

# Supporting and Preventing Abuse of LGBTQ2S+ Older Adults:

**"Let's Dare to Be Awkward with Each Other.**

**Ask me Anything" (Rita OLink)**

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# Welcome to EAO's Webinar!

- All attendees will be muted during the webinar. This session is being recorded and will be posted on EAO website.
- If you are experiencing issues, please type into the CHAT/QUESTION BOX and send message to Mary Mead/**Candielya Jackson**.
- There will be 15-20 minutes allocated at the end presentation for QUESTIONS AND ANSWERS.
- You will be prompted to fill out an EVALUATION FORM once the session has ended. Please fill out the form as your feedback will guide us for our future webinars. You will also receive an email link to the evaluation after the session.
- Speaker CONTACT INFORMATION will be provided at the end of the presentation to connect directly if you have further questions.



# Objectives

- Provide participants with a brief overview of elder abuse
- Highlight Elder Abuse Ontario's LGBTQ learning module
- Provide participants with the opportunity to ask questions and hear Rita OLink's personal story

# Elder Abuse Ontario (EAO)

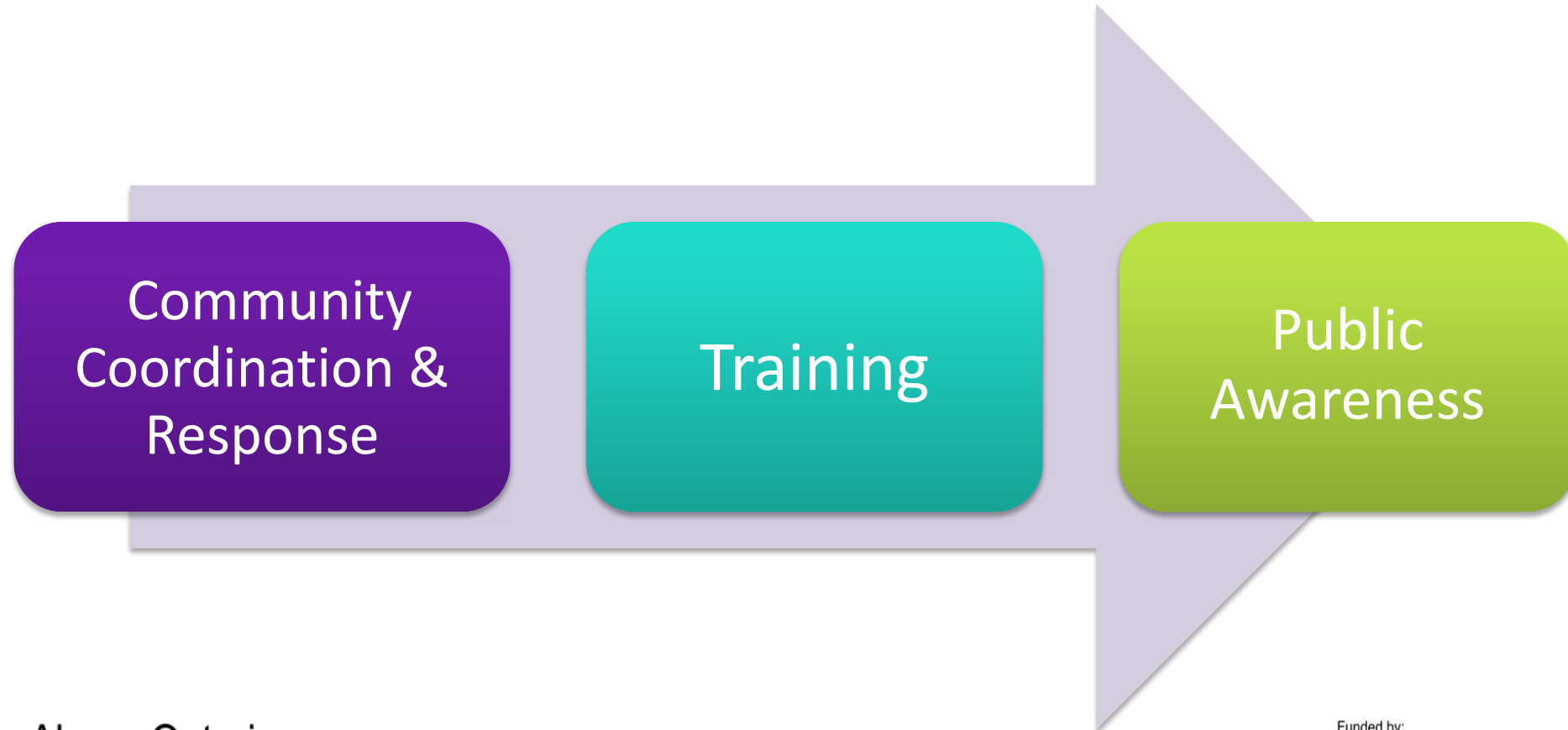
- ✓ Not-for-profit charitable organization
- ✓ Established in 1992
- ✓ Funded by the Province of Ontario, under the Ministry of Seniors and Accessibility

