

The background features a series of diagonal brushstrokes in a rainbow spectrum of colors (black, brown, red, orange, yellow, green, blue, purple, cyan, pink) at the top. Below these, the background is filled with a repeating pattern of faint, light grey gender symbols (male and female icons) and plus signs.

A Home for All:

2SLGBTQI+ Resources
For Long-Term Care Homes



ONTARIO
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Centres for Learning,
Research & Innovation
in Long-Term Care

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BACKGROUND

This handout package was developed as a supplement to the presentation delivered at the AdvantAge Ontario Convention on “A Home for All: Making Long-Term Care Welcoming for 2SLGBTQI+ People” in May 2019. This work stems from the **Ontario Centres for Learning, Research and Innovation in Long-Term Care** (CLRI)’s Supporting Diversity and Inclusion Advisory Group.

The **Ontario CLRI** is funded by the Government of Ontario and hosted at Baycrest Health Sciences, Bruyère, and the Schlegel-UW Research Institute for Aging. The collective expertise, resources and partnerships of the host organizations help advance the Program’s provincially mandated goals.

The Ontario CLRI helps the province’s 600+ long-term care homes to enhance the quality of life and care for those who live and work in LTC. The Program partners with the LTC sector to train the workforce and share research, innovations, and resources to provide solutions for priority issues, including an aging population, increasing care complexity, and workforce excellence.

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ACKNOWLEDGEMENTS

We would like to thank the organizations and individuals with lived experience who have contributed to this compilation of resources. We have learned a tremendous amount from your collective knowledge and wisdom. Your passion to this cause and your resilience is truly inspirational.

We have compiled this package of resources with the aim to help individuals and organizations move towards becoming more inclusive and supportive of the 2SLGBTQI+ community. We hope that these resources will help you as you move along on your journey.

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PROMISING PRACTICES FOR SUPPORTING THE 2SLGBTQI+ COMMUNITY IN LONG-TERM CARE

CONTEXT

This handout features promising practices to help move long-term care homes towards becoming safe, welcoming and inclusive spaces for the 2SLGBTQI+ community. Estimates point to roughly 10% of the general population being LGBTQI2S+, so we know that this community exists in care homes. Throughout their lives, many 2SLGBTQI+ older adults in Canada have faced systemic discrimination and oppression based on their sexual and gender identities. This has been particularly prevalent within the health care system, which has resulted in a breakdown of trust in mainstream health care providers (Qmunity, n.d.).

LGBT* individuals have faced homophobia and criminalization, resulting in negative impacts on their psychosocial well-being (Stinchcombe, Kortess-Miller & Wilson, 2016). The unfortunate reality is that health disparities are experienced by LGBT individuals, ranging from reduced access to healthcare services, to damaging and lasting impacts of stigmatization (Stinchcombe et al., 2016). There is a growing body of research showing that LGBTQ older adults have significant fears regarding their personal safety, and fear of discrimination in relation to the healthcare system (Stinchcombe & Wilson, 2018). The literature and recent media articles highlight that these fears are particularly significant in context of long-term care. As a consequence, many older LGBT individuals are living life in secrecy, or going back into the closet, hiding their personal identity and intimate relationships (Qmunity, n.d.; Wilson, Kortess-Miller, & Stinchcombe, 2018). These factors coalesce; making the transition into long-term care particularly vulnerable and risky for LGBTQ older adults (Qmunity, n.d.).

In recognition of these unique contexts, it is important that care homes take time and respectful consideration when taking steps towards inclusion. This resource package aims to recognize that there is no one “right way” to support 2SLGBTQI+ individuals in care homes; each organization will be at a different stage along the journey and will have its own unique circumstances. We offer promising practices, and encourage readers to explore the links and resources included in this guide for further exploration of this topic.

**Please note when a shorter version of the 2SLGBTQI+ acronym is used, this is because the research being referenced looked specifically at the population referenced with the shorter acronym.*



STARTING THE PROCESS

The process often starts with one person – “a champion”, often a 2SLGBTQI+ individual or an ally who begins to ask questions within the organization. The champion brings together like-minded individuals to form an early working group or steering committee to begin to shape a plan. This should include exploring the environment and stage of the journey for the organization. For example, what has already been done, what are the barriers and gaps that currently exist?



