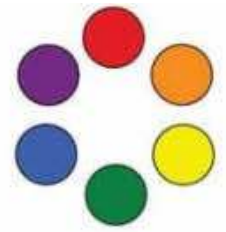




Elder Abuse Prevention (ON)  
Stop Abuse - Restore Respect  
Maltraitance des personnes âgées Ontario  
Maltraitance des personnes âgées Ontario

Senior Pride  
Network



## 2SLGBTQ+ Webinar Series

Today, January 11, 2021: Tom Warner presents:



# WEBINAR STARTING SOON AT 2:00 PM



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

# Welcome

All **attendees** will be **muted** during the webinar.

**Recording:** Webinar will be recorded and posted on EAPO's website: <http://www.eapon.ca/training-education/training/webinars/>

**ASL Interpreter:** Video of Interpreter will be visible during the webinar today and name of ASL Interpreter is under picture.

**ASL Interpreting provided by**



**Adjusting Video Size:** Drag the line between the video frame and slides to the left (adjust at beginning of the webinar).

# Welcome

**Questions or Issues:** Participants can type their questions in Question/Answer box. A response will be posted during the webinar *or* asked to speaker after the presentation.

**The Chat box** can also be used to post comments during the session. **Mary Shkoury** will be managing the Chat Box.

**Evaluation:** After the session, you will see pop-up screen asking you to provide your feedback and suggestions for future webinars.



**LAND ACKNOWLEDGMENT**

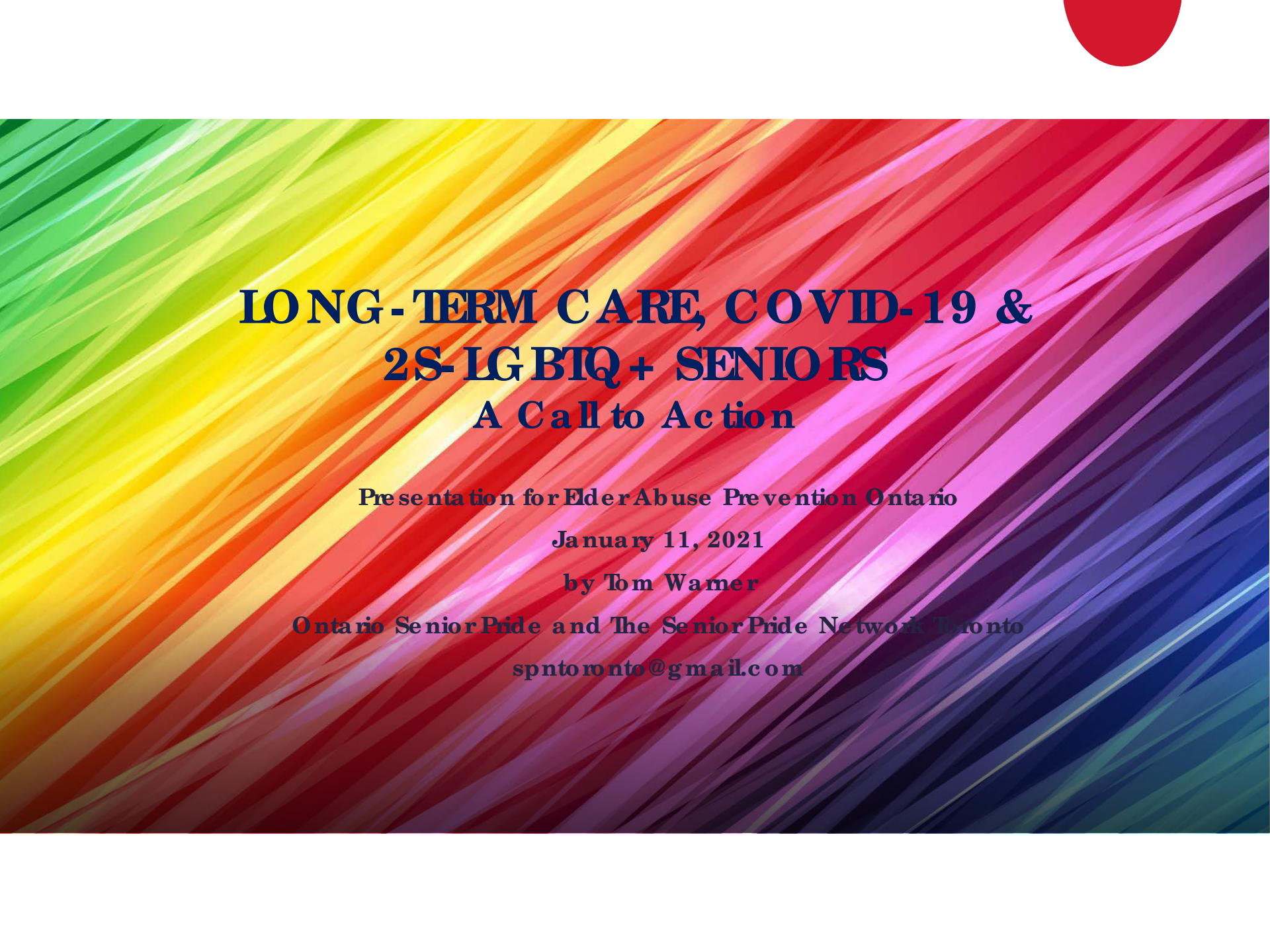
# Introducing **Tom Warner**, Principal Spokesperson, **Ontario Senior Pride**



