

# Reducing Social Isolation of LGBTQ2S+ Older Adults through the Pals Connect Program

The information and opinions expressed here today are not necessarily those of the Government of Ontario



**Presented by:**

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**Elder Abuse Ontario**

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**Coordinator of LGBTQ2S Seniors Programs**

**The 519**

**October 17<sup>th</sup> 2018**

# 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/**Rochella Vassell**
- 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.



# Elder Abuse Ontario (EAO)

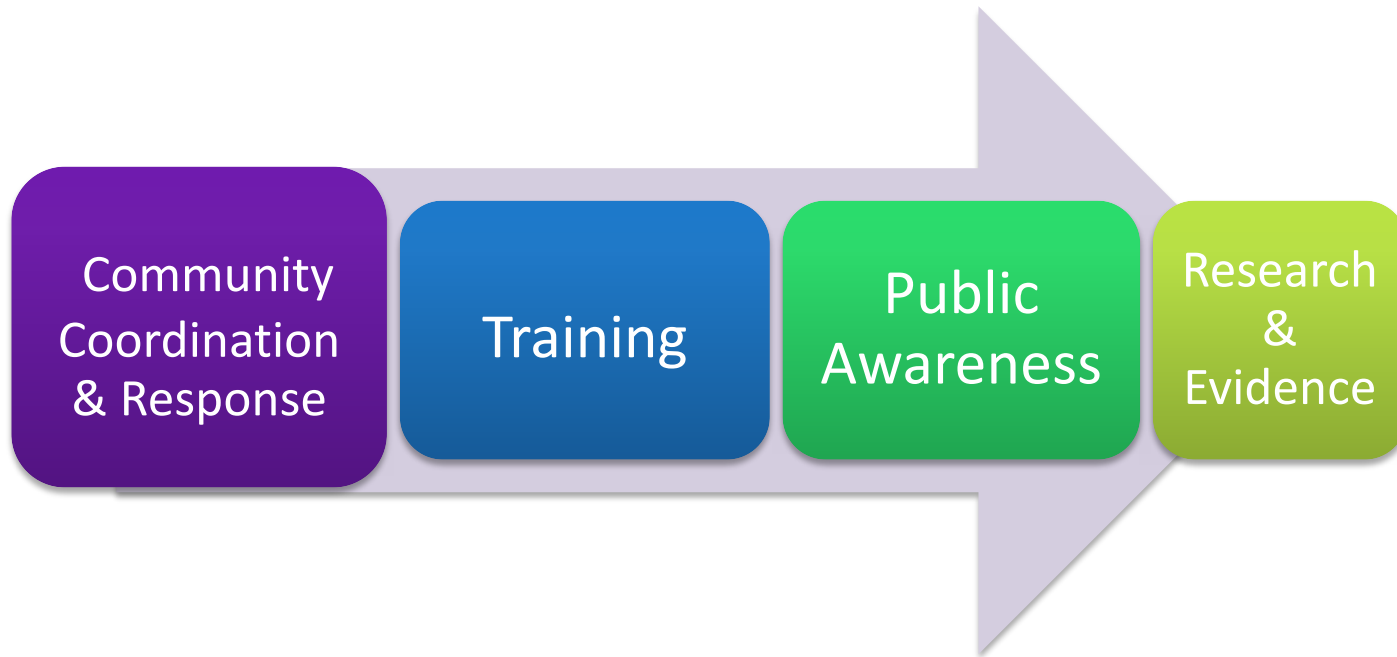
- ✓ Not-for-profit charitable organization
- ✓ Established in 1990
- ✓ Funded by the Province of Ontario, governed by the Ministry of Seniors and Accessibility

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

**EAO oversees the Implementation of the Ontario Strategy to combat Elder Abuse**

# Ontario's Strategy to Combat Elder Abuse

## Comprised of 4 Major Priorities



# Elder Abuse Ontario (EAO)

- **7 Regional Consultants in Ontario** (Thunder Bay, Sudbury, Woodstock, Toronto, Peterborough, and Ottawa)
- 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.



