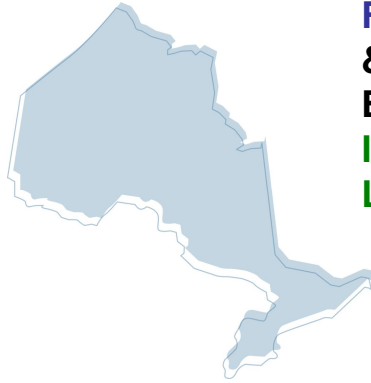




Rainbow Health Ontario



**Rainbow Health Ontario  
& Alzheimer Knowledge  
Exchange** presents:  
**Improving Healthcare for  
LGBT Seniors**



Rainbow Health Ontario

## Welcome and Introductions

Presentation: **Introduction to  
Rainbow Health Ontario**

▪ Presenter

Presentation: **Improving  
Healthcare for LGBT Seniors**



Devan Nambiar  
Education Coordinator



Rainbow Health Ontario

## Our Funding

- Rainbow Health Ontario has been generously funded by a grant from the Ontario Ministry of Health and Long-Term Care. The views expressed here do not necessarily reflect those of the ministry.



Rainbow Health Ontario

## About Us

- Rainbow Health Ontario (RHO) is a province-wide program that works to improve the health and well-being of lesbian, gay, bisexual and trans people in Ontario through education, research, outreach and public policy advocacy.
- We are based at Sherbourne Health Centre in downtown Toronto. Sherbourne has been providing comprehensive primary health programs and services to the LGBT communities since 2003 and frequently provides consultation and expertise on LGBT health issues.
- Rainbow Health Ontario was founded in 2008 by Sherbourne Health Centre (SHC) and the Rainbow Health Network (RHN).



Rainbow Health Ontario

## Our Mission and Vision

- Our mission is to improve access to services and to promote the health of Ontario's lesbian, gay, bisexual and trans communities.
- We envision a province in which all lesbian, gay, bisexual and trans people are healthy and valued members of their diverse communities and are supported by equitable services and public policy.



Rainbow Health Ontario

## Our Services

- RHO is committed to improving access to services and to promoting the health of Ontario's LGBT communities through education, research, outreach and public policy.
- We work with LGBT communities, service providers, researchers, policy makers and government representatives in three main areas: **Information and Consultation, Education and Training, and Research and Policy.**

Text Size I I | Login | Register | Search Site

**Rainbow Health Ontario** Because LGBT health matters

HOME ABOUT LGBT HEALTH TRAINING RESEARCH & POLICY RESOURCE DATABASE RHO STORE EVENTS ABOUT US

**2010 Conference**  
Improving access and equity in health for LGBT people

**Provider Directory**  
Find LGBT service providers and programs near you

**Resource Database**  
Find LGBT health and wellness information

**Newsletter Sign Up**  
Register now to stay informed and receive e-newsletters

**What's New**  
LGBT Health & Wellness News

- Online Seminar - Improving Healthcare for LGBT Seniors
- Deaf Trans Conference 2010 Committee Search
- Join the Pink Triangle Services Board of Directors

[view all latest news](#)

**Latest Resources**  
**The Trouble With "MSM" and "WSW": Erasure of the Sexual-Minority Person in Public Health Discourse**  
August 10, 2009  
Men who have sex with men (MSM) and women who have sex with women (WSW) are purportedly neutral terms commonly used in... [\(more\)](#)

[view all latest resources](#)

**Events**  
**Research with Pride**  
October 2, 2009  
Research with Pride is an innovative, student-led forum in partnership with the 519 Church Street Community Centre... [\(more\)](#)

[view all events](#)


This site complies with the [W3C](#) [standards](#) for [web accessibility](#). Information: [visit here](#).

**www.RainbowHealthOntario.ca**

**Rainbow Health Ontario**

## Information and Consultation

- Maintaining a comprehensive website featuring searchable databases of LGBT health information, news and events.
- Consulting with health and social service providers and community groups on program development, organizational change, clinical standards and protocols.
- Supporting the development of local community-based health promotion strategies, e.g. surveys, program partnerships, advocacy work.
- Creating health education and health communications materials that address LGBT health issues.


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Latest Resources

[Search the Database](#)

[Submit a Resource](#)



## Resource Database

### The Latest Resources

These are recent additions to the **RHO Resource Database**.


