



Welcome!

LGBT AGING

The Journey Toward the Future of Culturally Competent Care

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O4A: Ohio Area Agencies on Aging



**Rainbow Elder Care
of Greater Dayton**



Public Health
Prevent. Promote. Protect.
Dayton & Montgomery County

L G B T Q

Today's Objectives

Understand	the Minority Stress Model as it relates to LGBT older adults
Understand	social determinants of health impacting older LGBT adults
Implement	basic terminology, concepts and techniques to help better provide culturally competent care for LGBT older adults



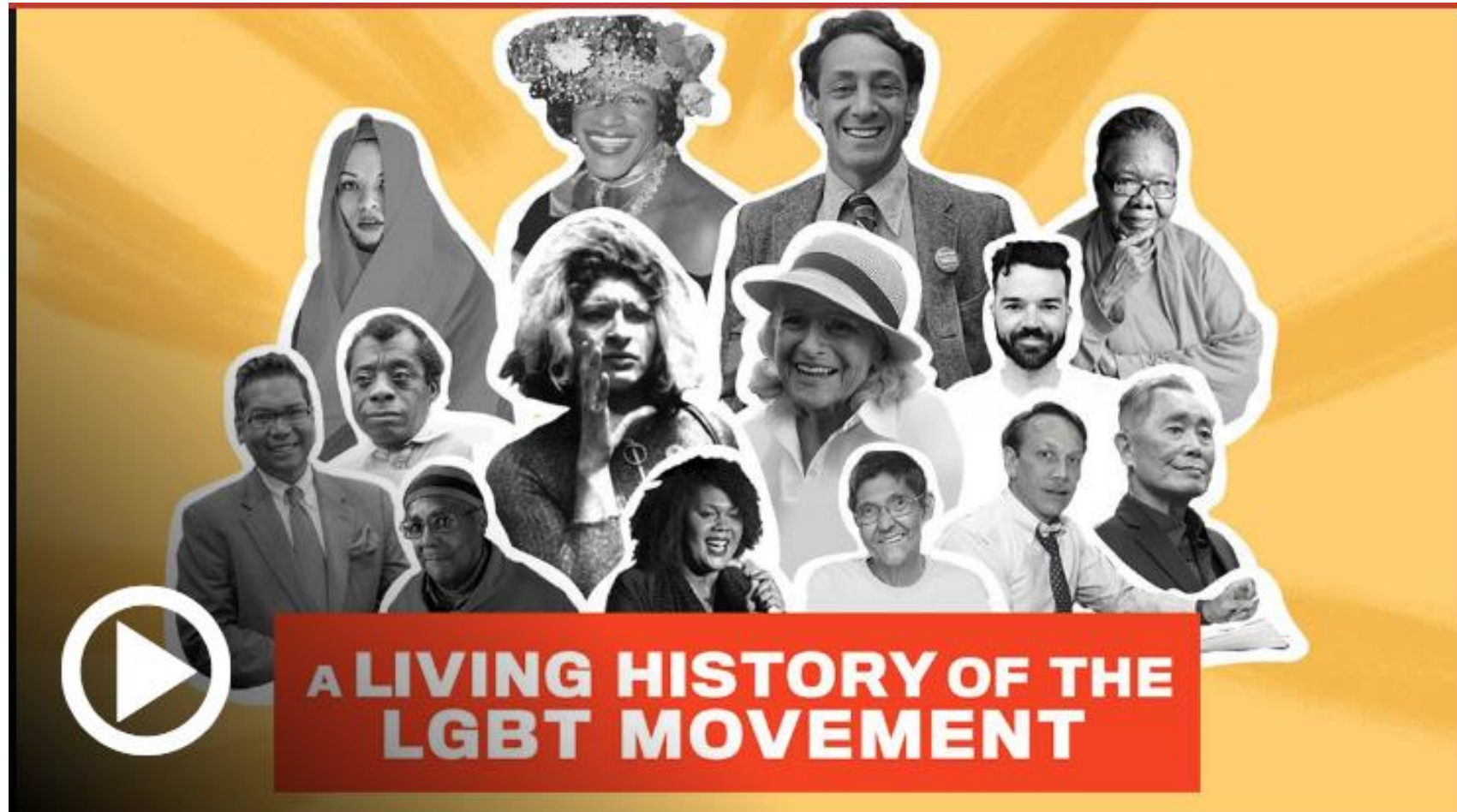
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L G B T Q

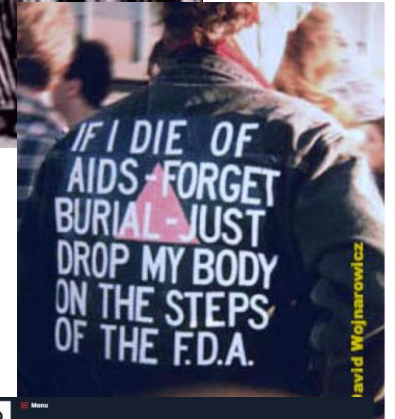
Want to Better Serve Us? Understand Our History and Our Journey



[#LivingHistory of the LGBT Movement](#)

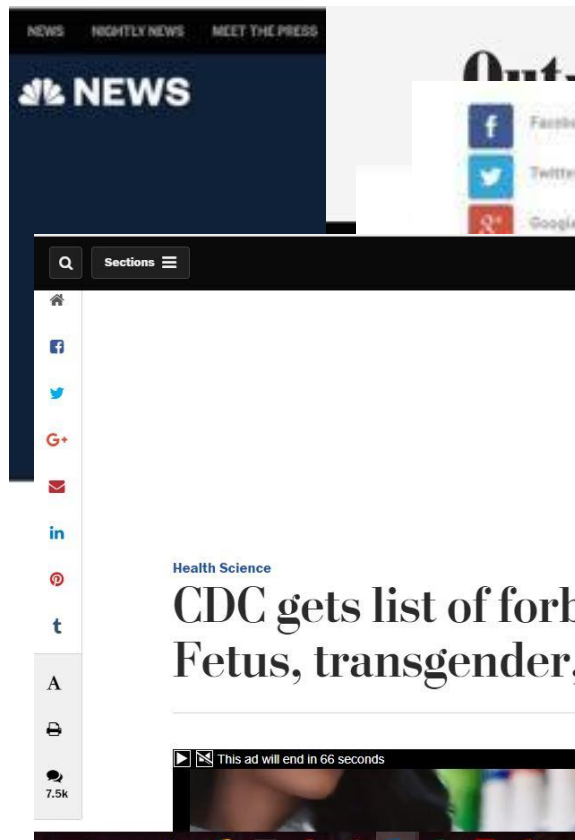
Why?

