



TransFocus Report Recommendations Update Final Report

Submitted by Sara Wolfe, Keisha Morong and Noah Fischer

BACKGROUND

In 2019, Thompson Rivers University (TRU) commissioned TransFocus Consulting to conduct a comprehensive audit of the university's capacity to support transgender, non-binary, and Two Spirit (TNB2S) students and employees. The audit assessed policies, systems, spaces, and lived experiences across the institution and produced a set of prioritized recommendations to improve inclusion, equity, and safety for people of diverse genders.

The [TransFocus Final Public Audit Report](#) was submitted in February 2020. It identified five key areas for action:

- communications and education;
- gendered records and administrative systems;
- gender data collection and use;
- gendered facilities; and
- programs, services, and supports.

In response, TRU committed to implementing these recommendations through a phased, systems level approach. A Gender Diversity Implementation Advisory Group was established to ensure accountability, transparency, and institutional learning.

This report provides a final update on implementation activities, building on progress reported in the previous [Gender Diversity Recommendations Implementation Annual Report](#). Moving forward, these reports will be used to inform an institutional Gender Equity and Diversity Plan and work will continue via pan-campus departments: including, Student Services; People and Culture; MarCom; Office of Equity, Diversity, Inclusion and Anti-Racism; Facilities and Ancillary Services; Athletics; and more.



SUMMARY OF PROGRESS

The establishment of the implementation advisory group, the Gender and Sexual Diversity Manager position within Student Services, and TRU's Office of Equity, Diversity, Inclusion and Anti-Racism provided significant catalysts in advancing and implementing institutional literacy around gender diversity and inclusivity.

TRU has made demonstrable advances in the implementation of the TransFocus recommendations, particularly in:

- **Inclusive communications and documentation**, including the removal of gendered titles and the development of inclusive language guides.
- **Student and employee support**, through the creation of centralized roles, strengthened wraparound services, program development, and enhanced disclosure and reporting processes.
- **Compliance and advocacy**, including continued alignment with U Sports policies and improved access to gender affirming healthcare coverage and support in navigating benefits.
- **Facilities planning**, where inclusive design standards have been embedded into institutional guidelines and implementation continues on an ongoing basis.

This report also transparently identifies recommendations that require further multi year planning, systems alignment, or capital investment, particularly in areas related to data governance, enterprise systems, employee support, and permanent inclusive spaces.

A more comprehensive outline of recommendations and updates can be found in Appendix A.

As an institution, we remain committed to sustainable advancement of gender diversity, equity, and inclusion through thoughtful, systems level implementation using the TransFocus recommendations as a foundational guide.

This is the final Report regarding the implementation of the 2020 TransFocus Recommendations. Further updates and revisions will be integrated into the institutional Gender Equity and Diversity Plan.

This report provides a final update on implementation activities, building on progress reported in the previous Gender Diversity Recommendations Implementation Annual Report. Moving forward, these reports will be used to inform an institutional Gender Equity and Diversity Plan and work will continue via pan-campus departments: including, Student Services; People and Culture; MarCom; Office of Equity, Diversity, Inclusion and Anti-Racism; Facilities and Ancillary Services; Athletics; and more.

Thank you to all those who have supported this work; including: Christine Adam, former AVP Students and Dean, Faculty of Student Development; Sara Wolfe, former AVP Students; Shayne Olsen, AVP People and Culture; Darshan Lindsay, former AVP MarCom; Mike Bluhm, AVP Enrolment Services and Registrar; Warren Asuchuk, AVP Campus Infrastructure, Sustainability and Ancillary Services; Curtis Atkinson, Director, Athletics and Recreation; Keisha Morong, EDI Manager; and Noah Fischer, Manager, Gender and Sexual Diversity.

