



Standard of Practice

Effective Date: August 5, 2015

Approved by: Pat Valentine

Working with LGBTQ¹ Individuals:

Professional Expectations

“All communities and populations have unique cultural characteristics. Services will be delivered in a manner that is inclusive, competent and respectful of these characteristics” (DHS Values and Principles for Integrated Practice).

DHS and contracted provider staff are required to respect the personal and/or religious beliefs of individuals and families, including LGBTQ families. Personal beliefs of staff shall not, under any circumstance, impact the delivery of service to meet individuals’ and families’ needs.

Accordingly, DHS and contracted provider staff are not permitted to:

- Impose their personal, organizational, and/or religious beliefs on individuals and families, including LGBTQ families.
- Force an individual to disclose or reveal their sexual orientation or gender identity.
- Attempt to convince, coerce, or otherwise steer any individual to reject or modify their sexual orientation or gender identity or expression.

If a staff member becomes aware of a colleague attempting to coerce an individual to change or modify their sexual orientation or gender identity, staff must report the incident to their direct supervisor **OR** to their Human Resources department **OR** to the Director’s Action Line. Contracted provider staff should follow the appropriate reporting procedures as determined by their specific organization.

Related Resources & Documents

Policy Statements

Allegheny County Department of Human Services

¹ Lesbian, Gay, Bisexual, Transgender, Queer, or Questioning

DHS Anti-Discrimination Policy

<http://info.alleghenycounty.us/WorkArea/DownloadAsset.aspx?id=5675>

American Medical Association

AMA Policies on LGBT Issues

<http://www.ama-assn.org/ama/pub/about-ama/our-people/member-groups-sections/glb-advocacy-committee/ama-policy-regarding-sexual-orientation.page?>

American Psychiatric Association

Policy Statements on Lesbian, Gay, Bisexual and Transgender Concerns

<http://www.apa.org/about/policy/booklet.pdf>

National Association of Social Workers

Code of Ethics

<http://www.socialworkers.org/pubs/code/code.asp>

Resources

Allegheny County Department of Human Services

Director's Action Line

1-800-862-6783

<http://www.alleghenycounty.us/dhs/dal.aspx>

Allegheny County Department of Human Services
1 Smithfield Street
Pittsburgh, PA 15222
412-350-5701
<http://www.alleghenycounty.us/DHS/index.aspx>