



# Policies to achieve LGBTIQ+ equality

## Questionnaire to OECD member countries

### Background

On February 12, 2014, twelve Member countries issued a "Call to Action" for the OECD to initiate a work stream on the situation of lesbians, gay men, bisexuals, transgender, intersex and queer (LGBTIQ+) people. The OECD work on LGBTIQ+ inclusion (<http://oe.cd/lgbti>) was launched in 2016 by the Directorate for Employment, Labour and Social Affairs.

A central output of this project was the OECD report "Over the Rainbow? The Road to LGBTI Inclusion" released in June 2020 (<http://oe.cd/lgbti-2020>), with its second edition scheduled for publication in 2024. This new edition will build upon its predecessor, updating and expanding its content. Specifically, it will evaluate the progress that OECD countries have made in passing LGBTIQ+-inclusive laws from 30 June 2019 up to, at the earliest, 30 June 2023. Furthermore, this edition will provide an overview of whether policies that it is critical to implement on top of passing LGBTIQ+-inclusive laws are indeed adopted in OECD countries – this benchmarking aspect was missing in the first edition.

### Questionnaire

The aim of this questionnaire is to assess the extent to which LGBTIQ+-inclusive policies are implemented in OECD countries, as of **30 June 2023 (of course, please feel free to also report on more recent policies)**. The questionnaire consists of two sections, each divided into three subsections, resulting in a total of 19 questions designed for easy responses.

1. Remedial policies (9 questions)
  - 1.1. Supporting LGBTIQ+ victims of discrimination and violence (3 questions)
  - 1.2. Ensuring that exclusionary behaviours against LGBTIQ+ individuals do not go unpunished (3 questions)
  - 1.3. Protecting LGBTIQ+ asylum seekers fleeing persecution abroad (3 questions)
2. Preventive policies (10 questions)
  - 2.1. Making schools a safer place for LGBTIQ+ individuals (4 questions)
  - 2.2. Fostering a discrimination-free environment for LGBTIQ+ job candidates and employees (3 questions)
  - 2.3. Creating an inclusive environment for LGBTIQ+ individuals in healthcare (3 questions)

### Instructions

To minimise your effort, we have formulated the questions and answer choices in a straightforward manner, to ensure clarity and ease of response. Additionally, each subsection begins with an introduction that provides context to help you understand the type of input we are seeking. However, reading this background information is, of course, *optional*.

Questions are written in pink, while answer options and fields are written in blue.

The questionnaire is in English, but you can easily translate it into your preferred language after saving it to your computer, for instance via Google Translate. You are also welcome to respond to the questions in the language of your choice. We will take care of translating your responses into English.

If you have any question while completing this questionnaire, please contact Marie-Anne Valfort ([Marie-Anne.Valfort@oecd.org](mailto:Marie-Anne.Valfort@oecd.org)) and Marc Folch ([Marc.Folch@oecd.org](mailto:Marc.Folch@oecd.org)). We would be very grateful if you could return your completed questionnaire by **Friday 15 January 2024**. Thank you in advance for your vital support!

## Respondent details

Name of the country: Switzerland

Institution, name, role, and e-mail address of the person(s) who answered the questionnaire:

Ville de Lausanne, Observatoire de la sécurité et des discriminations, Politique publique LGBTIQ+

## Remedial policies (9 questions)

Remedial policies are aimed at supporting LGBTIQ+ victims of discrimination and violence and at ensuring that exclusionary behaviours against LGBTIQ+ individuals do not go unpunished. Remedial policies also entail protecting LGBTIQ+ asylum seekers fleeing persecution abroad.

### Supporting LGBTIQ+ victims of discrimination and violence (3 questions)

#### Background

Support for LGBTIQ+ victims of discrimination and violence should be twofold.

