



Government of Yukon

# LGBTQ2S+ Inclusion Action Plan

2021

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## Message from the Minister

On behalf of the Government of Yukon, I am proud to release this first LGBTQ2S+ Inclusion Action Plan. This plan is designed to help chart a path forward in ending discrimination and making Yukon government programs and services more inclusive of the LGBTQ2S+ community.

Across Canada, and around the world, systemic transphobia, homophobia and other forms of prejudice and discrimination result in inequity for LGBTQ2S+ people. This includes experiencing barriers to programs and services that others may take for granted.

Throughout this initiative, the Yukon government has strived to follow the “nothing about us, without us” approach. A coalition of LGBTQ2S+ organizations was involved in the formation of this plan and we will continue to seek feedback during implementation.

This five-year plan is based on what we heard through our public engagement on LGBTQ2S+ inclusion. It includes over 100 actions under the themes: health care, education and youth, community and culture, inclusive governance, Yukon government as a workplace, public facilities, gender data, and tourism and culture.

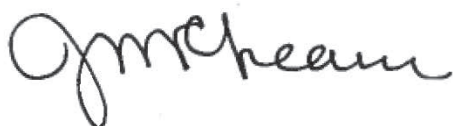
We are committed to providing a progress report within a year after the release of this plan, and we will conduct a targeted survey every two years to make sure we are on the right track. We will also conduct quarterly internal evaluations and continue to evaluate and update this plan to ensure it is meeting the needs of the community.

We acknowledge that so often, changes do not happen simply due to the goodwill of the government but through direct community action and hard-won challenges to unjust legislation and procedures.

I want to encourage the LGBTQ2S+ community and their allies to stay engaged, follow the progress of this plan, and to challenge us to do better when our efforts do not meet the mark, or when priorities change.

I look forward to carrying out this important work alongside LGBTQ2S+ Yukoners and always striving to be a more inclusive government.

Sincerely,

A handwritten signature in black ink, appearing to read 'J McLean', written in a cursive style.

Hon. Jeanie McLean  
Minister responsible for the Women's Directorate

# Background

## Related initiatives

Just some of the changes already made to support LGBTQ2S+ inclusion include:

- Expanding health care insurance coverage for the trans and gender diverse community;
- Extending coverage for gender-affirming therapy for trans Yukoners;
- Extending coverage for trans-affirming medical therapies, procedures and surgeries;
- Providing HIV pre-exposure prophylaxis (PrEP) and post-exposure prophylaxis (PEP) free of charge to those who request it;
- Offering World Professional Association of Trans Health (WPATH) training at no cost to Yukon government clinicians and non-governmental organizations;
- Passing the Sexual Orientation and Gender Identity Protection Act to ban conversion therapy in Yukon;
- Making LGBTQ2S+ awareness and inclusion training available to all Yukon government employees through our internal Yukon Learn website;
- Integrating inclusive language into new government communications and including it in the official Government of Yukon Style Guide;
- Funding All Genders Yukon Society to offer mental wellness services;
- Renovating the Whitehorse Visitor Information Centre and updating signage to provide gender-inclusive washrooms in this building;
- For the first time, providing operational funding to Queer Yukon Society and working in partnership with all LGBTQ2S+ societies to support the development and implementation of this action plan and to work towards establishing a Yukon Pride Centre.



There are also several major initiatives the Yukon government is undertaking that include specific reference to LGBTQ2S+ inclusion. These include:

- Changing the Story to Upholding Dignity and Justice: Yukon’s Missing and Murdered Indigenous Women, Girls and Two-Spirit+ People Strategy;
- Yukon Aging in Place Action Plan;
- Putting People First, a comprehensive review of health and social services; and
- Yukon Tourism Development Strategy.

## Public engagement

To help ensure the Yukon government is meeting the needs and priorities of LGBTQ2S+ Yukoners, we initiated a territory-wide public engagement process in fall 2018. The purpose was to identify ways to strengthen our legislation, policies, programs, services and practices. QMUNITY, a Vancouver non-profit focused on improving the lives of LGBTQ2S+ individuals, facilitated the engagement.

