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Gender and Sexuality Resource Centre

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Ottawa Trans Resource Guide

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Introduction and Acknowledgements

The Gender and Sexuality Resource Centre (GSRC) is committed to providing education, advocacy, and support to LGBTTTQ+ (/queer) individuals and communities, as well as allies. After noticing a lack of accessible information for trans people in Ottawa, GSRC coordinators Merissa Taylor-Meissner and Myles Pelley decided to create a compilation of resources to make transition resources and other services more accessible. The purpose of this resource guide is to direct trans individuals and communities to useful resources in Ottawa (with emphasis on the services available at Carleton University.) We recognize that this may not be an exhaustive list, so please send us any updated information to gsrc@cusaonline.ca.

The creation of this resource guide would not have been possible without the expertise and experiences offered by trans people, the valuable queer-related work and services in Ottawa, and the trans people who have historically fought for rights, recognition, and services. We would like to thank the trans people who we consulted for this guide, who wish to remain anonymous, in addition to GSRC volunteer Jackson Chafe.

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1. Gender and Sexuality Resource Centre Services

The Gender and Sexuality Resource Centre aims to be a safe(r) space for Carleton students of all gender identities and sexual orientations through education, advocacy, and support. Our drop-in space and events are welcoming to everyone (including non-students and allies.)

a. Contact Information/Social Media

427 University Centre, 1125 Colonel By Dr.
Ottawa, ON K1S 5B6
(613) 520-3723
gsrc@cusaonline.ca
<https://www.facebook.com/carletongsrc/>

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@CUSA_GSRC

b. Services

We provide services such as:

- Support and peer mentorship
- Referrals to community resources (including a collection of pamphlets and resources)
- Safe(r) space trainings and LGBTTTQ+-related workshops and presentations
- The second-largest queer library in Ottawa (with both a lending and reference section)
- Free safer sex supplies (condoms, lubricant, gloves, and dental dams)
- A drop-in space to socialize, study, etc.
- A microwave, a fridge, and a Playstation
- A number of workshops, social events, movie nights, and guest speakers

c. Events

The GSRC hosts many social, educational, and supportive events throughout the year.

Recurring events include:

- Carleton Pride Week
- Rainbow Frosh
- Asexuality Awareness Week
- Transcending Transphobia Week
- Queering Black History
- Think Kink Week
- Workshops
- Performances
- Self-care events
- Discussion groups

d. Gender Inclusive Washrooms

The GSRC is located across from two gender inclusive washrooms (one of which is accessible by wheelchair and other mobility devices.) For a full list of gender inclusive washrooms on campus, please see: <http://carleton.ca/equity/gender-neutral-washrooms/>

2. Terminology

Note: we realize that language can be vital to making people feel safe and included. We have striven to use definitions suggested by trans people in Ottawa. We also acknowledge that some people may not relate to or use these definitions, and that terminology can change and evolve over time.

- **Assigned Sex at Birth:** The classification of an infant at birth as either male, female, or intersex, depending usually on external genitalia.
- **Authentic Gender:** Someone's true gender and sense of self.
- **Cis:** Somebody whose gender identity or physical sex has not changed within their life.
- **Cissexism:** The enforcement of the gender binary and gender essentialism.
- **Gender Binary:** The classification of sex and gender into two distinct, opposite, and disconnected forms of masculine and feminine.
- **Gender Expression:** An extension of a person's gender identity. Gender expression is the manner in which a person expresses their gender. This includes but is not limited to hairstyle, clothing, mannerisms, etc.
- **Gender Identity:** A person's innate feeling of being a man, a woman, both, neither, or in between.
- **Non-Binary:** Someone who identifies outside of the gender binary. This can include agender, genderqueer, genderfluid, and bigender identities.
- **Trans:** An umbrella term for somebody whose gender identity or physical sex has changed within their life, or whose gender exists outside the gender binary.
- **Transmisogyny:** The intense dislike of or prejudice against trans women or transfeminine people.

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- **Transphobia:** The intense dislike of or prejudice against trans people.
- **Transgender:** A person whose gender has changed within their lifetime, or who does not fit within the gender binary.
- **Transsexual:** A person seeking to change their physical sex in order to express their authentic gender.
- **Two-Spirit:** An Indigenous decolonizing identity; somebody who embodies the spirits of multiple genders. (Two-Spirit people may not necessarily identify with the word trans.)