APPENDIX A

Recommendation Implementation Status

RECOMMENDATION	AREA	UPDATES
R1: Create a policy or Community Standard that clearly outlines the university's expectations related to gender, pronouns, names, washroom usage, shared accommodations designated by gender, and respect for privacy.	Institution	Will be revisited as part of the institutional Gender Equity and Diversity Plan.
R2: Comprehensive and continuous communications and education plan supported by systemic changes (covered in Sections 4 to 7) for students and employees.	Student Services, P&C, Office of EDI-AR	Gender and Sexual Diversity (GSD) Manager has developed and facilitated foundational GSD training for students, staff, and faculty. Communications and education will continuously be developed, implemented and integrated into orientation, onboarding, professional development, etc. The institutional Harassment and Discrimination Prevention Policy Education and Communications Plan will encompass the TNB2S community.
R3: Create and introduce clear and fair mechanism led by a key resource person for reporting and addressing persistent issues faced by TNB2S people.	Student Services, P&C, Office of EDI-AR	In 2021-2022, there was agreement that R3, R12, R18, R23 are to move forward together. The hiring of the Gender and Sexual Diversity Manager in 2023, creation of the EDI-AR Office in 2023, and the updates to the Harassment and Discrimination Prevention Policy in 2024 have largely addressed R3, R18 and R23.
R4: Revise photography guide with regard to spectrum of gender expression and consent for photography.	MarCom	Continuous development and revision of inclusivity guides for marketing, photography, and communications. Guides include considerations for gender, consent, and inclusive language.
R5: Revise style guide for greater accuracy and representation as well as specific information about how to respectfully reference TNB2S people. Expressly state avoidance of gender icons in TRU communication materials and reports.	MarCom	Removal of all gender icons implemented in 2022. Continuous collaborative revision of all visual and communications guidelines by department, including the inclusive language guide .
R6: Finalize the process for operationalizing preferred names in class lists, user names in Banner, email addresses, ID cards, correspondence, and graduation brochure. Particular focus should occur in places where names are publicly displayed or spoken. Introduce failsafe measures for legal names. Clearly and centrally explain name change processes along with sequence and timelines of changes. Aim for completed change by October 2020.	Enrolment Services, P&C	Name change processes in place for students and staff. Ongoing improvements underway to streamline and simplify the process, as well as provide education and ensure consistent application across all systems. Alignment with R10.
R7: Ideal: Remove collection and use of titles in all correspondence. Alternative: Offer the option of a general gender-neutral title that is not related to a profession, such as Mx. When the title is not provided, use preferred first name.	Enrolment Services, P&C	Implemented. Pronoun titles have been removed from official TRU communications. Continuous audits required to ensure consistency in practice across departments.
R8: Finalize and introduce voluntary disclosure of pronouns for employees and students in Banner for those who choose to provide this information to support smooth(er) interpersonal interactions.	Enrolment Services, P&C	Will be revisited as part of the institutional Gender Equity and Diversity plan.

APPENDIX A

Recommendation Implementation Status *continued*

RECOMMENDATION	AREA	UPDATES
<p>R9: Introduce two-part gender question as recommended by BCCAT with three key changes to refine the language and approach to the questions and response options for both students and employees. TRU to advocate with the Ministry of Advanced Education (MAVED) for front-end alignment of systems for coordinated and accurate gender data transfer.</p> <p>Note: Adding non-binary students to an “unknown or undisclosed” category is not a suitable solution.</p>	Enrolment Services	In June 2021, BC Government released its new gender identity format; TRU implemented in fall 2022 on all applications; new format differs slightly from the BCCAT recommendation but very closely aligned.
<p>R10: Clearly and centrally explain gender change process, ideally in online and self-serve options (as is the case at the University of California Los Angeles UCLA 2019).</p>	Enrolment Services, P&C	Alignment with R6. Ongoing improvements underway to streamline and simplify the process, as well as provide education and ensure consistent application across all systems.
<p>R11: Develop “ Gender Data Use Plan” to identify and explain strategic uses of gender data for students and employees. The plan will provide clear rationale for gender data and its uses along with regular report-back mechanisms for TRU community to see its meaningful use and impact.</p> <p>TRU to advocate with MAVED for back-end alignment of systems for coordinated and accurate gender data transfer.</p> <p>Note: Adding non-binary students to an “unknown or undisclosed” category is not a solution.</p>	Enrolment Services, P&C	Will be revisited as part of the institutional Gender Equity and Diversity Plan
<p>R12: Provide available space to TNB2S people (along with LGB counterparts) for safe space to gather. The Wellness Centre has recently been completed and was identified as a model for developing a welcoming space.</p>	Facilities, Student Services	A Inclusion and Wellness Activity Room was established in 2024 and supports regular programming such as Queer Connections. GSD Manager provides continuous training to staff and ambassadors in other student spaces to support other safe gathering spaces (e.g. Wellness Center) Dedicated space to support programming for students and other TRU community will be revisited as part of the institutional Gender Equity and Diversity plan.
<p>R13. Develop and apply Facility Guidelines and Considerations document that addresses the following key components in existing and future washrooms and change rooms at TRU:</p> <ol style="list-style-type: none"> Each building should have at least one all-gender washroom (preferably multi-stall) Eliminate all open-concept showers Change stall to urinal ratio Floor-to-ceiling stalls with no gaps and colour-coded locks (vacant/occupied) Convert all single-occupancy washrooms to all-gender washrooms with TRUSU signage Eliminate female and male icons on signage and wayfinding. Replace with function-based icons and include message “trans people welcome” <p>For all new design plans: Architects apply for exemption to these guidelines along with rationale why they cannot fulfill these standards.</p>	Facilities	Inclusive design standards embedded within Facilities Services Design Guidelines. Substantive progress on these recommendations includes elimination of open-concept showers, establishment of at least one gender-neutral washroom in all buildings, and significant conversion of single-occupancy washrooms to gender-neutral. Completion of updated signage in progress.