**Mission:** Create an Ontario where all seniors are free from abuse through awareness, education, training, collaboration, service co-ordination and advocacy.



# Ontario's Strategy to Combat Elder Abuse

Comprised of 3 Major Priorities



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# Elder Abuse Ontario (EAO)

*EAO has seven Regional Consultants serving the province of Ontario, offering organizations customized training and education for their staff. Regional Consultants also perform outreach activities for seniors' groups and further the cause of abuse prevention at conferences and events.*

- **7 Regional Consultants in Ontario** (office locations: Thunder Bay, Sudbury, Woodstock, Toronto, Peterborough and Ottawa)
- Francophone (East and North East Consultants)
- Key resources for providing consultation on elder abuse cases to review options and resources for intervention.
- Consultants DO NOT act as case managers for cases of abuse.
- Support over 40 local Elder Abuse Committees/Networks
- Strengthen partnerships between these committees and other health/social service agencies to enhance the response to elder abuse.
- Develop and implement training materials, tools and resources for elder abuse prevention and intervention.



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# Let's Talk about Abuse



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# What is Elder Abuse?

***Elder Abuse can take various forms. Learning about Elder Abuse is the first step in prevention.***

World Health Organization (WHO, 2004) defines elder abuse as:

“a single or repeated act, or lack of appropriate action, occurring in any relationship where there is an expectation of trust that causes harm or distress to an older person”.

***Despite what many think, elder abuse is more than hitting a senior. It is a multi-faceted problem and very complex. It encompasses a broad range of behaviours, events and circumstances.***





# Who Is at Risk of Abuse?

Abuse can happen at any age to any person.



# Why Are Some People More at Risk?

Some of the most common risk factors  
2015 Canadian study

Depression

Previous abuse as a child,  
youth or adult

Being female



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# Why Are Some People More at Risk?

## Intersections of discrimination

LGBTQ seniors may face social discrimination due to their age as well as their sexual orientation or gender identity

20% of Trans seniors have been physically or sexually abused for being Trans

women with disabilities are 4x more likely to be sexually assaulted

Ongoing legacy of residential schools and colonization - places Indigenous people more at risk



# Case Modules

Elder Abuse Ontario has developed a series of 'Training Modules' on specific issues related to elder abuse. The modules have been designed to provide a standardized format that can be utilized when training interdisciplinary sectors. The sections within the module can be used separately, to teach about specific subject areas or used in its entirety, to suit a variety of training environments or challenges of time constraints.

[www.elderabuseontario.com/training-education/training/intervention-tools/](http://www.elderabuseontario.com/training-education/training/intervention-tools/)



A Module to guide Service  
Providers/Caregivers: Preventing and  
responding to abuse in older adults  
from our LGBTQ2S+ community



# Case Modules

## Each Module includes the following:

- Guiding principles
- Overview and Definition(s)
- Risk factors and Warning Signs
- Assessment Questions
- Interview Strategy
- Safety Planning
- Reporting and Legislation
- Case Studies with Case Resolutions
- Discussion Questions, Fact Box,
- Decision Tree for assistance in navigating supports & interventions
- Provincial Resources/Services



# Definition of LGBTQ2S+

LGBTQ2S+, LGBT, LGBTQ, LGBTQA, TBLG are some of the acronyms used to refer to Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Two-Spirit and Ally. Although all of the different identities within “LGBT” are often lumped together (and share sexism as a common root of oppression), there are specific needs and concerns related to each individual identity.

