur on an occasion and regular basis. For example, there is the All Bodies Swim in Vancouver, the Trans Swim at the YWCA in Hamilton, and Trans Yoga at the Catherine White Holman Wellness Centre. Research results also indicated key issues for trans\* and gender variant inclusion and support within existing programming, including considerations of gendered language, assumptions about gender, and inclusion of trans\* and gender variant patrons in gendered classes.





# APPENDIX 3: LEGAL CONTEXT

The recommendations for inclusion of trans\* and gender variant people in recreational facilities are understood by the Trans\* and Gender Variant Inclusion Working Group as part of a larger framework of human rights. That is, gender identity is recognized as a fundamental part of being human and, as such, is afforded certain protections and accommodations. Jack Donnelly states that “[h]uman rights are, literally, the rights one has simply because one is a human being” (Donnelly 2003:10). They are equal, inalienable, and universal by nature. Furthermore, “[h]uman rights do not need to be earned, and they cannot be lost because one’s beliefs or way of life ...” (Donnelly 2003:237). There are several levels of human rights legislation and law from the international to local level that provide context to the recommendations in this report.

On the global level, the United Nations Declaration of Human Rights (UN 1948) states that:

- Article 2 - Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.

Furthermore, on a national level, the Canadian Charter of Rights and Freedoms (Government of Canada 1982) states that:

Section 15. (1) Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.

(2) Subsection (1) does not preclude any law, program or activity that has as its object the amelioration of conditions of disadvantaged individuals or groups including those that are disadvantaged because of race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.

On the provincial level, the BC Human Rights Code provides specificity on gender identity as it relates to the use and access of public spaces: Section 8 (1) A person must not, without a bona fide and reasonable justification,

- (a) deny to a person or class of persons any accommodation, service or facility customarily available to the public, or
- (b) discriminate against a person or class of persons regarding any accommodation, service or facility customarily available to the public because of the race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age of that person or class of persons.

On the municipal level, building code bylaws and the VPB Strategic Framework provide visions, goals, and objectives relevant to the recommendations. The recommendations have been harmonized to align with the strategic framework. On September 25, 2013, Vancouver City Council passed amendments to the building code bylaws to include specific provisions for gender-neutral washrooms in public buildings.





# APPENDIX 4: PROCESS MAP

The TGVIWG employed a mixed method approach, including collection of quantitative and qualitative data from different sources, including:

- Desk-based research from online academic, organizational, and newspaper sources;
- Site visits to five VPB facilities in Vancouver;
- Community meetings with trans\* and gender variant individuals;
- Surveys of trans\* and gender variant recreational users;
- Meetings or email correspondence with community partners and advisory committees;
- Workshops with design project managers and staff;
- Polls of other recreational users at three facilities; and
- In-service trainings and focus groups with recreational staff.

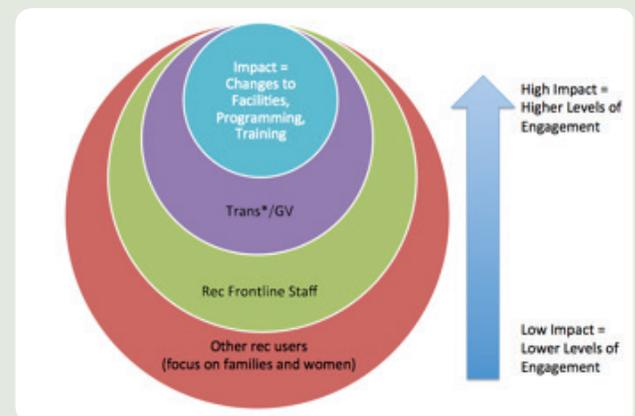
The work undertaken by the TGVIWG was divided into five distinct phases

- 1. Research**  
July to December 2013
- 2. Community Engagement**  
October to January 2014
- 3. Draft Recommendations**  
February 2014
- 4. Community Review**  
March to April 2014
- 5. Final Recommendations**  
April 2014

As illustrated in Figure 1, levels of engagement by TGVWG depended on the degree to which the recommendations would benefit or directly affect individuals and groups. Phase 2 and 4, while similar in nature, had different focus and purpose. The former was focused on gathering input and ideas and documenting experiences from individuals and groups to inform and support development of recommendations. Phase 4 involved going back to those who were engaged during Phase 2 and providing them the outcomes of the information gathering efforts and draft recommendations developed from the experiences and ideas shared. Another round of surveys, meetings, and focus groups allowed for detailed discussions, consideration, and deliberation to further strengthen the recommendations and build confidence towards finalizing them.