- **Firstly**, victims need **psychosocial support**, which includes *psychological assistance* to help them overcome the trauma encountered. If such trauma is unaddressed, it can lead to mental health issues such as depression, anxiety, and post-traumatic stress disorder (PTSD). This support also includes engagement with LGBTIQ+ peers and allies to foster *supportive social networks*, crucial for victims who experience isolation – a common occurrence for instance among LGBTIQ+ youth rejected by their families.
- **Secondly**, LGBTIQ+ victims need **legal support** to educate them about their rights and empower them to seek compensation for the harm suffered.

Both psychosocial and legal support are critical for enabling LGBTIQ+ individuals to surmount the adverse effects of discrimination and violence and to lead fulfilling lives.

#### Questions

**Question 1:** Do public authorities in your country offer free **psychosocial** support for LGBTIQ+ victims of discrimination and violence, either directly or via NGOs that receive public funding? (In Switzerland, psychosocial and legal support to victims depends on a federal law but is a cantonal competence and therefore this answer only applies for canton Vaud / Lausanne)

Yes, directly through a public institution ☐

Yes, through one or more NGOs that receive public funding ☒

Yes, through both a public institution and publicly funded NGO(s) ☐

No ☐

If "Yes":

- Please specify the name and website of the public institution and/or publicly funded NGOs offering this **psychosocial** support.

<https://www.profa.ch/lavi>

- Please specify whether this **psychosocial** support is provided throughout the entire national territory, or whether it is limited to specific regions or cities.

Throughout the entire national territory ☐ Limited to specific regions or cities ☒

If "Limited to specific regions or cities", please specify which regions and/or cities.

In Switzerland, the psychosocial support is a cantonal competence, it is therefore different in every 26 cantons.

**Question 2:** Do public authorities in your country offer free **legal** support for LGBTIQ+ victims of discrimination and violence, either directly or via NGOs that receive public funding?

Yes, directly through a public institution ☐

Yes, through one or more NGOs that receive public funding ☒

Yes, through both a public institution and publicly funded NGO(s) ☐

No ☐

If "Yes":

- Please specify the name and website of the public institution and/or publicly funded NGOs offering this **legal** support.

<https://www.profa.ch/lavi>

- Please specify whether this **legal** support is provided throughout the entire national territory, or whether it is limited to specific regions or cities.

Throughout the entire national territory ☐ Limited to specific regions or cities ☒

If "Limited to specific regions or cities", please specify which regions and/or cities.

In Switzerland, the legal support to victims is a cantonal competence, it is therefore different in every 26 cantons.

**Question 3:** In some countries, public authorities implement additional policies to support LGBTIQ+ victims of discrimination and violence. For instance, some ensure that the availability of a psychosocial and/or legal support is actively promoted to potential users, such as through social media campaigns. In others, measures are in place to ensure the quality of the psychosocial and/or legal support provided, such as through user satisfaction surveys.

Are there **any additional policies** that public authorities in your country implement to support LGBTIQ+ victims of discrimination and violence?

Yes ☐ No ☒

If "Yes", please briefly describe these policies and provide a source.

Click or tap here to enter text.

### **Ensuring that exclusionary behaviours against LGBTIQ+ individuals do not go unpunished (3 questions)**

#### *Background*

Failure to punish crimes motivated by hatred against LGBTIQ+ individuals creates a sense of impunity among perpetrators and can result in increasing levels of violence. The police are at the frontline of the criminal justice system and the first point of contact for many victims. Ensuring that exclusionary behaviours against LGBTIQ+ individuals do not go unpunished entails two critical steps.

