

QS2.5 - Implementing Leading and Learning with Pride – A Tool Kit to Support 2SLGBTQI+ Seniors in City-Operated Long-Term Care Homes

January 31, 2024

Presentation Outline

This presentation will cover:

- Review of Council Direction (EX33.17)
- Implementation of the 2SLGBTQI+ Tool Kit to date
- Mandatory 2SLGBTQI+ cultural competency training to SSLTC staff
- Plans for 2024



Direction from City Council: 2022.EX33.17

City Council adopted 2022.EX33.17 on June 15, 2022

- City Council directed the General Manager, Seniors Services and Long-Term Care (SSLTC) to:
 - Ensure that “The Leading and Learning with Pride Tool Kit” is implemented in City-operated long-term care (LTC) homes
 - Provide mandatory 2SLGBTQI+ cultural competency training, based on the Tool Kit, to all staff of the City’s LTC homes
 - Develop an accountability mechanism to monitor the training
 - Secure the necessary funds to ensure the training of all staff

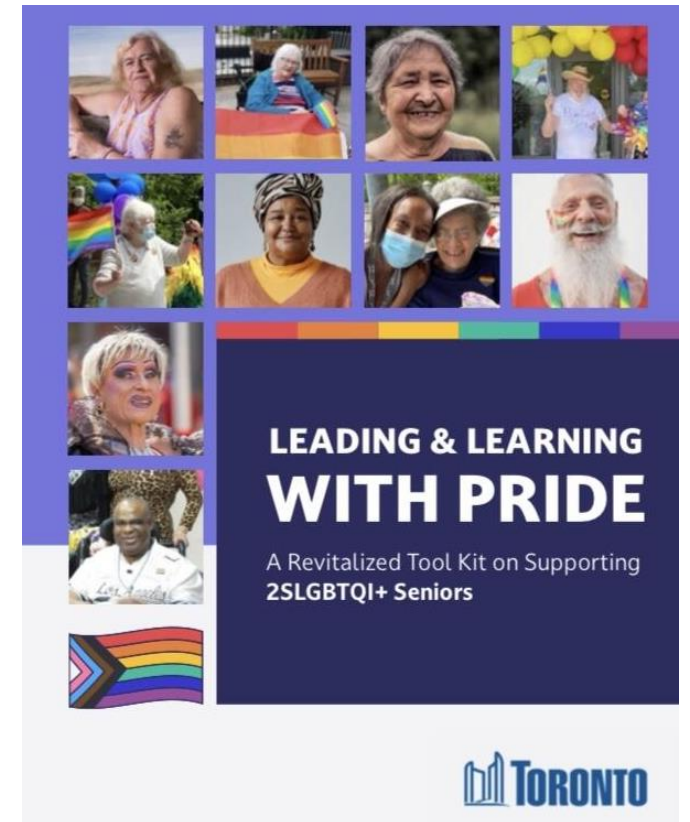


Tool Kit Implementation

Building Organizational Capacity within City-Operated LTC Homes

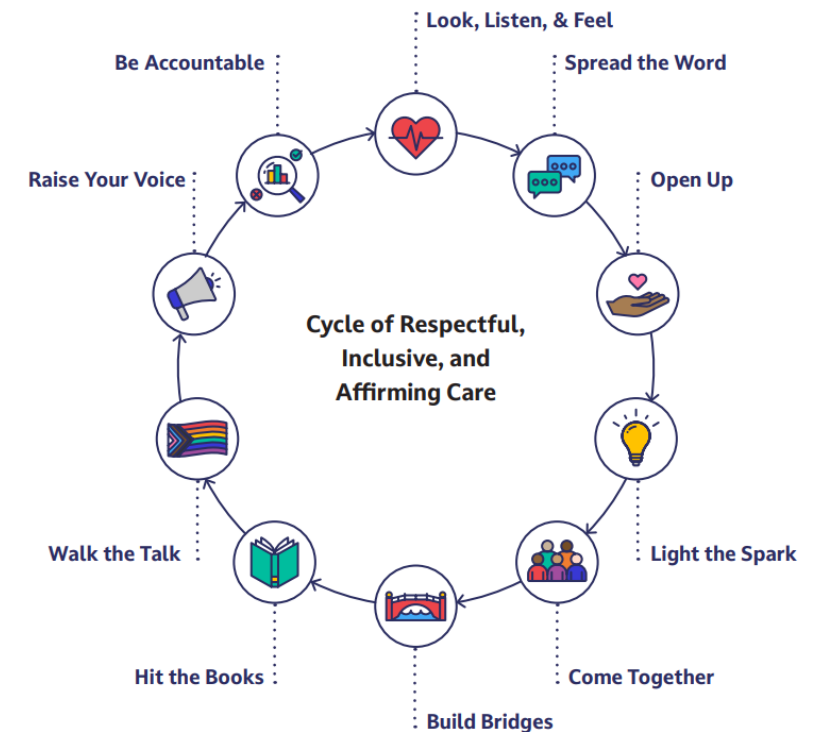
The Revitalized 2SLGBTQI+ Tool Kit

- SSLTC collaborated with The 519 Community Centre, Senior Pride Network, seniors with lived experience, divisional stakeholders, and other seniors' support organizations to revitalize a 2SLGBTQI+ Tool Kit initially developed by SSLTC in 2008.
- Advance Recommendation 22 of the Toronto Seniors Strategy 2.0.
- Completed and launched in June 2022.



Implementation of Tool Kit

- Building organizational capacity to form a continuous cycle for creating respectful, inclusive and affirming organizations.