Taking this approach was intended to target and foster productive discussions and understanding to develop workable and practical solutions. It also provided a forum for trans\* and gender variant community members to voice concerns and reservations.

*Figure 1 Degree of Impact Corresponding to Level of Engagement*





# APPENDIX 5: COMMUNITY ENGAGEMENT & REVIEW

The data outlined under the Community Engagement Phase within Table 1 (Page 53) summarizes the number and types of individuals and groups who provided information during the Engagement Phase from October 2013 to January 2014. The following communications tools were used to collect information:

- **Vancouver Park Board Website:**  
<https://vancouver.ca/your-government/trans-and-gender-variant-inclusion-working-group.aspx>
- **Facebook:**  
<https://www.facebook.com/groups/165390673659045/>
- **Blog:**  
<http://transgendervariant.wordpress.com>

During the community review phase, the TGIVWG produced broad draft recommendations in March 2014 reflecting what the TGIVWG heard from trans\* and gender variant communities, frontline staff, community partners, recreational users, project managers, and senior staff at the Vancouver Park Board. These were provided in presentations and summaries to the individuals and organizations that provided input during the engagement phase. The data outlined under the Community Review Phase within Table 1 (Page 53) outlines the tasks and timelines for the community review phase.





# APPENDIX 5: COMMUNITY ENGAGEMENT & REVIEW

Table 1 Summary of Engagement Activities, Timing, and Level of Participation

METHOD		PARTICIPANTS	PARTICIPANT #S	DATES
<b>COMMUNITY ENGAGEMENT PHASE</b>				
1	COMMUNITY MEETING	Trans*; Gender Variant, Allies	35 in-person & 5 virtual attendees	October 2013
2	ONLINE SURVEY	Trans*; Gender Variant, Allies	208 respondents	October 2013 - January 2014
3	ONLINE SURVEY	Trans* and Gender Variant Service Providers and Community Partners	10 respondents	December 2013 - January 2014
4	POLL	Recreational users at Mount Pleasant, Hillcrest, Britannia Community Centres	146 respondents	December 2013 - January 2014
5	ONLINE SURVEY	Frontline staff at recreational facilities	181 respondents	December 2013 - January 2014
6	WORKSHOP	City of Vancouver Project Managers	10 attendees	December 2013
7	FOCUS GROUP	Frontline staff	15 attendees	December 2013
8	TRAINING	Provided T/GV 101 In-service Training for Aquatic Staff	500 attendees	January 2012 - ongoing
9	SITE TOURS	Took notes and photos of facilities, including: Hillcrest, Britannia, Coal Harbour, Mount Pleasant, Killarney and Templeton	N/A	August 2013 - January 2014
<b>COMMUNITY REVIEW PHASE</b>				
10	COMMUNITY MEETING	Trans*; Gender Variant, Allies	25 in-person & 10 virtual	April 2014
11	ONLINE FEED-BACK SURVEY	Trans*; Gender Variant, Allies	126 respondents	March - April 2014
12	FOCUS GROUP	Frontline staff	10 attendees	April 2014
13	MEETINGS	City of Vancouver Advisory Committees, including 1) Women's; 2) Children, Youth and Families; 3) Persons with Disabilities; and 4) Planning Commission.	Planning Commission	March and April 2014





# APPENDIX 7: DATA SUMMARY

A series of online surveys and in-person polling were conducted to gather information, experiences, challenges, feedback, and ideas to inform and shape the recommendations of the TGVIWG. The surveys and polls focused on those who would benefit and/or be directly affected by the recommendations, including:

- Two surveys for trans\* and gender variant community members;
- Polling of recreational patrons at Mount Pleasant, Hillcrest, and Britannia;
- Survey of park board frontline staff; and
- Survey of community partners that serve or represent trans\* and gender variant communities.