COMMUNICATION OF INTENTIONS

With any change initiative, communication with relevant stakeholders is critical. Consider how and when communication will occur with the board of directors/head office/senior leadership/regional council, residents and families. In addition, if your long-term care home is unionized, consider arranging a meeting with union officials so that they are aware of the plans and have the opportunity to ask questions. If concerns are raised by any stakeholders, take the time to explore those concerns and questions, and consider connecting with a local 2SLGBTQI+ group or one of the organizations that deliver diversity training for support. The resource list below includes links to material from the Ontario Human Rights Commission which may be helpful in communicating the rationale for this work.



TRAINING AND EDUCATION

In the section of this package entitled ‘Resources’ for 2SLGBTQI+, we have some organizations across Ontario that provide in-person training to assist healthcare providers in understanding the unique issues faced by 2SLGBTQI+ individuals, and to improve their skills in providing equitable and comprehensive services. This training may be delivered in-person, by individuals with lived experience (generally with different options for length of session depending upon needs). Some organizations offer the option of webinar format. There is also some e-Module training available for introductory purposes. Bear in mind that due to the sensitive nature of some of the feelings evoked by this type of training (and also cultural and religious factors relevant for participants), face-to-face training is recommended whenever possible. This training should ideally begin with the leadership team, and when sessions are scheduled for team members, consider having a member of the leadership team present to introduce the topic and help emphasize the direction the organization is taking. Consider inviting volunteers to attend training. Develop a plan to provide cultural competency training as part of orientation for new team members and volunteers, and develop an ongoing evaluation process.



CREATING INCLUSIVE ENVIRONMENTS

Prior to putting up visible indicators like rainbow flags and posters, organizations should first ensure that team members have been trained and that steps have been taken towards creating a safe space.

- Awareness campaigns: posters, stickers, signs, flags – the included resource list offers suggestions
- Ensure there are gender neutral, accessible washrooms available throughout the organization
- Celebrate days of significance (eg. International Day Against Homophobia, Transphobia and Biphobia, Human Rights Day, Transgender Day of Visibility, etc).



POLICY REVIEW AND UPDATE OF FORMS

Policy review is a critical piece – it is important to review all policies through the lens of inclusion, from the perspectives of residents, team members and volunteers who may identify as 2SLGBTQI+. Ideally, policies should be reviewed by individuals who have received 2SLGBTQI+ training. Consider policies and procedures related to:

- Workplace violence, harassment and discrimination
- Complaint procedures
- Recruitment and hiring
- Move-in procedures and placement process
- Intimacy and sexuality

Evaluate and modify forms and assessment tools with consideration to inclusion, equity, privacy and confidentiality. Ensure gender-inclusive language is utilized (e.g. ‘partner’ and ‘guardian’), and that options exist for individuals to disclose (or not) depending on their preference (e.g. provide a gender option of ‘other’ for individuals who are gender non-binary).



HOW TO BE AN ALLY

- Assume that there are team members, residents, family members and volunteers who are part of your long-term care home community who are 2SLGBTQI+
- Acknowledge family of choice
- Approach everyone from a place of curiosity and respectfulness:
 - Respect the name and pronouns that someone uses. If you are unsure, respectfully ask (this can be done by saying “My name is ____, my pronouns are she and hers. How would you like me to address you?”)
 - Respect clothing choices residents make, supporting their gender identity and expression (eg: clothing, hair, make-up, etc.)
- Use inclusive, gender-neutral language (for example “Hi folks”)

- Maintain confidentiality: be careful never to “out” someone who is 2SLGBTQI+ - it is not your place to share this personal detail about someone with others
- Respond to bullying, homophobic, biphobic and transphobic comments and behaviours immediately and every single time
- Be respectful of the intimacy and sexual needs of 2SLGBTQI+ residents
- Increase 2SLGBTQI+ visibility – encourage conversations about sexual orientation, gender identity and expression, and make efforts to correct misconceptions



FORMALIZE

Create a Gender Sexuality Alliance (GSA): a group that brings the 2SLGBTQI+ community together with allies. Evaluate where the organization is at using a tool such as the Best Practices Scorecard ([The 519, Still Here, Still Queer](#)) or the See, Hear, Feel framework ([City of Toronto Homes, LGBT Toolkit](#)).



