



STAFF REPORT ACTION REQUIRED

LTCHS Division – Request for Expenditure from Education Donations Account, LGBT Education

Date:	December 1, 2009
To:	Advisory Committee on Long-Term Care Homes and Services
From:	General Manager, Long-Term Care Homes and Services
Wards:	Ward 2
Reference Number:	

SUMMARY

The Long-Term Care Homes and Services Division has a variety of donation accounts, including a divisional Education Donations account. Divisional practice is for any expenditure request from this Education Donations Account to have the support of the General Manager and the Advisory Committee on Long-Term Care Homes and Services.

Over the last three (3) years, the division has undertaken quality work to create LGBT-inclusiveness. Working with a LGBT Steering Committee, the division created and launched a “toolkit” to guide the provision of LGBT-positive care and service in long-term care. In researching LGBT issues, the division learned that a vast majority of LGBT persons over the age of 65 years lived most of their lives in an environment of discrimination, sometimes fearing for their own personal safety. Most LGBT seniors were already adults prior to the gay liberation movement of the 1970s and for many, it was impossible to be openly gay and feel safe. Staff also learned that there are limited LGBT-positive healthcare services available in Canada, resulting in many LGBT seniors feeling unsafe in disclosing their sexual identity or orientation to mainstream providers due to long-standing fear of discrimination. This negatively impacted healthy aging and individuals’ sense of personal well-being.

During and following development of the “toolkit”, Fudger House, Kipling Acres and True Davidson Acres embraced LGBT-inclusiveness, implementing education and strategies from the toolkit. This report details the desire of the division to further extend LGBT-inclusiveness awareness, education and care/service provision in three (3) additional homes. Carefree Lodge, Bendale Acres and Castlview Wychwood Towers have asked to be included in this work. This report requests approval to utilize the divisional Education Donations Account to support this educational endeavour.

RECOMMENDATIONS

The General Manager recommends that the Advisory Committee on Long-Term Care Homes and Services endorse the requested expenditure for \$7,100.00 from the divisional Education Donations Account, allocated as follows: (i) \$1,500.00 for education at Carefree Lodge; (ii) \$2,800.00 for education at Bendale Acres; and (iii) \$2,800.00 for education at Castlevue Wychwood Towers.

Financial Impact

There is no impact on the 2009 operating budget. This expenditure request is for use of the Education Donations Account and is made in accordance with the criteria for use of this fund.

COMMENTS

In 2006, a LGBT Steering Committee was formed after the division became aware that many LGBT seniors did not consistently feel safe in disclosing their sexual identity or orientation to mainstream healthcare providers due to fear of discrimination. This affected their sense of personal well-being. Staff set out to remove this barrier within long-term care, working with the Committee to more fully understand needs and create a culture and model in which all residents' histories and traditions are honoured.

Building on early successes in LGBT-positive care at Fudger House, the division extended the model to Kipling Acres and True Davidson Acres and collaborated with the LGBT Steering Committee to create a "toolkit" to further guide culturally competent care. This resource guide contains resources, training plans, programs and activities to enhance understanding, sensitivity and responsiveness to LGBT issues, educate staff and to become LGBT-positive, inclusive and welcoming in care and service design. Although initially designed for Toronto's homes, the toolkit is available to other long-term care organizations in their journeys to become LGBT-positive. The toolkit was launched at Fudger House on February 6, 2009 as the final task of the Committee.

Recently, the division asked Fudger House, Kipling Acres and True Davidson Acres to complete a self-assessment. Data was analyzed and collated by the Resident-Client Advocate, who also chaired the original LGBT Steering Committee. These audits provided affirmation of very positive growth and progress amongst the participating homes. The division now wishes to extend LGBT inclusiveness education to three additional long-term care homes. Administrators at Bendale Acres, Carefree Lodge and Castlevue Wychwood Towers have included this quality work in their 2009-2010 plans.

The division proposes to re-engage a colleague from the LGBT community who assisted with the initial education, to facilitate this renewed education. Working with two (2) co-facilitators, he will provide a series of awareness-building and educational sessions at the three (3) homes as follows:

1. one (1) hour information sessions for each of: (i) the management team; (ii) the Home Advisory Committee and Family Committee; and (iii) Residents' Council; the objective of the introductory sessions will be to build awareness and set a positive tone for personal reflection, training and adaptation of care and service processes; and
2. multiple one (1) hour staff education sessions at each of the three (3) homes; the objective of the training sessions will be to explain LGBT inclusiveness, debunk myths and stereotypes and provide tools and tips in providing LGBT-positive care and service; at some or all of the training sessions, a 'Speaking Out with Pride' volunteer will speak about his/her life experiences, to augment the content provided by the educational facilitators; a total of six (6) staff education sessions are requested for Carefree Lodge, while twelve (12) staff education sessions are requested for each of Bendale Acres and Castlevue Wychwood Towers, due to the larger size of these homes.

Total expenditures would not exceed:

1. Carefree Lodge: \$1,500.00;
2. Bendale Acres: \$2,800.00; and
3. Castlevue Wychwood Towers: \$2,800.00.

This educational endeavour is seen as a progressive step, with the goal of building further divisional capacity and competency in the provision of LGBT inclusiveness in three (3) additional long-term care homes.

CONTACT

Patty Carnegy, Co-ordinator of Staff Education, Long-Term Care Homes and Services
Tel: 416-392-8490; Fax: 416-392-4180 ; Email: pcarnegy@toronto.ca

SIGNATURE

Sandra Pitters
General Manager, Long-Term Care Homes and Services