- **Firstly**, LGBTIQ+ victims of discrimination and violence should find a welcoming environment at the police station. This supportive setting can encourage them to report the abuse they have experienced and help them do so candidly to gather the best evidence possible. The initial statement from the victim is crucial, as it is the point where vital information is provided. Depending on how this statement is taken, it can either strengthen or weaken a criminal case. A nationwide network of **LGBTIQ+ liaison officers** stands out as a promising approach to fostering inclusivity within the police force. These liaison officers serve as a point of contact and complaint for both external and internal stakeholders – be it LGBTIQ+ individuals reporting misconduct by police officers or police staff highlighting instances of anti-LGBTIQ+ discrimination, whether they have witnessed it or experienced it first-hand. These officers are intended to play a pivotal role in challenging prejudice, stereotypes, and potential misbehaviours towards LGBTIQ+ individuals within the police force.
- **Secondly**, it is critical that police officers are **trained** on recognizing when a physical or verbal offense is motivated by bias against the actual or perceived sexual orientation, gender identity and/or sex characteristics/intersex status of the victim. This notably entails educating them on identifying factors that reveal anti-LGBTIQ+ bias, such as whether the victim was holding hands of a same-sex partner at the time of the event, or whether the attacker failed to display any financial or other motive when committing the offence, among other indicators.

#### *Questions*

**Question 1:** Do public authorities in your country maintain a network of **LGBTIQ+ liaison officers** within the police who are entrusted with ensuring that the police are inclusive both for LGBTIQ+ victims of discrimination and violence outside the police force and for LGBTIQ+ police staff? (In Switzerland, police security is a cantonal and communal competence and therefore this answer only applies for canton Vaud / Lausanne)

Yes ☐ No ☒

If "Yes":

- Please specify whether this network of **LGBTIQ+ liaison officers** within the police operates nationwide or is limited to specific regions or cities.

Nationwide ☐

Limited to specific regions or cities ☐

If "nationwide", please specify how the **LGBTIQ+ liaison officers** are distributed across the country. For instance, indicate the average number of LGBTIQ+ liaison officers per region, police headquarter, police station, or any other relevant distribution method.

Click or tap here to enter text.

If "limited to specific regions or cities", please specify which regions and/or cities, indicate the average number of **LGBTIQ+ liaison officers** per region and/or city, and provide a source.

Click or tap here to enter text.

- Please specify whether the **LGBTIQ+ liaison officers** within the police are provided any workload relief to accommodate their responsibilities as liaison officers, in addition to their regular policing duties.

No workload relief ☐

Some workload relief ☐

100% workload relief ☐

**Question 2:** Are police officers in your country **trained** on recognizing when a physical or verbal offense is motivated by bias against the actual or perceived sexual orientation, gender identity and/or sex characteristics/intersex status of the victim? (again, in Switzerland, police security is a cantonal and communal competence and therefore this answer only applies for canton Vaud / Lausanne)

Yes, as part of police officers' pre-service training ☒

Yes, as part of police officers' in-service training ☒

No ☐

If "Yes":

- Please specify whether this **training** is optional or compulsory.

Optional ☒ for police officers' in-service training (1 day)

Compulsory ☒ for police officers' pre-service training (1/2 day)

**Question 3:** In some countries, public authorities implement additional policies to ensure that exclusionary behaviours against LGBTIQ+ individuals do not go unpunished. For instance, key actors in the judicial system, such as prosecutors or judges, may receive training on recognizing when a physical or verbal offense is motivated by bias against the actual or perceived sexual orientation, gender identity and/or sex characteristics/intersex status of the victim. In other countries, efforts are made to facilitate the reporting of discrimination and violence by LGBTIQ+ victims, by allowing them to file a criminal complaint on an online platform hosted by the police.

Are there **any additional policies** that public authorities in your country implement to ensure that exclusionary behaviours against LGBTIQ+ individuals do not go unpunished?

Yes ☐ No ☒

If "Yes", please briefly describe these policies and provide a source.

Click or tap here to enter text.

### **Protecting LGBTIQ+ asylum seekers fleeing persecution abroad (3 questions)**

#### *Background*

International human rights stakeholders encourage countries to explicitly recognize persecution (or a well-founded fear of persecution) based on sexual orientation, gender identity, and/or sex characteristics/intersex status as a legitimate reason for granting asylum. The effective protection of LGBTIQ+ asylum seekers fleeing persecution abroad hinges on two types of policies.

