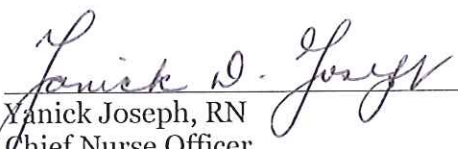
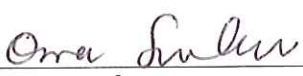

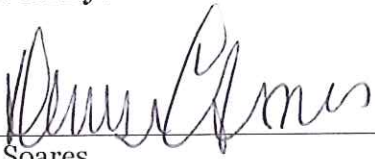
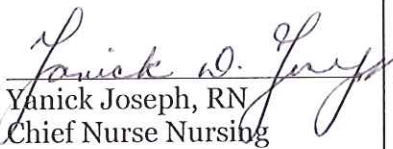
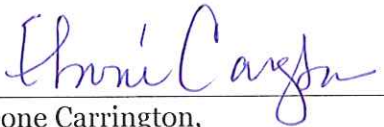


NEW YORK CITY HEALTH AND HOSPITALS CORPORATION
 GENERATIONS+/NORTHERN MANHATTAN HEALTH NETWORK
 POLICY AND PROCEDURE MANUAL

Harlem Hospital Center

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	Supersedes: New	Effective: 07/28/14	
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PURPOSE: To establish operational practices that reinforce Harlem’s commitment to respect the dignity of lesbian, gay, bisexual, and transgender (LGBT) patients, and create a safe environment for all members of the Harlem’s LGBT patients and community. These operational practices are to ensure that all have equal access to all available services, placement, care, treatment, and benefits provided by Harlem Hospital Center. These practices include four foundational criteria for LGBT patient-centered care known as the “Core Four.”

POLICY: Harlem Hospital Center embraces the four core criteria for LGBT patient centered care which includes:

1. Patient Non-Discrimination
2. Equal Visitation
3. Employment Non-Discrimination
4. Training in LGBT Patient-Centered Care

DEFINITIONS

For the purpose of this Policy the following definitions apply:

Bisexual -A person who is emotionally, romantically, and sexually attracted to both males and females.

Discrimination- Any act, policy, or practice that, regardless of intent, has the effect of subjecting anyone to differential treatment as a result of that person’s actual or perceived sexual orientation or gender identity.

Employee-Any person who is employed directly by Harlem Hospital Center

Gay- A person who primarily is emotionally, romantically, and sexually attracted to individuals of the same sex, typically in reference to boys or men.

Gender Expression-The manner in which a person expresses his or her gender through clothing, appearance, behavior, speech, etc. Gender expression is a separate concept from sexual orientation and gender identity. For example, a female may have a very masculine appearance, but may identify as a heterosexual female.

Gender Identity- A person’s internal, deeply felt sense of being male or female, regardless of the person’s sex at birth.

Gender Identity Disorder (GID) - A diagnosable medical condition for individuals who are experiencing high levels of distress because they have a strong and persistent desire to be a different sex and a persistent discomfort with their birth sex. According to accepted professional standards, treatments, such as supportive counseling, hormone therapy, and sex reassignment surgery are medically necessary for many youth or adults who have GID.

Harassment -includes, but is not limited to, name-calling; disrespectful gestures, jokes, or comments; inappropriate touching; threats of physical or emotional acts or negative consequences (including religious condemnation); physical abuse; sexual abuse, including unwanted sex acts, touching, pantomime, and threats; and emotional abuse, such as shunning or isolation.

Lesbian- A girl or woman who primarily is emotionally, romantically, and sexually attracted to girls or women.

Sexual Orientation- A person’s emotional, romantic, and sexual attraction, to individuals of the same sex or of a different sex.

Transgender -A person whose gender identity (their understanding of themselves as male or female) does not correspond with their birth sex. A transgender girl is a girl whose birth sex was male but who understands herself to be female. A transgender boy is a boy whose birth sex was female but who understands himself to be male.

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PROCEDURE:**I. Patient Non-Discrimination**

Harlem Hospital Center is dedicated to the creation of a safe, secure space for those seeking services with us. It shall be Harlem's policy to maintain and promote a facility that provides the highest quality of services to patients regardless of their actual or perceived sexual orientation or gender identity. LGBT-identified patients receiving services at Harlem shall receive fair and equal treatment, without bias, and shall be treated in a professional manner. Employees, volunteers and other individuals involved in providing services to LGBT identified patients shall not discriminate against or harass any patient in their care and shall immediately report any evidence of discrimination, physical or sexual harassment, and verbal harassment of any such identified persons to their supervisor. Individuals who feel they have been subject to discrimination or harassment should report this occurrence to the Director of Guest Relations or designee. Harlem Hospital Center will take all reasonable steps within its control to meet the diverse needs of all LGBT patients seeking services and provide an environment in which all individuals are treated with respect and dignity, regardless of sexual orientation, gender identity, or gender expression.

As part of its commitment to provide services to those in need without discrimination or harassment, Harlem Hospital Center promotes an environment that is accepting and encouraging to transgender service users. Service users identifying as transgender shall receive support and accommodation in determining their needs. Pronouns used and clothing provided shall reflect the gender with which the survivor identifies, and confidentiality shall be respected in regards to disclosures concerning transgender status, medical history or sexual orientation.

II. Equal Visitation

All hospitalized patients have the right to have visitors of their choice during their stay, unless visitation interferes with the well-being, rights or safety of others, or is not medically indicated in the patient's care. Harlem Hospital Center will not deny visitation privileges based on race, religion, ethnicity, language, culture, size, gender, sexual orientation, gender identity or expression, socioeconomic status, physical or mental ability or disability. Patients will be informed of these rights upon admission to the hospital.

For purposes of hospital-wide visitation policy: "Family" means any person(s) who plays a significant role in an individual's life. This may include a person(s) not legally related to the individual. Members of "family" include spouses, domestic partners, partners in civil union and both different-sex and same-sex significant others.

"Family" includes a minor patient's parents, regardless of the gender of either parent. Solely for purposes of visitation policy, the concept of parenthood is to be liberally construed without limitation as encompassing legal parents, foster parents, same-sex parent, step-parents, and other persons operating in caretaker roles.

III. Employment Non-Discrimination

Harlem is committed to creating an environment that supports equal employment opportunity and nondiscrimination for all persons, regardless of race, color, religion, sex, age, perceived or actual sexual orientation, gender identity or gender expression, marital status, national origin, or disability