In preparation for the public engagement, QMUNITY interviewed and met with LGBTQ2S+ Yukoners and organizations to determine the most appropriate methods, scope, duration and design for the engagement. QMUNITY also recruited LGBTQ2S+ Yukoners as co-facilitators and note-takers. QMUNITY hosted 12 focus groups, representing distinct demographic identities and/or geographic locations, three larger community dialogues in Whitehorse, and had one-on-one discussions with people throughout the territory.

In May 2019, the first What We Heard report from the engagement was released to the public. We also released QMUNITY’s report and recommendations from the engagement. We then surveyed Yukoners to help prioritize what was heard, and provided an anonymous opportunity to discuss topics that were missed. A second What We Heard report was released in October, 2019. These reports are available at: <https://engageyukon.ca/en/2018/lgbtq2s-inclusion>. The results of the engagement informed the development of this action plan.

## Challenging realities

The results of the public engagement indicated that many barriers still exist for LGBTQ2S+ Yukoners and Canadians. We recognize that the public engagement process did not reach everyone. Some people did not feel safe participating, did not know about the engagement, or did not feel heard. In particular, we know we did not hear from enough LGBTQ2S+ seniors, newcomers, or those experiencing homelessness, intimate partner violence, or incarceration.

We also recognize that across the country, the depth and breadth of data regarding LGBTQ2S+ Canadians is limited. Gender identity is not yet consistently collected across governments and historical data is often not available. The 2021 Census will include a question related to gender identity and from that, we hope to receive Yukon-specific data that will provide us a better picture of the audience we are serving.

We do know that LGBTQ2S+ Canadians experience higher rates of mental health issues, including depression and suicide, related to life stress and discrimination. LGBTQ2S+ Canadians also experience higher rates of homelessness and interpersonal violence, in comparison to the general population. These troubling realities are often exacerbated by other intersecting factors including ethnicity, gender identity, ability, age, and socio-economic status.

As this plan was created, we kept these barriers, gaps, and difficult realities in mind. The following pages outline the actions we plan to take over the next five years in the key areas we identified during our public engagement.







All Yukoners want a health care system that is person-centred, accessible, safe, and meets their needs, including LGBTQ2S+ Yukoners.



## Health care

All Yukoners want a health care system that is person-centred, accessible, safe, and meets their needs, including LGBTQ2S+ Yukoners. However, we recognize that some may experience additional barriers to accessing the health care they need.

In order to support LGBTQ2S+ communities, families, and individuals to achieve and maintain the best possible health, the Yukon government commits to the following actions in order to reduce harm, alleviate barriers and end discrimination.



**What we will do:** Improve access to Two-Spirit, trans, non-binary-affirming health care.

**How we will do it:**

**In the first year:**

- Develop and clearly communicate critical pathways for accessing Two-Spirit, trans, non-binary-specific health care in Yukon.
- Develop Two-Spirit, trans, non-binary health treatment protocols and policies, including respectful procedures for interacting with patients, and processes for recording and using chosen names and pronouns.
- Eliminate the restriction of medical travel destinations (“gateway” cities) in the current medical travel regulations under the *Travel for Medical Treatment Act*.

**In the next two years:**

- Reduce barriers and stigma for Two-Spirit, trans, non-binary individuals to access medical procedures and therapies.
- Explicitly acknowledge Two-Spirit, trans, non-binary populations in policy and guidance documents.
- Provide training to Health and Social Services' employees and health care providers focusing on anti-racism and the intersectional realities of Two-Spirit, trans, non-binary individuals.

**In the next five years:**

- Provide WPATH and other appropriate training for health care practitioners and the medical community serving Two-Spirit, trans, and non-binary Yukoners.

**What we will do: Improve access to health care for LGBTQ2S+ Yukoners.**

**How we will do it:**

**In the first year:**

- Explore options for working across government to establish and fund a Health Care Navigator position, in order to navigate existing systems and provide information to LGBTQ2S+ Yukoners accessing health care.
- Promote and expand inclusive online information and resources on Yukon.ca for LGBTQ2S+ Yukoners seeking health care.
- Increase the use of virtual care and develop options for Yukoners to connect with care from their homes and in their communities, including those Yukoners who identify as LGBTQ2S+.

