



# Gender sensitivity in service delivery

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# What are Gender Sensitive Services/GSS?



Gender sensitivity in service delivery is a crucial aspect of providing equitable and high-quality services to all individuals, irrespective of their sex, gender identity or expression.

It involves recognizing and addressing the unique needs, challenges, and experiences of individuals based on their gender, thereby ensuring that services are inclusive and responsive to diverse populations.

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# Significance of Gender Sensitive Services

Recognizing the significance of gender-sensitive services in various fields, including healthcare, education, social services, and more, is crucial for promoting inclusivity, equity, and the well-being of individuals of all gender identities.

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# Understanding Gender Sensitivity



Gender sensitivity goes beyond mere acknowledgment of gender differences; it encompasses a deep understanding of how societal norms, expectations, and stereotypes affect individuals differently based on their gender. It involves being aware of and sensitive to the ways in which gender can intersect with other factors such as race, ethnicity, socioeconomic status, and sexual orientation to create unique vulnerabilities and barriers.

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# Distinct health needs:

## Women Health Concern e.g.

- reproductive health, including contraception, prenatal and postnatal care,
- screening for cervical and breast cancer.

## Men's health concerns:

- such as prostate health and sexual health, may also require tailored interventions.

## the specific health needs of transgender and non-binary individuals:

- hormone therapy and
- gender-affirming surgeries,

# Why Gender Sensitivity Matters?



- 1) Promoting Equality and Inclusion**
  - 2) Improving Access to Care and Service Quality**
  - 3) Enhancing Mental Health and Well-Being**
  - 4) Addressing Gender-Based Violence**
  - 5) Reducing Health Disparities**
  - 6) Legal and Human Rights**
- 1) Enhancing Education**
  - 2) Promoting Cultural Competence**
  - 3) Fostering Social Acceptance**
  - 4) Enhancing Overall Public Health**
  - 5) Fulfilling Legal and Ethical Obligations**

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# How to implement Gender Sensitivity in Service Delivery

## *Training and Awareness*

- **Respect for Gender Identity;**
  - **Inclusive Language;**
  - **Cultural Competence;**
  - **Access to Appropriate Care;**
  - **Preventative Care;**
  - **Sensitive Examinations;**
  - **Privacy and Confidentiality;**

# How to implement Gender Sensitivity in Service Delivery



**2) Policy and Procedure Review**

**3) Inclusive Communication**

**4) Data Collection and Analysis**

**5) Gender-Responsive Services**



# Challenges in Gender Sensitive Services

- 1) Resistance to change,
- 2) Lack of awareness, and
- 3) Cultural norms that perpetuate gender biases.

# Overcoming Challenges



- ❖ **organizations must foster a culture of inclusivity,**
- ❖ **provide ongoing training, and**
- ❖ **engage with stakeholders to raise awareness and build support for gender-sensitive approaches**

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# Conclusion



Gender-responsive health care services aim and should provide equitable and inclusive care by recognizing and addressing the unique health needs and experiences of individuals based on their sex and gender identity.

By fostering a respectful and supportive environment, training healthcare providers, involving patients in their care, and addressing systemic barriers, we can strive towards a healthcare system that meets the diverse needs of all individuals, regardless of their sex and gender.

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Thank you

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