

LGBT Sensitivity Training



1 hour CEU Course for RCFE and
ARF Administrators

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Online Class

Navigation and Features

Navigation Tips and Features of this class:

- This class is narrated.
- The class and each slide is timed. You must wait until the narration for each slide is complete.
- Press the next slide button at the bottom of each slide to go to the next slide.
- You may view and listen to a prior slide by using the back button at the bottom of each slide.

Online Class Rules

Some required rules for this online class are:

- Throughout the course, there will be short quizzes. These will prepare you to pass the final test.
- There is a 20 question test that you must pass in order to complete this online Certification course.
- You must score at least 70% to pass the test. If you do not pass the test, you will be directed to retake the test.

Course Objectives

1. Define LGBT
2. Discuss the issues our LGBT residents face, such as discrimination and isolation
3. Discuss how we can best care for our LGBT residents
4. Are your admissions policies up to date and non-discriminatory?
5. Discuss HIV/AIDS

Definitions

- “DSS” = Department of Social Services
- “RCFE” = Residential Care Facility for the Elderly
- “ARF” = Adult Residential Facility
- “OSHA” = Occupational Safety and Health Administration
- “SNF” = Skilled Nursing Facility
- “LPA” = Licensing Program Analyst

LGBT Residents



LGBT Residents

Because our culture tends to de-sexualize ALL seniors anyway, why does discussing this matter?

The more we know about ANY person, the better we can meet their needs and care for them!



LGBT Residents

LGBT stands for “Lesbian, Gay, Bisexual, Transgender”.

Per the National Resource Center on LGBT Aging, there are an estimated 1.5 million adults over the age of 65 who identify as lesbian, gay or bisexual. By 2030, those estimates rise to nearly 3 million. There is no precise data on those who are transgender, but the estimate is there are hundreds of thousand seniors who are.

LGBT Residents

Transgender seniors may face additional challenges than their non-transgender peers.

According to the National Resource Center on LGBT Aging, the term “transgender” is used to describe the experience and feeling of a persistent disconnect between one’s “sex at birth” (sometimes called “sex assigned at birth”) and one’s gender identity and expression.

LGBT Residents

Transgender people may or may not use medical interventions such as hormones or surgery to bring their bodies' characteristics more in line with their gender identifies. They may legally change their names and paperwork (i.e., driver's license). **A person's gender identity should be respected and honored.**



LGBT Residents

Figure 4: A 70-year-old Lesbian has Seen These Events in Her Lifetime



Source: InfoPlease.com; MAP analysis

LGBT Residents

LGBT residents have unique needs. Due to the effects of a lifetime of stigma, discrimination and rejection, LGBT seniors are at greater risk for physical and mental illnesses, such as:

- Social isolation
- Depression
- Anxiety
- Chronic illness, such as high blood pressure, diabetes, heart disease, HIV/AIDS
- Poverty
- Delayed care-seeking
- Increased chance of becoming an elder abuse victim
- Poor nutrition; and
- Premature death

LGBT Residents

Let's discuss these more in depth.

According to SAGE (Services & Advocacy for Gay, Lesbian, Bisexual and Transgender Elders), there are 5 main items that need to change for our society to be prepared for the full diversity of its aging population.

They are: basic health care, caregiving issues, finances, social isolation and access to aging services.

LGBT Residents

1. **Basic health care:** Per SAGE, in the U.S., about 80% of senior care is provided by family members, such as spouses or children. LGBT seniors are only half as likely as their heterosexual counterparts to have close family for support so they must rely on health care providers, such as doctors or assisted living staff, who might be uncomfortable to even hostile toward them.

LGBT Residents

1. Basic health care (cont'd):

Because of this fear of discrimination, the seniors may not seek out this assistance and care that they need.