[The Trouble With "MSM" and "WSW": Frasure of the Sexual-Minority Person in Public Health Discourse](#)

**Date Added:** August 10, 2009 at 12:40 PM

**Format:** Journal article

**Brief Description:** Men who have sex with men (MSM) and women who have sex with women (WSW) are purportedly neutral terms commonly used in public health discourse. However, they are problematic because they obscure social dimensions of sexuality, undermine the self-labeling of lesbian, gay, and bisexual people, and do not sufficiently describe variations in sexual behavior.

---


 [Training for Change: An Integrated Anti-Oppression Framework](#)

**Date Added:** August 7, 2009 at 02:27 PM


**Format:** Training/Educational materials

**Brief Description:** This tool is designed to help trainers use an integrated anti-oppression framework in sexual and gender diversity training. It is geared toward education for health and social service workers and advocates.

---

 [HIV Disclosure: A Legal Guide for Gay Men in Ontario](#)

**Date Added:** July 31, 2009 at 12:38 PM

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HOME ABOUT LGBT HEALTH TRAINING RESEARCH & POLICY RESOURCE DATABASE RHO STORE EVENTS ABOUT US

September 2009

October 2009

November 2009

December 2009

[Search Events](#)

[Submit Event](#)

[Past Events](#)



## Events

### Events


This calendar provides information about upcoming LGBT health and wellness-related events and activities across the province, as well as events outside of Ontario that might be of interest to you.

You can find events in your area by using the Search feature on the right to search for events by the City/Town nearest to you, by your Local Health Integration Network (LHIN) or by using your Postal Code.

**PLEASE NOTE:** Events, dates, times and places are subject to change without notice. For confirmation, please use the contact information provided with each event.

Search Calendar of Events by

City

LHIN 

Postal Code

September 2009

**Event Title:** [Gender Spectrum Family Conference](#)

**Date:** September 04, 2009 8:30 AM - 5:00 PM



Rainbow Health Ontario

## Education and Training

- Providing LGBT culturally competent training to service providers, community organizations and communities
- Providing a database of trainers across Ontario and developing special training initiatives and curricula.
- Hosting a provincial conference offering skills development, networking and partnership opportunities.
- Developing partnerships with universities, colleges and licensing bodies to create appropriate curriculum materials, and ensure competence among health care and social service providers.

The screenshot shows the Rainbow Health Ontario website. At the top left is the logo and name. A navigation bar contains links for HOME, ABOUT LGBT HEALTH, TRAINING, RESEARCH & POLICY, RESOURCE DATABASE, RHO STORE, EVENTS, and ABOUT US. The main content area features a purple sidebar with 'RHO Training and Education' and 'Find a Trainer'. The main heading is 'Training' with a background image of wooden blocks spelling 'LGBT'. Below this is a section titled 'LGBT Cultural Competency Training' with three paragraphs of text.

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RHO Training and Education  
Find a Trainer

## Training

### LGBT Cultural Competency Training

Health care providers in Ontario provide services to people from many diverse communities. Culturally competent health care involves having the necessary knowledge, skills and attitudes to work effectively with people of different cultures. This helps to improve health outcomes as service providers are able to better understand, communicate with, and interact with people across cultures.


The issue of cultural competency as it relates to lesbian, gay, bisexual and trans people may be a new concept for many, but it is essential that health care and social service providers are respectful of and responsive to the health needs and cultural issues of LGBT communities.

While LGBT people have many of the same health concerns as the general population, these health needs are affected by a number of issues that are specific to LGBT communities. LGBT people face several barriers to accessing health care and there are also some specific health issues that may be more likely to affect LGBT people.

LGBT cultural competency training is designed to assist service providers in their understanding of these issues and to improve their skills in providing health education, disease prevention, and treatment for lesbians, gay men, bisexual and trans people.

Rainbow Health Ontario works in collaboration and partnership with other organizations, programs and individuals to provide a truly integrated LGBT framework of training and education. To learn more about our


Text Size [T](#) [I](#) [I](#) [Login](#) [Register](#) Search Site  [GO](#)



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[HOME](#) [ABOUT LGBT HEALTH](#) [TRAINING](#) [RESEARCH & POLICY](#) [RESOURCE DATABASE](#) [RHO STORE](#) [EVENTS](#) [ABOUT US](#)

RHO Training and Education  
Find a Trainer



## Training

### Find a Trainer

Welcome to the **Rainbow Health Ontario Trainer Database**. This database features profiles of trainers and educators who provide LGBT education and training in Ontario. It is designed to help organizations and groups to find the appropriate trainer for their LGBT-related training activity.