- Tortured healthcare history
- Prevalent health disparities
- General lack of medical training/knowledge
- >111,283 LGBT+ Ohioans age 55+
 - ~30k in SW Ohio
- Minority Stress Model
- Life Course Theory
- Relational Cultural Theory



Sources: Meyer, I.H. (2003). Prejudice, social stress, and mental health in lesbian, gay and bisexual populations: Conceptual issues and research evidence. *Psychological Bulletin*, 129, 674-697.; Khalili, J., Leung, L., Diamant, A.L., (2015). Finding the Perfect Doctor: Identifying Lesbian, Gay, Bisexual and Transgender Competent Physicians. *American Journal of Public Health*.

Why?



PBS
NEWS
HOUR



Transgender health care targeted in crusade to undo ACA

However, the Sunlight Foundation

Search Sign In

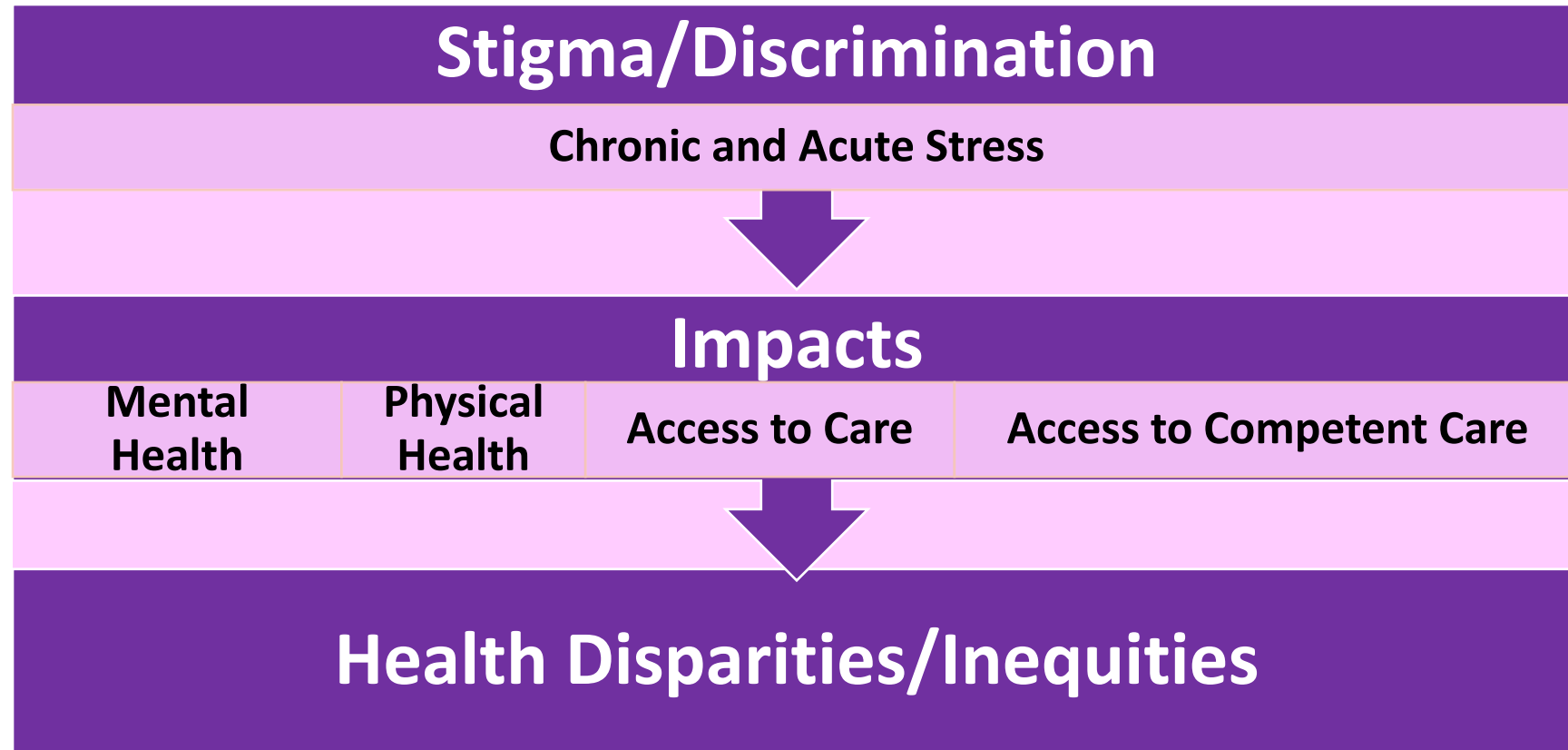
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Left: Solorah Singleton, 36, (right) of Philadelphia, speaks with nurse practitioner Caroline Cylkowski about her medical history during an exam at Mazzoni Center, a care facility for LGBTQ health and well-being in Philadelphia. Singleton was born male but identifies as female. She has been undergoing hormone therapy for six to seven years and is hoping for breast augmentation surgery soon. Photo by Eileen Blass/Kaiser Health News