APPENDIX A

Recommendation Implementation Status *continued*

RECOMMENDATION	AREA	UPDATES
<p>R14: Update to Campus Living Centre’s application form and procedures to improve and support experiences of TNB2S students in TRU residences:</p> <ul style="list-style-type: none"> a. Roommate matching methods b. Proper gender category c. Additional preferred name field d. Increased privacy measures, including locks e. Official mid-year change procedures due to gender disclosure 	Ancillary Services	<p>Piloted and refined process for access and application to gender-inclusive housing.</p> <p>Preferred name and gender disclosure process supported by staff and administrators.</p> <p>Implemented by Campus Living Centres with Ancillary Services.</p>
<p>R15: Introduce TNB2S-supportive health care model at the health clinic.</p>	Student Services	Physicians and staff in TRU's Medical Clinic have received TNB2S-supportive care training. For specific care, TRU community members are referred to gender care off-campus.
<p>R16: TRU to advocate for coverage of missing gender-affirming procedures with health care providers for both students and employees</p>	Student Services, P&C	Students and employees now have improved navigation support for existing gender affirming benefits through TRUSU, Greenshield, People and Culture, and Manulife. Ongoing work includes gathering feedback to identify potential gaps in coverage and inequities in access.
<p>R17: Introduce TNB2S-competent counselling options for both students and employees on and off campus.</p>	Student Services, P&C	<p>TNB2S-competent counselling available to students through TRU Counselling Services.</p> <p>Access to TNB2S-competent counselling for employees through the EAP.</p>
<p>R18: Ensure consistent wrap-around support for TNB2S students.</p>	Student Services	The establishment of the GSD Manager role has significantly strengthened coordinated, wrap around support for TNB2S students, ensuring access to services, referrals, and advocacy across the institution
<p>R19: Develop and introduce Gender Disclosure Checklist for TNB2S employees at TRU.</p>	P&C, Office of EDI and AR	Will be revisited as part of the institutional Gender Equity and Diversity Plan.
<p>R20: Introduce formal procedures that address travel-specific considerations for TNB2S students and employees at TRU, including: a) shared accommodation designated by gender, and b) travelling to countries where laws are prohibitive and exclusionary towards TNB2S people.</p>	Student Services, P&C, Study Abroad, Office of EDI and AR, TRUFA	<p>Formal procedures for ensuring safety for TNB2S students and beyond are being continually revised. Processes including faculty member participation are being led by Study Abroad Office.</p> <p>Continuous and revision will be revisited as part of the institutional Gender Equity and Diversity Plan.</p>
<p>R21: Continue advocacy to make sports more inclusive of gender diversity as part of local and regional competitions and with U Sport.</p>	Athletics	<p>TRU continues to comply with U Sports policies regarding transgender student athletes and provided gender inclusivity training for Athletics staff and teams, reinforcing a safe and inclusive sports environment.</p> <p>Continuous revision and development of TNB2S-inclusive training, processes, and communications for varsity and recreational sports underway.</p>
<p>R22: Prepare content and participants in single-gender programs for the current or eventual participation of TNB2S people. Further clarify and specify the language used in advertisements for groups to signal to both transgender and cisgender people.</p>	Student Services, Athletics, Office of EDI and AR	Training available through the Gender and Sexual Diversity Manager.
<p>R23: Dedicated staff to support the reboot of the Pride Collective in LGBT-specific space (in R12) with regular programming.</p>	Student Services	Significant program development by Gender and Sexual Diversity Manager.