3. Human Rights

a. The Ontario Human Rights Code

Bill 33, Toby's Act (Right to be Free of Discrimination and Harassment because of Gender Identity or Gender Expression), 2012

This bill amends the *Human Rights Code* to specify that every person has a right to equal treatment without discrimination because of gender identity or gender expression with respects to:

- Services, goods and facilities (section 1 of the code)
- Accommodations (subsection 2 (1) of the code)
- Contracting (section 3 of the code)
- Employment (subsection 5 (1) of the code) and
- Membership in a trade union, trade or occupational association or self-governing profession (section 6 of the code)

The Bill also amends the code to specify that every person has a right to be free from harassment because of sexual orientation, gender identity or gender expression with respect to:

- Accommodations (subsections 2 (2) and 7 (1) of the code) and
- Employment (subsections 5 (2) and 7 (2) of the code)

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For more information, please see:

http://ontla.on.ca/web/bills/bills_detail.do?locale=en&BillID=2574&detailPage=bills_detail_the_bill

b. Carleton University Human Rights Policy

For the complete policy, please see:

<http://carleton.ca/equity/human-rights/policy/human-rights-policies-and-procedures-part-1/>

4. LGBTTTQ+ Services

Note: some of these resources also provide counselling and referrals, but remain in this section due to an organizational focus on LGBTTTQ+ issues.

The AIDS Committee of Ottawa

- Provides information about HIV/AIDS, as well as the Gay Zone drop-in for MSM (men who have sex with men.)
- 613-238-5014
- 18 Main St.
- <http://aco-cso.ca/>
- Open 9AM-4PM on weekdays

Bruce House

- Provides housing, support, and compassionate care for those living with HIV in Ottawa.
- 613-729-0911
- 251 Bank Street, Suite 402
- <http://brucehouse.ca/>

The Centre for Gender and Sexual Diversity (formerly Jer's Vision)

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- A diversity centre that provides workshops and conferences to confront oppressive systems, with a focus on homophobic and transphobic bullying.
- 613-400-1875
- 440 Albert St., Suite C304
- <http://ccgsd-ccdgs.org/>

Gender Mosaic

- A support group for trans or gender non-conforming individuals.
- <http://www.gendermosaic.ca/>

Kind (formerly Pink Triangle Services),

- A LGBTTTQ+ centre that hosts support groups, events, and sliding-scale counselling.
- 613-563-4818
- 331 Cooper St, Suite 200
- <http://kindspace.ca/>
- Open 2PM - 9PM on weekdays

SFUO Pride Centre

- The University of Ottawa's LGBTTTQ+ student centre.
- 613-562-5800 x 3161
- 85 University Private, Room 215-C
- <http://sfuo.ca/pride/>
- Open 10AM-4PM on weekdays

Spectrum Youth Group

- A weekly drop-in for LGBTTTQ+ youth aged 25 and under.
- 147 Besserer St.
- <http://www.ysb.ca/index.php?page=glbttq-youth-drop-in&hl=eng>

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- Meets weekly on Tuesdays from 6PM-8PM

Ten Oaks Project

- An organization that provides summer camps for LGBTTTQ+ youth.
- 613-614-1537
- 251 Bank Street, Floor 2
- <http://www.tenoaksproject.org/>

Youthline

- Youth Line offers confidential and non-judgemental peer support through telephone, text and chat services.
- 1-800-268-9688
- <http://www.youthline.ca/>
- 4:00-9:30 PM, Sunday-Friday

5. Psychological / Counselling / Referral Services

Note: some of these services may also provide access to an endocrinologist.

a. Public Services

Centretown Community Health Centre

- Provides LGBTTTQ+ counselling and referrals for hormone treatment, as well as a support group for LGBTTTQ+ newcomers. .
- Free
- 613-233-4443 x 2109
- 420 Cooper St.
- <http://www.centretownchc.org/>

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- Open on weekdays: 7:30am - 7:00pm
- Due to the number of clients, the waitlist can be long (6+ months.)

CHEO Diversity Clinic

- Offers information, assessment, and treatment (including hormone prescriptions) to trans youth under the age of 18.
- Free (covered under OHIP)
- 613-737-7600 x 3664
- 401 Smyth Rd.
- <http://www.cheo.on.ca/en/genderidentity>
- Welcomes referrals from community providers, schools, parents, and youth themselves.

Family Services Ottawa

- Offers counselling for all ages and the LGBTTTQ+ Around the Rainbow Program.
- Free
- 613-725-3601
- 312 Parkdale Ave.
- www.familyservicesottawa.org

Health and Counselling Services (Carleton University)

- Counselling and physician services for Carleton students.
- Free for Carleton students
- 613-520-6674

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- 2600 Carleton Technology and Training Centre
- <http://carleton.ca/health/>

Youth Services Bureau

- Offers counselling for ages 12-20.
- Free
- 613-562-3004
- www.ysb.on.ca

b. Private Services

Referral from a family doctor

- If you have a family physician, you are able to request a referral to a psychologist and/or psychiatrist through them.