Tom Warner has been an activist for queer liberation and rights for nearly 50 years. He was a founding member of the Zodiac Friendship Society, Saskatoon (first gay community organization in Saskatoon) and of the Gay Students Alliance at the University of Saskatchewan in 1971-1972.

He has been active in a number of queer activist groups over that time, and is primarily known for involvement with the Coalition for Lesbian and Gay Rights in Ontario (CLGRO) from 1975 to 2009.

Tom was a leader of political action campaigns to have sexual orientation included as a prohibited ground of discrimination in the Ontario Human Rights Code during the 1970s and 1980s and to amend Ontario laws to extend legal recognition to same-sex spousal relationships during the 1990s.



**LONG-TERM CARE, COVID-19 &  
2S-LGBTQ + SENIORS  
A Call to Action**

**Presentation for Elder Abuse Prevention Ontario**

**January 11, 2021**

**by Tom Warner**

**Ontario Senior Pride and The Senior Pride Network Toronto**

**[spntoronto@gmail.com](mailto:spntoronto@gmail.com)**

# **Submission to the Long-Term Care COVID-19 Commission**

**From:**

**Aging With Pride Waterloo**

**New Horizons 2S-LGBTQ+ Seniors Program in North Bay (program housed out of The AIDS Committee of North Bay and Area, with chapters in the Barrie, ON and Sudbury, ON regions)**

**Ottawa Senior Pride Network**

**Senior Pride Network Niagara**

**Senior Pride Network Toronto**

**Rainbow Faith and Freedom**

**Windsor Pride Community**

## **Our submission recognizes that**

- **the LTC system tragically fails to uphold the fundamental principle of the *Long-Term Care Homes Act, 2007* that an LTC home is primarily the home of its residents and is to be operated accordingly**
- **the COVID-19 pandemic has negatively impacted Ontario's 2S-LGBTQ+ seniors, and highlighted many long-standing issues, inequities and failures within the LTC system**
- **there is a pressing need to integrate 2S-LGBTQ+ inclusivity and respect for 2S-LGBTQ+ seniors in the LTC system.**



## **Our submission recognizes that:**

- **2S-LGBTQ+ seniors are residents of LTC homes**
- **2S-LGBTQ+ persons are also employees and volunteers in LTC homes**
- **2S-LGBTQ+ persons are the spouses or partners of LTC residents, and are family members and caregivers.**