Go Deeper

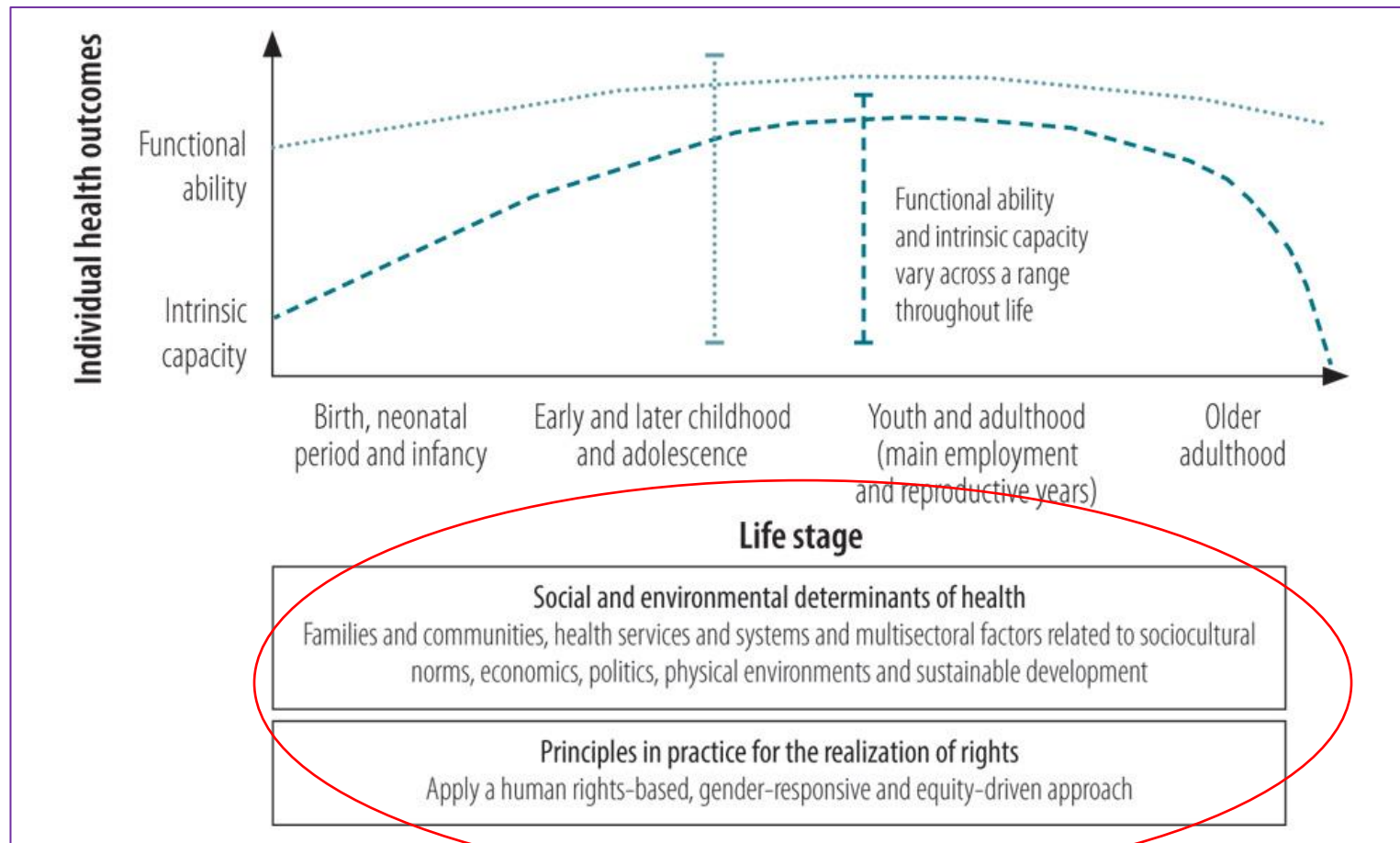
affordable care act

kaiser health news

Stigma, Discrimination, and Health

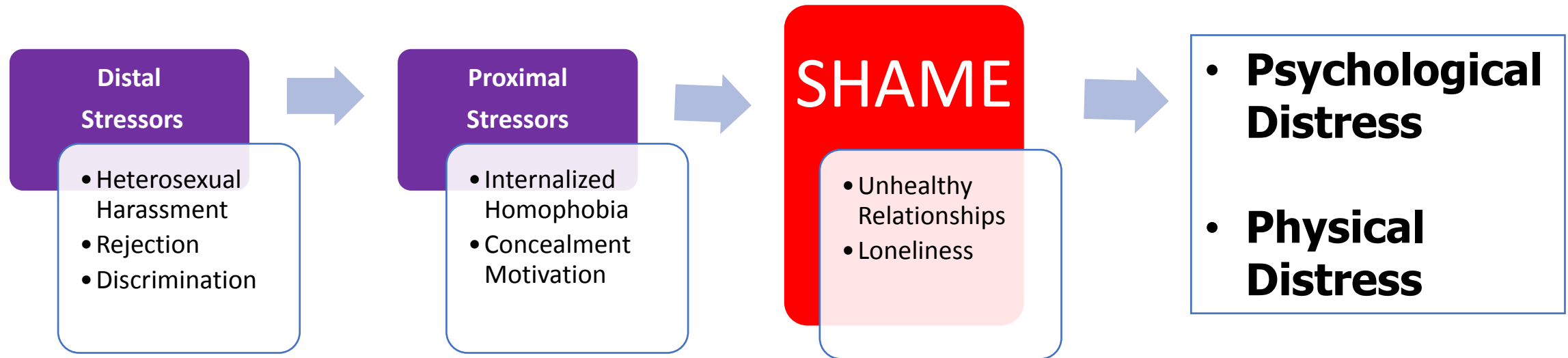


Life Course Theory



Source: *Bulletin of the World Health Organization* 2018;96:42-50. doi: <http://dx.doi.org/10.2471/BLT.17.198358>

Relational Cultural Theory & Shame



Relational Cultural Theory Recommendations:

- **Address/advocate against societal forces contributing to discrimination**
- **Intervene/combat heterosexism and sexual prejudice at all societal levels**

Trauma-Informed Care

Anyone have a good definition?

