

Safer and Welcoming Continuing Care for LGBTQ2S+ Clients

Michelle Taylor, Lead Congregate Living Service Delivery, Provincial Seniors Health, Community, Seniors, Addiction & Mental Health, Alberta Health Services



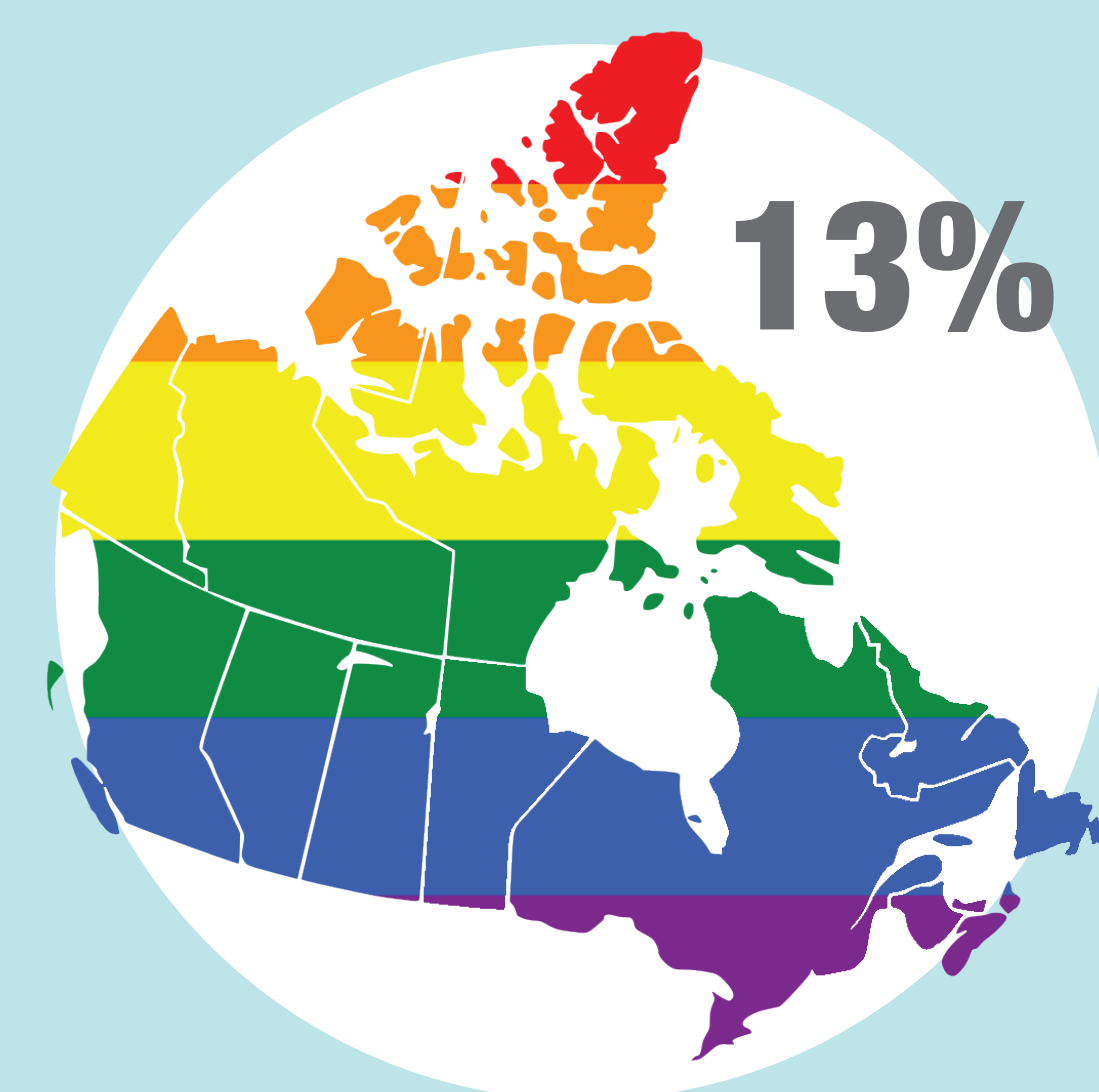
Issue

Some LGBTQ2S+ people do not feel safe and welcome to live their life authentically, and may hide their true identity.

Goal

To develop resources to increase staff awareness, confidence, knowledge and practice to create safer and more welcoming continuing care for LGBTQ2S+ clients.

Findings



13% of Canadians belongs to the LGBTQ2S+ community.

The Jasmin Roy Foundation (August, 2017). *The values, needs and realities of LGBT people in Canada in 2017.*



500,000 Albertans belong to the LGBTQ2S+ community.

The Jasmin Roy Foundation (August, 2017). *The values, needs and realities of LGBT people in Canada in 2017.*



LGBTQ2S+ patients feel the need to hide their true identity due to fear of poor care.

AHS Patient Relations Department



Media reports that continuing care LGBTQ2S+ clients feel the need to go back in to the closet to hide their true identity.

Calgary Herald (August, 2016). *LGBT seniors face bullying and return to the closet in Calgary nursing homes.*

Pride Seniors Project (February, 2015). *Into the closet again? An assessment of housing needs and preferences among LGBTQ2S seniors and soon to be seniors in Edmonton.*

Partners

AHS Partners

- AHS Provincial Advisory Council
- Patient & Family Centered Care
- Diversity & Inclusion
- Quality of Life Survey Working Group
- Community Engagement and Communications
- Sexual & Reproductive Health

External Partners

- Alberta Health, Health Insurance Branch
- Alberta Seniors & Housing
- Edmonton Seniors Pride Network
- University of Lethbridge Research

Results

Web Page

www.ahs.ca/lgbtq2s

Developed in collaboration with AHS LGBTQ2S+ Working Group.



All Staff Resources

Developed in collaboration with AHS Calgary Zone Sexual and Reproductive Health and Calgary Zone LGBTQ2S+ Advisory Council.



Continuing Care Resources

Developed in collaboration with the LGBTQ2S+ Task Group comprised of AHS sexual and gender identity and expression experts, AHS/non-AHS clinical professionals and community volunteers.

Next steps

- LGBTQ2S+ clients feel safer and welcome to be themselves
- LGBTQ2S+ culturally competent workforce
- Advanced education
- Provincial education rollout