**This directory has been created for information purposes only.** All trainers listed in the database are independent – not employees of Rainbow Health Ontario. It is important to note that Rainbow Health Ontario cannot guarantee the quality of all trainers listed in the database. By using the the RHO Trainer Database, you agree to our [Terms of Service](#).

You can use the search form below to find LGBT trainers and educators in your local area. If you do not find a trainer near you, try contacting the trainer in the nearest city or town and ask how far they might be willing to travel. Please contact each trainer directly to arrange training for your staff or volunteer group.

#### New Trainers

If you are an experienced LGBT trainer working in Ontario, we invite you to be listed in the RHO Trainer Database. To submit a trainer profile, you have to be a registered member of the RHO website. To create an account, please [register here](#).

We currently have **47** trainers in our directory.

[➔ Search Database](#)



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## Research and Policy

- Developing partnerships with researchers, funders and policy makers to gather LGBT health data and to encourage more LGBT health research in Ontario.
- Promoting the use of existing LGBT health research to promote evidence-based practice and informed public policy.



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HOME ABOUT LGBT HEALTH TRAINING RESEARCH & POLICY RESOURCE DATABASE RHO STORE EVENTS ABOUT US

RHO Research Partnerships  
Participate in Research  
Find a Researcher  
LGBT Health & Public Policy



## Research & Policy


### About LGBT Health Research

With the exception of research related to HIV/AIDS, there has been a limited amount of Canadian academic research on LGBT health issues. LGBT health is still a relatively new area of research, and many important issues have not yet received enough focus to give us accurate information about the health care needs of LGBT people in Ontario.

This lack of information has created significant barriers for policy makers and health care providers who are trying to respond to the health needs of our communities. Canadian policy makers and organizations have had to rely on research data from the US, Europe and Australia, despite the differences between our communities and our health care systems.

Unfortunately, Canadian researchers interested in studying LGBT health issues are currently faced with limited funding opportunities as well as several challenging methodological issues, such as how to define, measure, and sample LGBT populations. Definitions and measures of LGBT people can be based on attraction, behaviour or identity and it can sometimes be difficult to recruit LGBT people who may not be comfortable disclosing their sexual orientation or gender identity.


Despite these challenges, researchers in Canada are increasingly recognising LGBT people as a distinct population that requires further study. There is an enormous need for representative, population-based data on LGBT people that can inform program development and public health policy.



Because LGBT health matters

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About LGBT Health  
LGBT Health Issues  
Find An LGBT Provider



## About LGBT Health

### Find an LGBT Provider

Welcome to the **Rainbow Health Ontario LGBT Provider Directory**. This directory features listings of programs and services as well as individual service providers that have expressed a commitment to providing competent and welcoming care to LGBT people in Ontario. It is designed to facilitate and improve access to LGBT health and social services in Ontario by providing a central source of information.

**This directory has been created for information purposes only.** It is important to note that Rainbow Health Ontario does not screen the service providers listed in this directory and we cannot make any guarantees about the quality of their services. By using the RHO LGBT Provider Directory, you agree to our [Terms of Service](#).

If you have any questions about the RHO LGBT Provider Directory, please [contact us](#).

**New Providers**  
If you are an individual LGBT-positive health or social service provider in Ontario or your organization provides an LGBT-positive program or service, we invite you to be listed in the RHO LGBT Provider Directory.

To submit a provider profile, you have to be a registered member of the RHO website.

To create an account, please [register](#) here.

We currently have **49** providers in our directory.

[→ Search Database](#)





Rainbow Health Ontario

## Our Staff

- The Rainbow Health Ontario team consists of 4.5 staff in Toronto, and 14 part-time Community Outreach Team members, one in each of Ontario's Local Health Integration Network (LHIN) regions.
- Director
- Communications Coordinator
- Education Coordinator
- Research and Policy Coordinator
- Admin Assistant



Rainbow Health Ontario

## Serving LGBT Seniors: Removing barriers, improving healthcare



## Improving Healthcare for LGBT Seniors

- Overview of LGBT; explore LGBT diversity, history and culture
- LGBT terms and definition
- Sexual orientation and gender identity (and exercises)
- Barriers to healthcare: Impact of homo/bi/trans phobia on health
- Culturally competent practices and best practice
- Resources

Goal: Participants will gain understanding to build knowledge and awareness and how to provide welcoming, friendly, professional, culturally competent services.

