Office Practices & Environment

- Are the privacy and confidentiality of sexual and gender minority refugees strictly safeguarded? Are refugees assured of this?
- Are staff able to demonstrate comfort and compassion with sexual and gender minority refugees?
- Do staff have guidance and support in overcoming personal barriers to working with sexual and gender minorities?
- Are staff aware of the dominant role that non-verbal communication, including body language, facial expressions and tone of voice, plays in making refugees feel safe?
- Do staff have the tools to effectively and respectfully interview sexual and gender minority refugees?

Organizational Documents & Professional Resources

- Do intake and internal information forms sensitively address sexual orientation and gender identity issues? (See guide to SOGI-inclusive forms in this toolkit).
- Does the agency have standard operating procedures specific to cases involving sexual orientation, gender identity and gender expression?
- Does the agency’s code of conduct sensitively and clearly address issues of sexual orientation, gender identity and gender expression? (See SOGI-specific annotated code of conduct in this toolkit).
- Do staff have easy access to educational and informational materials regarding sexual orientation, gender identity and gender expression?
- Do “Vulnerabilities” and “Protection Concerns” listed on agency forms include sexual orientation, gender identity and gender expression? (See essential guide to SOGI terminology in this toolkit).

Safe Space Cues

- Does the agency display “Safe Space” posters or other visual cues specifically directed at sexual and gender minorities in waiting areas and in interview rooms?
- Do staff have and wear “You Are Safe Here” buttons/pins or other personal items indicating that they are sexual and gender minority friendly?
- Is printed material signaling openness to sexual and gender minorities available in waiting areas and in interviewing rooms?

Information & Referral

- Does the agency maintain and provide updated information about local organizations that assist sexual and gender minority refugees in the following areas:
  - Health care
  - Housing
  - Employment
  - Violence prevention and protection
  - Psychosocial and interpersonal support
- Does the agency maintain active referral pathways to these organizations?
- Does the agency have relationships with local sexual and gender minority groups and associations?

Training & Capacity Building

- Do all staff and key contractors receive in-depth training on sexual orientation and gender identity? Are interpreters and security personnel included?
- Are training impact and cost-effectiveness measured against concrete objectives?
- Does the training employ effective learning methods, such as experiential and interactive ones?
- Is training tailored to participants’ practical work needs and environment?
- Are staff trained in the unique protection needs of sexual and gender minority refugees and asylum seekers?
- Is refresher training provided regularly?
- Does training include contact with self-identified sexual and gender minority individuals?
- Are trainees made to feel safe expressing their own perspectives and beliefs?
- Are training materials culturally competent and sensitively delivered?
- Are staff trained in relevant cultural, ethnic and religious perceptions and beliefs surrounding sexual orientation and gender identity?

Learn more about sexual & gender minority refugees at www.oraminternational.org