

AGENDA

LESBIAN, GAY, BISEXUAL, TRANSGENDER AND QUEER COMMITTEE

Saanich Municipal Hall-Committee Room #2

Thursday, October 6, 2016 at 6:30 p.m.

1. ADOPTION OF MINUTES

- Adoption of the September 1, 2016 minutes

2. CAPITAL PROJECTS

- Discussion with the Director of Engineering

3. REVIEW OF THE NEEDS ASSESSMENT (attachment)

- Committee discussion

4. ALL BODY SWIM UPDATE

- Update from Recreation

* Adjournment *

Next Meeting November 3, 2016

Please advise Elizabeth van den Hengel the committee secretary at elizabeth.vandenhengel@saanich.ca or 475-1775 local 3430 if you are unable to attend.

Go Green!

Members are encouraged to bring their own mug to the meeting.

MINUTES
LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUEER COMMITTEE
(Sub-committee of Healthy Saanich Advisory Committee)
Saanich Municipal Hall, Committee Room #2
September 1, 2016 at 6:30 p.m.

Present: Chair: Councillor Colin Plant

Members: Ryan Clayton, Stacey Piercey, Cynthia Reid, James Gardner, Sharon Doty, Marcy Cook, Matthew Heinz

Staff: Jo MacDonald, Manager, Human Resources; Elizabeth van den Hengel, Committee Clerk.

Absent: Harvey Howse, Aaron Devor

MINUTES

MOVED by R. Clayton and seconded by M. Heinz, "That the minutes of the Lesbian, Gay, Bisexual, Transgender and Queer Committee meeting held May 4, 2016 be adopted."
CARRIED

SAANICH HUMAN RESOURCES: HIRING

The Manager of Human Resources presented information on the new computer program for collection of employee information. Committee discussion occurred and the following was noted:

- In the gender field Saanich can list multiple choice options.
- Passports allow for gender neutral response.
- The new Saanich software will not allow the gender field to be left blank. This is a requirement for the payroll function.
- Coding for the gender field could include "X" for skip, "T" for transgender.
- The corporation that developed the software could be asked on how they propose to fix this issue of gender identification.
- A query as to why recording of gender data should be a requirement for payroll was raised.
- The Director of Human Resources will report back to the LGBTQ Committee information on the programs used at other municipalities.
- Employee satisfaction surveys to assist with determining gender distributions within Saanich employees would have to be carefully considered due to privacy concerns.

The Committee thanked the speaker for the information.

NEEDS ASSESSMENT

Committee member M. Heinz, gave an overview of the data collected from the Needs Assessment. The response rate was low so the results are not statistically significant. The survey results were reviewed by the Committee. M. Heinz will produce a textual analysis of the open-ended comments for review at the October LGBTQ Committee meeting, and an updated final summary of the survey for possible circulation to the HSAC and Council. The Chair and the Committee thanked M. Heinz for all the work in creating and analyzing the Needs Assessment.

PLANNING FOR THE REMAINDER OF THE 2016 LGBTQ COMMITTEE MEETINGS

The Chair and the Committee discussed the topics for the remainder of the 2016 meeting dates, and the following was noted:

- Committee members would like to have the LGBTQ Committee continue for 2017.
- An effort should be made to increase the diversity on the Committee.
- Remaining under the HSAC umbrella would be acceptable for 2017.
- A summary report will be drafted for discussion at an upcoming Committee meeting.

ADJOURNMENT

The meeting adjourned at 8:05 pm.

NEXT MEETING

The next meeting is scheduled for October 6, 2016.

Chair

I hereby certify these minutes are accurate.

Committee Secretary

MINUTES
LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUEER COMMITTEE
(Sub-committee of Healthy Saanich Advisory Committee)
Saanich Municipal Hall, Committee Room #2
August 11, 2016 at 6:30 p.m.

Present: Chair: Councillor Colin Plant

Members: Harvey Howse, Ryan Clayton, Aaron Devor, Stacey Piercey,

Staff: Kelli-Ann Armstrong, Senior Manager, Recreation; Heather Bollecki, Programmer Gordonhead Recreation Centre; Elizabeth van den Hengel, Committee Clerk.