- Handout: Serving LGBT Seniors: Removing barriers, improving healthcare

## Diversity within LGBT Communities





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## Myths and stereotypes

1. People choose to be LGBT
2. You can always tell if someone is LGBT
3. LGBT people are more promiscuous than straight people
4. The majority of pedophiles are gay, lesbian and bisexual
5. Lesbians do not need Pap smear test
6. There is no domestic violence in same sex relationships
7. All LGBT people do drugs and party
8. LGBT people have more anal sex than straight people



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## Myths and stereotypes

1. All LGBT are white
2. Bisexuals are 'fence sitting'
3. Gay men are responsible for HIV/AIDS
4. Lesbians are angry, militant and hate men
5. LGBT want to recruit heterosexual people to join them
6. You can tell if someone is HIV positive
7. LGBT people do not make good parents
8. There are no LGBT seniors in long-term care homes



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## Terms and Definitions

- MSM, DL, WSW
- Queer
- Lesbian, Dyke
- QQ
- Cis
- Transition
- SRS/GCS
- Homo/bi/trans phobia
- Heterosexism
- Sexual identity
- Transgender
- Transsexual
- Gender queer
- Coming out (western def!)

...and other new words, definitions, identities

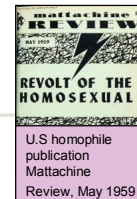
<http://www.rainbowhealthontario.ca/glossary.cfm>



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## History of LGBT before Stonewall

- **1924:** Henry Gerber Starts Society For Human Rights in Chicago
- **1950:** Harry Hay and some friends form the Mattachine Society
- **1955:** Daughters of Bilitis is formed
- **1966:** Riot at Compton's Cafeteria, History of the transgender community, San Francisco
- **1969:** Stonewall riot, June 28
- **1980's:** Bath house raids, Toronto
- British colonies: penal code, section 377 (criminalization since 1860 to now)



## History of Attitudes and Beliefs

- Unnatural
- Mortal Sin
- Mental Illness
- Crime

### **Continuum:**

Homophobia/transphobia  
Heterosexism/Cisgenderism  
Indifference  
Tolerance

## Human Rights for LGBT

- **1969** Consensual sex between same sex adults removed from Criminal Code of Canada
- **1973** Homosexuality no longer classified as a mental illness
- **1974** Gays and lesbians permitted as immigrants to Canada
- **1977-98** Territories/provinces prohibited discrimination on basis of sexual orientation
- **2004** Ontario legalized same sex marriage

Trans?



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Exercise 1: If you are straight or LBGT, what do you think of LGBT and think of each one specifically.

- What did you know about them when you were growing up?
- Were they known to you or were they invisible?
- What were people's attitudes towards LGBT people?
- How were they treated?
- Were there laws or institutional responses that you were aware of?
- How do your experiences inform your own attitudes and beliefs about LGBT people?
- What impacts do these beliefs have on LGBT people, themselves?

Porcupine Exercise



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Exercise 2: If you are straight or LBGT, what do you think of LGBT and intersections of oppression?

- What is the impact of racism on racialised LGBT seniors?
- What is the impact of religion on LGBT seniors?
- How does the loss of ableism affects LGBT seniors?
- What is the impact of trans identity with aging and cognitive impairment?



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## Sexual Orientation vs. Gender Identity

### Sexual Orientation/Identity

Straight  
Lesbian  
Gay  
Bisexual  
Heterosexual  
Homosexual  
2-Spirit  
Queer  
Transsexual

and others ....

### Gender Identity

Man  
Woman  
Transman  
Transwoman  
FTM  
MTF  
Transgender  
Transsexual  
Genderqueer  
Two spirit

and others...

Across the world: ....Western import, Eurocentric/ Euro-American construct of sexual identity and what is "best" or "accepted"

## Sexual Orientation and Gender Identity

"Normal" Male

"Normal" Female

**Biological Sex (anatomy, chromosome, hormones)**

Male

Intersex

Female

**Gender Identity (psychological sense of self)**

Man

Two-spirit/third gender

Woman

**Gender Expression (communication of gender)**

Masculine

Androgynous

Feminine

**Sexual Orientation (erotic response)**

Attracted to women

Bisexual/asexual

Attracted to men



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### Exercise 3: Sexual Orientation and Gender Identity

- Either on your own or group exercise

Pick one from:

- Biological Sex: Male, Intersex and Female,
- Gender Identity (psychological sense of self)
- Gender Expression (communication of gender)
- Sexual Orientation (erotic response)
- Example: female- women-androgynous- bisexual
- What is valued? Male trait vs. feminine