Trauma-informed care = treating a whole person, taking into account past trauma and the resulting coping mechanisms when attempting to understand behaviors and treat the patient.

Withers, M. (2017). Trauma-Informed Care and Why It Matters: How we're falling short in treating trauma victims and what we can do to fix it. *Psychology Today*, (July 2016), <https://www.psychologytoday.com/us/blog/modern-day-slavery/201707/trauma-informed-care-and-why-it-matters>



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Do You Know Me Like That?

Gender Expression

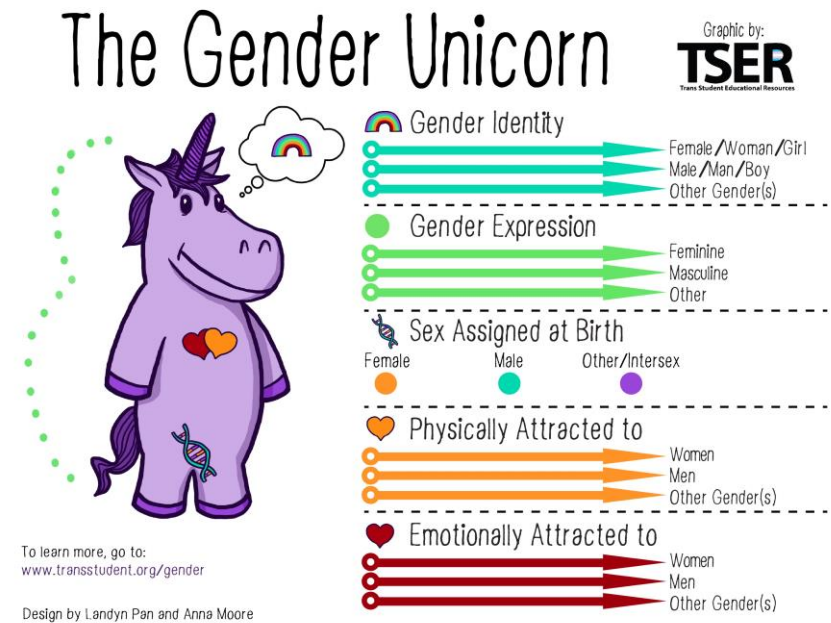
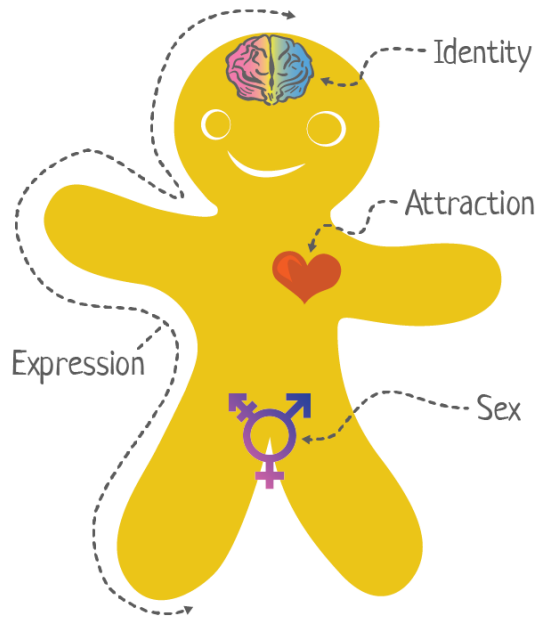