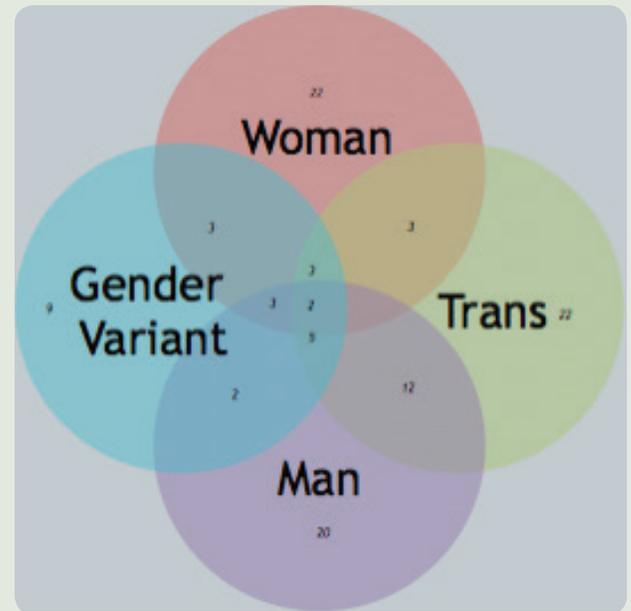
A summary of each of the five surveys and polls are provided in the sections that follow.

## SUMMARY OF RESULTS OF THE TRANS\* AND GENDER VARIANT RECREATIONAL EXPERIENCE SURVEY

A total of 211 people responded to the Trans\* and Gender Variant Recreational Experience Survey. The age of respondents was young (with 45% being between 12 to 29 years old). Ten percent of respondents were over 50 years old. There were many forms of gender identities represented in the survey as illustrated in the venn diagram in Figure 1. There were also a range and diversity of responses to the self-identification question, including:

*Genderqueer, tomboy, non-binary, FTM, MTF, gender fluid, agender, butch, femme, androgyne, cross dresser, human, gender creative, gay, lesbian, heterosexual, “gender is a construct,” two-spirit, “female-identified Trans masculine genderqueer”*

Figure 1 Venn diagram of gender identities represented in the survey



## TRANS\* AND GENDER VARIANT RECREATIONAL PROFILE.

When asked which facilities trans\* and gender variant community members access, there were a wide range of facilities throughout the city with the top three most frequently accessed facilities being: Hillcrest, Templeton, and downtown facilities (e.g., West End Community Centre and Aquatic Centre).

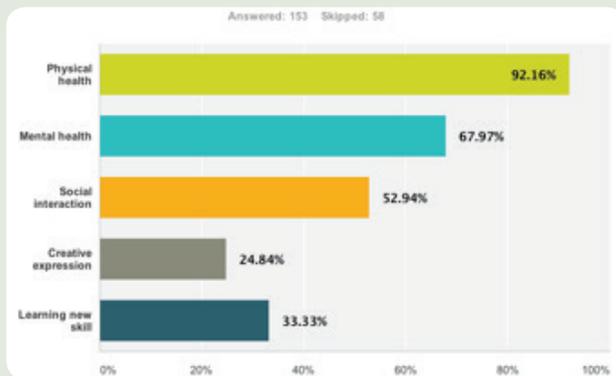
The frequency of facility use ranged from weekly (37% of respondents) to occasional (25% of respondents) with a preference for access during afternoon (59%) and evening hours (74% of respondents). The types of activities that trans\* and gender variant community members access facilities for include swimming (78%), gym workouts (59%), and social events (48%). There are number of motivations that bring trans\* and gender variant community members to facilities and programming, which are summarized in Figure 2.