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### Invisibility

- Not everyone fits in to the binary systems of gender identity
- Health care providers rarely ask about sexual orientation or gender identity
- Everyone is assumed to be “straight” and this perpetuates the invisibility of LGBT seniors and LGBT people overall
- Very few health care messages are targeted towards LGBT communities and we are usually excluded from health promotion campaigns



## Resources are hard to find

- Few mainstream services offer LGBT seniors welcoming or knowledgeable services
- Current LGBT senior services are fragmented and uncoordinated
- Many are grass-roots, informal, not well advertised or funded

## Typical experiences of LGBT seniors

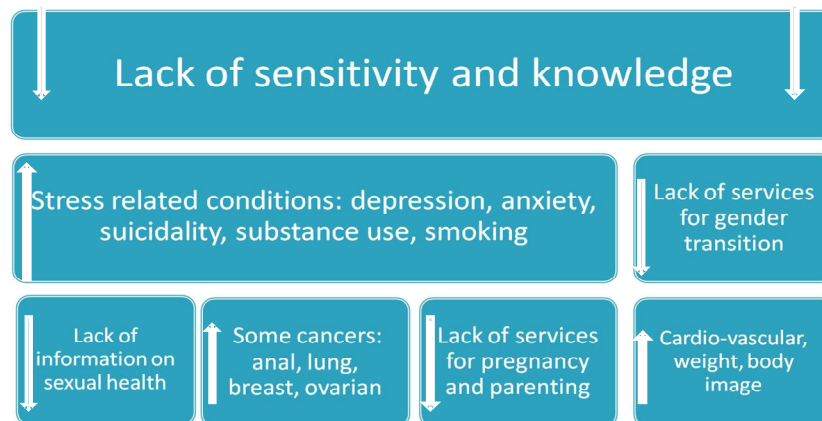
- Lack of LGBT senior services in many areas of Ontario
- Alienation from “younger body conscious” LGBT community
- Mixed identification with LGBT pride movement
- Mixed reception from health care providers
- Must chose between services offered vs. disclosure



## Intersections of oppression: Racialised LGBT seniors

- Being LGBT and a senior is a “double jeopardy” and being racialized is a “triple” jeopardy
- The impact and lived experience of colonialism
- Impact of stereotypes and racism in LGBT communities and society
- Fear of discrimination: racism (internal and external) and homophobia (internal and external)
- Must choose which identity is more relevant to their well-being, negotiating the multiple identities, increases stress

## LGBT Health Disparities in Context





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## How Do these Issues Affect People's Health?

- May have avoided the health care system, especially preventive care
- Diseases may be more advanced, chronic conditions unmanaged
- High levels of social isolation, mental health issues and related use of alcohol and drugs



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## Mental and Emotional Health



- Depression/Anxiety-higher rates directly related to stress and the expectation and experience of discrimination (Dean 2000/Meyer 2003)
- Suicide/Self harm-more likely to experience suicidal ideation, make suicide attempts and engage in self-harm-higher for bisexuals and highest in trans people (Bagley 1997, MIND 2003)
- LGBT people who are more out report lower rates of substance use/abuse



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## Alcohol, Tobacco and Drugs

- GBLT people more likely to use alcohol, marijuana, cocaine and other club drugs (GLMA 2001)
- Bisexual more likely to report problem alcohol use (Dobinson 2003)
- Tobacco use; 36% in LGBT vs. 15% in heterosexual Toronto Tobacco Survey, n= 3000, 18+ (Clarke 2007)



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## Violence and Trauma

- Physical violence, verbal assault and threat: “Compared with heterosexuals, the odds of being victimized were 2 times greater for gay and lesbians and 4.5 greater higher for bisexuals.” Stats Canada 2006
- Trans people are the greatest risk of violence (Namaste 1997, Gapka 2003)
- Partner abuse is under-reported and the dynamics often do not fit the conventional model of relationship abuse (Stats Canada 2006)



## Barriers to Health Care

- Homo/bi/trans phobia- both past and present experiences can make LGBT seniors mistrustful of health care providers and systems
- This results in avoidance and/or delay of seeking medical care
- Health issues can be more chronic due to avoidance of primary health care services
- May avoid coming out to protect themselves from a potential negative experience

## What are the Life Experiences that Care Providers Need to Look For?

- Effect of being closeted for many years
- Effect of harassment & violence
- Effect of homophobia & heterosexism
- Effect of transphobia



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## What are the Special Needs of LGBT Seniors?