- **Firstly, *training*** should be provided to asylum officials on determining refugee status for LGBTIQ+ asylum seekers. For instance, officials should understand that applicants have the right to live authentically, including in their country of origin. Therefore, officials shouldn't reject LGBTIQ+ asylum seekers' applications on the premise that they could avoid persecution by hiding their non-conforming sexual orientation, gender identity, or sex characteristics/intersex status if they were to return to their home country. Additionally, a negative assessment of the asylum seeker's credibility shouldn't be solely rooted in the late disclosure of an applicant's sexual orientation, gender identity, or intersex status during initial screenings or interviews. The reasons behind such delayed disclosures warrant careful consideration. Many applicants might hesitate to share details about their sexual orientation, gender identity, or sex characteristics/intersex status early in the asylum process due to fears related to potential reactions from their communities, families, or others in the reception facility if their LGBTIQ+ status were to become known.
- **Secondly**, it is imperative to ensure the **safety of LGBTIQ+ asylum seekers in reception facilities** while their applications are being processed. This emphasis on safety is especially crucial given that LGBTIQ+ asylum seekers often flee their home countries alone, lacking the support of family or a network of fellow expatriates. In this context, proactive measures must be implemented to prevent these individuals, who have already evaded persecution, from facing further violence within reception facilities. Such measures include training facility staff about the unique vulnerabilities of LGBTIQ+ asylum seekers, to ensure they are attentive to their specific needs. In addition, asylum seekers should be thoroughly informed of their rights and responsibilities, including potential sanctions for engaging in anti-LGBTIQ+ violence, both within and outside reception facilities. Furthermore, clear communication tools, such as multilingual flyers, can be used to inform LGBTIQ+ asylum seekers about available support in instances of bullying. When necessary, separate accommodation areas might be provided for LGBTIQ+ individuals if they face harassment or bullying from other residents.

#### *Questions*

**Question 1:** Are asylum officials in your country **trained** on determining refugee status for LGBTIQ+ asylum seekers in accordance with human rights? (This point doesn't concern communal competence)

Yes, as part of asylum officials' pre-service training ☐

Yes, as part of asylum officials' in-service training ☐

No ☐

If "Yes":

- Please specify whether this **training** is optional or compulsory.

Optional ☐

Compulsory ☐

**Question 2:** Are there national measures in place to ensure the **safety of LGBTIQ+ asylum seekers in reception facilities** during the processing of their applications? (This point doesn't concern communal competence)

Yes ☐ No ☐

If "Yes", please briefly describe these measures and provide a source (this source can be a protection plan, detailed guidelines for reception facility operators, etc.).

Click or tap here to enter text.

**Question 3:** In some countries, public authorities implement additional policies to protect LGBTIQ+ asylum seekers fleeing persecution abroad. For instance, these policies may include resettlement programs tailored specifically for LGBTIQ+ individuals who have been granted refugee status, to facilitate their successful integration into the host society.

Are there **any additional policies** that public authorities in your country implement to protect LGBTIQ+ asylum seekers fleeing persecution abroad? (This point doesn't concern communal competence)

Yes ☐ No ☐

If "Yes", please briefly describe these policies and provide a source.

Click or tap here to enter text.

## Preventive policies (10 questions)

Preventive policies are aimed at fostering a culture of equal treatment of LGBTIQ+ individuals in key areas of life, such as education, the labour market, and healthcare.

### **Making schools a safer place for LGBTIQ+ individuals (4 questions)**

#### *Background*

Fostering a culture of equal treatment of LGBTIQ+ individuals in education presents a double advantage for any government aiming to achieve LGBTIQ+ equality: on top of addressing LGBTIQ+-phobic bullying at school, which is a worldwide problem, this approach is conducive to a cultural shift in society at large. It allows for a durable influence on individuals' values and attitudes, which are often formed in the first years of life and are highly resistant to change later on.

Making schools a safer place for LGBTIQ+ individuals entails three critical steps.