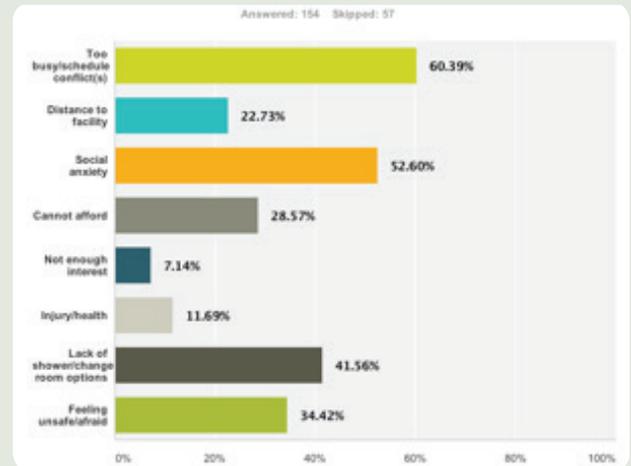
# APPENDIX 7: DATA SUMMARY

Figure 2 Trans\* and Gender Variant Motivation for Accessing Facilities and Programming



Survey respondents were asked to provide what they like about Vancouver Park Board facilities and programming an open-ended question. There were several common reasons provided why park board facilities and programming are attractive to trans\* and gender variant community members. The highest rated reasons were: Affordability (38%), variety and quantity of programming (27%), and proximity/accessibility (26%). While trans\* and gender variant survey respondents appreciated the park board facilities and programming, they also indicated substantial challenges and barriers to accessing these. The challenges and barriers specific to trans\* and gender variant people are social anxiety (53%), lack of change room/washroom options (42% of respondents) and feeling unsafe/afraid (34%). The responses are summarized in Figure 3.

Figure 3 Challenges and Barriers to Accessing Park Board Facilities and Programming



## OVERALL EXPERIENCES WITH FACILITIES AND PROGRAMS

In open-ended responses, trans\* and gender variant survey respondents shared their experiences and insights to their recreational use and participation. The main themes of their comments and input include:

- Current avoidance of/limited use of rec facilities
- Experience with staff is both:
  - Positive: Competent, supportive, and friendly.
  - Negative: Unaware, unsure, dismissive, and misgendering.
- Experience with other rec users: Harassed, assaulted, stared at, confronted, gender policing
- Challenges when only gender-segregated showering options are available.
- Challenges within gender-segregated spaces.
- Challenges with “family” change rooms as single user.
- Feeling self-conscious asking for additional consideration/space/assistance.
- In fitness classes: Experience with assumptions about gender, incorrect partnering based on gender, and language about bodies.





# APPENDIX 7: DATA SUMMARY

## GENDER ON FORMS

Trans\* and gender variant survey respondents indicated a clear preference for avoiding collection of gender-related data on registration and application forms:

- 41% indicated 'no gender' as their top preference.
- 41% indicated 'gender (please specify)' as their second preference.
- 37% indicated 'male/female/trans/gender variant' as their third preferred option.
- 73% indicated 'male/female' as their least preferred option.

## WASHROOM/CHANGE ROOM SIGNS

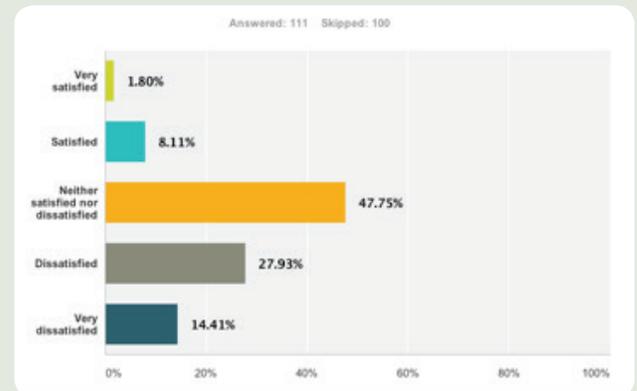
There was a strong preference for function-based signage supported by text for signage on washrooms and change rooms with avoidance of gendered figures. The following survey results provide more detail:

- 65% indicated toilet/change room symbol as their top preference.
- 37% indicated descriptive text as their second preferred option.
- 64% indicated man/woman symbols as their least preferred option.