ENCOURAGE ONGOING CONVERSATIONS

- Add 2SLGBTQI+ issues as standing agenda item for departmental meetings
- Incorporate media and pop-culture and offer opportunities for “5-minute talks” with team members, encouraging dialogue about diversity and inclusion



INTEGRATE 2SLGBTQI+ COMMUNITY INTO PROGRAMMING

- Invite 2SLGBTQI+ community groups to come perform for and interact with residents (eg. choirs, Pride Organizations, card groups, etc)
- Have available books, movies, television shows and music that features 2SLGBTQI+ characters or themes
- Human Library: invite individuals with lived experience to interact with residents and answer questions that they may have, fostering and encouraging open, respectful dialogue
 - For information about how to host a Human Library, visit the Ontario Library Association's Human Library Toolkit: <https://accessola.com/human-library-toolkit/>
- Celebrate Pride - participate in or attend a local pride parade, or host a pride event at the care home
- Integrate historical facts about the history of 2SLGBTQI+ individuals and their rights in Canada into trivia and other relevant programs
- Seek opportunities for intergenerational connectivity among the 2SLGBTQI+ local community

REFERENCES

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Wilson, K., Kortés-Miller, K. & Stinchcombe, A. (2018). Staying Out of the Closet : LGBT Older Adults' Hopes and Fears in Considering End-of-Life. *Canadian Journal on Aging*, 37(1), 22-31. Retrieved from cambridge.org/core/services/aop-cambridgecore/content/view/C3DD0D6B5BD8C0E0368E04B11F67C029/S0714980817000514a.pdf/staying_out_of_the_closet_lgbt_older_adults_hopes_and_fears_in_considering_endoflife.pdf

2SLGBTQI+ RESOURCES

This is a list of resources available to long-term care homes that are interested in pursuing more information about becoming safe and inclusive spaces for the 2SLGBTQI+ community.



ONLINE LEARNING OPPORTUNITIES

Ontario CLRI	Supporting The Rainbow Community: A Home For All https://clri-ltc.ca/homeforallwebinar/	Webinar Recording
	Supporting the Rainbow Community: Real Stories https://clri-ltc.ca/realstorieswebinar/	Webinar Recording
Elder Abuse Ontario and The 519	Reducing Social Isolation of LGBTQ2S+ Older Adults through the Pals Connect Program youtube.com/watch?time_continue=979&v=nXsp3DpzozA	Webinar Recording
HIV/AIDS & Long-Term Care	Compassionate Care in a Changing Landscape hivlongtermcare.com	Educational Video Series
Rekai Centres & OARC	LGBTQ2S: Moving Toward an Inclusive Culture in Long-Term Care - One Home's Journey youtube.com/watch?v=gcn7amx3ErI&feature=youtu.be	Webinar Recording
Rainbow Health Ontario	Introduction to LGBT & Providing Culturally Competent Services https://www.rainbowhealthontario.ca/education-training/	eModule



IN-PERSON TRAINING

The below organizations are available to provide 2SLGBTQI+ Training to health and social service organizations. Please visit their website for contact information.

Egale Canada Human Rights Trust	egale.ca	
Rainbow Health Ontario	rainbowhealthontario.ca	
Senior Pride Network Niagara	outniagara.org	Niagara Region
Ottawa Senior Pride Network	ospn-rfao.ca	Ottawa Region
Spectrum	ourspectrum.com	Waterloo Region
Rainbow Resource Centre	rainbowresourcecentre.org	Located in Manitoba and can provide education in Northwestern Ontario
The 519	the519.org	Toronto
W.E. Trans Support	wetranssupport.ca	Windsor-Essex



LANGUAGE

Ottawa Senior Pride Network	Some Definitions ospn-rfao.ca/en/list-of-training-resources
Egale Canada Human Rights Trust	Glossary of Terms https://egale.ca/awareness/glossary-of-terms/
The 519	Glossary of Term the519.org/education-training/glossary
	Media Reference Guide – Discussing trans and gender-diverse people https://www.the519.org/education-training/training-resources/our-resources/media-reference-guide