**In the next two years:**

- Improve access to information and resources to help LGBTQ2S+ families navigate family planning.

**What we will do:** Provide education and training for health care professionals and administrators in LGBTQ2S+ cultural competency.

**How we will do it:**

**In the first year:**

- Provide training to Health and Social Services employees in LGBTQ2S+ inclusion and awareness.
- Include LGBTQ2S+ issues in new Health and Social Services employee orientations.

**In the next two years:**

- Increase access to training on LGBTQ2S+ inclusion and awareness for all health care practitioners.

**In the next five years:**

- Provide appropriate level of WPATH training to all health care practitioners.

**What we will do:** Enhance public health education and prevention strategies to address the sexual health needs of LGBTQ2S+ Yukoners.

**How we will do it:**

**In the first year:**

- Provide Yukon Communicable Disease Control staff and other health professionals the cultural competence and training needed to address the specific sexual health needs of community members at risk of sexually transmitted and blood-borne infections, including LGBTQ2S+ Yukoners.
- Provide LGBTQ2S+ community members and health care professionals' access to sexual health information related to COVID-19.

**In the next two years:**

- Develop resources to support educators and parents on healthy relationships and sexual health needs of LGBTQ2S+ individuals.
- Work across government to develop intersectional sexual health public education and resources for Yukoners, including LGBTQ2S+ Yukoners, to educate themselves and learn about services that are relevant to their own sexual health needs.

**In the next five years:**

- Work across government to develop comprehensive sexual health education for all Yukon schools that is inclusive of LGBTQ2S+ needs.



## **What we will do:** Improve access to supportive mental health and wellness services for LGBTQ2S+ Yukoners.

### **How we will do it:**

#### **In the first year:**

- Continue to fund access to mental wellness services through LGBTQ2S+ community organizations, including the funding to All Genders Yukon Society.
- Clearly communicate pathways to clinical counselling for Yukon elementary and high school students.
- Identify and communicate the names of counsellors and mental health and wellness service providers with a specific interest, skillset, and training in serving LGBTQ2S+ communities.
- Provide information about existing resources for LGBTQ2S+ Yukoners to family doctors, community agencies, and other sources of referral for mental health and wellness care.

#### **In the next two years:**

- Provide the appropriate level of WPATH training for mental health and wellness professionals working with LGBTQ2S+ Yukoners, especially those who work with children and adolescents.

#### **In the next five years:**

- Review and evaluate health care facilities and resources across Yukon for LGBTQ2S+ inclusion.
- Implement the Yukon government standards for gender-neutral washrooms in all Health and Social Services-operated medical facilities.
- Develop marketing materials (signage) for health care professionals wanting to demonstrate their knowledge and acceptance of LGBTQ2S+ community members.
- Develop a culturally safe complaints process that includes LGBTQ2S+ community perspectives.



All youth and staff deserve  
a safe and supportive school  
environment.





## Education and youth

The Yukon government acknowledges that LGBTQ2S+ students and staff face difficulties in the education system that can be a barrier to accessing and providing education. All youth and staff deserve a safe and supportive school environment.

The Department of Education will not permit or tolerate any homophobic/transphobic behaviour or bullying in Yukon schools, whether by omission or by failing to act to end such behaviour. Staff will respond to all incidents and provide support and assistance to those who are the intended or unintended targets of such behaviour.

In its 2019 report, the Office of the Auditor General of Canada recommended that the Department of Education:

- conduct a full review of the services and supports it provides for inclusive education, and
- engage with teachers, parents, and specialists to examine how best to:
  - evaluate whether its approach to inclusive education is working;
  - determine whether services and supports are having the desired effect; and
  - determine whether sufficient resources are in place to support inclusive education.

The department hired a contractor to conduct the review and gather perspectives on the department's inclusive education programs and services from students, families, central administration and school staff, Yukon First Nations, partners and school communities. The report was released June 1, 2021, and will help inform actions to improve inclusivity.