- **Firstly**, fostering respect for all individuals, regardless of their sexual orientation, gender identity, or sex characteristics/intersex status, should be an **explicit objective of the compulsory school**

**curriculum from primary school onwards.** This can be achieved either within a specific mandatory school subject, such as “comprehensive sexuality education”, or as a cross-cutting educational objective. For instance, primary school children could be taught about the diversity of families: single-parent families, families with LGBTIQ+ parents (including two-dad and two-mum families), families headed by grandparents, adoptive parents, foster parents, etc. The primary goal would be to instil respect for all these families by emphasizing that they are all bound by love and care.

- **Secondly**, it is critical that **teachers and other school staff are trained** on LGBTIQ+ awareness and inclusion (possibly as part of a broader topic on diversity and inclusion). The objective should be to empower school staff to properly implement LGBTIQ+-inclusive curricula and to challenge LGBTIQ+-phobic language and behaviour.
- **Thirdly**, it is important to support **NGOs specialized in training pupils and students on LGBTIQ+ inclusion**. This is underscored by the OECD's publication of the first-ever randomised control trial focused on the impact of these NGOs' school interventions against LGBTIQ+-phobia and bullying (see <http://oe.cd/LGBTIQ-rct2023>), which indicates that such sessions can be transformative.

### Questions

**Question 1:** Is respect for all individuals, regardless of their sexual orientation, gender identity and/or sex characteristics/intersex status, an **explicit objective of the compulsory school curriculum**? (This point doesn't concern communal competence)

Yes ☐ No ☐

If “Yes”:

- Please specify how the diversity of sexual orientations, gender identities, and sex characteristics is addressed in the **compulsory school curriculum**. (Select all that apply.)

Through a specific mandatory school subject (please specify what this school subject is and provide a source for your response: Click or tap here to enter text.) ☐

As a cross-cutting educational objective integrated into various subjects (please specify what this objective is and provide a source for your response: Click or tap here to enter text.) ☐

Other (please specify): Click or tap here to enter text. ☐

- Please specify the education level(s) at which respect for all individuals, regardless of their sexual orientation, gender identity and/or sex characteristics/intersex status, should be taught, according to the **compulsory school curriculum**. (Select all that apply).

Primary education ☐

General secondary education ☐

Vocational secondary education ☐

Other (please specify): Click or tap here to enter text. ☐



**Question 2:** Are teachers and/or other school staff in your country **trained** on LGBTIQ+ awareness and inclusion? (This point doesn't concern communal competence)

Yes, as part of pre-service training for teachers and/or other school staff ☐

Yes, as part of in-service training for teachers and/or other school staff ☐

No ☐

If "Yes":

- Please specify which education levels this **training** targets. (Select all that apply.)

Primary education ☐

General secondary education ☐

Vocational secondary education ☐

Other (please specify): Click or tap here to enter text. ☐

- Please specify the category of school staff this **training** targets. (Select all that apply.)

Teachers ☐

Other school staff (please specify): Click or tap here to enter text. ☐

- Please specify whether this **training** is optional or compulsory.

Optional ☐

Compulsory ☐

**Question 3:** Do public authorities in your country provide financial support to **NGOs that directly engage with pupils and students through classroom sessions to foster LGBTIQ+ inclusion?**

Yes ☒ No ☐

If "Yes":

- Please specify the names and websites of these **NGOs**.

<https://vogay.ch/departements-vogay/vg-sensibilisation/>

<https://agnodice.ch/>

- Please specify the education level(s) these **NGOs** target. (Select all that apply).

Primary education ☒

General secondary education ☐

Vocational secondary education ☐

Other (please specify): Click or tap here to enter text. ☐

**Question 4:** In some countries, public authorities implement additional policies to make schools a safer place for LGBTIQ+ individuals. For instance, these policies may include conducting regular school climate surveys to monitor levels and trends in bullying based on a set of prohibited grounds, including sexual orientation, gender identity and/or sex characteristics/intersex status.