LEGAL

Ontario Human Rights Commission Brochures and Fact Sheets	Sexual Orientation and Human Rights ohrc.on.ca/en/sexual-orientation-and-human-rights-brochure
	Gender Identity and Gender Expression: ohrc.on.ca/en/code_grounds/gender_identity
	Questions and Answers about Gender Identity and Pronouns: ohrc.on.ca/en/questions-and-answers-about-gender-identity



TOOLKITS

The AIDS Network	LGBT+ Older Adults Virtual Social Groups A toolkit to create safe social spaces online https://www.rainbowhealthontario.ca/wp-content/uploads/2021/02/LGBT-Older-Adult-Virtual-Social-Groups2.pdf
The 519	Creating Authentic Spaces: A Gender Identity and Gender Expression Toolkit to Support the Implementation of Institutional and Social Change https://www.the519.org/education-training/training-resources/our-resources/creating-authentic-spaces
	Still Here, Still Queer: A Handbook for Affirming LGBTQ Older Adults http://www.the519.org/education-training/training-resources/our-resources/still-here-still-queer
	LGBTQ2S Inclusion Playbook: A Series of Best Practices for Healthcare Environments https://www.the519.org/education-training/training-resources/our-resources/inclusion-playbook
Elder Abuse Ontario	Elder Abuse in our LGBTQ Community: An Intervention Guide for Service Providers and Partners in Care https://cnpea.ca/images/eao-final-lgbtq-abuse-module-march-2016.pdf
City of Toronto	LGBT Toolkit for Creating Lesbian, Gay, Bisexual and Transgender Culturally Competent Care at Toronto Long-Term Care Homes and Services clri-ltc.ca/resource/lgbt-tool-kit
Qmunity, BC's Queer Resource Centre	Aging Out: Moving Towards Queer and Trans Competent Care for Seniors qmunity.ca/wp-content/uploads/2015/03/AgingOut.pdf



AWARENESS RAISING MATERIALS

Rainbow Health Ontario	Brochures, stickers, buttons, booklets available to order: https://www.rainbowhealthontario.ca/lgbt2sq-health/rho-shop/
The 519	Posters (printable): The 519 Respect Your Elders Campaign the519.org/education-training/our-campaigns/respect-your-elders
Toni Latour - Hello There Cards	Free printable cards featuring gender inclusive language: tonilatour.com/hello-there



ADDITIONAL RESOURCES

Rainbow Health Ontario	rainbowhealthontario.ca
Ottawa Senior Pride Network	ospn-rfao.ca OSPN Senior' Housing Group Facebook Page https://www.facebook.com/groups/ospnshc/about
Egale Canada Human Rights Trust	Rainbow Table: Connecting 2SLGBTQI Seniors https://www.facebook.com/groups/rainbowtable/
Egale National Institute on Aging Ryerson University Ted Rogers School of Management	Literature Review: LGBTQI2S People Living with Dementia and their Unpaid Caregivers Across Canada https://static1.squarespace.com/static/5c2fa7b03917eed9b5a436d8/t/5ffddb94f18ff0756f7fe484/1610472340631/Dementia+Study+Literature+Review+final.pdf
Government of Canada	LGBTQ2 Secretariat https://www.canada.ca/en/canadian-heritage/campaigns/free-to-be-me.html
	Social isolation of seniors: A focus on LGBTQ seniors in Canada https://www.canada.ca/en/employment-social-development/corporate/seniors/forum/social-isolation-lgbtq.html
Simon Fraser University's Gerontology Research Centre	Resources Regarding LGBTQ Seniors in Canada sfu.ca/lgbteol/Resources.html
	LGBT News Feed – News across Canada about LGBTQ Seniors sfu.ca/lgbteol/lgbt-news-feed.html
LGBTIQ+ Health Australia	Resource bank with best practices database for LGBTQ inclusiveness https://www.lgbtiqhealth.org.au/hub
	Cycle of Invisibility Model showing how in aged care in Australia seniors who are LGBTQ are invisible https://www.lgbtiqhealth.org.au/cycle_of_invisibility
Quality Innovation Performance (Australian)	LGBTQI: In Accreditation standards for Aged Care Checklist for homes to evaluate themselves qip.com.au/standards/rainbow-tick-standards
Special Broadcasting Service (Australian)	Video of LGBTQI Older Adults Talking About Feeling 'Forced back into the closet'. sbs.com.au/news/the-feed/elderly-lgbtqi-aged-care-residents-say-they-re-being-forced-back-into-the-closet

2SLGBTQI+

MULTI-MEDIA RESOURCES

This list features multi-media resources that a care home can include in efforts towards inclusivity. These suggestions are intended as an add-on to other efforts (please see handout entitled “Promising Practices” for other suggestions).

