

Case Scenarios
(Taken from Rainbow Health Ontario)

Gender vs. Gender Expression

A client is in the waiting room for an appointment with your agency. You have the name "Laura" on your list of appointments for that particular time. When you walk into the room you see only one person but they look like a man. How would you respond? What would you do to make sure the client does not feel discriminated?

Sexual orientation vs. Homo/bi/phobia

A client complains of anxiety due to her adolescent daughter's recent revelation that she is bisexual. The patient worries that her daughter is sexually promiscuous and will get HIV. She has heard bisexuality is "hip" among young people now and hopes that it is "just a stage." How do you respond?
What resources might you recommend?

Transphobia vs. Hetero-normative

In the break room, you overhear two staff making fun of the appearance and demeanor of a transgender client who visited your workplace earlier that day. How would you respond? What steps would you suggest and or explore to prevent future negative comments of trans clients?