

1. Who is the Trans Care BC care coordination team and what do they offer?

With a small team of nurses, health navigators and a doctor, we provide consultation and coordination services for gender-affirming health care across the province.

- We support:
 - Youth, adults, children & families
 - Caregivers, partners, teachers, friends
 - Health care providers, social workers, counsellors and other service providers
- We can help you:
 - Find health and wellness resources
 - Navigate the health care system
 - Get medical support for pre- and post-surgical care happening outside of BC
- We work with service providers to:
 - Promote best practices in gender-affirming client-centred care
 - Offer clinical consultation and advice
 - Provide education to enhance trans health services across BC

The team is available by phone Monday to Friday 8:30am -4:30pm at 1-866-999-1514 or email at transcareteam@phsa.ca. Visit our web site to learn more and get in touch: <http://www.phsa.ca/our-services/programs-services/trans-care-bc/services>

2. Why is the care team only in Vancouver? Are there services closer to me?

The care coordination team is based in Vancouver, but offers support to clients across the province via phone, email, and telehealth (in some locations). We also offer information online at <http://transhealth.phsa.ca> that provides information on a number of topics related to trans health and wellness.

Our health navigators can also help identify if there are services in your area.

Trans Care BC continues work with regional health authorities, primary care providers, and communities around the province to increase the number of health care providers for trans clients throughout the province.

3. How can I find a support group in my area?

Contact our health navigation team to learn about specific services in your area or visit our support groups page (updated every six months) at: <http://transhealth.phsa.ca/support/bc-support-groups>

Some other popular BC based online resources include:

- PFLAG Canada: <http://pflagcanada.ca/> has available chapters by province and city.
- Qmunity: <http://qmunity.ca/> BC's Queer Resource Centre

4. Where can I find someone with a similar experience to connect with? Where can I find an adult mentor for me/my child?

By reaching out to and connecting with social and community groups in your area, you may be able to connect with people who have had similar experiences to you.

We also encourage you to visit the support groups page at <http://transhealth.phsa.ca/support/bc-support-groups>

Parents and caregivers may find useful resources at <http://transhealth.phsa.ca/support/families/parents-and-caregivers>

If you have any questions or concerns about any group you're connected to or would like to be connected to, please contact a Trans Care BC health navigator.

5. Where can I find an educator/experiential person to come into my school/workplace?

There are organizations that work provincially including:

- Out in Schools: <http://outinschools.com/>
- BC Teachers Federation also offers a number of resources for teachers counsellors and students at <https://bctf.ca/SocialJustice.aspx?id=17990>
- Qmunity: <https://qmunity.ca/learn/>

Due to limited capacity, the Trans Care BC education team is not available for stand-alone, in-person trans cultural safety introduction training (Trans 101). If you are interested in an in-person trans cultural safety introduction training (Trans 101) and do not know who to contact, we can help you connect with options that may be available for your region. In time, Trans Care BC will be launching various online trans cultural safety modules to compliment the in-person workshops provided by regional educators.

6. How can I access medical transition services in my community?

This answer will be specific to your location and needs. For hormones and surgery, the Trans Care BC care coordination team can work with your physician to assist them in providing gender affirming care. For specific information on medical transition, you can visit <http://transhealth.phsa.ca/medical-options>

7. When will we have local services?

Trans Care BC is aware of the lack of care options close to home for many trans individuals. We are working with health authorities and primary care providers to increase the number of physicians and nurse practitioners educated in providing gender affirming care, however, this will take time. If you have a care provider who requires assistance providing gender affirming care, they can receive support from:

- Trans Care BC 1-866-999-1514
- RACE (Rapid Access to Consultative Expertise) line **1-877-696-2131** www.raceconnect.ca

Trans Care BC will also be working with health authorities and local communities to identify services needed for trans clients and will assist health authorities with providing education for physicians and staff to provide gender affirming care options. For community supports, Trans Care BC is committed to working in partnership with local organizations already providing services for trans individuals.

8. I don't have medical services in my local area, where can I find funding to pay for the travel for care/surgical procedures?

- HopeAir (www.hopeair.ca) provides travel assistance for eligible clients who are required to travel for care. The assistance is based on financial need.
- BC also offers travel assistance through the Medical Services Plan (MSP) Travel Assistance Program (TAP)
 - o <http://www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc/travel-assistance-program-tap-bc>
- If you are approved for TAP, you may also qualify for a Request for Non-local Medical Transportation Assistance
 - o <http://www2.gov.bc.ca/assets/gov/british-columbians-our-governments/policies-for-government/bc-employment-assistance-policy-procedure-manual/forms/pdfs/hr3320.pdf>

If you're having any trouble navigating travel assistance funding, you can contact Trans Care BC health navigators.

9. How long is the wait for gender affirming surgery?

Depending on the type of surgery, and the surgeon, the wait time will differ. It is best to check directly with the surgeon's office due to the variability.

Surgical readiness assessment(s) are needed as part of your referral to a surgeon. Trans Care BC assists providers in coordination of surgical assessments when needed. Wait times for surgical assessments fluctuate, but most clients will complete this step within six months of referral.

The Trans Care BC team can help answer your specific questions at 1-866-999-1514. More information about gender affirming surgeries is also available at: <http://transhealth.phsa.ca/medical-options/surgeries>

10. My health care provider needs some education about working with trans people- who can I talk to?

Trans Care BC can offer support to your service provider to increase their knowledge about gender affirming care. Resources for providers are available at <http://www.phsa.ca/health-professionals/clinical-resources/transgender-care> under Education and Practice Support. Alternatively, Trans Care BC's care coordination team can try to identify ways to help you find a different provider.

If you have concerns about your health care provider, most services have an internal process to escalate concerns. It usually starts with talking to your provider directly, then to supervisor if not resolved. If your concern is more serious in nature:

- Trans Rights BC website walks through the steps in making more formal complaints. See <http://www.transrightsbc.ca/know-your-rights/healthcare/> .
- The Catherine White Holman Wellness Centre has lawyers on staff you may consult with. See <http://www.cwhwc.com/services/lawyer/>

11. Someone close to me is struggling with thoughts of self-harm or suicide, or has attempted suicide?

It is important to seek support for yourself and your loved one if you are in this situation.

Trans Care BC can provide information and helpful resources if you are a partner, caregiver, parent, friend or family member. Our care team is not a crisis service, however. If you are worried someone is at imminent risk of harm to themselves, please help them access a crisis service:

- BC Crisis Line: toll-free 1-800-784-2433 / www.Youthinbc.com online chat 24 hrs
- Call 9-1-1 or visit your nearest emergency room.

12. Where can I access low-barrier/sliding scale/free counselling services?

It can be a challenge to locate low cost or free counselling services. Contact a Trans Care BC health navigator who may know of a counsellor in your area who is gender affirming and who provides private, sliding scale services. Trans Care BC health navigators may also know of how you can access free mental health counselling supports in your local community. You can reach us at 1-866-999-1514 to learn more.