**Our submission recognizes that:**

**2S-LGBTQ+ seniors are generally invisible in LTC homes.**

**Ontario's LTC system was failing 2SLGBTQ+ seniors long before COVID-19.**

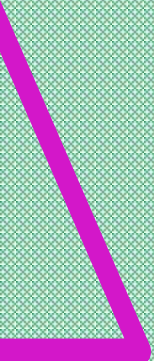
**Data not available on the number of 2S-LGBTQ+ residents of Ontario LTC homes who contracted COVID-19 or those who died after contracting COVID-19.**



**Our submission recognizes that:**

**The LTC system in general has been neglectful of, or unresponsive to, the particular needs and concerns of 2S-LGBTQ+ residents.**

**During COVID-19 outbreaks in LTC homes, there has been even less awareness of, or attention given to, the particular needs and concerns of 2S-LGBTQ+ residents.**



## *2S-LGBTQ+ seniors: chronic health conditions and COVID-19*

**General lack of awareness of LTC staff about the particular health and social factors that make 2S-LGBTQ+ seniors more vulnerable to contracting COVID-19, and that put them at greater risk of dying from the virus.**

**The measures adopted in response to COVID-19 outbreaks fail to acknowledge and address the particular health issues and the diverse life and aging experiences of 2S-LGBTQ+ seniors.**

## *2S-LGBTQ+ seniors: chronic health conditions and COVID-19*

**National survey on impact of COVID-19 found that 2S-LGBTQ+ people are more vulnerable to COVID-19 than other persons:**

- **29% of 2S-LGBTQ+ people surveyed are living with a chronic health condition, compared with 15% of non-2S-LGBTQ+ people;**
- **21% of the 2S-LGBTQ+ identifying as Black, Indigenous and People of Colour (BIPOC) have been admitted to the hospital for COVID-19 compared to 9% of both 2S-LGBTQ+ people in general and the national population.**

**(Egale and INNOVATIVE Research Group, 2020)**

## *2S-LGBTQ+ seniors: chronic health conditions and COVID-19*

**2S-LGBTQ+ communities reported greater current and expected impacts of COVID-19 on their physical and mental health, and overall quality of life than is the case for non-2S-LGBTQ+ people.**

**2S-LGBTQ+ people, especially those who identify as BIPOC are more likely than the general population to know somebody who has died from COVID-19.**

**(Egale and INNOVATIVE Research Group, 2020)**

## *2S-LGBTQ+ seniors: chronic health conditions and COVID-19*

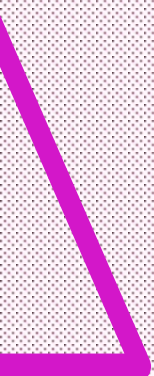
**Research data show:**

- **a greater prevalence of cardiovascular diseases, diabetes, cancer, HIV, and respiratory diseases, among 2S-LGBTQ+;**
- **a higher percentage of lesbians and bisexual women have asthma (16%) than other women (9%);**
- **HIV positive 2S-LGBTQ+ seniors are now at high risk for HIV/AIDS-related co-morbidities such as cardiovascular disease, diabetes, kidney disease, cancer and osteoporosis.**



## *2S-LGBTQ+ seniors: chronic health conditions and COVID-19*

**Imposing social distancing in response to COVID-19 can negatively impact the mental, social, sexual and physical health of self-identified 2S-LGBTQ+ residents, and even “straight-identified” seniors who have had same-sex encounters**

- because of higher rates of mental health challenges, such as anxiety, depression and loneliness.**
- 



## *2S-LGBTQ+ seniors: chronic health conditions and COVID-19*

**LTC care protocols for COVID-19 do not consider the particular vulnerabilities and special needs of those who are 2S-LGBTQ+ seniors.**