Referral Lookup

- To find a psychologist in Ottawa, contact the Ottawa Academy of Psychology Referral Service.
- 613-235-2529
- <http://www.ottawa-psychologists.org/>

Professionals for Hormone/Endocrinologist Referrals

Note: this list is not exhaustive.

- Dr. Frank Jones
 - Psychiatrist
 - 613-230-4838
 - 381 Kent St.
 - Requires a referral for an appointment

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- Mego Nerses
 - Counsellor
 - 855-409-3482
 - 430 Gilmour Street, Suite 101
- Dr. Helma Seidl
 - Psychologist
 - 613-749-8008
 - 3-381 Bronson Ave.
 - Requires a referral for an appointment

6. Endocrinologists

Note: these individuals may also provide counselling and referrals.

- Dr. Jennifer Douek
 - Endocrinologist
 - 613-233-4443 x 2173
 - If you cannot contact her directly, Dan McNamara is her secretary at Centretown Community Health Centre.
 - Practices at Centretown Community Health Centre (420 Cooper St.)
 - Requires a referral for an appointment
 - Only works a few days a month.
- Dr. Phyllis Hierlihy
 - Endocrinologist
 - 613-860-3632
 - 100 Marie-Curie Pvt.
 - Requires a referral for an appointment
 - Monday to Friday 7:30 - 5:30
- Dr. Nili Kaplan-Myrth
 - Family physician/endocrinologist
 - 613-695-6687
 - 238 Powell Ave.

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- Hours of Operation:
 - Monday: 9:30-4:00
 - Tuesday: 9:30-11:30, 12:30-6:00
 - Wednesday: 9:30-2:30
 - Thursday: 9:30-4:00
 - Friday: 10:30-4:00
- Dr. Hasina Visram
 - Endocrinologist
 - 613-680-9092
 - 770 Broadview Ave., Unit 210
 - Requires a referral for an appointment

7. Hormones

a. Trans Women/Transfeminine

Trans women and transfeminine people often take estrogen, in addition to testosterone blockers if they have not had bottom surgery (vaginoplasty or orchiectomy.)

Estrogen:

- Estrogen is prescribed in one of four ways: pill, injection, patch and cream.
- The pill format is readily available; however, the injections can be found only at The Glebe Apothecary (778 Bank Street.)
- Many people prefer to not chose the cream because there is a risk that it will rub off on other people.
- Dosages are to be determined by a physician.

Testosterone Blockers:

- **Spironolactone:** Taken in pill form. Dosages are to be determined by physician.
- **Cyproterone:** Taken in pill form as a substitute for Spironolactone. Dosages are to be determined by a physician.

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b. Trans Men/Transmasculine

For trans men or transmasculine adults, usually testosterone only is taken at a full dose. Children who are transitioning might use estrogen blockers in addition to gradual doses of testosterone.

Estrogen Blockers (Lupron)

- Taken monthly, intramuscular injection.
- Dosages are to be determined by a physician.

Testosterone

- Testosterone is also prescribed as injections, gels, pills, or patches. Injections are the most common and least expensive.
- The two injectable forms of testosterone are cypionate or ethanoate. The usual dose is taken weekly, or bi-weekly.
- Many people prefer to not chose the gel because there is a risk that it will rub off on other people, and there are unwanted side effects.
- The usage of pills is uncommon due to side effects.

8. Name Change

a. Legal Name Change

- Trans people can legally change their name at any time. They must fill out the Application to Change an Adult's Name found at:
<http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/FormDetail?OpenForm&ACT=RDR&TAB=PROFILE&ENV=WWE&NO=007-11155E>
- Some portions require guarantors and commissioners.

b. Carleton University's Preferred Name Policy

- Carleton University provides a system that allows students to have a preferred name on file. This preferred name is then used on all unofficial university documents. These documents include: class lists, tutorial lists, campus cards

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- To access this system simply log into Carleton Central, select “Preferred First Name” under “Personal Information” and follow the instructions.

