2STGD+ SAFETY & INCLUSION ACTION PLAN: ENGAGEMENT HIGHLIGHTS

Staff undertook the engagement process with an intersectional, trauma-informed, and relational approach intended to recognize the diverse identities of 2STGD+ communities, the barriers they experience to participation, and the harm caused by exclusion. Multiple means of engagement – including materials translated in 5 languages – enabled broader public engagement along with more accessible focused sessions:

Phase I (2024) consisted of:	Phase II (2025) consisted of:
• 6 City of Vancouver Public Advisory Committee sessions • 2 focus groups with community organizations and grassroots leaders • 2 key informant interviews • outreach at 3 community events • an engagement follow-up survey with 24 respondents	• a report back session with 80 attendees • a public survey with 628 respondents • 3 focus groups with community organizations and grassroots leaders • 11 key informant interviews • outreach at 2 community events

Overall, the engagement process was grounded in the wisdom, leadership and support of 2STGD+ community members, including Two-Spirit Elders, knowledge keepers and youth, and underpinned by principles of cultural safety, care and respect. Community engagement included 2STGD+ individuals, families and chosen families, grassroots leaders, and organizations, who collectively contributed to shaping priorities by sharing their experiences, and identifying and challenging systemic inequities.

Engagement further included meetings with the TGD2S+ Housing and Services Roundtable a collaboration between the City of Vancouver and BC Housing, supported by a Two Spirit Elder. This subject matter expertise contributed significantly to inform the housing and service needs in the proposed *2STGD+ Safety and Inclusion Action Plan*.

In total, feedback was received from 800+ participants.

During the engagement process, community members were asked to identify their preference for the priority ranking of the five goal areas, and to suggest areas in which to focus the City's efforts. Results based on community prioritization are summarized as follows:

1. **Housing & Homelessness** – Key priorities included 2STGD+ specific housing and anti-discrimination policing, and training for housing providers.
2. **Community Spaces & Safety** – Key priorities included washroom and changeroom access and advocacy with municipal partners.
3. **Programs & Services** – Key priorities focused on mental health, and the needs of youth, seniors, people of colour, and Two-Spirit community members.
4. **Engagement & Visibility** – Key priorities centred on resources to advance 2STGD+ inclusion and increased participation in engagement.
5. **Human Resources & Staff Experience** – Key priorities included equitable hiring practices and supports for employees undergoing gender transition in the workplace.

The majority of public responses heard during the engagement process expressed support for the City's work on 2STGD+ inclusion and safety. It was also observed that 16.6% of open-ended survey responses contained transphobic rhetoric or hate speech, requiring moderation of online engagement channels.

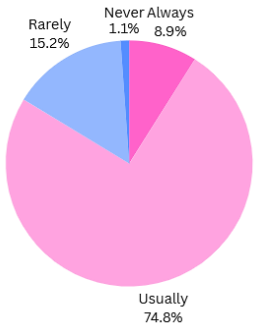
Other feedback involved issues and challenges related to:

- accessing recreation, policing, healthcare, and mental health services;
- challenges related to affordability and poverty;
- systemic discrimination related to transphobia, racism, disability, accessibility and gender-based violence; and
- overall accountability of the City.

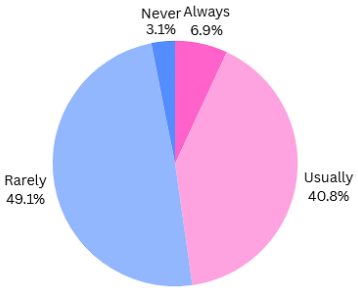
Sample Findings from Community Engagement

One of the key findings of the engagement process was that even though 2STGD+ people in Vancouver often feel safe in the city, they do not always feel included. Of those who identified as 2STGD+, 84% reported that they always or usually felt safe. However, 52% reported rarely or never feeling included.

As a 2STGD+ person, how often do you feel safe in the City of Vancouver?



As a 2STGD+ person, how often do you feel included in the City of Vancouver?



What We Heard:

"We're living in a time when it's never been harder to be "outside the norm," I hope to see this city step up and do better. Thank you for sending out this survey, I look forward to seeing what actions are taken."

"It's not so much about making a bunch of trans specific services… It's more about making sure that the services that can be accessed by the 99% of society doesn't exclude trans people who need those services as well."

"TGD2S safety cannot be understood in a vacuum. The risks and exclusion that gender diverse people face is linked to other systems of discrimination, like racism, xenophobia, ableism, and sexism/patriarchy. It is important to consider these systems in an interconnected manner, or the solutions proposed will fall flat or worse - reproduce discrimination and fail to benefit those most vulnerable."

"Plenty of appointments to meet, but as soon as they saw me I could tell there was discrimination. This is being experienced by a majority of the visibly queer community, and finding housing can take months of multiple appointments a week all over the city - and you still have to get lucky."

Participants also shared that their experiences of safety are shaped by broader factors such as racism, ableism, and poverty, and that many of these experiences are associated with institutional practices and systemic conditions rather than individual actions alone. As a result, engagement feedback and the internal review indicated that coordinated approaches are required to address the interconnected systems that influence safety, access, and wellbeing for 2STGD+ communities.

Based on these findings, the Action Plan identifies actions intended to support cross departmental coordination. Staff also anticipate producing and sharing a What We Heard report as part of implementation of the Action Plan, should Council approve and endorse the Plan.