# Systemic Abuse

✓ Failure to recognize, provide or attempt to provide adequate or appropriate services, including services that are appropriate to that person's age, gender, culture, needs or preferences

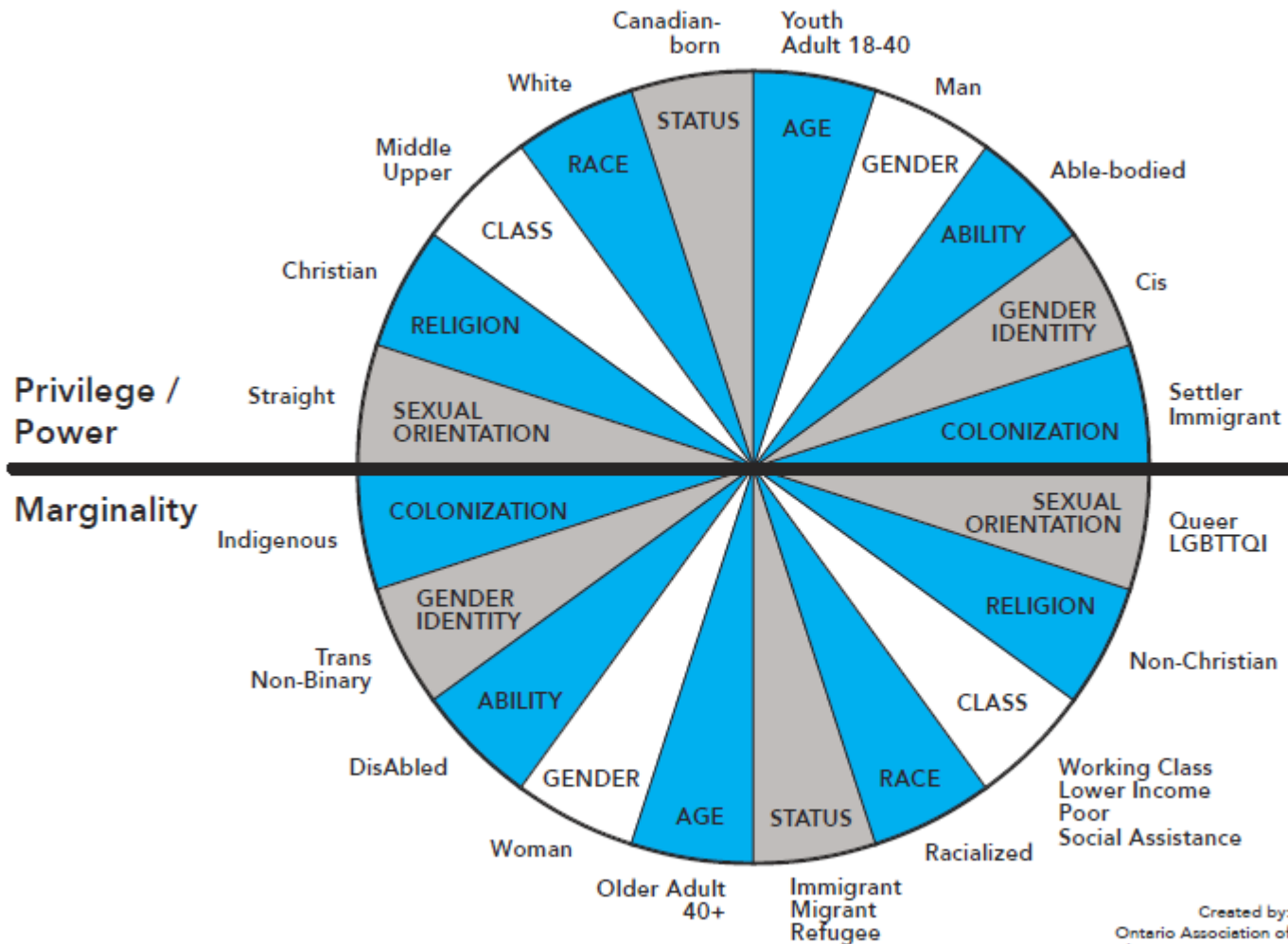


# Intersectionality

Intersectionality promotes an understanding of human beings as shaped by the interaction of different social locations, e.g., 'race'/ethnicity, Indigeneity, gender, class, sexuality, geography, age, ability, migration status, religion. These interactions occur within a context of connected systems and structures of power; namely, laws, policies, governments and other political and economic unions, religious institutions, media, etc.