9. Gender Markers

Note: most of this section is taken directly from government websites, and we do not necessarily endorse the language used.

a. Birth Registration

In order to change the gender markers on your birth registration you must:

- Be 18 years of age
- Be born in Ontario (if you are born outside of Ontario or Canada, you must change your birth registration through your province or country.)
- Complete a declaration that you have assumed (or have always had) the gender identity you would like on your birth registration.
- Be living full-time in your gender identity and intend to continue doing so.
- Provide a letter from a practicing physician or psychologist (or psychological associate) authorized to practice in Canada who can support the requested change. In some situations other evidence may be accepted and is outlined in the application form.
- Application forms can be found at: www.serviceontario.ca

For more information, see:

www.ontario.ca/page/changing-your-sex-designation-your-birth-registration-and-birth-certificate

b. Passports

- Passport gender markers cannot be changed until SRS is completed. Those who are 16 years of age or older can change their gender markers on their passports if they have completed SRS. If you are within 12 months of SRS, you may have a “limited validity” passport issued in your gender (only valid for 2

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years). To do this you need a doctor's certificate stating that you will be having SRS within the next 12 months.

For more information, see:

<http://laws-lois.justice.gc.ca/eng/regulations/SI-81-86/FullText.html>

http://www.rainbowhealthontario.ca/wp-content/uploads/woocommerce_uploads/2015/05/RHO_FactSheet_CHANGINGNAMESEXDESIGNATION_PASSPORTSIN_E.pdf

c. Driver's Licence and Health Card (Ontario)

- With a letter from your physician / psychologist (usually your endocrinologist can give you this letter) that supports your gender identity and desired name, you can go to a Service Ontario Station and have your gender markers changed on your driver's licence and health card. Be advised, multiple pieces of identification will be necessary.

For more information, see:

<http://www.ontario.ca/faq/how-do-i-change-sex-designation-my-drivers-licence>

10. Clothing and Aesthetics

● GSRC Clothing Swaps

- See our Facebook page for upcoming events:
<https://www.facebook.com/carletongsrc/>

● Kind's Community Closet

- See Kind's website for more information: <http://kindspace.ca/>

● Venus Envy's Pay-it-Forward Binder and Gaffe Program

- See Venus Envy's website for more information: <http://venusenvy.ca/Ottawa>

● Gender Mosaic Aesthetic Resource Compilation

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- See link: <http://www.gendermosaic.com/aesthetics/>

11. Surgery through CAMH

Note: surgery through CAMH is covered by OHIP; however, one may use a private surgeon if the costs are paid out of pocket.

Additionally, most of this section is taken directly from the CAMH website, and we do not necessarily endorse the language used. There is also an expected shift from the CAMH process to referrals from family physicians.

See more information here:

www.cbc.ca/beta/news/canada/toronto/transgender-ontario-1.3307287

a. OHIP Coverage

- In order to have your surgery paid for by OHIP, you must have a valid Ontario Health Card.
- According to the ministry of health, “sex-reassignment surgical procedures, including reconstruction of genitalia and mastectomy are insured,” but unfortunately “breast reconstruction in a male to female conversion is not an insured benefit.”
- This means that the following surgeries are covered: double-mastectomy, orchidectomy, vaginoplasty, hysterectomy, and phalloplasty.
- Breast augmentation, facial feminization surgery, hair implants, and laser hair removal are not insured.

For more information see:

<http://www.health.gov.on.ca/en/pro/programs/ohip/bulletins/4000/bul4480.pdf>

b. Getting a Referral

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- In order for you to be seen for a consultation, the clinic requires a referral from a licensed physician (designation MD) or a nurse practitioner (designation NRP). You need to ask your Doctor to fill out the CAMH referral form found on their website, which should be faxed to Access CAMH at 416-979-6815.
http://www.camh.ca/en/hospital/Referrals_to_CAMH/Documents/CAMH_Referral_Form.pdf
- Once CAMH has received your referral, they will send you a confirmation e-mail. If you need to change anything to your application or for any reason cancel your application you can call them at: 416-535-8501.

c. Getting Approved for Surgery

- There are many factors that CAMH considers when granting approval for coverage for Sex Reassignment Surgery, all of which are necessary for approval. Some of these factors related to eligibility and others refer to readiness. Below are some examples of these criteria
 - You are 18 years of age
 - You have received a diagnosis of Gender Dysphoria
 - You have given this due thought and made appropriate disclosures and arrangements. This can include things like having considered the implications for fertility (where relevant) and having “come out” to important people in your life.
 - Any mental health or substance abuse issues are well-controlled
 - You are knowledgeable about the intervention(s) and their risks and have a good aftercare plan in place.
 - Clients become eligible for genital sex reassignment surgery after one year of continuous (medically supervised) hormones therapy and completion of a continuous Gender Role Experience (or GRE). The GRE

is a multidimensional and includes documented activity of your community living in a role congruent with your identity. This activity should be commensurate with your abilities, and demonstrate a social experience of good breadth and quality. A good GRE provides a reasonable set of social experiences necessary as part of informed consent, as well as time to adjust and adapt to the challenges within it in order to function well. For most people, this will continue to be found in employment, school studies, and voluntarism or any combination of these. For others, we may take the approach of an individually tailored plan as the nature and quality of the GRE.