Absent: Eko Goldberg, Lawrence Cooper, Cynthia Reid, James Gardner, Sharon Doty, Marcy Cook, Matthew Heinz

MINUTES

ALL BODY SWIM

The Aquatics Programmer gave an overview of an All-Body swim that was held at the Gordonhead Recreation Centre. Committee discussion occurred and the following was noted:

- "Alt Pride" rented the Gordonhead Recreation Centre (GHR) Pool for an all body swim.
- Approximately 30 participants attended the event.
- Feedback from the participants included: staff were amazing, and the gender neutral change rooms were appreciated.
- Staff had undergone sensitivity training.
- The swim was held at 8:45 pm which was a little late for some families.
- Advertising All-Body Swims at the venue for a period of time prior to the event date is a good way to inform the public that an All-Body swim will be held at the facility.
- GRC will hold an All-Body swim on a statutory holiday, 6:30 pm-8:00 pm. Thanksgiving would be a good holiday date to hold the swim.
- The Teen Centre should be made available for socializing before, during and after the swim.

INCLUSION STATEMENT

The Senior Director, Recreation led a discussion about the wording of the Inclusion Statement in the Saanich Active Living Guide. Committee discussion occurred and the suggestion to add the wording "...safe and full access, cultural diversity and welcome people of all genders, sexualities and abilities."

UPDATES FROM THE CHAIR

The Chair updated the committee and the following was noted:

- The Chair expressed the very positive experience that was had by participating as a member of Saanich in the 2016 Pride parade.
- More inclusive images should be included in Saanich produced materials.
- Discussion on how the year-end report should look.
- *Two way flow of items between sub-committee and committee and council*
- Saanich hiring policy review- HR Manager to review hiring policy
- Saanich forms-Legislative Manager to review Saanich forms.
- Engineering will be asked to come and discuss Saanich washrooms.
- Rainbow Crosswalk-will revisit in the fall.
- Perhaps approach a local LGBTQ Artist to produce a public art piece.

GORGE WASHROOMS

The Chair updated the committee and the following was noted:

- The new washroom stalls are clearly labeled with symbol for male and female.
- Director of Engineering indicated that the signage was for children to easily identify the gender of each washroom.
- A suggestion to alter the size and make a gender neutral option.
- Vancouver has passed a policy that all new buildings must have gender neutral washrooms. All retrofits must also have gender neutral washrooms.

ADJOURNMENT

The meeting adjourned at 7:55 pm.

NEXT MEETING

The next meeting is scheduled for Sept 1, 2016.

Chair

I hereby certify these minutes are accurate.

Committee Secretary

Saanich LGBTQ+ Needs Assessment August 2016

Submitted 21 September 2016 by matthew heinz

A total of 52 individuals completed the online survey. No comments were submitted to drop boxes in Saanich recreation centres, the Friendship Centre, or City Hall. All percentages are of total N of 52 unless otherwise stated. Numbers rounded up if the third digit after the decimal point is 5 or more.

Demographics

AGE	
18 to 24 years	14 (26.92%)
25 to 34 years	12 (23.08%)
35 to 44 years	8 (15.39%)
45 to 54 years	4 (7.69%)
55 to 64 years	8 (15.39%)
65 to 74 years	6 (11.54%)
74+ years	0

Notable: Half of the respondents (26 = 50%) were between 18 and 34 years old.

GENDER	
Girl/Woman	24 (46.15%)
Boy/Man	15 (28.85%)
Non-Binary	8 (15.39%)
Transguy/Transman/Female-to-Male/FTM	7 (13.46%)
Transmasculine	6 (11.54%)
Gender Non-Conforming	5 (9.62%)
Transgender	5 (9.62%)
Genderqueer	3 (5.77%)
Agender	2 (3.85%)
Gender Creative	2 (3.85%)
Gender Fluid	2 (3.85%)
Gender Diverse	1 (1.92%)
Transfeminine	1 (1.92%)
Transsexual	0
Transwoman/Male-to-Female/MTF	1 (1.92%)
Two-Spirit	0

Notable: Respondents were invited to designate all applicable gender identification. 18 respondents (34.62%) chose more than 1 gender identification.

SEXUAL ORIENTATION	
Queer	16 (30.77%)
Lesbian	14 (26.92%)
Gay	12 (23.08%)
Bisexual	11 (21.15%)
Pansexual	10 (19.23%)
Straight/Heterosexual	6 (11.54%)
Asexual	4 (7.69%)
Not Sure/Questioning	3 (5.77%)
Other: Bear	1 (1.92%)
Prefer Not To Disclose	1 (1.92%)

Notable: Respondents were invited to designate all applicable gender identification. 15 (28.85%) respondents designated more than 1 sexual orientation.