- To be physically and psychologically safe from violence and harassment
- To have their relationships and experiences understood and fully accepted
- In long-term care - a welcoming and culturally appropriate environment



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## Cultural Competence

- Improve, enhance services by reducing barriers
- Being responsive to & respectful of cultural factors, and differences that influence the attitudes, behaviors and life experience of clients
- Relevant to culture, sexual orientation, gender, race, religion, age, ability, ethnicity and other social differences
- Examine behavior, attitudes and knowledge that enable an individual to interact effectively with people who are different from them; or an organization to serve people of different cultures in respectful, appropriate and meaningful ways

Re: 2004. Making Us Visible. Sherbourne Health Centre. Canadian Breast Cancer Foundation, p.12



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## The Practical Piece 1: Professionalism at Work

- Respect for sexual orientation and gender regardless of your personal/religious belief(s), value, moral code
- Cultural competence-regardless of your belief and values, provide culturally competent service and care to all LGBTQ
- Integrity, authenticity and excellence in service delivery
- Most important factor for LGBTQ to get healthcare is to see if the staff are LGBTQ friendly
- *Do Not* pathologize LGBTQ
- Ontario/ Canadian Code of Human Rights -speaks to diversity and provide equitable services to ALL



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## The Practical Piece 2: Creating Positive Space

- Create, safe, welcoming environment for **all** sexual identities and orientations
- Visibility through posters, events, community information
- Inclusivity on intake forms
- Zero tolerance for homophobia, biphobia or transphobia
- Representation through LGBTQ-identified staff or allies
- Sensitive and culturally-competent service providers, open to ongoing learning





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### The Practical Piece 3: Individual Change Strategies

- Educate yourself- read, movies, visit LGBTQ cultural events and venues
- Challenge your own stereotypes and assumptions
- Seek opportunities to connect with LGBTQ people
- Start talking and learning of new vocabulary, new topics
- Be an ally- challenge racist, homophobic or transphobic remarks, jokes, etc.
- Unpack assumptions



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### The Practical Piece 4: How do we unpack our assumptions and beliefs?

- Be pro-active vs. being reactive
- Listening with presence of mind and body
- If in doubt...ask what the client needs, how to address, etc.
- Do not assume gender, identity, orientation, partner, children, family
- Create a dialogue with the client!
- No one formula fits all LGBT as each person and/or community is unique with specific needs
- LGBT persons to be empowered to be advocates of their health





**Questions and Discussion?**

## Resources

- Senior Pride Network, [www.seniorpridenetwork.com](http://www.seniorpridenetwork.com)
- Glossary of LGBT terms  
<http://www.rainbowhealthontario.ca/glossary.cfm>
- Toronto Long-Term Care Homes and Services  
[www.toronto.ca/ltc/lgbt\\_toolkit.htm](http://www.toronto.ca/ltc/lgbt_toolkit.htm)
- The Alien Legacy: The Origins of "Sodomy" Laws in British Colonialism  
<http://www.hrw.org/en/node/77014/section/2>
- Some Options for LGBT Seniors <http://www.carp.ca/advocacy/adv-article-display.cfm?documentid=3915>
- A Gathering of Elders <http://www.griotcircle.org/>



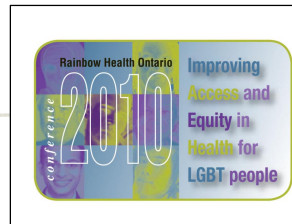
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## Resources

- LGBT Aging Issues Network (LAIN)  
<http://www.asaging.org/networks/index.cfm?cg=LAIN>
- Diversity: Ethnoracial issues in Home and Community Care  
<http://www.ryerson.ca/crncc/knowledge/factsheets/documents/InFocusDiversityEthnoracialIssuesandHomeCommunityCareUpdated.pdf>
- Network of Multicultural Aging  
<http://www.asaging.org/networks/NOMA/divcurrent-084.cfm>
- AARP Diversity and Aging in the 21<sup>st</sup> Century [http://www.forge-forward.org/handouts/AARP\\_tranformingMH.pdf](http://www.forge-forward.org/handouts/AARP_tranformingMH.pdf)



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- **Rainbow Health Ontario 2010 Conference**  
*Improving Access and Equity in Health for LGBT people*
- Rainbow Health Ontario is hosting its first bi-annual provincial conference focused on the needs and issues of our diverse and vibrant LGBT communities, Improving Access and Equity in Health for LGBT people, to be held in Toronto Marriot Downtown Eaton Centre Hotel, Toronto from **March 24 to March 26 2010**



Rainbow Health Ontario

## Contact information

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