Through such processes, interdependent forms of privilege and oppression shaped by colonialism, imperialism, racism, homophobia, ableism and patriarchy are created.

# Intersectionality



Created by:  
Ontario Association of  
Intervent & Transition Houses



# 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



# Increased Risk Factors for Older LGBTQ Adults

- ✓ A focus group reported that the most pressing health and human service need for LGBTQ Elders' is dealing with social isolation. **Isolation** is risk factor for elder abuse. LGBTQ Elders are more likely to age alone than heterosexuals (Frazer, 2009)
- ✓ Many LGBTQ Older adults are at high 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 setting. (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 that 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 and Abuse

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

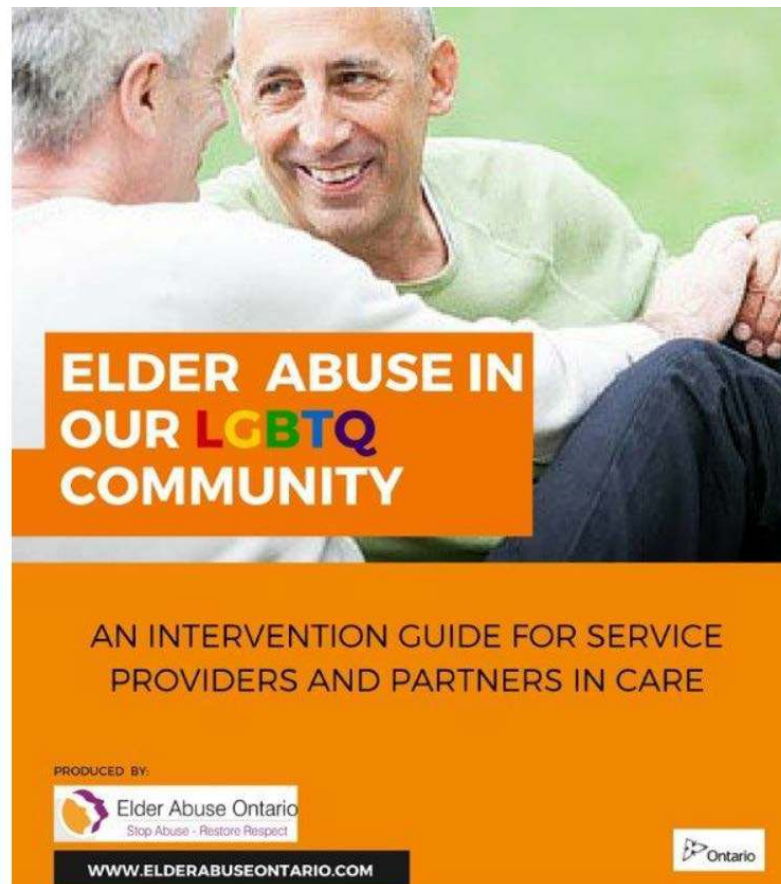
✓ Initial data reported by map state that an average of 42 % of transgender people have experienced some form of physical violence or abuse. Further, an average 80% of transgender people have experienced verbal abuse or harassment (Map, 2009)

# 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
3. Resident Education regularly-Zero tolerance policy for discrimination/bullying
4. Family, Volunteer, Contracted services information

# Preventing Systemic Abuse Perpetrated by Service Providers



# Speaker: Mx Kate Hazell

(Pronouns: She/Her/Hers)



As Specialist of Education and Training, and LGBTQ2S Seniors Programs Coordinator at The 519, Kate draws on her background in Therapeutic Recreation and Gerontology to foster the affirmation and resilience of older LGBTQ2S communities in care environments across Toronto and beyond. She is deeply committed to promoting intergenerational connectivity and spaces where people are supported in sharing lived experience.