(For a complete glossary of terms visit [www.rainbowhealthontario.com](http://www.rainbowhealthontario.com) or [www.the519.org](http://www.the519.org) )



# Barriers for LGBTQ2S Seniors in the Health/Social Service System

- ✓ Profound invisibility - presumed to be heterosexual
- ✓ Face real dangers of neglect, discrimination and discomfort from staff, other residents and families of other residents
- ✓ Long-term relationships are devalued - couples in long-term relationships may be separated
- ✓ Definitions of “family” are based almost exclusively on biological kin
- ✓ Self-advocacy may be delicate & difficult if they are not ‘out’

Slide from: Devan Nambiar, Educator  
for Rainbow Health Ontario



# Increased Risk Factors for Older LGBTQ2S Adults

- ✓ A focus group reported that the most pressing health and human service need for LGBTQ older adults' is dealing with social isolation. **Isolation** is a risk factor for elder abuse. LGBTQ Elders are more likely to age alone than heterosexual seniors (Frazer, 2009)
- ✓ Many LGBTQ Older adults are at high risk for elder abuse, neglect, and various forms of exploitation because of living in isolation and **fear of the discrimination** they could encounter in mainstream aging settings. (National Academy on an Aging Society/ GSA & SAGE, 2011)
- ✓ Victimization because of sexual orientation can lead to **internalized homophobia** manifested as guilt or shame. Victims may come to believe they are not worthy people and deserve loneliness, poor living conditions, and ill health. They may not want to seek or accept help and are at risk of self-neglect. (D'augelli & Grossman, 2001, Cook-Daniels, 1998)

(<http://www.hc-gc.gc.ca/hcs-ss/pubs/acces/2001-certain-equit-acces/parts3-doc1-eng.php>)

# Discrimination

✓ Staff may deny an LGBTQ older adults visitors, refuse to allow same-sex couples to share rooms, refuse to place a transgender older adult in a ward that matches their gender identity, or keep partners from participation in medical decision making.

(MAP, SAGE, & CAP, *LGBT Older Adults and Inhospitable Health Care Environments*, 2010)

# Discrimination and Abuse

✓ In a survey of 3,500 LGBTQ older adults, 55 and older, 8.3% reported being abused or neglected by a caretaker because of homophobia and 8.9% experienced blackmail or financial exploitation. (Frazer, 2009)

✓ an average of 42 % of transgender people have experienced some form of physical violence or abuse. Further, an average 80% of transgender people have experienced verbal abuse or harassment (Map, 2009)

# Discrimination

✓ **Legal discrimination** may discourage LGBTQ abuse victims/survivors from leaving abusive relationships because they may have no or limited legal rights to assets shared with the partner.

(Cook-Daniels, 1998)

# Preventing Systemic Abuse Perpetrated by Service Providers

The most effective ways  
to promote long-range prevention of abuse:

1. Hiring Practices - Proper Employee Selection
2. Staff Education - Orientation and annually reviewed
3. Resident Education regularly - Zero tolerance policy for discrimination/bullying
4. Family, Volunteer, Contracted services information

# Before you start the “Conversation”

- ✓ Acknowledge any potential past trauma  
(Institutionalization, Rejection)
- ✓ Acknowledge and assist with any internalized negative attitudes regarding their sexual orientation/gender identity
- ✓ Create a safe environment for the LGBTQ older adult especially when working with groups when there may be a minority of LGBTQ adults present, by creating allies and creating a zero tolerance harassment policy.
- ✓ Seek consultation or refer if the older adult requires more specialized care
- ✓ Do not make assumptions, ask for clarification  
(Competencies for counselling LGBT clients)

# Before you start the “Conversation”

- ✓ Use the same language as the older adult uses to describe their gender identity or sexual orientation
- ✓ Maintain confidentiality.
- ✓ Be supportive
- ✓ Support the older adult and anyone involved in their circle of care
- ✓ Ask the older adult what preferred pronoun they prefer.
- ✓ Do not assign rooms or groups based on gender unless you add including trans.

(Guide to serving LGBTQ Seniors RHO)

# Confidentiality

- ✓ Their safety may depend on it.
- ✓ Offer a safe and supportive environment
- ✓ Transgender: Use the appropriate pronouns (usually the pronouns that correspond to the person's felt gender) When in doubt, ask "What is your preferred pronoun?"
- ✓ Continue to follow desired dressing and grooming routines that help the person to live in their felt gender. Again, when in doubt, ask!