MUSIC VIDEO SUGGESTIONS

Music videos can be a powerful way to explore a topic and begin a conversation. There are several music videos that offer a window into the everyday lives and experiences of the 2SLGBTQI+ community. Consider playing one of these music videos during a staff meeting, and then take a few minutes to facilitate a conversation with the team asking for comments, thoughts and ideas.

These music videos may evoke powerful emotions for team members. Let the conversations be fluid and encourage participation from everyone, including those with differing perspectives. Begin the conversation, but don't try to script or direct it. Let it evolve organically as you move your team toward creating a home for all.

Brave | *Sarah Bareilles*

3min 57sec | [Link](#)

No Matter What | *Calum Scott*

3min 5sec | [Link](#)

Same Love | *Macklemore and Ryan Lewis*

5min 32sec | [Link](#)

This is Me | *The Greatest Showman*

3min 46sec | [Link](#)

Lay Me Down | *Sam Smith*

4min 9sec | [Link](#)

I Am What I Am | *John Barrowman*

5min 1sec | [Link #1](#) | [Link #2](#)

Same Love | *Macklemore and Ryan Lewis*

7min 24sec | [Link](#)

She Keeps Me Warm | *Mary Lambert*

4min 11sec | [Link](#)

Girl on Fire | *Glee (Santana)*

3min 19sec | [Link](#)

True Colours | *Cindi Lauper*

4min 7sec | [Link](#)

Beautiful | *Christina Aguilera*

3min 58sec | [Link](#)

Quiet | *MILCK*

3min 34sec | [Link](#)

If Our Love Is Wrong | *Calum Scott*

3min 25sec | [Link](#)

You Need to Calm Down | *Taylor Swift*

3min 30sec | [Link](#)

NON-MUSICAL / HISTORICAL / EDUCATIONAL

The below listed videos offer a (brief) window into the history of the 2SLGBTQI+ community. These videos can be shown along with a facilitated conversation about how much the world has changed. For example: guide the discussion to explore how in Canada things have changed from what was once a criminal offense, to what is now celebrated, and even used as a marketing tool.

It is important to consider the changes over the last 50 years in context of the lives of the older adults that we serve in long-term care. Bring that idea into your conversation – keep in mind that the 2SLGBTQI+ residents in your care home likely came of age when homosexuality was still illegal.

Queer at Prom: True Stories from 7 Different Decades

21min 01sec | [Link](#)

Dark Era Apology for 1981 Toronto Bathhouse Riots

3min 2sec | [Link](#)

Heritage Minutes: Gay Marriage

(Historica Canada)

1min 1sec | [Link](#)

Egale Canada Explains Bill C-16

(The “Gender Identity Bill”)

3min 11sec | [Link](#)

Gen Silent, The LGBT Aging Documentary

(Official Trailer)

4min 1sec | [Link](#)

The Stonewall Riots: How the gay rights movement began

Global News

7min 06sec | [Link](#)

Heritage Minutes: Jim Egan

(Historica Canada)

1min 1sec | [Link](#)

The History of Homosexuality on Film (2016)

10min 14sec | [Link](#)

A Brief LGBTQ+ Canadian History

HIV North Society

10min 14sec | [Link](#)

Evert Klippert – The Unlikely Pioneer

(CTV News)

1min 56sec | [Link](#)

The Fruit Machine:

Canada’s cold War Purge

Short clip: 2min 37sec | [Link](#)

Full documentary: 57 min 26 sec | [Link](#)

Timeline: Same Sex Rights in Canada:

CBC News (Article)

[cbc.ca/news/canada/timeline-same-sex-rights-in-canada-1.1147516](https://www.cbc.ca/news/canada/timeline-same-sex-rights-in-canada-1.1147516)