**Head = gender identity
(Who you are)**

**Heart = sexual orientation
(Who you love)**

**Sex = biological genitalia
(Assigned at birth)**

There are Several Models

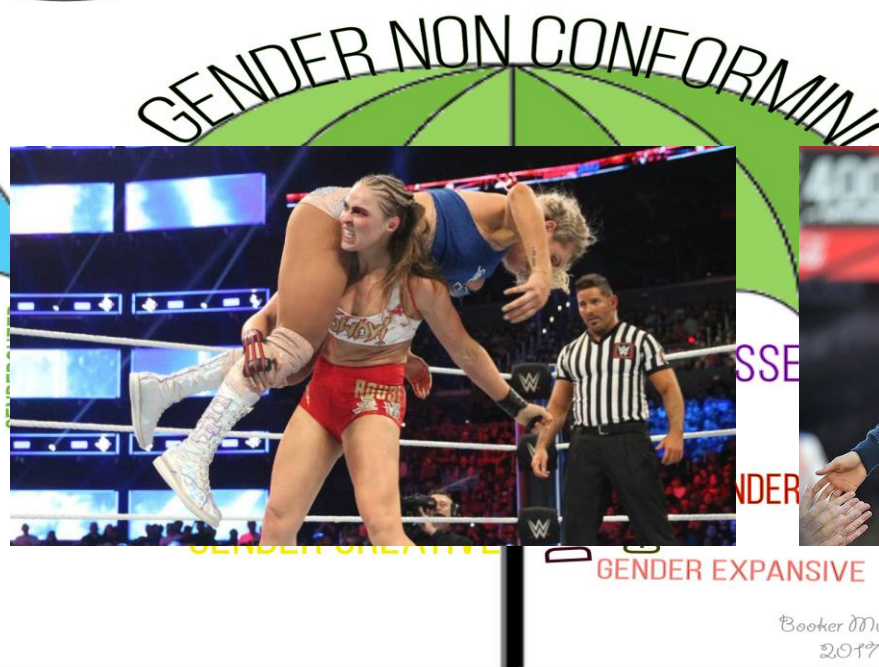
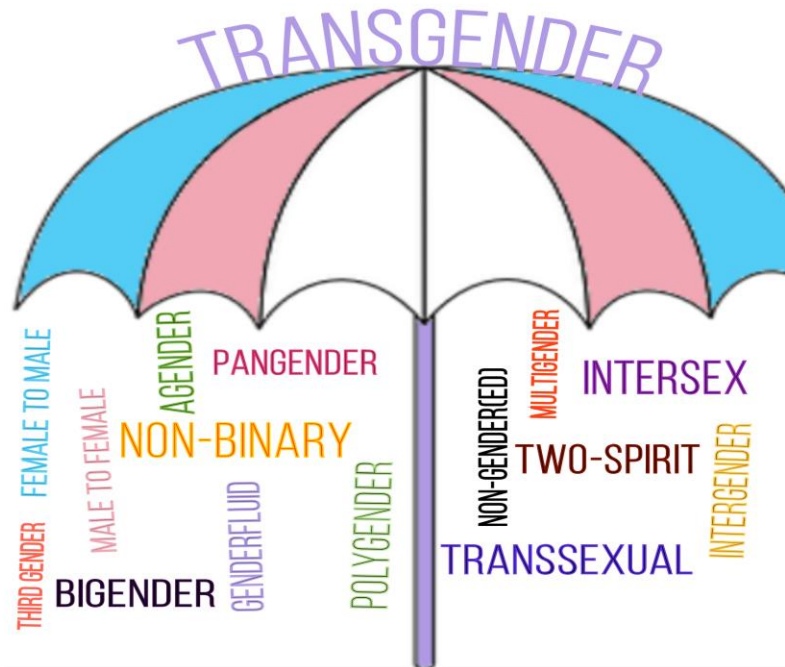
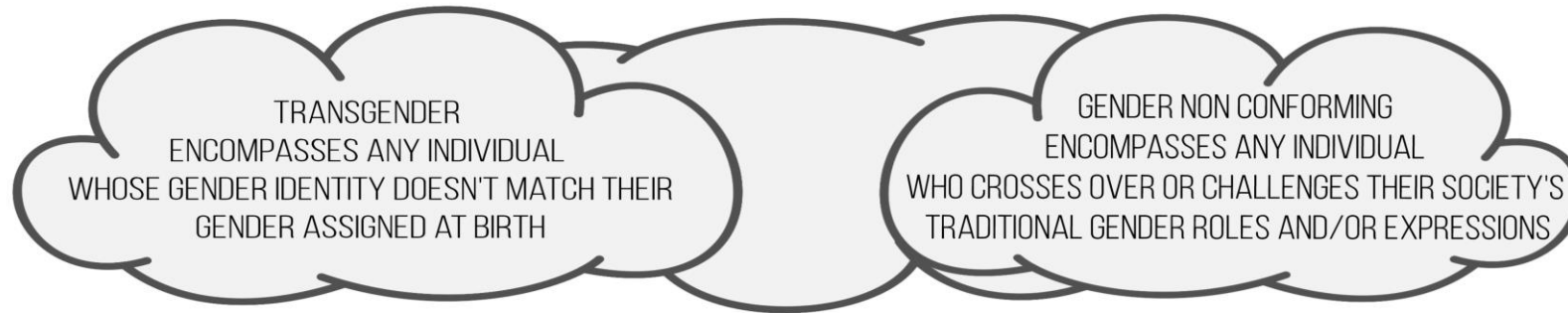


What's the "T" On These Terms:

- **Transgender** – No "ed"; Not transsexual; Not drag queen or cross-dresser
- **Cisgender** - self-identity matches the sex or gender assigned at birth; not transgender. "Cis" and "Trans" from Latin meaning on the same side (Cis) or across from (Trans)
- **Gender dysphoria** – medical diagnosis for the stress that some trans people experience when their identity doesn't align with the sex or gender assigned at birth. Not all trans people experience this.
- **Q** = Can equal Queer or Questioning; Older LGBT generally don't like it due to prior pejorative use
- **I** = Intersex – those with ambiguous genitalia
- **Lifestyle** – there is no ONE "gay lifestyle" It's not a choice like brand loyalty or geographic regionality
- **Homosexual** – Don't use it; Not only about sex; not a disease; can be homosexual without being gay or lesbian



Transgender vs. Gender Non-Conforming or Non-Binary: Terms that Get Confused




Booker Murray
2017

Health Disparities

- Less preventive care
- Lesbians at higher risk of some cancers and diabetes
- Transgender care challenging and political
 - SOGIE not captured jeopardizing care
- Gay men at higher risk of HIV, some communicable diseases and other STDs, especially among communities of color
- Exponentially higher rates of smoking (2 – 3x rate)
- Much higher rates of substance abuse/addiction (2 – 3x rate)
- Greater prevalence of mental health issues
- Greater risk for isolation and depression
- Bisexual health care basically ignored
- People with HIV age on average 8 – 10 years faster with pronounced conditions
 - Hyper immune system causes inflammation

Seven Major Areas of Concern

1. Medical/healthcare
2. Legal
3. Institutional/housing
4. Spiritual
5. Family
6. Mental health
7. Social

 AMERICAN PSYCHOLOGICAL ASSOCIATION

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The Lives of LGBT Older Adults:
Understanding Challenges and Resilience

Edited by [Nancy A. Orel, PhD, LPC](#), and [Christine A. Fruhauf, PhD](#)

Pages: 241
Item #: 4318127
ISBN: 978-1-4338-1763-2
Copyright: 2015
Format: Hardcover
Availability: In Stock
Also available on: [Amazon Kindle](#)



Issues same as straight people but importance, rank, impact differ

Major Healthcare Issues/Fears

- Fear and **discrimination** are real and are a barrier to care
 - Nearly **63%** with HIV experienced discrimination in health care
- Availability of **culturally competent care** is a big issue
 - Most medical schools lack education
- **Laws that threaten equality** undermine health care
- **Geographic access** to culturally competent care is an issue
- **Transgender care** is fraught with gaps, discrimination and hostility
 - **70%** of transgender or gender-expansive people had negative experiences

Social Determinants of Health

- Economic Stability
- Education
- Social and Community Context
- Health and Healthcare
- Neighborhood and Built Environment



Secretary's Advisory Committee on Health Promotion and Disease Prevention Objectives for 2020. Healthy People 2020: An Opportunity to Address the Societal Determinants of Health in the United States. July 26, 2010.