EDUCATION	
Did not graduate from high school	3 (5.77%)
High school graduate	5 (9.62%)
Some college, trade school, or university	15 (28.85%)
College or trade school graduate	8 (15.39%)
Bachelor's degree	12 (23.08%)
Graduate or professional degree	9 (17.31%)

Notable: Most of the respondents (29 or 55.77%) reported holding a college, trade school, bachelor's, graduate or professional degree.

LENGTH OF SAANICH RESIDENCY	
10+ years	15 (28.85%)
5 to 10 years	5 (9.62%)
1 to 5 years	19 (36.54%)
Less than 1 year	4 (7.69%)
Not a Saanich resident	9 (17.31%)

Notable: Most of the respondents said they had lived in Saanich between 1 and 5 years (19 respondents or 36.54%), followed by 15 respondents (28.85%) who said they had lived in Saanich for more than 10 years.

POSTAL CODE	
V8P	11 (21.15%)
V8Z	10 (19.23%)
V8N	10 (19.23%)
V8X	6 (11.54%)
V8T	3 (5.77%)
V9A	3 (5.77%)
V8M	2 (3.85%)
V8R	2 (3.85%)
V8V	2 (3.85%)
V1G	1 (1.92%)
V9B	1 (1.92%)
V9E	1 (1.92%)

Notable: Most of the respondents (31 or 59.61%) reported V8N, V8P or V8Z as the first three digits of their postal code.

ETHNICITY

Notable: None of the respondents identified as A boriginal or Indigenous. Six respondents (11.54%) reported they are being perceived as a person of colour, racialized, or visible minority.

EMPLOYMENT	
Work full-time for pay (incl. self -employed)	20 (38.46%)
Work part-time for pay (incl. self -employed)	15 (28.85%)
Student	14 (26.92%)
Looking for paid work	9 (17.31%)
Work in unwaged job (caregiver, homemaker)	6 (11.54%)
Unemployed and unable to work	4 (7.69%)
On leave from work	1 (1.92%)
Retired	1 (1.92%)
Other: co-op with university	1 (1.92%)
Other: on disability	1 (1.92%)
Other: self-employed	1 (1.92%)
Receiving social assistance or EI	0

Notable: Respondents were invited to designate all applicable work situations. The majority of respondents (35 or 67.31%) were employed full -time or part-time.

GROSS INCOME FROM ALL SOURCES IN THE LAST 12 MONTHS	
Less than \$5,000	5 (9.62%)
\$5,000 to less than \$10,000	9 (17.31%)
\$10,000 to less than \$15,000	4 (7.69)
\$15,000 to less than \$20,000	15 (28.85%)
\$20,000 to less than \$25,000	5 (9.62%)
\$25,000 to less than \$35,000	9 (17.31%)
\$35,000 to less than \$50,000	3 (5.77%)
\$50,000 to less than \$75,000	6 (11.54%)
\$75,000 to less than \$100,000	5 (9.62%)
\$100,000 or more	2 (3.85%)
Prefer not to disclose	4 (7.69%)

Notable: Most of the respondents (32 or 61.54%) reported having a gross income of under \$35,000 in the last 12 months.

LIVING WITH HEALTH CONDITIONS	
Not living with any of these conditions	25 (48.08%)
Mental health disability	22 (42.31%)
Chronic illness or pain	10 (19.23%)
Addiction (e.g. , alcohol, drugs, gambling)	6 (11.54%)
Learning disability	3 (5.77%)
Physical or mobility disability	3 (5.77%)
Autism, Aspergers or neuro -diverse spectrum	1 (1.92%)
Sensory disability (e.g., blind or Deaf)	1 (1.92%)
Other: Type 1 diabetes	1 (1.92%)
Cognitive disability	0
Developmental disability	0

Notable: 22 respondents (42.31%) reported living with mental health disability (e.g., anxiety, depression, schizophrenia)

Needs Assessment

Question 1: How welcoming of LGBTQ+ diversity are HEALTH AND SOCIAL SERVICES in Saanich?