**What we will do:** Implement Sexual Orientation and Gender Identity (SOGI) policies and encourage schools to support Gender and Sexuality Alliances (GSAs) or similar clubs.

**How we will do it:**

In the next year:

- Update the SOGI policy to address issues such as use of a student's correct gender pronouns, updating terminology to be trans-inclusive, addressing gender-identity inclusion in sports, and clarifying points of contact and responsibilities at the department and school levels.
- Work with students, families, central administration and school staff, Yukon First Nations, partners and school communities to develop and implement a plan to improve and modernize the department's inclusive education programs and services, including:
  - Implement all aspects of the SOGI policy in every school.
  - Work with schools to use the system level SOGI policy to develop and implement school-specific policies that include school safe contacts and safe spaces.
  - Make school-specific SOGI information available on government and school websites.
  - Evaluate the SOGI policy in partnership with students, educators, and the LGBTQ2S+ community.

**What we will do:** Provide education and training for teachers and school administrators in LGBTQ2S+ cultural competency.

**How we will do it:**

**In the next year:**

- Work with students, families, central administration and school staff, Yukon First Nations, partners and school communities to develop and implement a plan to improve and modernize the department's inclusive education programs and services, including:
  - Continue to collaborate with Health and Social Services and other jurisdictions and organizations (such as SOGI123, an organization currently working with BC and Alberta educators), to implement the most current and relevant resources for educator/administrator training.
  - Collaborate with the Yukon Teachers' Association on how SOGI training can be included as part of educators' professional development.

**What we will do:** Improve anti-bullying initiatives in Yukon schools, especially for LGBTQ2S+ youth.

**How we will do it:**

**In the next year:**

- Work with students, families, central administration and school staff, Yukon First Nations, partners and school communities to develop and implement a plan to improve and modernize the department's inclusive education programs and services, including:
  - Support the use of self-identified names for students and staff, and develop policies and guidelines that enhance confidentiality and the protection of student privacy.
  - Work with administration, students and LGBTQ2S+ community organizations to develop accommodation plans for school facilities so an interim solution for gender-neutral washrooms is available within 30 days following a request.

- Work towards having gender-neutral washrooms and/or change rooms in schools.
- Help ensure school-specific and centralized forms include a non-gender specific option when gender information is collected and/or reported.
- Work towards having mental health counsellors available on a regular basis to students.
- Use the Rural Experiential (REM) model that enables students to meet and connect with peers from other Yukon communities as an opportunity to provide workshops on LGBTQ2S+ anti-bullying, GSA action planning, and other areas related to LGBTQ2S+ inclusion in schools.

**What we will do: Encourage extra-curricular programming that is more inclusive of queer relationships and diverse gender identities.**

**How we will do it:**

**In the next year:**

- Work with students, families, central administration and school staff, Yukon First Nations, partners and school communities to develop and implement a plan to improve and modernize the department’s inclusive education programs and services, including:
  - Work with school boards and councils and GSAs to take account of inclusive extra-curricular programming in their school growth plans.
  - Inform teachers, GSAs, and all partners in education on how to apply for and access education support funding at their school and through the central administration.





Community and culture is an important part of our well-being that helps us to be productive citizens and contributes to our overall health and wellness.



# LGBTQ2S+ community and culture

Having a sense of community and seeing oneself represented in local culture helps us feel welcome and connected. Community and culture is an important part of our well-being that helps us to be productive citizens and contributes to our overall health and wellness. Having a sense of community is vital for LGBTQ2S+ people, particularly youth, to ensure they feel safe being their authentic selves and can contribute all they have to offer to their community. The following are the actions we commit to taking to provide more opportunities for inclusion in community and culture.

## **What we will do: Support LGBTQ2S+ culture and programming at all age levels.**

### How we will do it:

#### In the next year:

- Continue to fund LGBTQ2S+ community organizations and initiatives to deliver cultural programming across the territory.
- Encourage the Local Recreation Authorities, which are responsible for programming as per the Recreation Act and regulations, to create or provide opportunities for LGBTQ2S+ people of all age groups.

#### In the next two years:

- Encourage sport governing bodies and special recreation groups to deliver specific programs that are open to all genders.