## Satisfaction with Communications

Levels of satisfaction related to current communications among 76% of survey respondents are neutral to dissatisfied. The survey results reveal a need to improve communications with trans\* and gender variant community members. The detailed results are provided in Figure 4.

Figure 4 Levels of Satisfaction with Current Park Board Communications



## SPACE LAYOUT

Trans\* and gender variant survey respondents provided their preferences for space layout and features, including:

- 44% of survey respondents indicated an array of options as their top preference, including gender-segregated, universal with both shared and private options).
- There was a preference for universal spaces with options for deck and private showers.
- Many respondents suggested that facilities shift towards only offering universal with no gender-segregated spaces.
- The least preferred by 64% of survey participants are facilities with only gender-segregated spaces. In particular, men's change rooms with only open concept showering arrangements. There was a preference for private shower/change booths.

## CHANGE ROOM FEATURES

In open-ended responses, trans\* and gender variant respondents provided ideas and suggestions for space layout and features, including:

- Shower and change room booths with curtains or glass doors for increased privacy.





# APPENDIX 7: DATA SUMMARY

- Single-user (small) and family (large) change room booths to increase flow and efficiencies within high occupancy change rooms.
- Ensure safety features (e.g., sight and sound).

## TRANS\* AND GENDER VARIANT COMPETENCE AMONG PARK BOARD STAFF

Survey respondents provided their input on park board staff ability to support in their use of park board facilities and programming them and address their issues. Nearly half of survey respondents reported staff who were challenged in providing support to trans\* and gender recreational users. Many survey respondents (43%) were unsure, including no previous encounters with park board staff. Some of the most common themes and terms used in reference to experiences with staff include: Being misgendered by staff (17%), staff are unaware/unprepared (14%), and staff are supportive (11%). In order to improve experiences with staff, survey respondents provided the following ideas and suggestions:

- More training, awareness, and education of staff;
- Tailored training for facilities
- Avoid assumptions about gender based on appearance;
- Avoid gendered language; and
- Implement policies consistently.

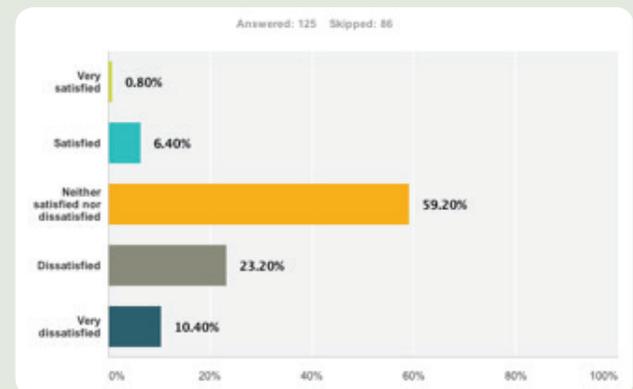
## SATISFACTION WITH CURRENT PROGRAMMING

Survey respondents provided input on current programming, including levels of satisfaction. A majority of respondents (93%) expressed neutral

to varying degrees of dissatisfaction with current programming (Figure 5). Survey respondents provided the following common suggestions and ideas to improve programming at park board facilities:

- Sports or health programming currently specifically for trans people
- Less gendered programming
- If gendered, specifically state trans inclusion
- Increase frequency of all-body swim
- Earlier times for all-body swim
- Train instructors about use of gendered language and body parts

Figure 5 Levels of Satisfaction with Current Programming



## COMMUNITY PARTNERS

In open-ended responses, survey respondents provided a list of community partners for Vancouver Park Board to collaborate and/or gain further insight and direction on how to serve and support trans\* and gender variant recreational user. These community include, but are not limited to:

- Catherine White Holman Wellness Centre;
- Qmunity;
- Prism;
- Trans Health Information Program;
- Queer Trans and Intersex People of Colour;
- Trans Alliance Society;
- Ravensong/Three Bridges Community Health Centres; and
- Gab and YouthCo.