Completely Welcoming	2 (3.85%)
Mostly Welcoming	14 (26.92%)
Somewhat Welcoming	10 (19.23%)
Slightly Welcoming	5 (9.62%)
Not At All Welcoming	1 (1.92%)
Don't Know	20 (38.46%)

Question 2: How welcoming of LGBTQ+ diversity are K-12 (elementary, middle, and high) PUBLIC SCHOOLS in Saanich?

Completely Welcoming	2 (3.85%)
Mostly Welcoming	6 (11.54%)
Somewhat Welcoming	6 (11.54%)
Slightly Welcoming	5 (9.62%)
Not At All Welcoming	2 (3.85%)
Don't Know	31 (59.62%)

Item 3

Question 3: How welcoming of LGBTQ+ diversity are PUBLIC COLLEGES AND UNIVERSITIES in Saanich?

Completely Welcoming	9 (17.31%)
Mostly Welcoming	15 (28.85%)
Somewhat Welcoming	7 (13.46%)
Slightly Welcoming	5 (9.62%)
Not At All Welcoming	0
Don't Know	16 (30.77%)

Question 4: How welcoming of LGBTQ+ diversity are COMMUNITY CENTRES, RECREATION FACILITIES AND PARKS in Saanich?

Completely Welcoming	3 (5.77%)
Mostly Welcoming	10 (19.23%)
Somewhat Welcoming	15 (28.85%)
Slightly Welcoming	7 (13.46%)
Not At All Welcoming	5 (9.62%)
Don't Know	12 (23.08%)

Question 5: How welcoming of LGBTQ+ diversity are LIBRARIES in Saanich?

Completely Welcoming	9 (17.31%)
Mostly Welcoming	11 (21.15%)
Somewhat Welcoming	6 (11.54%)
Slightly Welcoming	4 (7.69%)
Not At All Welcoming	2 (3.85%)
Don't Know	20 (38.46%)

Question 6: How welcoming of LGBTQ+ diversity in the workplace are EMPLOYERS in Saanich?

Completely Welcoming	2 (3.85%)
Mostly Welcoming	11 (21.15%)
Somewhat Welcoming	10 (19.23%)
Slightly Welcoming	10 (19.23%)
Not At All Welcoming	2 (3.85%)
Don't Know	17 (32.69%)

Question 7: How welcoming of LGBTQ+ diversity do you find BUSINESSES in Saanich?

Completely Welcoming	4 (7.69%)
Mostly Welcoming	18 (34.62%)
Some what Welcoming	16 (30.77%)
Slightly Welcoming	8 (15.39%)
Not At All Welcoming	3 (5.77%)
Don't Know	3 (5.77%)

Question 8: Have you ever experienced the following in Saanich because you are or were perceived to be LGBTQ+ or the loved one of an LGBTQ+ person? Check all that apply.

silent harassment (e.g., being stared at)	30 (57.69%)
verbal harassment (e.g., being whispered about, being called derogatory names)	19 (36.54%)
sexual harassment (e.g., cat calling, being propositioned, sexual innuendo)	12 (23.08%)
physical intimidation or threats	8 (15.38%)
sexual violence (e.g., threats or actual unwanted sexual activity)	6 (11.54%)
physical violence (e.g., being hit, kicked, or punched)	2 (3.85%)
I have not experienced any of these.	18 (34.62%)

Most of the respondents (33 or 63.46%) reported having experienced some form of harassment.

Question 9: How comfortable do you feel being out as * LGBTQ+ in Saanich?

LOCATION	COMFORTABLE	NOT COMFORTABLE	No Answer/Not Apply
In my home	44 (91.67%)	2 (4.17%)	2 (4.17%)
The place where I work/volunteer	31 (64.58%)	9 (18.75%)	8 (16.67%)
In my faith community	8 (16.67%)	7 (14.58%)	33 (68.75%)
In my ethno-cultural community	12 (25%)	7 (14.58%)	29 (60.42%)
In businesses	28 (58.33%)	18 (37.5%)	2 (4.17%)
In health and social services	27 (56.25%)	15 (31.25%)	6 (12.5%)
In parks and other outside public spaces	24 (50%)	21 (43.75%)	3 (6.25%)
On public transportation	17 (35.42%)	22 (45.83%)	9 (18.75%)
In school (K-12)	7 (14.58%)	8 (16.67%)	33 (68.75%)
In college/university	23 (47.92%)	7 (14.58%)	18 (37.5%)
At libraries	25 (52.08%)	9 (18.75%)	14 (29.17%)
At community recreation centres	11 (22.92%)	27 (56.25%)	10 (20.83%)
At public festivals and celebrations	27 (56.25%)	17 (35.42%)	4 (8.33%)
In facilities and events primarily aimed at seniors	5 (10.42%)	21 (43.75%)	22 (45.83%)