- Examples:
 - Forming Gender-Sexuality Alliance groups
 - Educating Resident and Family Councils
 - Including pronouns on documentation
 - Supporting room selection
 - Creating gender-inclusive washrooms



Implementation in City-Operated LTC Homes

- All City-operated LTC homes have added or updated **visible examples** of the home's commitment to 2SLGBTQI+ inclusion such as signage, posters, and artwork to cultivate a **safe and welcoming environment**.
- During June **Pride month**, all homes celebrated with events, decorations, raising the Pride flag and several homes participated in the Toronto Pride parade, some for the first time. Every City-operated LTC home has staff who are "Pride Lead" champions who support and lead these efforts.



Implementation in City-Operated LTC Homes

- All City-operated LTC homes adhere to Divisional and Corporate policies and procedures that ensure the work and living environment is safe for residents, staff, volunteers, and visitors that identify as part of the 2SLGBTQI+ community. Anti-harassment, discrimination policies are posted in all City-operated LTC homes and staff receive annual training on these topics.



Mandatory 2SLGBTQI+ Cultural Competency Training Staff Training Initiative

2022 Pilot Project: Tool Kit Workshop

- SSLTC in collaboration with The 519 obtained 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.
- In 2022:
 - 14 pilot workshops were delivered by Community educators and The 519.
 - 372 staff trained across the City-operated LTC homes and Community Programs.