# APPENDIX 7: DATA SUMMARY

## GAPS AND MISSING THEMES

Survey respondents also identified gaps not covered by the pillars or terms of reference of the TGVIWG. These include:

- Intersectionalities – race, disability, ESL, socio-economic status;
- Gender creative kid programming; and
- Ongoing, future TGV engagement and involvement in implementing recommendations.

## SUMMARY OF RESULTS OF TRANS\* AND GENDER VARIANT WORKING GROUP RECOMMENDATIONS SURVEY

The Trans\* and Gender Variant Working Group Recommendations Survey sought to solicit feedback on specific recommendations in the draft report where clarification and/or further direction was required from the trans\* and gender variant communities. The survey consisted of 24 questions, covering a range of topics from space, signage, training, and trans\* and gender variant-specific programming. The survey concluded with several statements to gauge overall receptivity of the draft recommendations and the likelihood of the recommendations changing accessibility for trans\* and gender variant recreational users. In particular, the survey results indicate:

- A high preference and support for universal washrooms and change rooms (with an average rating of 79 out of 100 [majorly improve] to indicate level of improvement arising from space-related recommendations)
- Specific designation of single-user booths and retrofitting gender-segregated change rooms with single-user shower and change booths

had average ratings 8 and above out of 10 indicating these would substantially improve user experience.

- Average ratings of accessing single-user stalls in change rooms spaces designated as “family” were much lower at 57 out of 100 (very comfortable).
- 64% of survey respondents indicated a preference for gathering gender-related data on forms and applications with the following categories: Woman, Man, Transgender, Gender, Variant, and I identify as \_\_\_\_.
- There is a high preference for shifting to function-based signage as opposed to signage with gendered figures with an average rating of 8.6 out of 10.
- 60% of survey respondents indicated a preference for function-based signage coupled with text indicating trans inclusive spaces with the phrase: “Trans People Welcome.” There was a low preference for signs of gendered figures.
- 61% of survey respondents indicated a preference for the trans\* symbol at the entrance of facilities as compared to the upside down LGBT.
- Eight steps of the patron mediation framework were provided for community review. All of the steps had a high average rating with higher than 7 out of 10 for each step. The two steps with the highest average rating were “document the incident” and “offer different accommodation in change room or washroom to complainant rather than suggest the trans\* or gender variant person should seek alternative accommodation.”
- In order to increase financial access to facilities and programming, the TGIVWG recommended changes to the Leisure Access Program (LAP). The survey results indicate a strong preference for on-site processing for LAP renewal and alternative residency requirements to accommodate those without stable housing.
- Feedback on trans\* and gender variant-specific programming the top three preferred activities included swimming (17% of respondents), yoga (11%), and weightlifting (11%). Survey respondents indicated a preference for instructors that are individuals from the trans\*



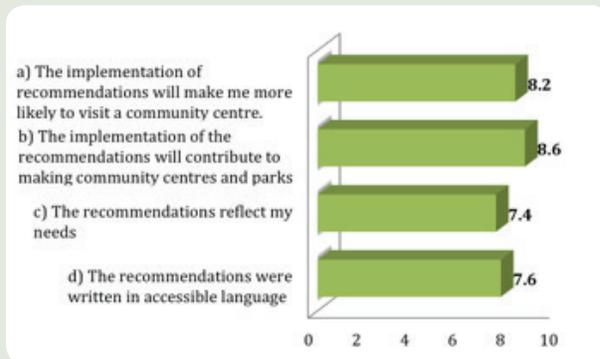


# APPENDIX 7: DATA SUMMARY

and gender variant community (30%) and/or community partners (29%).

- Overall feedback on the draft recommendations is depicted in Figure 6 with average ratings out of 10.