**The multiple and inter-related health issues and particular care needs of 2S-LGBTQ+ seniors should have been taken into account in planning and implementing measures to effectively respond to COVID-19.**

**They must be taken into account when combatting future pandemics or infectious disease outbreaks in Ontario LTC homes.**

# RECOMMENDATION

To facilitate integration of 2S-LGBTQ+ inclusivity and visibility in LTC system and to promote greater understanding and awareness of the unique health and care needs, and social well-being of, 2S-LGBTQ+ seniors

## **Ontario Government provide ongoing funding**

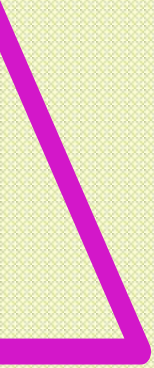
- **to support the collection of demographic data on 2S-LGBTQ+ seniors and 2S-LGBTQ+ residents of LTC homes;**
- **to conduct research on**
  - **the specific concerns and needs of, and support systems required for, 2S-LGBTQ+ seniors;**
  - **the service offered to 2S-LGBTQ+ seniors in LTC homes during the COVID-19 pandemic.**



## **Discrimination, harassment and abuse in LTC homes**

**2S-LGBTQ+ seniors may experience, or have a fear of experiencing, discrimination, harassment and abuse from residents and staff in LTC homes.**

**Fears about how they will be treated in LTC homes are heightened and intensified during COVID-19 outbreaks.**



**More vulnerable and more at risk of discrimination, harassment and abuse during pandemic outbreaks, and less able to report or seek help or assistance.**

## **Discrimination, harassment and abuse in LTC homes**

**To avoid discrimination and prevent rejection, being ostracized or neglect, 2S-LGBTQ+ residents may conceal that they are intersex or not disclose their sexual orientation, gender expression or gender identity**

- fear of going back into the closet**
- results in feeling isolated, lonely and anxious**
- negatively affects the quality of care provided.**

# **Discrimination, harassment and abuse in LTC homes**

## **LTC homes in general**

- **do not have policies, practices and procedures that invite or encourage seniors to disclose our sex (intersex), sexual orientation, gender identity or gender expression at initial intake or assessment in a safe, welcoming and confidential manner;**
- **do not take proactive measures to visibly convey to residents and visitors that they are welcoming, safe and inclusive spaces for 2S-LGBTQ+ seniors to live in.**

## RECOMMENDATION

To integrate 2S-LGBTQ+ inclusivity and respect for 2S-LGBTQ+ seniors in the LTC system and address discrimination, harassment and abuse of 2S-LGBTQ+ residents:

**Require LTC homes to:**

**Adopt equity, inclusion, non-discrimination, anti-harassment and protection of persons policies that specifically include sex, sexual orientation, gender identity and gender expression.**

# RECOMMENDATION

To integrate 2S-LGBTQ+ inclusivity and respect for 2S-LGBTQ+ seniors in the LTC system and address discrimination, harassment and abuse of 2S-LGBTQ+ residents:

**Require LTC homes to:**

**Designate 2S-LGBTQ+ advocate staff role in the LTC home -- residents may report feeling excluded, disrespected or mistreated, concerns about the nature and quality of their care or their living conditions, or disputes involving staff or other residents.**

- **Advocate: specific senior-level 2S-LGBTQ+ diversity training, with an understanding that a 2S-LGBTQ+ resident may also be, for example, Black, Indigenous or a Person of Colour (BIPOC), suffering from other forms of discrimination.**

## **Spiritual Care for 2S-LGBTQ+ residents**

**The LTC system in Ontario is limited in its provision of optional and inclusive faith-based programming that recognizes the diversity of its residents, staff, and other service providers.**

**Many 2S-LGBTQ+ seniors have had personal experiences with religious-based discrimination, and are less likely to have accepting blood-relatives to support them in personal times of crisis and end-of-life situations.**