Elder Abuse Ontario  
Stop Abuse - Restore Respect



# Pals Connect: Fostering Inclusive Environments for Older 2SLGBTQ Communities

Kate Hazell, Coordinator of Older 2SLGBTQ Programs at The 519  
Elder Abuse Ontario webinar  
October 17, 2018



- **520,934** visits to The 519
- **1,232** volunteers
- **16,098** free meals served in the Meal Trans and Sunday Drop-in food programs
- **1,238** refugee claimants provided one-on-one settlement support
- **314** organizations and **10,000+** individuals attended inclusion training
- **23** volunteer counsellors offering **920** counselling hours





# Welcome!

- **Intro to Facilitator and The 519**
- **Learning together**
- **Presentation overview**

**HELLO**

my name is

**Kate**

PRONOUNS:

**She/Her**

A photograph of an elderly man sitting on a bed and another elderly man lying in bed, with the word "Experts?" overlaid in large white text. The image is dimmed with a blue tint. The man on the left is sitting on the edge of the bed, looking directly at the camera with a serious expression. The man on the right is lying in bed, looking towards the camera with a slight smile. The background shows a simple room with a painting on the wall and a wooden headboard.

**Experts?**

# Agenda Overview

- **Introductions**
- Pronouns
- GI/GE Quiz
- Commonly experienced barriers
- Pals Connect case study
- **Closing**



# What's a Pronoun?

## GENDER-SPECIFIC PRONOUNS

are the ways we refer to each other in the third person. People who are transitioning in some way might choose to change their pronouns.