*Figure 6 Average Ratings of Overall Feedback on Recommendations*



## SUMMARY OF RESULTS OF FACILITY POLLS

Members of the TGVIWG conducted a 5-question poll at three community centres in December 2013 and January 2014, including: Hillcrest; Mount Pleasant; and Britannia. The polling was conducted on weekends and over 2- to 4-hour intervals. These results are not a representative sample or statistically significant. They are intended to take pulse to further understand specific issues related to space within community centres.

## BENEFITS

Recreational users indicated common themes of their reason(s) and preference(s) for the universal/family change rooms, including:

- Groups of different genders and ages can change together;
- Increased privacy and safety;
- Easier to contain and manage children; and
- Easier to assist persons with disabilities.

## CHALLENGES

There were many challenges with the universal/family change rooms with the top issue being availability. The common themes raised include:

- Long line ups and wait times (~5 to 15 minutes), especially on weekends;
- Dealing with wet, cold, and hungry children;
- People taking too long to shower and dress;
- Not enough space;
- Individuals using space; and
- Staff police people in/out of this space.

## IDEAS AND SUGGESTIONS

Recreational users reported many ideas and suggestions for addressing the challenges, including:

- Expanding universal spaces with more showers;
- Adding more deck showers and single-user change rooms;
- Adding more privacy options in gender-segregated spaces for people with modesty concerns;
- Adding time limits in universal change rooms;
- Developing better flow of traffic, including queuing system;
- Providing clearer and consistent signage; and
- Staff training on how to manage this space for efficiency and inclusion.

## SIGNAGE PREFERENCE

Recreational users provided their preference between options of labeling space “universal” versus “family.” More than 20% preferred the term “universal,” while” around 45% stated “family” as their preference, while more than 30% had no preference between the two terms. Reason(s) for signage preferences included:





# APPENDIX 7: DATA SUMMARY

- Signage with “family” denotes focus/priority;
- Familiarity with the term “family;”
- The term “universal” is an uncommon term that may not be understood by all; and
- Universal is broader term: Inclusive of other users beside families (e.g., disabilities, elderly, trans\* and gender variant people).

## **SUMMARY OF RESULTS OF THE VANCOUVER PARK BOARD FRONTLINE STAFF SURVEY**

A total of 191 park board staff responded to an online survey with 16 questions reflecting on their experiences with and recommendations for supporting trans\* and gender variant users and their level of training. The survey respondents consisted of 62% who identify women, 42% who identify as men, and 5% who identify as trans\* and/or gender variant. The majority of staff respondents (79%) have not received training on trans\* and gender variant issues. Many of the staff who responded to the survey (77%) are mostly or somewhat aware of the BC Human Rights Code and its support for trans\* and gender variant patrons to choose the facility that aligns with their gender identity. Around 34% of survey respondents have had previous experience with trans\* and gender variant issues at park board facilities with 60% of respondents some level of preparedness in addressing these issues.

In open-ended responses, staff provided ideas and suggestions for improving their level of preparedness and support for trans\* and gender variant recreational users:

- Regular, ongoing training of staff on TGV issues, especially with staff turnover;
- Build into annual in-service training;
- Interest in scenarios and simulations of how to handle TGV issues and handle conflict;
- Interest in learning correct language and terms regarding gender (e.g., use of pronouns, definitions of gender identity terms, and ;
- Inclusion of community partners and/or trans\* and gender variant individuals in the development of training materials and/or delivery of the training sessions;
- Development of a trans\* and gender variant inclusion policy;
- Information on the BC Human Rights Code;
- Materials on TGV issues in training manual or booklet;
- Informational video on TGV issues and conflict situations;
- Post materials on bulleting boards, in brochures, and on website about TGV issues;
- More private stalls in all spaces (especially men’s change rooms);
- Signage that can be understood in multiple languages;
- Shift from gender-segregated to universal washrooms and change rooms with supporting signage, including best practices at Hillcrest, Killarney, Edmonds Community Centres
- Signage indicating trans\* and gender variant inclusivity;