# RECOMMENDATION

To integrate 2S-LGBTQ+ inclusivity and respect for 2S-LGBTQ+ seniors within faith-based programming in LIC homes:

Require LIC homes to:

- implement a mandate to ensure all faith-based programming recognizes the diversity of its residents, staff and service providers -- should be inclusive, regardless of an individual's sex, gender identity, gender expression or sexual orientation;
- ensure that all residents feel comfortable practicing their spiritual rituals and are provided with the appropriate services and resources to do so;
- ensure staff working in LIC homes are trained and educated on how to intervene when faith-based discrimination has occurred or when faith-based programming fails to use inclusive frameworks in their programs.

## ***LTC staff and 2S-LGBTQ+ residents***

**Staff who spend most time with residents, with few exceptions, are untrained, little-trained or ill-trained in 2S-LGBTQ+ care issues and needs, or are indifferent to, or lack awareness of them**

- causes anxiety for 2S-LGBTQ+ about health care aides who assist with daily life activities**
- staff not comfortable with 2S-LGBTQ+, biases or negative attitudes (including homophobia, transphobia and biphobia)**
- staff behaviours and actions that are motivated by judgmental or condemnatory religious beliefs.**

## *LTC staff and 2S-LGBTQ+ residents*

**Because of the concerns of 2S-LGBTQ+ residents about LTC staff, the nature and quality of care provided to these residents during the COVID-19 pandemic is further negatively impacted.**

**Also, 2S-LGBTQ+ staff are too often made to feel invisible, are not acknowledged, are not supported or are not equitably treated within Ontario's LTC homes.**

## *LTC staff and 2S-LGBTQ+ residents*

**2S-LGBTQ+ residents say their LTC home would be more welcoming and inclusive if staff are open and affirming about their own 2S-LGBTQ+ identities.**

**Yet, many 2S-LGBTQ+ staff choose not to disclose their identities**

- worried about or have a fear of experiencing, discrimination and harassment from residents or their family members or caregivers, and from other staff.**

# RECOMMENDATION

To redress the staffing issues in LTC homes and ensure 2S-LGBTQ+ inclusivity and respect for 2S-LGBTQ+ seniors:

## **The Ontario Government:**

- **develop and implement 2S-LGBTQ+ inclusive policies and practices for LTC service providers that recognize**
  - **the diversity of 2S-LGBTQ+ seniors and their social determinants of health;**
  - **the particular service and care needs of 2S-LGBTQ+ seniors;**
- **invest in establishing and maintaining a train-the-trainer program to train the instructors or facilitators of 2S-LGBTQ+ seniors' sensitivity, inclusion and cultural competency training for staff in LTC homes.**

# RECOMMENDATION

To redress the staffing issues in LTC homes and ensure 2S-LGBTQ+ inclusivity and respect for 2S-LGBTQ+ seniors:

**The Ontario Government require:**

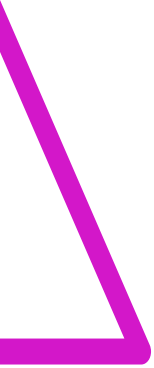
- every LTC home to provide compulsory 2S-LGBTQ+ seniors sensitivity, inclusion and cultural competency training for all full-time, part-time and contracted/agency staff, and volunteers;
- staff in all departments in LTC homes be full-time staff, with strict short-term limits on the length of time a long-term care home may employ any part-time or agency staff instead of full-time staff;
- LTC homes to ensure that they are positive, welcoming, safe and inclusive work environments for 2S-LGBTQ+ staff, caregivers and volunteers.



