



Consulting and Assessment Services

Rainbow Health offers auditing services to agencies looking to improve the quality of care they provide LGBTQ+ clients and employees. Using a thorough assessment, we identify areas of growth and provide concrete recommendations necessary to build a culture of inclusion within your workplace. Reach out today to improve staff retention, ensure your clients and staff feel safe and valued, and raise the bar for equity and inclusion within your industry.

Consulting Principles

Our assessments are guided by the LGBTQ+ Standards of Inclusion. The Standards layout a comprehensive framework to improve systems, policies, and professional development to advance equitable and inclusive LGBTQ+ care.

The LGBTQ+ Standards of Inclusion

1. Create and sustain an inclusive physical environment for LGBTQ+ communities.
2. Recruit and retain LGBTQ+ employees.
3. Require LGBTQ+ culturally responsive education for all care providers and support staff.
4. Develop policies, procedures and care provisions that are Intersectional.
5. Implement an equitable and inclusive LGBTQ+ patient experience from intake through completion of care.

We assess multiple aspects of your organization, including:

Staff and Client Experience

- Conduct surveys and stakeholder interviews.
 - Assess baseline attitudes and knowledge. Gain insight into the experiences of LGBTQ+ staff/clients.
- Observe sessions with clients.

Internal and External Documents

- Review documents for staff and clients, such as:
 - Intake forms, orientation curriculum, employee/client handbook.
- Review marketing materials, such as:
 - Website, newsletters, advertisements.

Physical Environment

- Perform a physical walkthrough of the space.
- Assess aspects of the environment such as:
 - Lobby/waiting rooms, wall art, bathrooms, client spaces, signage.

Policies

- Review policies and procedures, such as:
 - Nondiscrimination, dress code, harassment, accessibility, code of conduct, cultural competency, reporting complaints.

Training

After assessing, we apply what we've learned to design custom training for your staff.

Ready to get started? Contact us at communityeducation@rainbowhealth.org.