Economic Instability

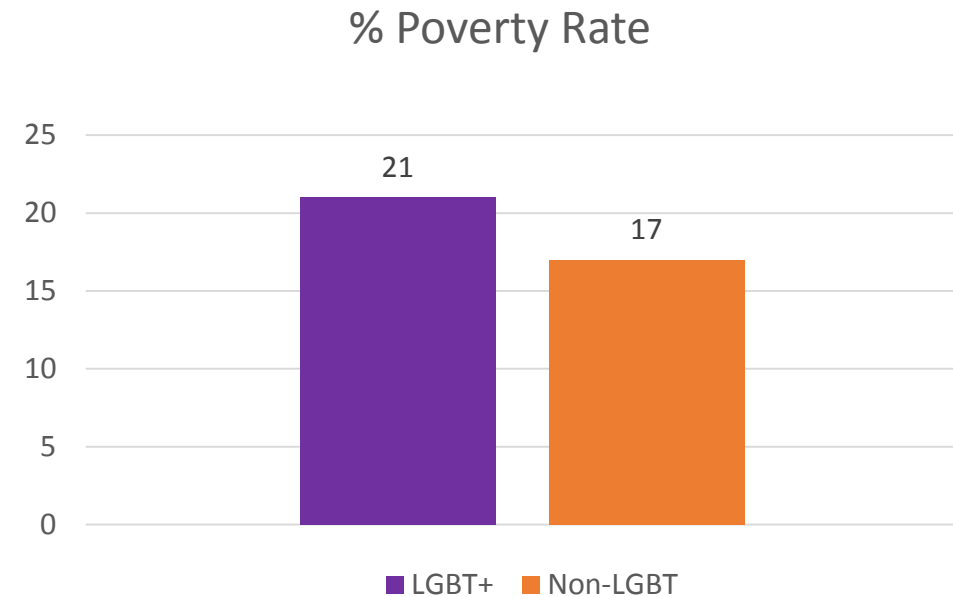
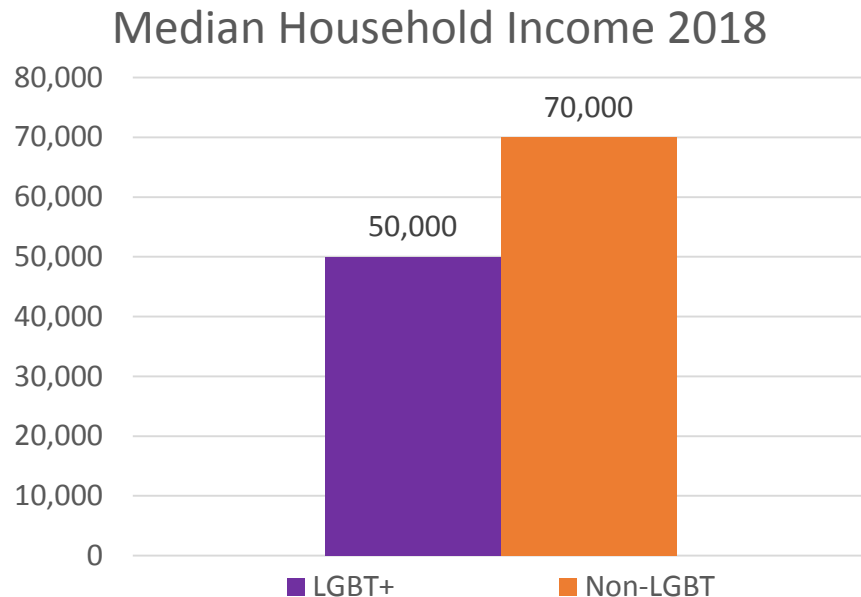
***LGB incomes
lower except
bisexual men***

AVERAGE INCOME & AGE
BY SEXUAL ORIENTATION



Economic Instability

- Real and lasting effects on financial security, particularly in retirement years



- **LGBT+ women:** 40% < \$30k vs. 24% (non-lgbt+)
- Transgender poverty and unemployment higher than the general population:
 - 17% household income of \$10,000 or less vs. 4% of the general population
 - 17% were unemployed vs. 7% in the nation (at time of survey)

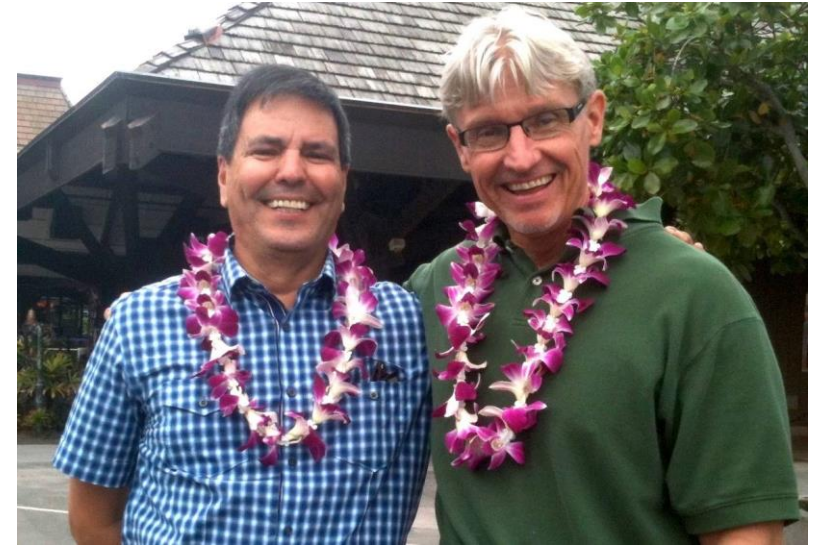
Economic Instability & Social/Community Context