#### In the next five years:

- Expand the commitment to educate Yukon sport and recreation organizations to examine their spaces, activities, or events, which are gender-segregated in a way that might be inadvertently excluding LGBTQ2S+ people.

**What we will do:** Connect non-profits, private sector employers and businesses with education and training in LGBTQ2S+ cultural competency.

**How we will do it:**

**In the first year:**

- Highlight and support training opportunities to grow LGBTQ2S+ cultural competency across Yukon businesses.
- Highlight and support training opportunities to grow LGBTQ2S+ cultural competency across Yukon non-profits, particularly those working with vulnerable LGBTQ2S+ people.

**What we will do:** Work with LGBTQ2S+ community organizations towards the development of an LGBTQ2S+ Pride Centre.

**How we will do it:**

**In the first year:**

- Fund and partner with LGBTQ2S+ community organizations to better enable them to access a range of funding avenues to support programming that responds to the needs of LGBTQ2S+ community members.



**What we will do:** Work to make government-funding programs inclusive of LGBTQ2S+ identities.

**How we will do it:**

**In the first year:**

- Review the language of funding applications and agreements across government so they are inclusive and non-discriminatory.

**In the next two years:**

- Clearly communicate to the public where funding opportunities exist and how to access them so all gender identities are included.

## Inclusive governance

Governing inclusively means changing legislation and practices in order to correct inequities and better serve our modern society. An inclusive government pursues continued learning and supports fairness by removing barriers and reducing harm where possible.



## **What we will do:** Update the name and mandate of the Women's Directorate.

### How we will do it:

#### In the first year:

- Change the department's name and update the mandate to better reflect the work being done that is gender inclusive and in support of LGBTQ2S+ Yukoners.
- Restructure the Yukon Advisory Council on Women's Issues to include issues related to LGBTQ2S+ communities.

#### In the next two years:

- Clearly communicate the name and mandate changes internally and to the public and demonstrate why it is important.

## **What we will do:** Update estate legislation to include common-law LGBTQ2S+ partners, recognizing that the majority of same-sex and same-gender spouses are in common-law relationships.

### How we will do it:

#### In the first year:

- Bring forward regulations to support amendments to the *Enduring Powers of Attorney Act*.
- Reintroduce Bill 19 – *Act to Amend the Family Property and Support Act, 2021*, which allows separated common-law spouses equal access to spousal support compared to married spouses.
- Communicate change to the *Wills Act*.

#### In the next two years:

- Once amendments are passed, communicate the changes to the *Enduring Powers of Attorney Act*, and the *Family Property and Support Act*.



As the territory's largest employer, the Public Service Commission has a profound role to play in building a more inclusive Yukon.



# Government of Yukon as a workplace

The Yukon government acknowledges that LGBTQ2S+ employees have and continue to face discrimination and barriers to employment. As the territory's largest employer, the Public Service Commission has a profound role to play in building a more inclusive Yukon by committing to taking actions that will better support and engage LGBTQ2S+ employees and which in turn create programs and services that are more inclusive for all Yukoners.

**What we will do:** Provide education and training for the public service in LGBTQ2S+ cultural competency.

**How we will do it:**

**In the first year:**

- Offer and promote LGBTQ2S+ awareness and inclusion training both in-person and online to all Yukon government employees.

**In the next five years:**

- Train Human Resources professionals and the Respectful Workplace Office staff to support LGBTQ2S+ employees, provide a clear statement of commitment to LGBTQ2S+ employees, and make LGBTQ2S+ cultural competency a consideration of career advancement.
- Review, clarify, and widely promote Human Resource policies that relate to respect for LGBTQ2S+ community members.

**What we will do:** Identify and communicate resources and support for LGBTQ2S+ employees

**How we will do it:**

**In the next year:**

- Identify specific name-change procedures in the employee handbook (or equivalent) for health care, education, and government employees.

**In the next five years:**

- Allocate resources for an identified liaison person or a service contact who could respond to questions and act as a LGBTQ2S+ advocate for employees and community members accessing the services offered.
- Provide access to gender-inclusive washrooms in Yukon government buildings.