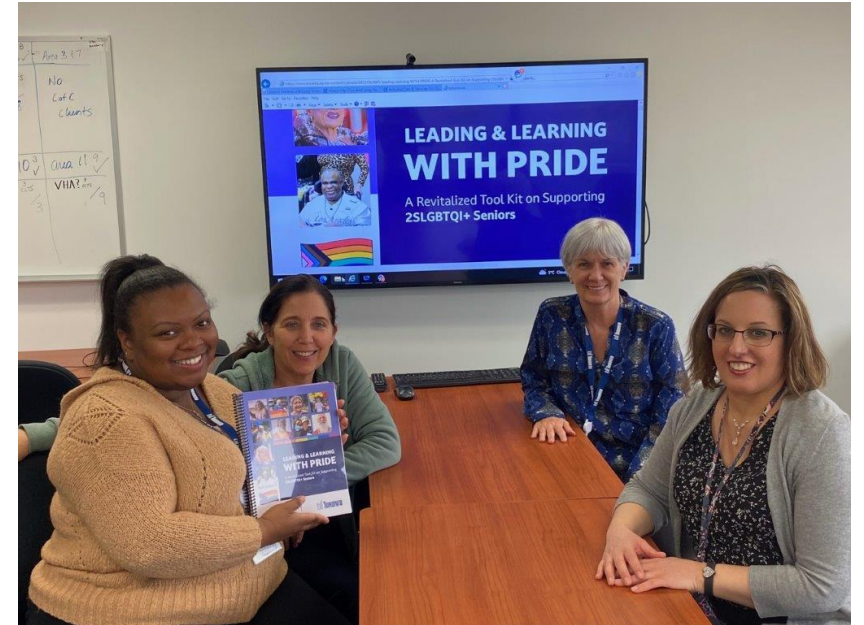


2023 Scaling Tool Kit Workshop

- Frontline staff trained through the Tool Kit Workshop
- In 2023, 30 workshops were delivered to 635 frontline SSLTC staff
- **More than 1,000 staff** have received this training, including pilot participants and 95% of managers

Evidence of culture change:

- Observed increase in use of inclusive language and accurate terminology
- Expressions of open-mindedness and understanding



Accountability Mechanism and Funding

- Attendance at the training sessions 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.
- 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.
- The funding required to provide frontline training, including backfill, was included in the 2023 Operating Budget for SSLTC.



Plans for 2024

Mandatory Cultural Competency Training

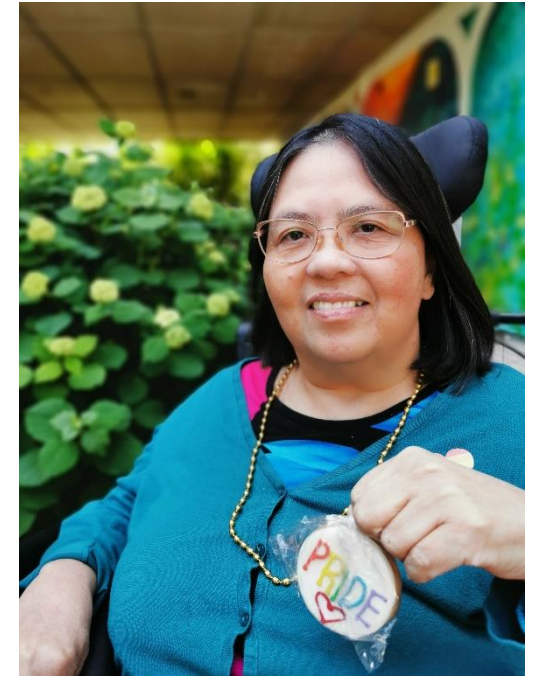
- Training for frontline staff will continue through 2024.
- Training workshops will be conducted in-person.
- Dates for the delivery of in-person workshops in 2024 are set.



Implementation Plans

SSLTC's Divisional Leadership shared 2024 plans for furthering Tool Kit recommendations and implementation including:

- Continue to promote a consistent, sustainable approach to inclusive 2SLGBTQI+ programming throughout the year, beyond Pride month.
- Further improvements to the physical environment, processes and procedures to be more welcoming, inclusive, and affirming for 2SLGBTQI+ residents, staff and family members.
- Build awareness and involve more staff through identifying champions and strengthening the Gender-Sexuality Alliance (GSA) or related Committee.



Implementation Plans

- To develop a dedicated email address for the GSA to provide a safe space to communicate with the GSA.
- To incorporate pronoun and rainbow pins for staff and residents to help create a more welcoming environment.
- Identifying and partnering with local community organizations to form partnerships for opportunities for 2SLGBTQI+ education, engagement and entertainment initiatives.



Thank you!

Contact Information

Name of Presenter:

Jennifer Dockery

General Manager, Seniors
Services and Long-Term Care

E-mail:

Jennifer.Dockery@toronto.ca

Date: January 31, 2024

Commitment
to **CARE**

Compassion | Accountability | Respect | Excellence

Extra Slide

Resident Profile - City-Operated Long-Term Care

- There are over 2,600 residents in City-operated LTC homes
- Average length of stay is 3.8 years
- Have complex care needs, with an average of nine diseases/conditions
- 88% are dependent or require extensive assistance with the activities of daily living
- 73% have moderate to very severe cognitive impairment
- Represent 63 countries of origin, speak 52 languages/dialects and practice 34 faiths