Four respondents who identified as straight/heterosexual chose 'does not apply' and provided no answers. The percentage is therefore based on a total of 48. The Saanich locations in which respondents reported being least comfortable were community recreation centres, public transportation, parks, and facilities aimed at seniors.

Question 10: Which best describes where you are currently living?

rent a house, apartment, or condo	22 (42.31%)
own a house, apartment, or condo	16 (30.77%)
live with their parents or other family	9 (17.31%)
live in shared housing	2 (3.85%)
live in their car	1 (1.92%)
live in student residence	1 (1.92%)
Other: live in a trailer on someone's private property	1 (1.92%)

Most respondents (38 or 73.08%) reported renting or owning a house, apartment, or condo.

Question 11: Have you ever lost a housing opportunity in Saanich due to your gender or sexual orientation or being perceived as LGBTQ+ or the loved one of an LGBTQ+ person?

- ✓ 34 respondents (65.38 %) said they had never lost a housing opportunity in Saanich due to their gender or sexual orientation or being perceived as LGBTQ+ or the loved one of an LGBTQ+ person.
- ✓ 14 respondents (65.38 %) said they were not sure if they ever lost a housing opportunity in Saanich due to their gender or sexual orientation or being perceived as LGBTQ+ or the loved one of an LGBTQ+ person.
- ✓ 4 respondents (7.69%) said they had lost a housing opportunity in Saanich due to their gender or sexual orientation or being perceived as LGBTQ+ or the loved one of an LGBTQ+ person.

Question 12: Have you experienced any form of police harassment or had negative encounters with Saanich police?

- ✓ 43 respondents (82.69 %) said they have not experienced any form of police harassment or had negative encounters with Saanich police.
- ✓ 7 respondents (13.46 %) said they have experienced a form of police harassment or had negative encounters with Saanich police.
- ✓ 2 respondents (3.85 %) said they were not sure if they have experienced any form of police harassment or had negative encounters with Saanich police.

Question 13: Thinking about the amount of stress in your life, would you say that most days are ...?

- ✓ 24 respondents (46.15 %) said most days are *a bit* stressful.
- ✓ 15 respondents (28.85 %) said most days are *quite a bit* stressful.
- ✓ 8 respondents (15.38 %) said most days are *not very* stressful.
- ✓ 5 respondents (9.62 %) said most days are *extremely* stressful.
- ✓ 0 respondents said most days are *not at all* stressful.

The majority of respondents (39 = 75%) said most days are a bit or quite a bit stressful.

Question 14: In general, would you say that your overall health is ...?

- ✓ 16 respondents (30.77 %) said their overall health is *very good*.
- ✓ 15 respondents (28.85 %) said their overall health is *good*.
- ✓ 12 respondents (23.08 %) said their overall health is *fair*.
- ✓ 5 respondents (9.62 %) said their overall health is *excellent*.
- ✓ 4 respondents (7.69 %) said their overall health is *poor*.

The majority of respondents (36 = 69.2 %) said their overall health is good, very good, or excellent.

Question 15: Which of the following statements best describes your situation in the past 12 months?

- ✓ 30 respondents (57.69 %) reported having always had enough food they wanted to eat.
- ✓ 17 respondents (32.69 %) reported having had enough to eat, but not always the kind of food they wanted.
- ✓ 3 respondents (5.77 %) reported having had enough to eat but only through food banks, community meals, or other services to supplement their food.
- ✓ 2 respondents (3.85 %) reported that they sometimes did not have enough to eat.
- ✓ 0 respondents reported that they often did not have enough to eat.

The majority of respondents (47 = 90.38 %) reported having had enough food to eat in the past 12 months.

Question 16: How supported and connected to other people do you feel in your day to day life?

