



Report on Inclusivity Resolution

September 5, 2023

9/14/2021 Resolution

- 1) Human Services shall develop and/or identify and maintain resources and/or programs that provide support for the LGBTQ+ community of adults and children in Manchester.
- 2) Public Works shall conduct a study of existing Town Buildings, including all school buildings, to determine the cost and feasibility of establishing gender-neutral lavatory facilities.
- 3) Work with Human Resources to
 - a) Ensure all customer-facing departments and employees receive training to increase LGBTQ+ cultural competency
 - b) Identify a designated liaison that shall serve as a point-of-contact for members of Manchester's LGBTQ+ community
 - c) Ensures a culturally relevant customer service approach is taken in all interactions with residents and visitors who may be susceptible to discrimination or unequal treatment



LGBTQIA+ Resources

The Town of Manchester is committed to ensuring that all residents have access to the services and support they need in order to live happy, productive and healthy lives. Below please find a compilation of links to services and supports for LGBTQIA+ members of our community. Please check back often as we add more resources.

Webpage: <https://www.manchesterct.gov/Government/Departments/Human-Services/LGBTQIA-Resources>

Human Services

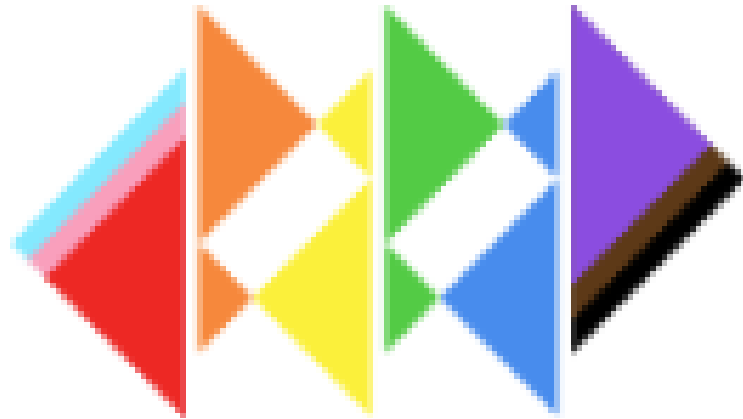
- Town Budget provides annual support to the Hartford Lesbian and Gay Health Collective (HLGHC)
 - \$13,433 serving people living with HIV/AIDS, providing medical case management, health education, food bank and meals, medication adherence support, HIV testing, social activities, Information and referral, AID-A-Pet and holiday food baskets
- The Senior Center agreement with CT Healthy Living Collective to be a LGBTQ+ Moveable Senior Center site, which includes a commitment to inclusivity, additional staff training, and LGBTQ+ programming (2 upcoming events this year)
- Senior Center staff received training certificates in Transgender Aging, Supporting LGBTQ+ Older Adults, and Preventing Bullying from SAGE - Advocacy & Services for LGBTQ+ Elders



Facility Study

- Internal assessment of all town facilities
 - Identified locations/types of lavatory facilities
 - Researched industry standards/trends
 - Conversations with individuals representing the community
- Meeting held with BoE staff
- Public Works has identified 34 single occupancy restrooms throughout the Town

Staff Training



**Triangle
Community Center**

- Triangle Community Center, Inc.
- LGBTQ+ 101: An Introduction to Identities & Allyship
 - Foundational training, intending to engage participants in a thorough overview of the LGBTQ+ community, and space for learning, reflection, and team-building for allies and LGBTQ+ folks alike. From terminology and definitions to rethinking historical and traditional assumptions about gender and sexuality, this training is a must for all those who wish to build ever-more inclusive and affirming practices.
- Scheduled September 2023
- Customer facing staff

LGBTQ+ Liaison

- Designated Town Liaison – Chris Silver
- csilver@manchesterct.gov