SHE

HIS

HE

HERS

## GENDER-NEUTRAL PRONOUNS

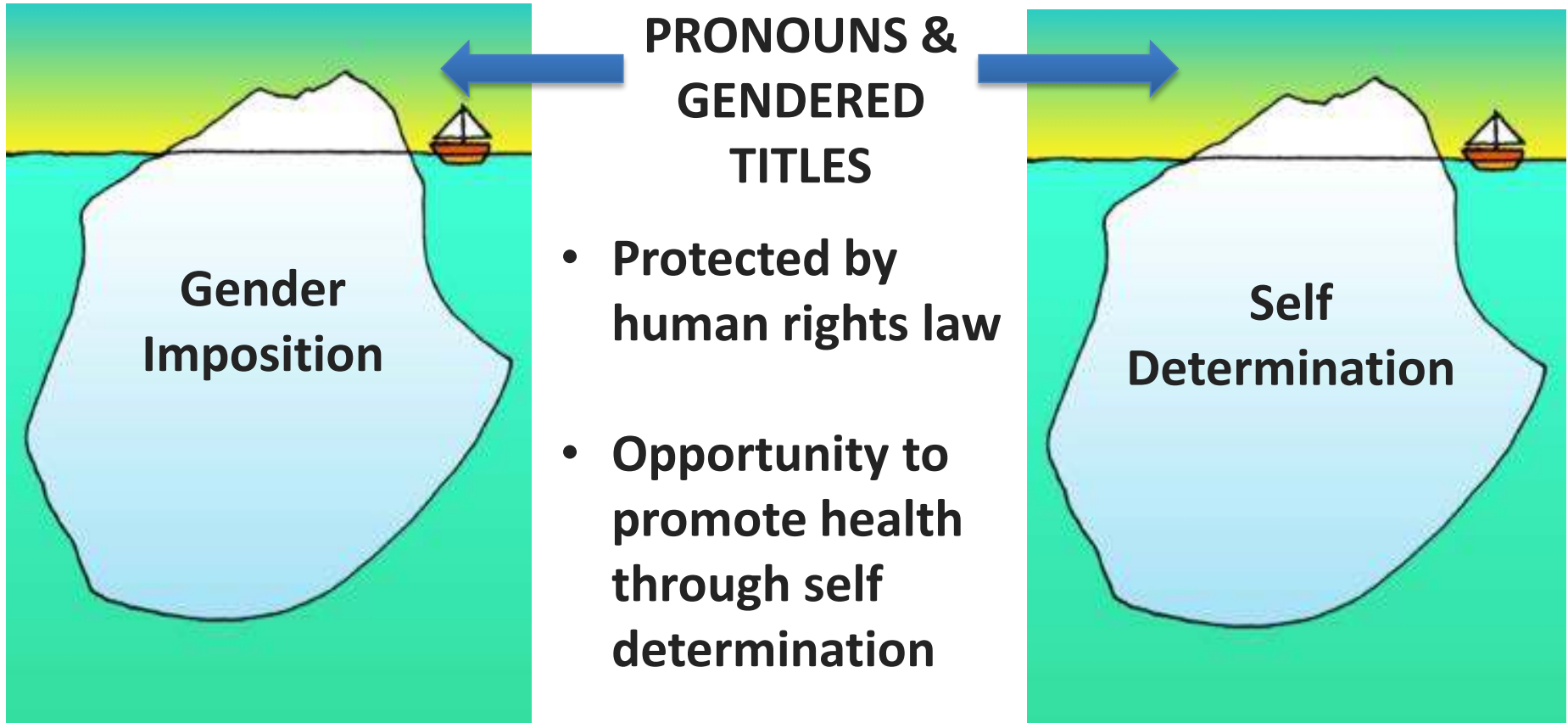
THEY  
THEM  
THEIR

ZE [ZEE]  
SIE [SEE]  
ZIE [ZEE]  
HIR [HEAR]

A pronoun is a word that takes the place of a noun, for example a person's name.

Practice introducing yourself with name and pronoun.

# Small Word, Big Impact



**Question for Brainstorm: How do we make gendered language used to describe people more inclusive? What language suggestions do you have?**

# Gender Quiz

## Objectives

To understand the relationship between gender identity, gender expression, sex, and sexual orientation

# Gender Quiz

## Protected Grounds

<b>Sex</b>	<b>Gender Identity</b>
<b>Gender Expression</b>	<b>Sexual Orientation</b>

**Anatomical**

**Female**

**Sex**

**Intersex**

**Assigned at Birth**

**Genitalia**

**Male**





Nonbinary

Transgender

Individual

Trans

Internal

Gender

Woman

Transsexual

Identity

Personal

Genderqueer

Lived Identity

Man

Two-Spirit

Cisgender



**Androgynous**

**Pronoun**

**Masculine**

**Voice**

**Gender**

**Clothing**

**Expression**

**Make-up**

**Public**

**Appearance**

**Feminine**

**Hair**



**Queer**

**Lesbian**

**Asexual**

**Straight**

**Gay**

**Sexual**

**Orientation**

**Bisexual**

**Curious**

**Pansexual**




# Timeline of Rights

## In Canada

- 1969 Consensual sex between same sex adults removed from Criminal Code of Canada
- 1973 Homosexuality no longer classified as a mental illness
- 1974 Gay men and lesbians permitted as immigrants to Canada
- 1977-98 Territories/provinces prohibited discrimination on basis of sexual orientation (Ontario in 1986)
- 2003 Ontario legalized same sex marriage
- 2005 Canada opens doors to 2SLGBTQ marriage and immigration
- 2012 Ontario recognizes gender identity, gender expression in its human rights legislation (13 June 2012)

# Common Experiences of Older 2SLGBTQ People

- Fear of disclosure of sexual orientation and/or trans identity
  - Social isolation; alienation from family members, support networks, community and society at large
  - 2SLGBTQ more likely to age alone; absence of children, spouses, biological family
  - Excessive grief and loss
  - Financial inequities
- 

# Common Experiences of Older 2SLGBTQ People

- Negative experiences accessing health care and social services; untreated health conditions; higher risk of suicide, mental illness, substance use
- Additional barriers, stresses and risk experienced by folks who are intersectionally marginalized



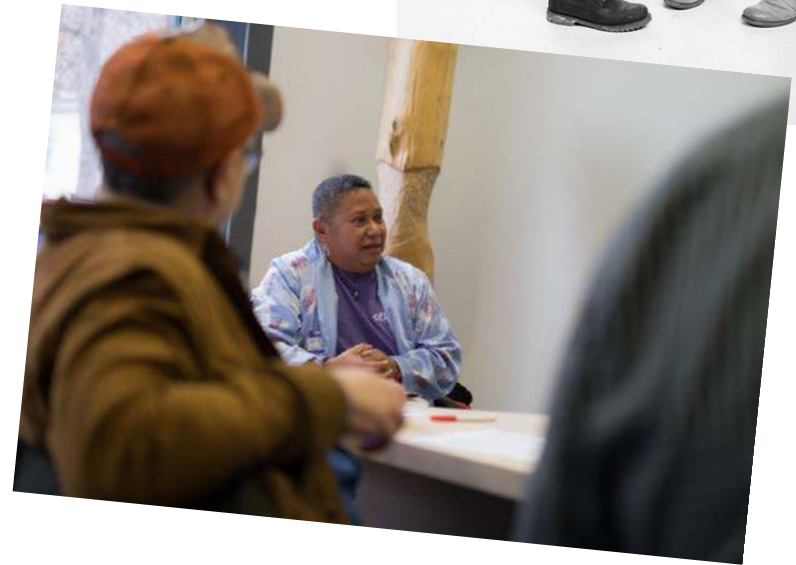
*Are you an older LGBTQ2S community member (50+) who wants to make meaningful connections with a new pal?*

