

Implementing "Leading and Learning with Pride - A Tool Kit to Support 2SLGBTQI+ Seniors" in City-operated Long-Term Care Homes

Date: January 15, 2024

To: Two-Spirit, Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee

From: General Manager, Seniors Services and Long-Term Care

Wards: All

SUMMARY

The purpose of this report is to provide an update on the implementation of "Leading and Learning with Pride - A Tool Kit to Support Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex (2SLGBTQI+) Seniors" in City-operated long-term care (LTC) homes.

The Tool Kit and accompanying workshop to support its implementation was co-developed by a working group with members from 2SLGBTQI+ seniors with lived experience, subject matter experts and representatives of Seniors Services and Long-Term Care. The Tool Kit contains resources and content designed to help build individual knowledge and skill in the delivery of services to 2SLGBTQI+ seniors, and provides resources to support the building of organizational capacity to create inclusive environments for service providers.

The four directives given by City Council on June 15 and 16, 2022 have been undertaken, including the implementation of the Tool Kit and delivery of cultural competence training being active and on-going within the 10 City-operated LTC homes. <https://secure.toronto.ca/council/agenda-item.do?item=2022.EX33.17>

RECOMMENDATIONS

The General Manager, Seniors Services and Long-Term Care recommends that:

The Two-Spirit, Lesbian, Gay, Bisexual, Transgender and Queer (2SLGBTQ+) Advisory Committee receive this report for information.

FINANCIAL IMPACT

There is no financial impact of the recommendation.

DECISION HISTORY

The Tool Kit was developed as a result of [Recommendation 22](#) of the Toronto Seniors Strategy Version 2.0 which received Council approval in May 2018 - <https://secure.toronto.ca/council/agenda-item.do?item=2018.EX34.2>.

On June 15 and 16, 2022, City Council directed the General Manager, Seniors Services and Long-Term Care to ensure implementation of the “Leading and Learning with Pride - A Tool Kit to support Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Questioning, Intersex Seniors” in City-operated LTC homes and to provide corresponding mandatory cultural competency training to all staff of these homes.

Equity Impact Statement

The 2,600+ residents living in the 10 City-operated LTC homes are primarily vulnerable and frail seniors. This vulnerability may be exacerbated for LTC residents who are members of 2SLGBTQI+ communities arising from intersecting systems of oppression related ageism, sexism, homophobia, biphobia, and transphobia. 2SLGBTQI+ seniors routinely experience barriers to accessing services in the long-term care and community service sectors, often rooted in experiences of stigmatization and discrimination. Other barriers stem from actual or perceived gaps in service providers' ability to address the needs of 2SLGBTQI+ seniors. This creates environments where 2SLGBTQI+ seniors cannot fully be themselves. In some LTC settings, 2SLGBTQI+ seniors may choose to conceal their identities and 'go back into the closet' for fear of being discriminated against by staff and other residents.

Implementation of the Tool Kit, and accompanying training resources, are positively impacting relations of care, and benefitting LTC residents, staff, and visitors, as well as community partners.

COMMENTS

Background

Leading and Learning with Pride 2SLGBTQI+ Tool Kit Revitalization

SSLTC collaborated with The 519 Community Centre, Senior Pride Network, seniors with lived experience, and other senior support organizations to revitalize a 2SLGBTQI+ Tool Kit initially developed by SSLTC in 2008 entitled “Diversity Our Strength”, and refreshed in 2016 as “Our Journey Continues”. The revitalized Tool Kit, entitled “Leading and Learning with Pride” was released in June 2022. The Tool Kit contains 10 recommendations. The revitalized Tool Kit is publicly available on the City's website for

download and garners interest from the LTC and seniors' sectors. Tool Kit information sessions have been delivered to organizations internal and external to the City. SSLTC has also presented on the recommendations at conferences and symposiums.

Reporting back on Council Direction [2022.EX33.17](#)

A. Implementation of Tool Kit in City-operated long-term care homes

SSLTC is building organizational capacity to form a continuous cycle for creating a respectful, inclusive and affirming culture. LTC homes have identified and adopted Tool Kit recommendations to advance their efforts in implementing the Tool Kit.

Two examples of how Tool Kit recommendations have been implemented in some homes are: Several homes formed Gender-Sexuality Alliance (GSA) groups that include residents, staff and community members to design, implement and manage change efforts in the LTC home. Additionally, some City-operated LTC homes are educating their Residents' Councils, Family Council members and volunteers on the Tool Kit; including chosen pronouns on documentation for resident care instructions; and supporting 2SLGBTQI+ residents to have input into where and with whom they will share a room.

B. Mandatory 2SLGBTQI+ Cultural Competency Staff Training Initiative

2022 Pilot Project: Design and Piloting of Tool Kit Workshop

Prior to receiving the direction from City Council in 2022.EX33.17, SSLTC and The 519 collaborated to obtain a federal grant through the [New Horizons for Seniors Program](#). This grant supported the design and pilot testing of an educational workshop based on the Tool Kit. Between September 2022 and December 2022, 14 pilot workshops were delivered by Community educators and The 519 to 372 staff across the City-operated LTC homes and Community Programs.

2023: Scaling to Mandatory 2SLGBTQI+ Cultural Competency Training to all SSLTC Staff

In 2023, SSLTC began training frontline staff across the 10 City-operated LTC homes through the Tool Kit workshop. During the period of January 2023 to December 2023, 635 frontline staff participated in a Tool Kit workshop. This brings the total number of staff trained since the pilot to 1,007, which includes 95% of managers.

Evidence of culture change has been observed in conversations with staff who are increasingly using inclusive language and accurate terminology, as well as showing increased expressions of open-mindedness and understanding of residents and other staff.

C. Accountability Mechanisms to Monitor Training

Attendance at the Tool Kit workshop is tracked, and staff are accountable to attend and participate in the training. Staff complete an anonymous evaluation of the Tool Kit

workshop and feedback is used by The 519 to adapt and improve the workshop delivery.

Communications are sent to senior management within SSLTC to prioritize the training of their staff. Management support is provided by all 10 City-operated LTC homes and SSLTC's head office to monitor and support staff participation in the Tool Kit workshop.

SSLTC will be making a presentation to the 2SLGBTQI+ Council Advisory Committee at the January 31, 2024, meeting.

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SIGNATURE

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