d. The Approval Process

- Your first appointment will be booked as an initial consultation and assessment. During this appointment you will be asked questions about your goals and experiences. You also have the opportunity to ask any questions you might have.
- What happens following your first appointment depends very much on the reason you have come and where you are in a transition process. For those who are seeking surgery, your next appointment could be an appointment to discuss and assess possible surgery approval, or it may be a follow-up appointment with another purpose.
 - These appointments are typically 60 to 90 minutes in length. Except for the gender and sexuality-specific questions, this looks much like a general psychiatry consultation. CAMH asks about many different areas, such as family, education, and medical history. If, during your interview, you have any concerns about why a particular question is being asked, please let your interviewer know, and he or she can explain the rationale.
 - CAMH's report is sent back to your referring doctor, along with their recommendations. Your family doctor will receive a copy of this report. If you have any questions about the recommendations, CAMH encourages you to contact them to discuss these further.

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- Follow-up appointments are offered to those who CAMH has determined do not yet meet all of the diagnostic, eligibility and readiness criteria required to proceed. They generally provide specific feedback and recommendations as part of working with you towards an approval and will see you back in six months for reassessment.
- Possible surgery approval appointments are offered to those who CAMH has determined are ready to meet all of the diagnostic, eligibility and readiness criteria required to proceed. Possible surgery approval appointments are booked in CAMH's next available appointments- they are typically booked a few months in advance.

e. Once Approved for Surgery

- Following approval, an application is submitted to the Ministry of Health and Long Term Care. When the application has been processed by the Ministry, they send a funding decision letter to the client. The letter will clearly outline what service(s) have been approved, the facility where the service(s) are to be provided, the approved cost of the service(s), and a time limit by which the service(s) are to be provided. The process of getting this letter from the time of your approval appointment with CAMH is approximately two months.
- Surgeons maintain their own waiting lists and wait times that vary.

f. Options Regarding Surgeons

- CAMH gets a number of questions from people about their options for surgeons. Hysterectomy clients can attend an Ontario provider of their choice, which may be someone you choose with your primary care provider, or from the small list of gynecologists who have provided surgery to CAMH clinic clients in the past. Clients must first be approved by the clinic for the surgery itself and CAMH will make the referral on your behalf.
- Double-mastectomy clients typically see Drs. Brassard and Belanger in Montreal as they accept reimbursement from OHIP. Genital SRS clients may request to go to a provider of their choice for their surgery, whether it is to Drs. Brassard and Belanger in Montreal (the only surgeons in Canada currently performing these surgeries), or a provider outside of Canada.

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- CAMH encourages prospective surgery clients to do their research on prospective providers. It should be noted that the Ministry may decline certain providers due to their high complication rates, and some providers may choose to decline the Ministry's reimbursement. If you select a surgeon that the Ministry does not yet have a relationship with, there will be some extra time needed to determine if an agreement between the two parties can be reached. If not, you will need to make another selection, which requires a new application (applications are surgeon and surgery-specific). There are some additional considerations with having surgery out-of-country (e.g., financial planning, planning for possible complications, a shorter funding window), which CAMH is happy to discuss further with clients who are interested.
- The Ministry currently has working relationships with: Drs. Brassard and Belanger in Montreal, Dr. Meltzer in Arizona, Dr. Crane in San Francisco, Dr. McGinn in Philadelphia, Dr. Leis in Philadelphia, Dr. Monstrey in Ghent (Belgium), and Mr. Nim Christopher in London (England). This list may be subject to change, but CAMH hopes this information is helpful in building client awareness about surgeon choice for future decision-making.

g. Clinic Location

- The Gender Identity Clinic (Adult) is located on the 3rd floor at 100 Stokes Street, CAMH Toronto Location. (Queen and Ossington) However, some appointments take place at 250 College (College and Spadina). The appointment location will be confirmed with you at the time appointments are made.

All information on the CAMH clinic and its procedures are sourced from CAMH's official website: www.camh.ca

12. Private Options for Surgery

Referral Lookup

- To find a surgeon in Canada, see the Trans Health Care SRS Surgeon Directory.

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- <http://www.transhealthcare.org/canada/>