# Presenter:



Rita OLink is a fledgling senior barely 65 years old who is rather new to senioring. She is first and foremost a redhead thanks to the magic of chemistry, and also happens to be comfortably and happily transgender. Rita is a Community Relations Representative with TG InnerSelves, the Northern Ontario transgender support organization. Rita has a 91 year old mother that is a resident of a senior's long term care facility. Together the two have navigated the challenges that being transgender brings to the everyday living and social interactions in such a place. The wonderful stories and insights Rita will share will help residents, families, and particularly staff, to more comfortably and confidently work with and live alongside LGBTQ2plus persons. Rita's approach is very down to earth and practical and the advice is simple to apply. She uses a lot of humour and welcomes the most personal and awkward questions. Her mantra is to dare to be awkward with each other. She dares you to bring your questions that you are afraid to ask. You might as well leave your political correctness in the closet for this presentation because Rita is not bringing hers. You are safe with Rita, so relax , ask, and learn.

**430%**

# Ontario Human Rights Code

✓ Under the Ontario *Human Rights Code*, discrimination and harassment because of [gender identity or gender expression](#) is against the law.

Everyone should be able to have the same opportunities and benefits, and be treated with equal dignity and respect including transgender, transsexual and intersex persons, cross-dressers, and other people whose gender identity or expression is, or is seen to be, different from their birth sex.

✓ In 2012 “gender identity” and “gender expression” were added as grounds of discrimination in the Ontario *Human Rights Code*. To fully address the new *Code* grounds, as well as the significant legal decisions, policy changes and other developments since its first policy, the OHRC released a new [Policy on preventing discrimination based on gender identity and gender expression](#) in April 2014.

([http://www.ohrc.on.ca/en/code\\_grounds/gender\\_identity](http://www.ohrc.on.ca/en/code_grounds/gender_identity))

# Ontario Human Rights Code

✓“[Sexual orientation](#)” is a personal characteristic that forms part of who you are. It covers the range of human sexuality from lesbian and gay, to bisexual and heterosexual. Sexual orientation is different from gender identity, which is protected under the ground of “sex.” The *Code* makes it against the law to discriminate against someone or to harass them because of their sexual orientation.

✓This right to be free from discrimination and harassment applies to employment, services and facilities, accommodation and housing, contracts and membership in unions, trade or professional associations. Homophobic conduct and comment are prohibited as part of the *Code’s* protection against discrimination based on sexual orientation, no matter what the target’s sexual orientation is, or is perceived to be.

([http://www.ohrc.on.ca/en/code\\_grounds/sexual\\_orientation](http://www.ohrc.on.ca/en/code_grounds/sexual_orientation))

# When should you call the Human Rights Tribunal of Ontario?

✓ If you believe you have experienced discrimination or harassment, you can file an application with the Human Rights Tribunal of Ontario (HRTO). The HRTO resolves claims of discrimination and harassment brought under the [Human Rights Code](#) in a fair, just and timely way. The HRTO first offers parties the opportunity to settle the dispute through mediation. If the parties do not agree to mediation, or mediation does not resolve the application, the HRTO holds a hearing.

(<http://www.sjto.gov.on.ca/hrto/contact>)

# Reporting in the Community

✓ Personal Health Information Protection Act 2004

✓ 40. (1) A health information custodian may disclose personal health information about an individual if the custodian believes on reasonable grounds that the disclosure is necessary for the purpose of elimination or reducing a significant risk of serious bodily harm to a person or group of persons.

✓ A health information custodian may disclose personal health information about an individual,

✓ (A) For the purpose of determining, assessing or confirming capacity under the health care consent Act 1996, the substitute decisions act, 1992 or this act:....