Are there *any additional policies* that public authorities in your country implement to make schools a safer place for LGBTIQ+ individuals? (This point doesn't concern communal competence)

Yes ☐ No ☐

If "Yes", please briefly describe these policies and provide a source.

Click or tap here to enter text.

### **Fostering a discrimination-free environment for LGBTIQ+ job candidates and employees (3 questions)**

#### *Background*

Promoting a culture where LGBTIQ+ individuals receive equal treatment in the labour market requires proactive measures across both public and private sectors.

- Within the public sector, it is crucial that HR staff, managers and any other relevant segments of employees receive **training** to foster a level playing field for LGBTIQ+ job candidates and employees.
- Within the private sector, it is vital to **encourage employers to foster an inclusive environment for LGBTIQ+ individuals**, be it through support, incentives or legal obligations. For example, public authorities might offer:
  - **Support** by issuing guidelines and offering free training material. This would equip HR staff and managers with the knowledge needed to recruit and manage individuals based on skills rather than irrelevant characteristics, such as sexual orientation, gender identity or sex characteristics/intersex status.
  - **Incentives**, possibly in the form of a certification programme. This would spotlight employers who actively value all employees, regardless of their sexual orientation, gender identity, sex characteristics/intersex status, and other attributes. In addition to establishing these workplace equality standards, governments could amplify their adoption and visibility by leading by example and encouraging the public sector to participate in this benchmarking process, thus generating peer pressure among employers in the private sector.
  - **Legal obligations**. This approach consists in making antidiscrimination training for HR staff and managers mandatory, with a focus on preventing discrimination based on sexual orientation, gender identity and/or sex characteristics/intersex status. To ensure employers effectively meet their training obligations, public authorities might set out detailed terms of reference for training providers. These terms could be based on rigorous impact evaluations, pinpointing the most robust methods to counter discriminatory workplace attitudes and behaviours.

#### *Questions*

**Question 1:** In the **public sector**, is diversity training that explicitly addresses equality for LGBTIQ+ individuals (and other marginalized groups) provided to HR staff, managers, or other public sector employees?

Yes, as part of pre-service training for HR staff, managers, or other public sector employees ☐

Yes, as part of in-service training for HR staff, managers, or other public sector employees ☒

No ☐

If "Yes":

- Please specify the category of employees in the public sector that this training targets. (Select all that apply.)

HR staff ☒

Managers ☒

Other public sector employees (please specify): Click or tap here to enter text. ☐

- Please specify whether this training is optional or compulsory.

Optional ☒

Compulsory ☐

**Question 2:** In the *private sector*, do public authorities encourage employers to foster an inclusive environment for LGBTIQ+ individuals?

Yes ☐ No ☒

If "Yes":

- Please specify how public authorities do so (Select all that apply.)

Through support, such as guidelines and the provision of free training material (please elaborate and provide a source for your response: Click or tap here to enter text.) ☐

Through incentives, such as the establishment of certification programmes (please elaborate and provide a source for your response: Click or tap here to enter text.) ☐

Through legal obligations, such as making antidiscrimination training mandatory (please elaborate and provide a source for your response: Click or tap here to enter text.) ☐

Other (please specify): Click or tap here to enter text. ☐

- Please specify the category of private employers targeted by public authorities to foster an inclusive environment for LGBTIQ+ individuals (Select all that apply.)

Micro enterprises (fewer than 10 employees) ☐

Small enterprises (10 to 40 employees) ☐

Medium-sized enterprises (50 to 249 employees) ☐

Large enterprises (250 or more employees) ☐

Other (please specify): Click or tap here to enter text. ☐

**Question 3:** Are there *any additional policies* that public authorities in your country implement to foster a discrimination-free environment for LGBTIQ+ job candidates and employees (such as considering extending pay transparency policies, i.e. the obligation for employers to report gender wage gaps, to other groups at risk of being discriminated against, including LGBTIQ+ individuals, etc.)?

Yes ☒ No ☐

If "Yes", please briefly describe these policies and provide a source.