*Or an LGBTQ2S community member or ally (18+) interested in fostering friendship and enriching supports for older LGBTQ2S communities?*

# Pals Connect

# Pals Connect: A Friendly Visiting Program

- New Horizons for Seniors Grant
- Project timeline
- Purpose
- Design and structure
- Community Impact





**Still Here, Still Queer** is part of our efforts to foster environments for older adults that are inclusive of sexual orientation, gender identity and gender expression.



# Still Here, Still Queer

A HANDBOOK FOR AFFIRMING  
LGBTQ OLDER ADULTS



A group of diverse people, including men and women of various ages and ethnicities, are gathered together in a festive setting. They are wearing colorful leis and holding red plastic cups, suggesting a party or celebration. The background is a plain, light-colored wall. The overall mood is joyful and celebratory.

# Thank You!

If you have questions about or for  
The 519 contact Kate at [KHazell@The519.org](mailto:KHazell@The519.org)

**Get Help  
Now**

**Call the Seniors Safety Line**

**1-866-299-1011**

Free to call  
Confidential  
24 hours a day  
7 days a week



**Elder Abuse Ontario**

Stop Abuse - Restore Respect



# CONNECT WITH US

**Connect With Us**

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

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# www.elderabuseontario.com

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## Questions



# New Resource on Your Legal Rights

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

The image displays a booklet titled "Elder Abuse and Knowing Your Legal Rights". The cover features the ACE Advocacy Centre for the Elderly logo and a photograph of an elderly couple. The title is prominently displayed in a large orange box. The booklet is shown open to two pages. Page 2 contains a list of legal actions and a disclaimer. Page 3 contains a warning sign and definitions of financial, neglect, emotional/psychological, sexual, and physical abuse.

**ACE**  
Advocacy Centre  
for the Elderly

**ELDER ABUSE AND KNOWING YOUR LEGAL RIGHTS**

This booklet, "*Elder Abuse and Knowing Your Legal Rights*" contains legal information presented in plain language, about some of the tools available to deal with situations of elder abuse:

- Revoking a Continuing Power of Attorney for Property
- Reporting Elder Abuse to the Police
- Guardianship Investigations
- Statutory Guardianships
- Court Appointed Guardians
- Representatives Appointed by the Consent and Capacity Board
- Civil Actions for the Recovery of Property
- Important Provincial Resources

*This booklet contains legal information for educational purposes only and is not to be construed as legal advice. For legal advice, speak with a lawyer/legal professional.*

**ELDER ABUSE**

**WHAT IS ELDER ABUSE?**

**Financial abuse** is defined as any improper conduct, done with or without the informed consent of the senior that results in a monetary or personal gain to the abuser and/or a monetary or personal loss to the senior.

**Neglect** is not meeting the basic needs of the older person.

Active (intentional) neglect is the deliberate withholding of care or the basic necessities of life.

Passive (intentional) neglect is the failure to provide proper care to an older adult, usually due to the lack of knowledge and/or experience.

Emotional or Psychological abuse is any action, verbal or non-verbal, that lessens a person's sense of identity, dignity and self-worth.

Sexual abuse includes any unwanted sexual touching, remarks or coercing a person through force, trickery or threats into sexual activity without their consent. Sexual abuse includes inducing sexual activity with a person who is not mentally capable of giving active informed consent throughout the entire duration of the sexual activity.

Physical abuse is any act of violence or rough handling that may or may not result in physical injury but causes physical discomfort or pain.



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# THANK YOU

**Rochella Vassell**  
**Regional Consultant**  
**Elder Abuse Ontario**

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