Helen Thornton & Marge Brown
27 years



Frederick Colosimo & Harvey Lucas
43 yrs



Anthony Gonzalez & Mark Johnson
15 yrs

Denied Social Security Survivor Benefits Because They Couldn't Marry

Economic Instability - Housing

- 200 secret-shopper tests across 10 states to measure discrimination
- **48%** with a same-sex spouse experienced at least one type of discrimination
 - 12.5% experienced multiple forms of discrimination
 - Ohio = 9 of 20 tests (45%) experienced discrimination
- Discrimination subtle, not blatant
 - No one BR apts., emphasize fees vs. amenities, etc.
- Fear drives need to go back into the closet
 - **34%** concerned about need to hide identity to access suitable housing
 - **52%** afraid will be forced to hide for long-term care
- **>60%** fear they will experience neglect, harassment or limited access

Mary Walsh & Bev Nance (together 40 yrs) Denied Housing

“All this stuff just keeps coming at you, and then you’re in your 70s, and you think it’s going to be easy from now on and then you face this kind of prejudice. In my mind, the time has come for this to be corrected.”

- **Bev Nance**



NATIONAL

Gay married couples can be banned from living at Missouri retirement home, judge rules

BY JOSH MAGNESS

JANUARY 18, 2019 12:34 PM, UPDATED JANUARY 18, 2019 01:04 PM

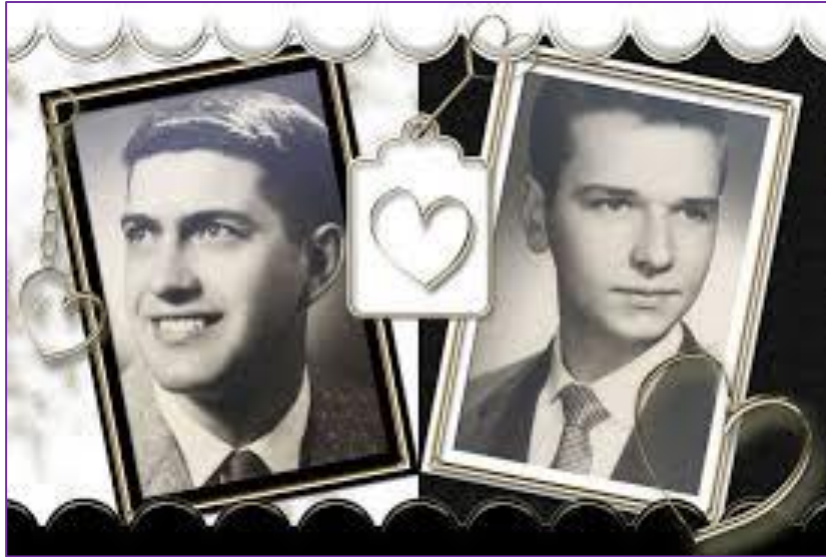


Social & Community Context

- Families of choice vs. families of origin
 - **76%** concerned about having adequate family and/or social support as they age
 - **90%** of LGBT seniors report having no children, compared to 20% of their cisgender heterosexual counterparts
- Cohort issues (pre/post): Stonewall; AIDS crisis; marriage equality



Social & Community Context: Discrimination



Funeral home refused to handle services for Jack Zawadski's deceased husband Bob after learning they were a married couple.

Why? Discrimination is Real

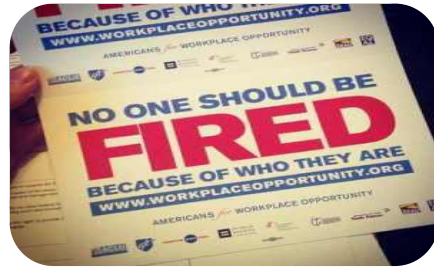


Cultural Competence and Humility

Cultural Competence and Cultural Humility

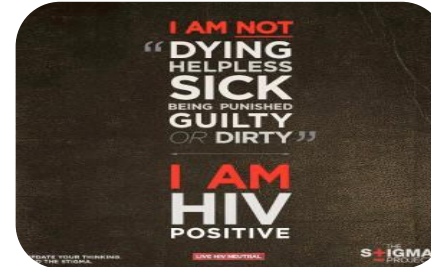
- Learned practices and concepts
- Comfort with ignorance
- It's not about being selfless.
- It's thinking about yourself
- LESS!
- All about **YOU** and **WHAT** you do
- "They are the expert"
- All about **THEM** and **HOW** you do it

Strategies for Proper Care



POLICIES

Organizational, legal, policies/procedures, accreditation



TRAINING/CULTURE

What sort of diversity, sensitivity or cultural competence training is done with staff, clients/residents, etc.?



PEOPLE

Recruit and hire people who will make LGBT people feel safe and affirmed



FORMS

How do you collect and utilize demographic, gender, relationship information?



IMAGERY/ENVIRONMENT

Is environment and marketing material inclusive and reflective of your goals, policies & procedures?

Culturally Competent Care: Names and Pronouns

She	Her	Hers
He	Him	His
They	Them	Theirs
Ze	Zim	Zirs
Sie/Zie	Hir	Hirs

**What name and pronouns would
you like us to use on your records?**

- Use client/patient appropriate names and pronouns
 - Use "They" if unknown
- Transgender people often change their name to affirm their gender identity
 - Name is sometimes different than insurance or identity documents
- People want others to use pronouns that affirm their gender identity

Why Names and Pronouns are Culturally Competent Care

- Conveys cultural sensitivity and safety
- Respect for the individual
- Gender expression is NOT the same as gender identity.
 - You can't always tell by looking!
- Electronic communication de-personalizes people
- Gender-neutral names



Cameron Tristyn Coyote Chris Jude

If you accidentally use the wrong term or pronoun:
"I'm sorry. I didn't mean to be disrespectful" Then MOVE ON!

Policies/People: Include SOGIE in Client, Employee and Vendor Policies

- SOGIE = sexual orientation, gender identity or expression
- Actively recruit LGBT+ people
- Include LGBT+ people in development of training related to SOGIE
- Influence vendors
- Don't just invite LGBT+ to the party, ask them to dance!