**What we will do: Generate a broad cultural shift towards acceptance of LGBTQ2S+ people within the Yukon government**

**How we will do it:**

**In the next year:**

- Communicate the inclusive language section of the Yukon government's Style Guide to employees.
- Improve the integration of gender inclusive diversity analysis (GIDA), as well as intersectionality, including LGBTQ2S+ considerations, into decision-making processes.
- Communicate the changes made to the General Administration Manual (GAM) made under "Respectful Workplace" to specifically identify gender identity and gender expression as prohibited ground related to harassment and discrimination.
- Include pronouns in the email signatures as a best practice for all Yukon government employees.

**In the next five years:**

- Build awareness of LGBTQ2S+ inclusion across government by providing clear and inclusive messaging from leadership, including the promotion of training opportunities.
- Create low-barrier platforms for LGBTQ2S+ employees to share their experiences with each other in a safe environment.
- Explore options for establishing an internal LGBTQ2S+ employee committee.
- Enhance communications about how concerns regarding disrespectful conduct (including harassment and discriminatory practices) could be brought to the Respectful Workplace Office or human resources for confidential advice or assistance.
- Improve capacity to respond to disrespectful conduct in the workplace by offering specific training, strengthening internal processes, and addressing and restoring the impacted relationships as appropriate.
- Administer an annual internal survey to determine how well we are meeting our commitment to be an inclusive employer.

## Public facilities

Everyone deserves safe and inclusive public facilities, which allow people to access services in a respectful environment. Through a combination of updated design requirements and technical standards, building renovations, and changes in signage, we commit to these actions, which will help create inclusive public facilities for all.

**What we will do:** Provide public facilities with gender-inclusive washrooms with low-barrier access.

### How we will do it:

#### In the next year:

- Incorporate gender-inclusive washroom and change room specifications and design guidelines into Yukon government Design Guidelines and Technical Standards Manual, to improve the gender-inclusivity of future renovations and new buildings.
- Use clear, consistent and inclusive language and signage across all Yukon government gender-inclusive washrooms and change rooms.

#### In the next five years:

- Develop a long-term action plan and assess select Yukon government facilities for gender-inclusive public washrooms and change rooms.
- Liaise with program coordinators who are already taking steps to work with the LGBTQ2S+ community and partner with Highways and Public Works to request funding, plan and prioritize what renovations will take place first and make announcements regarding this initiative.



## Gender data

Collecting accurate, representative and inclusive data is important. It informs what we know about Yukoners and has an impact on the actions we take as a government. We can better collect data and work towards limiting data bias by asking the right questions, asking them in a multitude of ways, and continuously thinking about the people we may be missing. We commit to taking the following actions to build a more accurate data set over time in order to inform the programs and services we offer and how we offer them.

**What we will do:** Modernize and standardize how we collect sex and gender data.

### How we will do it:

#### In the next year:

- Provide non-binary gender options for all identification (e.g. driver's licenses).
- Provide clear and consistent advice across government on how to collect, use, analyze, and display personal sex and gender data.

#### In the next five years:

- Include a consistent third gender option on all forms, which affirms diverse identities.

Yukon has an opportunity to position itself as a place where people are free to be themselves and to explore, which will help contribute to increased awareness and understanding of LGBTQ2S+ rights on a global level.



## Tourism and culture

As outlined in the Yukon Tourism Development Strategy, LGBTQ2S+ tourism is an area we can focus on that will have widespread benefit. Inclusive tourism provides a safe and welcoming environment, attracting people from around the world, and provides opportunities for local LGBTQ2S+ events and LGBTQ2S+ friendly businesses. Yukon has an opportunity to position itself as a place where people are free to be themselves and to explore, which will help contribute to increased awareness and understanding of LGBTQ2S+ rights on a global level. Inclusive tourism is a niche market that can help grow Yukon's vibrant tourism sector amidst a global pandemic and economic downturn, for the benefit of all Yukoners and travellers. The following are the actions we commit to taking to help make this a reality.

