



10 Ways to Make Your Health Center More Welcoming for Diverse Students

1. Offer in-service training and other educational opportunities for health center staff and ensure that all levels of staff have the opportunity and expectation to participate.

Include topics such as:

- ◆ Cultural competency and cross-cultural communication
- ◆ Basic health terms in relevant languages and how to work with an interpreter
- ◆ Information about specific ethnic or GLBTQ populations as identified by staff
- ◆ On and off campus resources and services for students of color and GLBTQ students
- ◆ Diversity within GLBTQ community and communities of color
- ◆ Discussion of diversity issues/cases/experiences at monthly staff meetings
- ◆ Relationship between HIV/AIDS and factors such as race, gender, sexual orientation/gender identity, socioeconomic status, age, and other STDs
- ◆ How to discuss sexual health issues with diverse individuals in a culturally relevant manner

*****Use campus resources such as professional school faculty or relevant department professionals to conduct training at minimal expense—could also make staff be responsible for doing research and sharing information on some of the topics above*****

2. Ensure that health center staff and the students they serve have access to information about campus, local community, and web resources.

- ◆ Create and maintain current a referral book of resources. Leave the book at strategic locations (such as nurses' station, front desk, treatment rooms, waiting room, etc.)
- ◆ Organize referral book by topic, including sections on the GLBTQ community and communities of color—also include index of resources
- ◆ Distribute relevant readings and articles to staff on regular basis
- ◆ Update collection of brochures
- ◆ Place bulletin board that contains information about resources where students can scan it in a confidential way or place items on it with large writing that can be read from far away
- ◆ Promote GLBTQ and ethnic events on campus (such as National Coming Out Day)

3. Seek out opportunities to collaborate with and promote your services to diverse student groups and campus departments.

- ◆ Increase frequency of outreach to students and the campus community
- ◆ Build relationships with diverse student communities
- ◆ Participate in or co-sponsor cultural/GLBTQ programs
- ◆ Build and foster relationships with relevant community based organizations and campus departments
- ◆ Continue to foster relationship with current partners

4. Ensure that programming efforts are inclusive of diverse students.

- ◆ Conduct National College Health Assessment or another student health survey
- ◆ Use available, relevant data to help design health messages and market health center
- ◆ Create specific programming around determined health needs of specific populations
- ◆ Offer sessions on GLBTQ and minority issues during health fairs, specific history months/weeks, pride week, etc.
- ◆ Ensure that peer education programming includes GLBTQ and minority issues
- ◆ Recruit students of color and GLBTQ students as peer educators

- 5. Design history and intake forms that are inclusive of ethnic, racial, sexual orientation, and sexual identity demographics.**
 - ◆ Ask separate questions about race and ethnicity—also allow people to mark as many ethnicities as apply
 - ◆ Include transgender as an option when asking about the gender of the patient or the sexual partner(s)
 - ◆ Phrase questions regarding birth control in a manner that does not assume heterosexuality, sexual activity, or desire to not get pregnant
 - ◆ Ask separate questions about sexual orientation and the gender of sexual partner(s)
- 6. Ensure that the physical space and processes are student-friendly and respect privacy.**
 - ◆ Reduce and improve wait time for patients
 - ◆ Display confidentiality notice and assess patient flow for privacy issues
 - ◆ Include more diversions in waiting area to make time pass more quickly
 - ◆ Promote customer-service model to ensure friendly treatment of patients
 - ◆ Make space more welcoming (comfortable seating, colorful décor, etc.)
- 7. Create a physical space that is inclusive of and welcoming for diverse students.**
 - ◆ Encourage all staff to complete a “safe zone/space” training—then find a way to identify staff that have gone through the training such as on health center website, on individual’s desk, door, etc.
 - ◆ Place brochures, magazines, and other reading materials specific to GLBTQ students and students of color in waiting area, exam rooms, bathrooms, and other more visible locations
 - ◆ Subscribe to GLBTQ and ethnocentric magazines (such as Out, A!, Latina, etc.)
 - ◆ Include dedication to GLBTQ students and students of color in mission/values statement
 - ◆ Display mission/values statement and non-discrimination policy in a visible manner throughout the health center, on the website, and on brochures
 - ◆ Display GLBTQ symbols (such as rainbow flag or pink triangle) and ethnocentric decorations
- 8. Identify and secure appropriate language interpretation resources for students with limited English proficiency.**
 - ◆ Purchase updated brochures in relevant languages
 - ◆ Include questions about country of origin, spoken language preference, and written language preference on forms
 - ◆ Create intake forms in Spanish and any other relevant languages
 - ◆ Encourage staff to enroll in medical Spanish course or other relevant language
 - ◆ Establish written procedure for interpretation protocol
 - ◆ Inform patients about available interpretation services through signs, brochures, etc.
 - ◆ Use interpreters with medical training or professional medical interpreters for more accurate interpretations
 - ◆ Tap into professional health schools for potential translators (either students or faculty)
- 9. Solicit student feedback and input on a regular basis.**
 - ◆ Ask students of color and GLBTQ students for feedback about health center through focus groups, surveys
 - ◆ Have feedback forms available at all times at health center in visible and prominent locations
 - ◆ Gather feedback through patient satisfaction surveys
- 10. Take measures to recruit, hire, and retain diverse staff.**
 - ◆ Recruit diverse staff making sure to include bilingual staff, people of color, GLBTQ people
 - ◆ Expand recruitment efforts by collaborating with relevant community-based organizations
 - ◆ Incorporate diversity issues into new staff orientation
 - ◆ Once a more diverse staff is recruited, work on retention of staff