- Personnel regulation that is inclusive of LGBTIQ+ persons and families (eg. Paternity leave also available for the mother who has not given birth)
- Awareness campaign against sexual harassment that also explicitly addresses LGBTIQ+ issues (compulsory sessions for all employees, HR staff and managers).

### ***Creating an inclusive environment for LGBTIQ+ individuals in healthcare (3 questions)***

#### *Background*

Many LGBTIQ+ individuals are hesitant to disclose their sexual orientation, gender identity and/or sex characteristics/intersex status in healthcare settings. This apprehension stems from fears of encountering language perceived as offensive, ranging from overtly judgmental remarks to assumptions that all patients are heterosexual, cisgender, and non-intersex. Such a climate suggests not only that LGBTIQ+ individuals might often avoid seeking healthcare services, but also that they might not be provided with the best quality care when they rely on these services. Health needs specific to the LGBTIQ+ community can't be appropriately addressed if individuals don't feel comfortable being open with medical professionals. However, simply creating an environment where LGBTIQ+ patients feel safe about disclosing their identities might not ensure their health needs are met comprehensively. For instance, even when LGBTIQ+ patients openly share their identities, focus groups with them reveal a significant lack of understanding in the healthcare sector regarding their specific needs.

Ensuring that the many health inequalities faced by LGBTIQ+ individuals are properly addressed hinges on two types of policies.

- **Firstly**, healthcare professionals need comprehensive **training** on the specific health needs of LGBTIQ+ individuals and on interacting with them in an inclusive manner. This training should encompass both care professionals, such as nurses and personal care workers, as well as medical professionals like doctors. A particular emphasis should be placed on those interacting with elderly LGBTIQ+ individuals. This subgroup not only has heightened health needs compared to LGBTIQ+ youth but also faces unique challenges. Many elderly LGBTIQ+ individuals, shaped by lifetimes of marginalization, discrimination, and even persecution, may feel compelled to hide their identities in healthcare environments, especially if the staff is not sensitized.
- **Secondly**, greater efforts should be directed towards boosting the demand of inpatient and outpatient care facilities for staff adequately trained to assist LGBTIQ+ patients. This could be achieved by introducing **certification programs** that highlight healthcare providers attentive to the well-being of LGBTIQ+ individuals, potentially alongside other vulnerable patient groups.

## Questions

**Question 1:** Are healthcare professionals in your country **trained** on the specific health needs of LGBTIQ+ people and on how to approach these persons in an inclusive manner? (This point doesn't concern communal competence)

Yes, as part of pre-service training for healthcare professionals ☐

Yes, as part of in-service for healthcare professionals ☐

No ☐

If "Yes":

- Please specify the category of healthcare professionals this training targets. (Select all that apply.)

Care professionals (nurses and personal care workers) ☐

Medical professionals (doctors) ☐

Other healthcare professionals (please specify): Click or tap here to enter text. ☐

- Please specify whether this training is optional or compulsory.

Optional ☐

Compulsory ☐

**Question 2:** Have public authorities in your country established a **certification program** to recognize healthcare providers attentive to the well-being of LGBTIQ+ patients (and potentially other vulnerable patient groups)? (This point doesn't concern communal competence)

Yes ☐ No ☐

If "Yes", please specify the name of this certification program and provide the associated website, if available, or any other source.

Click or tap here to enter text.

**Question 3:** In some countries, public authorities implement additional policies to create an inclusive environment for LGBTIQ+ people in healthcare. For instance, these policies may include developing co-housing solutions with care and personal assistance services for LGBTIQ+ seniors. This approach presents a promising alternative to traditional long-term care facilities, where LGBTIQ+ seniors often feel compelled to retreat back to the closet.

Are there **any additional policies** that public authorities in your country implement to create an inclusive environment for LGBTIQ+ people in healthcare? (This point doesn't concern communal competence)

Yes ☐ No ☐

If "Yes", please briefly describe these policies and provide a source.

Click or tap here to enter text.