### **What we will do: Feature LGBTQ2S+ related events and festivals in tourism promotions.**

#### How we will do it:

##### In the next year:

- Review the Yukon vacation planner, social media channels and website for diversity of representation and reflection of Yukon population.
- Explore addition of 'before you go' information specific to LGBTQ2S+ travellers including safety, contacts, and what to do if you need help, similar to Lonely Planet.
- Explore opportunities to support LGBTQ2S+ related events and festivals as proposed under Yukon Tourism Development Strategy Action Plan 2.2- Experience Development.
- Communicate with organizations so they are aware of funding supports offered by the Yukon government.

##### In the next two years:

- Develop and implement the above initiatives to reflect the diversity of Yukon and the diversity of the touring public.

#### **In the next three years:**

- Explore partnerships and opportunities with the Government of Canada to implement the new Federal Tourism Growth Strategy in relation to promoting inclusiveness for the LGBTQ2S+ community.
- Support further implementation of projects under Yukon Tourism Development Strategy Action Plan 2.2- Experience Development related to LGBTQ2S+ initiatives.

### **What we will do: Support businesses and organizations in the hospitality and tourism sectors to provide management and staff with LGBTQ2S+ competency training.**

#### **How we will do it:**

##### **In the next year:**

- Provide gender inclusive diversity analysis, unconscious bias and LGBTQ2S+ inclusion and awareness training to staff (including management) in the department.

##### **In the next two years:**

- Include LGBTQ2S+ training in Yukon Tourism Development Strategy Action Plan 2.1- Recruitment, retention and training.
- In partnership with tourism organizations, LGBTQ2S+ community members and others, offer gender inclusive diversity analysis, unconscious bias and LGBTQ2S+ inclusion and awareness training to staff (including management/ owners) in the hospitality and tourism sectors as part of implementation of Yukon Tourism Development Strategy Action Plan 2.1- Recruitment, retention and training.

##### **In the next three years**

- Offer regular gender inclusive diversity analysis, unconscious bias and LGBTQ2S+ inclusion and awareness training to staff (including management/ owners) in the hospitality and tourism sectors as part of implementation of Yukon Tourism Development Strategy Action Plan 2.1- Recruitment, retention and training.

**What we will do:** Encourage businesses in hospitality and tourism to articulate support for LGBTQ2S+ communities.

**How we will do it:**

**In the next year:**

- Support Tourism Industry Association of the Yukon, Chambers of Commerce, etc. to explore ideas for businesses and organizations to show LGBTQ2S+ support.

**In the next two years:**

- Identify research and provide education on impact of LGBTQ2S+ tourism on destinations.
- Implement/include changes to Yukon vacation planner, social channels and website to reflect diversity in population.

**In the next three years:**

- Identify tourism operators that market to, or support, LGBTQ2S+ clientele and explore opportunities to develop and implement a recognition program displaying these tour operators.
- Support Chambers of Commerce and partners to implement actions to show LGBTQ2S+ support.
- Provide tourism operators with training on how to create gender-neutral washroom/change room facilities.

## Accountability

We know that accountability is paramount in making sure this plan meets community needs, so we are committed to evaluating this plan annually to monitor progress made and update priorities.

We will also regularly check-in with the LGBTQ2S+ community through surveys every two years to help determine if these actions are meeting the needs of LGBTQ2S+ Yukoners, or whether additional or different actions are needed. We will continue to update the commitments we make in this action plan in future versions to reflect the feedback we receive.

We commit to continuing to learn more about the needs of LGBTQ2S+ Yukoners who may not have been reached in the initial engagement and to keep the lines of communication open with the LGBTQ2S+ community.

## Conclusion

The actions outlined in this plan are people-oriented. As we work towards services and programs that are more inclusive, we must be responsive to the needs of Yukoners. Throughout the public engagement on LGBTQ2S+ inclusion, we have been committed to the principle of “nothing about us without us”. We remain steadfast in our commitment to listening and engaging with LGBTQ2S+ Yukoners, their significant others, friends, families, and allies.

We recognize there is a lot of work ahead of us to create a more inclusive Yukon and to end discrimination, but we look forward to working with all Yukoners to build a more inclusive home for us all.











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S+**





  
**Yukon**