✓ (E) To the public guardian and trustee,....So that they can carry out their statutory functions

# Reporting in Long Term Care or a Retirement Home

## **Mandated legislation for Long-Term Care homes:**

Section 24 (*LTCH ACT*) States that anyone who sees/suspects abuse in LTC homes is legally obligated to report immediately to Director at MOHLTC 1-866-434-0144

## **Mandated legislation for Retirement Homes:**

Section 75 (1) States that anyone seeing or suspecting abuse in a retirement home is legally obligated to report to RHRA 1-855-275-7472

# Provincial Information and Support

## **Elder Abuse Ontario**

[www.elderabuseontario.com/](http://www.elderabuseontario.com/)

(416) 916-6728

## **Ontario Provincial Police**

[www.opp.ca](http://www.opp.ca)

1-800-310-1122

## **Ministry of Health LTC-Action Line**

1-866-434-0144

[www.ontario.ca/page/long-term-care-home-complaint-process](http://www.ontario.ca/page/long-term-care-home-complaint-process)

## **Retirement Homes Regulatory Authority**

[www.rhra.ca/en/](http://www.rhra.ca/en/)

1-855-275-7472

## **Senior's Safety Line**

1-866-299-1011

## **Senior Crime Stoppers**

<http://ontariocrimestoppers.ca>

1-800-222-TIPS (8477)

## **Office of the Public Guardian and Trustee**

[www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)

1-800-366-0335

## **Canadian Anti-Fraud Centre**

<http://www.antifraudcentre-centreantifraude.ca>

1-888-495-8501



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# Provincial Information and Support

## **Consent and Capacity Board**

[www.ccboard.on.ca](http://www.ccboard.on.ca)

1-866-777-7391

## **Alzheimer Society of Ontario**

[www.alzheimer.ca/en/on](http://www.alzheimer.ca/en/on)

1-800-879-4226

## **Behaviour Support Ontario (BSO)**

[www.behaviouralsupportsontario.ca/](http://www.behaviouralsupportsontario.ca/)

1-855-276-6313

## **Victim Support Line**

[www.attorneygeneral.jus.gov.on.ca/  
english/about/vw/vsl.asp](http://www.attorneygeneral.jus.gov.on.ca/english/about/vw/vsl.asp)

1-888-579-2888

## **Ontario Network of Sexual Assault/ Domestic Violence Treatment Centres**

[www.satontario.com/en/home.php](http://www.satontario.com/en/home.php)

(416) 323-7518

## **Ontario Coalition of Rape Crisis Centres**

[www.sexualassaultsupport.ca/](http://www.sexualassaultsupport.ca/)

## **Assaulted Women's Helpline**

[www.awhl.org](http://www.awhl.org)

1-866-863-0511

## **Fem'aide**

[www.femaide.ca/](http://www.femaide.ca/)

1-877-336-2433



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# Provincial Information and Support

## Support Services for Male Survivors of Sexual Abuse

[http://www.attorneygeneral.jus.gov.on.ca/english/ovss/male\\_support\\_services/](http://www.attorneygeneral.jus.gov.on.ca/english/ovss/male_support_services/)

1-866-887-0015

## TALK4HEALING

<http://www.talk4healing.com/>

1-855-554-HEAL (4325)

## Rainbow Health Ontario

[www.rainbowhealthontario.ca/](http://www.rainbowhealthontario.ca/)

(416) 324-4262

## LHIN Home and Community Care

<http://healthcareathome.ca/>

310-2222

## Advocacy Centre for the Elderly

[www.advocacycentreelderly.org](http://www.advocacycentreelderly.org)

1-855-598-2656

## Legal Aid Ontario

<https://www.legalaid.on.ca>

## Law Society Referral Service

[www.lsuc.on.ca/lrs/](http://www.lsuc.on.ca/lrs/)

1-855-947-5255



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## ADDITIONAL EAO RESOURCE TO ACCESS

### Reducing Social Isolation of LGBTQ2S+ Seniors through the Pals Connect Program at the 519

**October 17, 2018**

**Presenter: Mx. Kate Hazell**, Preferred Pronouns: She/Her/Hers, Specialist Education and Training Coordinator, LGBTQ2S Seniors Programs, The 519

<http://www.elderabuseontario.com/training-education/training/webinars/>



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# Questions and Answers



Please fill out the EVALUATION FORM as your feedback will guide us for our future webinars. You will receive an email link to the evaluation after the session.

# Contact Elder Abuse Ontario

## Connect With Us



To learn more about Elder Abuse Call  
416-916-6728

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[@elderabuseont](https://twitter.com/elderabuseont)



[linkedin.com/pub/elder-abuse-ontario](https://www.linkedin.com/pub/elder-abuse-ontario)



[ElderAbuseOntario](https://www.facebook.com/ElderAbuseOntario)



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