- ✓ 9 respondents (17.31%) said they were extremely well supported and connected (not at all isolated)
- ✓ 16 respondents (30.77%) said they were mostly supported and connected (not very isolated)
- ✓ 15 respondents (28.85%) said they were sometimes supported/connected, sometimes not (a bit isolated)
- ✓ 8 respondents (15.38%) said they could use more support and connections (somewhat isolated)
- ✓ 4 respondents said they had very little or no support (extremely isolated)

Question 17: What is your overall level of participation in the community? This could include participating in community events, sports, volunteering, or any other involvement that makes you feel like you are part of community. Choose one.

- ✓ 4 respondents (7.69%) said they are extremely involved in the community.
- ✓ 5 respondents (9.62%) said they are quite involved in the community.
- ✓ 23 respondents (44.23%) said they are a bit involved in the community.
- ✓ 12 respondents (23.08%) said they are not very involved in the community.
- ✓ 8 respondents (7.69%) said they are not at all involved in the community.

Question 18: Do you need any of the following services but cannot access them? Please check all that apply.

LGBTQ+ programs	24 (46.15%)
Mental health counseling	18 (34.62%)
GP (family doctor) or general health care services	12 (23.08%)
Help looking after your home (help with cleaning, gardening, fixing things, etc.)	9 (17.31%)
I don't need any of these services	9 (17.31%)
Services relating to gender transition (e.g., counselling, hormones, surgery, speech services, assistance with clothing or hair)	8 (15.38%)
Housing	7 (13.46%)
Senior programs	5 (9.62%)
Anti-violence services (including support for survivors of abuse/violence)	4 (7.69%)
Legal support	4 (7.69%)
Youth programs	3 (5.77%)
Sexual health care services	2 (3.85%)
Addiction (e.g., alcohol, drugs, gambling)	2 (3.85%)
Support for immigrants and newcomers	2 (3.85%)
Culturally specific programs and support	2 (3.85%)
Caregiving assistance (e.g., childcare, parenting groups, respite care)	1 (1.92%)
Other – ESL	1 (1.92%)
Other – Appreciate and access these services	1 (1.92%)
Other – Affordable housing/affordable living	1 (1.92%)
Other – Referrals to specialty doctors	1 (1.92%)

18 respondents (34.62%) expressed need for more than one service that they had difficulty accessing. Access to LGBTQ+ programs was the most frequently reported need (24 or 46.15%).

Open-Ended Questions

The survey included open-ended questions asking respondents to identify their biggest LGBTQ+ concerns in Saanich and the kinds of actions Saanich should take to support the health and well-being of its LGBTQ+ people. Of the 52 respondents, 75 percent offered comments. In addition, a total of 24 comments were received in the drop box at UVIC Pride.

A thematic analysis of the survey responses suggests that respondents identified the following issues as their biggest LGBTQ+ concerns in Saanich:

1. **Silent discrimination rather than active acceptance and inclusion**
2. **Social isolation**
3. **Physical safety in washrooms and other public spaces**
4. **Lack of services, programming and facilities that are visibly and proactively inclusive of transgender and gender non-conforming experiences.**
5. **Lack of understanding of LGBTQ+ experiences in Saanich community at large**

Survey respondents made the following concrete suggestions for Saanich:

1. Public education for the community (11 mentions)
2. LGBTQ sensitive health care (8 mentions)
3. Gender neutral washrooms (7 mentions)
4. Explicitly Inclusive Saanich programming (advertising, program descriptions, promotion of existing programming) (7 mentions)
5. Public declarations of LGBTQ support (signage, statements) (7 mentions)
6. Avoidance of tokenism (rainbow sidewalks, signage) (7 mentions)
7. LGBTQ sensitivity training for all public employees (7 mentions)
8. Dedicated youth programming (4 mentions)
9. Dedicated seniors facility or programming (3 mentions)
10. Police sensitivity training (3 mentions)
11. LGBTQ content in libraries (2 mentions)
12. Continued LGBTQ community consultation (2)
13. Transgender support group (1 mention)
14. Gender inclusive Saanich forms (1)

Biggest LGBTQ Concerns in Saanich

Open-ended comments were coded by themes; comments that reflected more than one theme were listed each time. Listed in order of frequency.