LGBT Residents

1. **Basic health care (cont'd):** Per SAGE, according to a 2011 national health study, more than half of the respondents have been told by a doctor that they have depression; 39% have seriously thought about suicide; and 53% feel isolated from others. If they are not accessing basic health care services to treat their depression, this could result in serious consequences.

LGBT Residents

2. **Caregiving Issues:** Because an LGBT senior's loved one and support system (their partner) may not be recognized under the law, they may not be able to have any say in their loved one's medical care. They may not even have any decision making power when it comes to their loved one's funeral. It is important for LGBT seniors to put their wishes into legal documents in order to avoid this.

LGBT Residents

3. **Financial Insecurity:** Per SAGE, LGBT seniors are less financially secure than American seniors as a whole. Poverty rates among elder lesbian and gay couples are 9.1% and 4.9%, respectively, compared to 4.6% for heterosexual couples. Why? Employment discrimination and barriers in Social Security, Medicaid (MediCal) and pension and retirement plans can deny same-sex couples key benefits.

LGBT Residents

3. **Financial Insecurity (cont'd):** Also, if they didn't have a partner in their life, they only had one income to rely on and didn't have the means to save for retirement like a couple may have. In addition, many state laws can shut LGBT partners out of an inheritance or require them to pay high taxes on an estate that a heterosexual spouse would inherit tax-free.

LGBT Residents

4. **Social Isolation:** Many LGBT seniors may experience high rates of social isolation, especially if they do not have a partner or interactive family, or they live alone. Per SAGE, LGBT seniors are twice as likely to be single and to live alone, and 3-4 more times as likely to be childless. They may also feel less likely to feel welcome in social settings, such as senior centers or places of worship.

LGBT Residents

4. **Social Isolation (cont'd):** Many studies have shown that social isolation has negative effects, such as depression, delayed care-seeking, proper nutrition and premature death.

It is important that people stay connected and maintain good social relationships.

LGBT Residents

5. **Access to Aging Services:** The LGBT residents often do not access services that are available to them out of fear of harassment or hostility by staff or other older people. These can include visiting Area Agency on Aging, the Alzheimer's Association, support groups, etc.

LGBT Residents

Fear of discrimination – SAGE reports that a recent study of LGBT seniors in long-term care facilities found:

- only 22% felt they could be open about their LGBT identities with facility staff
- 89% predicted that staff would discriminate against them
- 43% reported instances of mistreatment from staff
- They also reported that they fear discrimination and retaliation from the RESIDENTS more so than from staff!

Quiz

This is a short quiz to test your knowledge.

You will not be graded on this quiz – it will help prepare you to take the final test at the end of the course, which you will be required to pass in order to receive credit for this course.





Quiz for LGBT

Quiz - 5 questions

Last modified: Sunday, June 11, 2017 at 5:10:16 PM

Properties

On passing, 'Finish' button: [Goes to next slide](#)

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Allow user to leave quiz: [After user has completed quiz](#)

User may view slides after quiz: [Any time](#)

Show quiz in menu as: [Multiple Items](#)



Edit in Quizmaker



Edit Properties

LGBT Residents

So how can we best assist our LGBT residents?

1. Provide the proper and required LGBT training with your staff (minimum 1 hour);
2. Create a culture of zero-tolerance when it comes to discrimination and harassment (this must be addressed in your Personnel Manual and Admissions Agreement);

LGBT Residents

So how can we best assist our LGBT residents (cont'd)?

3. Be welcoming of all residents – do not discriminate;
4. Be accommodating – if two same sex residents want to share a room, you must allow them to;
5. Think about adding a rainbow symbol to your marketing material or adding pictures of same-sex couples

LGBT Residents

ADMISSIONS:

While it is important (but not *vital*) to learn about sexual orientations and gender identity along with all other key components of care, LGBT people have a significant history of discrimination and stigma, which makes them far less willing to disclose these parts of their identities.

LGBT Residents

ADMISSIONS:

So how do we find out without being too blunt?