## **Social and physical isolation of 2S-LGBTQ+ seniors**

**Social isolation and lack of emotional and social support systems negatively impact the health and well-being of 2S-LGBTQ+ seniors.**

**COVID-19 outbreaks in LTC homes cause even greater social isolation for 2S-LGBTQ+ residents because of strict social distancing protocols and restrictions on visitors, causing greater loneliness, depression, despair and a deterioration in their physical health and general well-being.**



## **Social and physical isolation of 2S-LGBTQ+ seniors**

**2S-LGBTQ+ seniors less likely than other persons to be in a spousal relationship, widowed, or to have children, and may lack adequate social and emotional support.**

**To reduce social isolation and build personal support networks, 2S-LGBTQ+ seniors increasingly are relying on chosen families (surrogate, non-biological) or a circle of friends (e.g. partners, close friends, caregivers)**



## **Social and physical isolation of 2S-LGBTQ+ seniors**

**Spousal relationships, chosen/ non-biological families or non-conforming relationships are not recognized or not respected by the LTC home.**

**Visitation restrictions reflect the lack of respect for 2S-LGBTQ+ family dynamics by being restricted to “blood relatives and Power of Attorney” only.**

**For many 2S-LGBTQ+ seniors, biggest fear is dying alone and forgotten – they can become doubly isolated as a result of COVID-19, and their biggest fear can become reality.**

# RECOMMENDATION

To mitigate social isolation and provide emotional and social support for 2S-LGBTQ+ seniors in LTC homes:

**The Ontario Government require LTC homes to recognize and respect 2S-LGBTQ+ spousal relationships and chosen/ non-biological family members for visitation and for providing essential care to 2S-LGBTQ+ residents.**

## **Resident-Centred Care for Ontario's LTC System**

**Ontario needs a resident-centred model of care for LTC homes.**

**This model:**

- **focuses on the individual resident and their holistic well-being rather than just a series of tasks or medical condition(s);**
- **is rooted in fundamental concepts that include self-determination, agency and empowerment of residents of LTC homes in regard to making decisions and choices about their own health, well-being and care needs;**

## **Resident-Centred Care for Ontario's LTC System**

### **Resident-centred care would**

- **respond to the complexities of providing care for diverse residents of LTC homes;**
- **provide more personally tailored care for LTC residents and improve their social environment, quality of care, quality of life and emotional and psychological wellness;**
- **address the diversity, life experiences and social determinants of health that impact 2S-LGBTQ+ seniors' physical and mental health, and that influence their needs and concerns when in LTC.**

## **Resident-Centred Care for Ontario's LTC System**

**Resident-centred care would**

- require viewing and treating the person for whom care is provided as a resident of a home and not as a client or a patient;**
- include adopting a cultural sensitivity approach to better meet the needs of racialized 2S-LGBTQ+ seniors and Two Spirit elders.**

## **Resident-Centred Care for Ontario's LTC System**

**A resident-centred model of care also should be supported by the amendment of the Residents' Bill of Rights in the *Long-Term Care Homes Act, 2007* to align more closely with the prohibited grounds of discrimination in the *Ontario Human Rights Code* by including sex, sexual orientation, gender identity and gender expression.**

## RECOMMENDATION

To ensure that Ontario's LTC system is inclusive, respectful and welcoming of 2S-LGBTQ+ seniors and recognizes and positively responds to their particular health, care, and social and emotional needs and concerns:

**Every LTC home in Ontario be required to adopt a resident-centred model of care that is consistent with the fundamental principle of the *Long-Term Care Homes Act, 2007*. The resident-centred model be tailored to positively respond to the unique issues, needs and concerns of diverse 2S-LGBTQ+ seniors.**

**The Residents' Bill of Rights in the *Long-Term Care Homes Act, 2007* be amended to align more closely with the prohibited grounds of discrimination in the *Ontario Human Rights Code* by inclusion of sex, sexual orientation, gender identity and gender expression.**

## **Conclusion**

**Our objective is to ensure that Ontario's LTC system is inclusive, respectful and welcoming of 2S-LGBTQ+ seniors and recognizes and positively responds to their particular health, care, and social and emotional needs and concerns.**