Subject: **EQUAL EMPLOYMENT OPPORTUNITY (EEO)**

Issue Date: 01/07/2015

Section No. 803

Revised/Reviewed: 02/01/2017

Page 1 of 1

POLICY:

Public Health – Dayton & Montgomery County (PHDMC) is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, disability, military status, veteran status, genetic testing, or other unlawful bias except when such a factor constitutes a bona fide occupational qualification ("BFOQ").

SCOPE:

All PHDMC employees



Tips: Inclusive Forms

National Center for LGBT Health Education: Fenway Institute

- All forms (e.g. intake/admitting, employment applications, etc.) are **NON-binary**.
 - **Use gender neutral terms** – use “What is your gender?” instead of Sex?
 - Use “spouse” or “domestic partner” **not** “husband/wife”
 - Parent **not** mother/father
 - Avoid Mr., Mrs., Ms.
 - **Two-stage gender questions**: sex at birth + current identity
- Allow clients/patients to enter their preferred name and personal pronouns
- Info should also be included in medical records
- A patient’s pronouns and preferred name should be used consistently by all staff

1. What is your current gender identity?

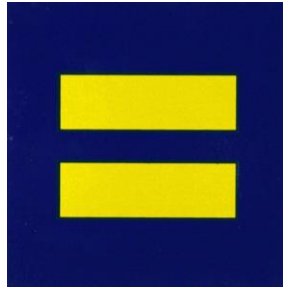
- ☐ Male/Man
- ☐ Female/Woman
- ☐ Transmale/Transman
- ☐ Transfemale/Transwoman
- ☐ Genderqueer/Gender non-conforming
- ☐ Something else: _____

2. What sex were you assigned at birth?

- ☐ Male
- ☐ Female

Imagery: You Can Make a Difference

- Display community symbols to connote affirmation, inclusion and safety



- Ensure wall photographs/décor, reading material, marketing collateral, etc. reflect inclusion and diversity



Imagery: You Can Make a Difference



**HEALTH
STARTS
HERE.**

FOR EVERYONE.

We are **PROUD** to be LGBTQ-welcoming.

LGBTQ Health Alliance

Public Health is focused on providing the best healthcare services possible, delivered in a culturally competent and respectful way that meets every individual's needs. We want to bring attention to and solutions for LGBTQ healthcare needs across the lifespan to help provide a safety net of care and support.

To achieve that goal, we collaborate with our Community Health Alliance of 60 LGBTQ and ally individuals and organizations to help identify and address health disparities and promote good health for the estimated 26,700 LGBTQ Montgomery County residents. Throughout our efforts, we inform, educate and empower the community to understand and diminish health disparities to help foster a thriving community for everyone.

The goals of the LGBTQ Community Health Alliance are:

1. Help engage with all segments of the LGBTQ

For resources or more info visit:
<https://www.phdmc.org/client-services/lgbtq-care>



Scan QR Code For More Information



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Public Health - Dayton & Montgomery County
15 S. Main St., Dayton, OH 45422

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February 2019

Get Care That's Right For You!



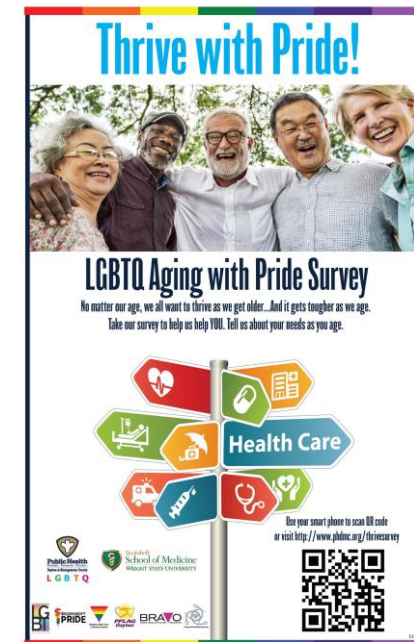
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LGBTQ



Training/Culture: Make it Real!

You Can Make a Difference


- Educate employees, residents and other clients
- Engage with the LGBT+ community
 - Ask what they need/want
- Recognize important celebrations/dates in the LGBT community
 - LGBT Pride month - **June**
 - LGBT History Month – **October**
 - Many don't realize important historical figures were LGBT
 - Transgender Awareness Month/Week – **November**
 - World AIDS Day – remember those lost or those living with HIV or AIDS - **December**
 - Bisexual Health Month = **March**



Good resource: GLSEN.ORG SCHOOL CALENDAR

The Future is Bright: John & Jerry



A photograph of a sea turtle swimming in clear blue water. The turtle is positioned diagonally, with its head towards the top left and its tail towards the bottom right. Its shell is a mottled green and brown, and its flippers are visible.

‘Behold the turtle: He only
makes progress when he sticks
his neck out.’

James Bryant Conant

A portrait of James Baldwin, split vertically down the middle. The left half of his face is in deep shadow, appearing dark and somber. The right half is brightly lit, showing his features clearly with a slight smile. The background is a warm, reddish-brown color.

‘NOT EVERYTHING
THAT IS FACED
CAN BE CHANGED.

BUT
NOTHING
CAN BE
CHANGED
UNTIL
IT IS
FACED.

- JAMES BALDWIN

Let's Take a Quiz – Just for Fun!

- Take out your cell phone
- On the web, go to Kahoot.it
- Enter the Game PIN I give to you
- Enter your name or nickname
- Click "OK-Go!"





“I KNOW YOU CAN'T LIVE ON HOPE ALONE;
BUT WITHOUT HOPE, LIFE IS NOT WORTH LIVING.
SO YOU, AND YOU, AND YOU: YOU GOT TO GIVE
THEM HOPE; YOU GOT TO GIVE THEM HOPE.”

-HARVEY MILK

Thank You!

Sources

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