Suggestion: ask the questions as you would any other factual question, but do not force anyone to answer.

These questions can include: “Who in your life is especially important?” Or “who do you consider family?”

LGBT Residents

ADMISSIONS:

Note: They may not want to disclose this because they may have gone back into the closet – and may not want to come out again!

Obviously, any personal information given to you must be kept confidential.



LGBT Residents

ADMISSIONS:

Your facility must state and honor your commitment to diversity and be welcoming to ALL clients, regardless of sexual orientation, gender identity, race, ethnicity, disability, religion and more.

LGBT Residents

ADMISSIONS:

The following should be stated in your Admissions Agreement:

Admission to the facility shall be without regard to sex, race, color, religion, national origin, marital status, registered domestic partners status, ancestry, actual or perceived sexual orientation, or actual or perceived gender identity.

LGBT Residents

Care – HIV/AIDS

Can you accept a resident who is HIV positive or has AIDS? Is it safe?

Yes, it is safe and if you do not accept this resident, you may be sued for discrimination.

HIV/AIDS

HIV – How is it transmitted?

- Similar to Hepatitis B, HIV is transmitted through bodily fluids such as blood, semen, vaginal secretions and breast milk.
- However, there is **no** evidence that HIV is transmitted through saliva, tears or sweat.
- HIV is **not** transmitted by touching, feeding or working around residents who carry the disease.

HIV/AIDS

HIV –

- The virus must be transmitted by direct contact with the bloodstream of another person.
- The virus cannot enter through contact with the skin UNLESS contact is made with an open wound and the virus is able to enter into the bloodstream.

HIV/AIDS

Universal Precautions:

You and your staff, per DSS regulations and OSHA regulations, must be trained on universal precautions and using personal protective equipment (such as gloves).

If one is practicing proper universal precaution procedures, caring for a resident with HIV/AIDS should not be an issue.

LGBT Residents

Resident discrimination article from the New York Times – November, 2016



LGBT Residents – Actual Incidents

There was a gay gentleman living in an assisted living facility back east. He was being harassed by the other residents so they moved him into the Dementia Unit, figuring the residents there wouldn't harass him. He was so depressed by this that he committed suicide.

How do you feel about this?

LGBT Residents

Be aware: You may not agree with the resident's lifestyle and choices (or religion, or political position or the way they dress, etc.....), but you must be **RESPECTFUL**. Do not discriminate; not only is it morally wrong, but you could be sued for discrimination.

Resources

- SAGE (Services & Advocacy for Gay, Lesbian, Bisexual & Transgender Elders)
- National Resource Center on LGBT Aging
- New York Times
- The Huffington Post
- Department of Social Services
- AARP
- Openhouse-sf.org

Proceed to Test

You have completed the class presentation and now you must take the 20 question Final Test.

You must score at least 70%, which is 14 or more correct answers, to pass the test and receive continuing education credit. If you do not pass the test, you will be redirected to take the test again.

After passing the test, you will be instructed on how to receive your Certificate of Completion.

Proceed to the next slide to begin your Final Test.

Good Luck!

"LGBT" stands for:

- 1. Lesbian, Gay, Bisexual, and Transgender
- 2. Lesbian, Gay, Bisexual, and Transgender
- 3. Lesbian, Gay, Bisexual, and Transgender

Final Test for LGBT

Quiz - 20 questions

Last modified: Sunday, June 11, 2017 at 5:12:36 PM

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Edit in Quizmaker



Edit Properties

Congratulations – You Passed!

To print your Certificate of Completion

Click on the “**Achievements**” tab,

then click on the “**Download my Certificate**” button.

You may reprint your certificate at

any time your access remains current.

Thank you from Assisted Living Education!

THANK YOU !

Thank You for taking our online class.

We hope you will enroll in our live classes or more online classes.
And remember, we have a 20/20 recertification program. You get
20 hours of live classes and unlimited hours over 12 months for
all our online classes.