SILENT DISCRIMINATION VERSUS ACTIVE ACCEPTANCE AND INCLUSION

1. Lack of positive affirmation, not just tolerance
2. Biggest concern is that I will be stared at while holding hands with my partner.
3. Level of true inclusivity – normalization of lgbtq+ identities
4. Public displays of affection causing people to stare, silently antagonize me; some straight people never feeling “comfortable” with me; business-people and co-workers openly making jokes at the expense of LGBTs (one of my former employers doing such a thing while
5. Tolerance, political correctness, conservatism
6. Respect. I would like the opportunity to live a normal life without it being labeled a LGBTQ+ life.
7. Lack of acceptance
8. Isolation within my Saanich neighborhood. Many of the neighbours make an effort to avoid me and my partner. They're not openly hostile, they just really work at looking the other way, making no contact.
9. Feel somewhat shunned by neighbors
10. Silent discrimination
11. There is no general acceptance that LGBTQ people are part of the population and that we are not ‘weird’ or different. Especially those who are not visibly ‘out’ but do not hide our ‘real’ selves when speaking or interacting in public.
12. Hypocrisy
13. I'm afraid of being harassed or fired because I'm neither cis nor het
14. Housing and jobs. I don't “look gay” and this helps but as soon as anything comes up where in order to answer a question I have to out myself, it has sometimes been received negatively.

SOCIAL ISOLATION

1. Connecting with other people as a Victoria newbie
2. Trans inclusion
3. The lack of an LGBT community (population wise), but this isn't an issue just in Saanich (more of a greater Victoria problem)
4. Lack of inclusion – seems ignored

5. Level of true inclusivity –
6. Hard to find friends of the same age group
7. Lack of acceptance
8. Isolation within my Saanich neighborhood. Many of the neighbours make an effort to avoid me and my partner. not openly hostile, they just really work at looking the other way, making no contact.
9. Feel somewhat shunned by neighbors

PHYSICAL SAFETY (WASHROOMS, PUBLIC SPACES)

1. Safety as somebody who uses resources there and would use rec centres if felt safer
2. Though a welcoming community, there is also the concern of intimidation or violence.
3. Safety of my non gender conforming friends, safety of my gay male friends
4. Being literally murdered because of how I identify and present
5. Walking in public with my partner
6. Not feeling safe in LGBTQ+ groups like UIVC Pride
7. Safety
8. It doesn't feel safe to run errands or even exist in a public space (especially in the evening) within Saanich while Trans.

TRANS INCLUSION

1. Cannot access pools, gyms, rec classes, dance classes etc. because of lack of comfort being transgender. That's not the fault of Saanich staff or instructors but it's the people who attend or participate in the programs.
2. Trans inclusion.
3. Lack of resources and programming that specifically contains any queer and trans content. Most businesses and services claim ignorance but then don't do anything to learn or accommodate.
4. Lack of inclusion – seems ignored
5. I am concerned about trans acceptance in particular, and access to gender neutral washrooms and health care
6. Acceptance for teen transgender
7. Lack of 'visible' allies. Haven't seen many rainbow flags in businesses in Saanich in the year since we moved from another province.

COMMUNITY EDUCATION

1. Saanich has made huge strides towards inclusivity of Trans community members recently (especially Saanich parks and rec), but we need to focus on education and support to address the perceptions and prejudices at the root of some of the other issues we face. I pass as a Cisgender woman – but remember a time when I did not and know what a lot of my community is going through and feeling.
2. Lack of understanding of LGBTQ issues by the majority of people living and working in the community
3. There is no LGB police liaison for members of the public who are being targeted by bully cops.

SUGGESTIONS FOR SAANICH:

1. Public education for the community (11)
2. LGBTQ sensitive health care (8 mentions)
3. Gender neutral washrooms (7 mentions)
4. Explicitly Inclusive Saanich programming (advertising, program descriptions, promotion of existing programming) (7 mentions)
5. Public declarations of LGBTQ support (signage, statements) (7 mentions)
6. Avoid tokenism (rainbow sidewalks, signage) (7 mentions)
7. LGBTQ sensitivity training for all public employees (7 mentions)
8. Dedicated youth programming (4 mentions)
9. Dedicated seniors facility or programming (3 mentions)
10. Police sensitivity training (3 mentions)
11. LGBTQ content in libraries (2 mentions)
12. Continued LGBTQ community consultation (1)
13. Transgender support group (1 mention)
14. Saanich forms should be gender inclusive (1)

Item 3