

Closing the gap in **gender-affirming care**

Foria is a virtual-first, community-led clinic delivering timely, affordable, and evidence-based gender-affirming care across Canada by reaching patients where they live.

Launched: Ontario 2023; Alberta 2024; BC 2026

IMPACT AT A GLANCE

1500+ patients initiated on hormone therapy	250+ surgical referrals approved	10,000+ total appointments delivered
4.9 / 5 average patient satisfaction rating	~4,000 patient feedback responses collected	1–2 wks typical wait time vs. 2–4 years provincially

WHY THIS STARTED

A system that wasn't keeping up

In 2021, 40.7% of trans and non-binary people who needed gender-affirming care were on a waitlist; most often for surgery. Trans Ontarians are 3× more likely to report unmet healthcare needs than the general population.

Geography is a barrier

Many trans and non-binary people in Canada live outside of urban centres, yet that is where most trained providers are concentrated. Many patients travel hours for time-sensitive care.

Life-saving, not optional

Access to gender-affirming care is linked to 60% lower odds of depression and 73% lower odds of suicidality in youth. For this community, timely care is not a matter of convenience but survival. (Source: TransPulse Canada)

OUR CARE MODEL

Foria delivers care through a virtual-first model with NP-led care in Ontario and BC; and MD-led care in Alberta.

Ontario does not have sustainable payment models for MDs providing virtual care, so NP-led models are the best option. In Alberta, physician-delivered virtual care is reimbursed at a rate that allows the clinic to offer covered care while supporting operating costs. BC has launched with an NP-led model due to low remuneration rates for episodic virtual care by MDs.

Services offered:

- Medical care: Hormone therapy assessment and management; Surgery assessment and referral
- Psychotherapy: Individual mental health support; Group therapy — Transcending program
- Voice training: Individual and group support
- Name and gender marker change support as needed

COMMUNITY-BUILT AND LED

Community Advisory Committee (CAC)

14 trans and non-binary community members across Ontario and Alberta guide Foria's clinical and operational decisions: from intake form language to service design. All participants are compensated. CAC input has directly shaped mental health programs, patient education tools, booking systems, and equity policies. New members will be added in BC in the near future.

In addition, we answer to our community by:

- Gathering anonymous patient feedback after every appointment
- Having our fee structure posted publicly for full transparency
- Ensuring supportive leadership: the medical director is Dr. Kate Greenaway, a queer family physician with 20+ years of experience providing gender-affirming care, and 10 years of experience addressing system and policy deficits for queer and trans people. All core operations and full-time team members are members of the 2SLGBTQIA+ community.

At Foria Clinic, a single integrated platform brings together hormone therapy, surgery referrals, mental health support, and voice training so that patients are not navigating a fragmented system.

IN THEIR WORDS

"Access to gender-affirming care is essential to survival for those who need it.

Use of waitlists within usual systems is not morally neutral; the choice to have people wait for years to receive care means that people put their lives on hold, or they die waiting for it.

Foria was created because we find this unacceptable."

— Dr. Kate Greenaway, Medical Director, Foria