**This is essential at all times and especially during pandemics such as COVID-19.**

**If implemented, our recommendations would better prepare Ontario's LTC homes to provide the adequate care to 2S-LGBTQ+ seniors that they deserve and that is their right to expect and to receive under the *Long-Term Care Homes Act, 2007* and the *Ontario Human Rights Code*.**



# Questions



# Upcoming Webinar



**Les aînés des communautés LGBTQ2+  
en centre de soins de longue durée :  
*Vulnérabilités, enjeux systémiques et pandémie de Covid -19***

**Lundi 1er février 2020**

**13h00 – 14h00**



**Carmen Paquette**

Militante de la justice sociale

Carmen revendique pour la justice sociale depuis plusieurs décennies. Quelques exemples de cet engagement social sont en tant que Commissaire des droits de la personne en Ontario, membre du Comité des droits à l'égalité du programme de contestation judiciaire et présidente de Égalité pour les gais et les lesbiennes (ÉGALE Canada). Fièrre Franco-Ontarienne, elle milite maintenant au sein de Retraite en Action et le Réseau de fierté des aînés d'Ottawa.



**Olivier Lechapt**

Coordonnateur régional - Sud Ouest  
FARFO (Fédération des aînés et des retraités francophones de l'Ontario)

Olivier Lechapt travaille comme coordonnateur à la FARFO (Fédération des aînés et des retraités francophones de l'Ontario) pour sa région Sud-Ouest. Personnellement impliqué auprès des francophones et des communautés LGBTQ2+ en général à travers d'autres organismes ontariens, il participe aux efforts de travail pour et avec les aînés de ces communautés, au sein des différents projets menés par la FARFO.

# Upcoming Webinars

## **Making Justice Accessible for Older Adults**

**Thursday, January 28, 2021**

1:00 pm – 2:00 pm

### **Speakers :**

**Nadine Prince**, Manager, Victim/Witness Assistance Program, York Region,  
Ministry of the Attorney General

**Laura Ostler**, Manager, Victim/Witness Assistance Program, HKNP (Haliburton County,  
Kawartha Lakes, Northumberland County, Peterborough Region),  
Ministry of the Attorney General

**[REGISTER NOW](#)**

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## **Consent Capacity in the COVID Context**

**Thursday, February 4, 2021**

1:00 pm – 2:00 pm

### **Speaker :**

**Shauna MacEachern**, Occupational Therapist and Designated Capacity Assessor,  
owner of Capacity Advocate & Risk Evaluations for Seniors (CARES)

**[Register Now](#)**

# Upcoming Webinars

## **Sexual Violence Among Older Adults - Practical Approaches for Trauma Informed Responses**

**Thursday, February 11, 2021**

1:00 pm - 2:00 pm

**Speaker :**

**Lynn Cohen**, Counsellor & Public Education Coordinator, Durham Rape Crisis Center

**[Register Now](#)**

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## **Understanding Ontario's Personal Income Tax, Credits and Benefits Amid the COVID-19 Pandemic**

**Tuesday, February 23, 2021**

1:00 – 2:00pm

**Speaker :**

**Jeremy Bertrand**

**Senior Program Advisory Specialist**  
*Public Education, Program Communication  
& Outreach, Advisory, Objections,  
Appeals & Services Branch*  
**Ministry of Finance**

How well do you understand Ontario's personal income tax, credits and benefit programs?

## **Comprendre l'impôt sur le revenu des particuliers de l'Ontario, les crédits et les prestations, pendant la pandémie de COVID-19**

**Wednesday, February 24, 2021**

1:00 – 2:00pm

**Speaker :**

**Jocelyn Lalonde**

**Senior Program Advisory Specialist**  
*Public Education, Program  
Communications & Outreach, Advisory  
Services Advisory, Objections,  
Appeals and Services Branch*  
**Ministry of Finance**

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Arrêtez les mauvais traitements - Restaurez le respect

Contact  
formation

**Christine Chan (GTA)**

**Mary Shkoury (West and Central West)**

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