Diversity Training
In Residential Aged Care

New Zealand
Silver Rainbow Project

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University of Auckland
School of Nursing

Facebook: Silver Rainbow NZ
LGBTI residents in Aged Residential Care

“We don’t have any of those people here”

Retirement Accommodation and Aged Care Issues for Non-Heterosexual Populations

GRAI (GLBTI Retirement Association Inc)
Curtin Health Innovation Research Institute
WA Centre for Health Promotion Research
Centre for Research on Ageing
Curtin University, Bentley Western Australia

May 2010
Where it all started...

• 2010: Rule Foundation funded project to promote best care practices for Lesbian, Gay and Bisexual (LGBTI) people in residential aged care

• Phase 1 – led by Dr Gary Bellamy
  – Residential aged care staff attitudes and perceptions of LGBTI residents
  – Results provided basis for the development of LGBTI best practice guide
Phase I: Research Findings

• Vignettes were used to stimulate discussion with ARC staff
• Themes:
  – Knowing LGB person increased acceptance
  – “…we don’t have that situation…here…because their both elderly.”
  – Generational thing:
    • “…[a resident] was overheard telling another resident ‘we have got a poofter over there…”
Phase II: led by Dr Lisa Williams

CHRIS’ STORY

A CASE STUDY FOR RESIDENTIAL CARE STAFF
Why be concerned?
Because....
The invisibility of Chris and Pat's relationship caused their Rights to be Violated

RIGHT 1: the right to be treated with respect
RIGHT 2: the right to freedom from discrimination, coercion, harassment, and exploitation
RIGHT 3: the right to dignity and independence
RIGHT 5: the right to effective communication
RIGHT 8: the right to support
Silver Rainbow Project
Auckland University School of Nursing

Education resource for caring for Lesbian, Gay and Bisexual residents in residential Aged Care settings in New Zealand available online

School of Nursing

Research news

Focus on quality and residents’ rights for rainbow older people living in aged care

Download the print resources (ZIP 1.4MB)

Watch the training video, Chris’ Story. If you would like a copy of the video for training purposes, please la.williams@auckland.ac.nz
Membership of steering groups

- Rainbow community members
  - Outline (National counselling services for LGBTI)
  - Affinity services (Diversity trainers and educators)
  - Clinical Psychologist
  - Health, Safety and Quality Commission
  - Northern DHB support agency (and NRA)
  - Aged Residential Care representative
  - Rule foundation representative
  - Academics from University of Auckland and Massey University
  - Gerontology experts and leaders
  - Media and design specialists
KEY TERMS & PHRASES

LGBT
Lesbian, Gay, and Bisexual.

SEXUAL ORIENTATION
A term used to describe a person's sexual orientation relative to their own sex (e.g., gay, lesbian, heterosexual). It is usually classified according to the sex or gender of the people an individual finds sexually attractive.

GAY
Refers to a homosexual or same-sex attracted woman or man, but is commonly used in relation to men.

LESBIAN
Refers to a woman who is sexually attracted to other women.

HETEROSEXUAL/Straight
A term used for people who are sexually attracted to the "opposite" sex only.

HOMOPHOBIA
An extreme and irrational aversion to homosexuality and homosexual people.

GUIDELINES FOR CARE STAFF
Caring for Lesbian, Gay and Bisexual (LGBT) Residents in Aged Residential Care

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Support
Where do I go for further information and advice?
OUTLINEZ
www.outlinenz.com

CALL FREEPHONE0800 OUTLINE
GAYLINE NZ
WWW.gayline.org.nz
AGE CONCERN
WWW.ageconcern.org.nz
HEALTH & DISABILITY COMMISSION
WWW.hdc.org.nz
PARTICIPANT’S WORKBOOK

CULTURAL SAFETY AND DIVERSITY FOR LESBIAN/GAY/BISEXUAL (LGB) RESIDENTS

Name: ____________________________

Date: ____________________________

Notes: If any of the contents of this session trigger emotional response that you would like to discuss, please talk to your group facilitator.

This education resource has been developed by The University of Melbourne, School of Nursing, in conjunction with the TSG Residential Aged Care Work Group, and funded by the Race Foundation.
FACILITATOR’S GUIDE

CULTURAL SAFETY AND DIVERSITY FOR LESBIAN / GAY / BISEXUAL (LGB) RESIDENTS

THIS GUIDE IS NOT TO BE GIVEN TO PARTICIPANTS BUT TO BE USED BY FACILITATOR ONLY
LEARNING OBJECTIVES

- Participants will demonstrate that they have an understanding of the rights of LGB residents to have their needs met in a respectful manner.

- Participants will be given information to allow them to develop an understanding of the unique needs and cultural differences of LGB residents.

- The potential impact of not being recognised and respected as a specific cultural group.

- Understand the difficulties and issues that LGB residents may face and most likely have dealt with most of their lives.

- Learn how and what actions to take when a resident is being treated in a disrespectful and unacceptable manner because of their sexual diversity by other residents, staff or visitors.
Workbook Quiz

- People choose to be LGB.
- Gay people don’t have children.
- I can challenge a resident who uses homophobic remarks about another resident.
- The care team must obey the requests of the EPOA, even if they think it is not in the best interest of the resident.
- LGB people don’t love the same way as heterosexual people love.
- Lesbians just haven’t met ‘Mr Right’ yet.
- By the time people get to us sexual orientation is relevant.
- Bisexual means someone has had sex twice.
- All carers are expected to care for LGB residents with respect and compassion regardless of their personal opinions.
- I can refuse to care for a LGB resident because of my personal values and beliefs.
Phase III: Dissemination led by Claire Mooney

Our Potential Residents and Clients

- Conference: Cultural Diversity Day
- Printing and distribution plan
- Development of 2nd video with Lesbian scenario
Gender matters

WHERE ARE YOU ON THE CONTINUUM?

Gender doesn’t matter
Affinity Services MOU

• Government funded NGO – provides rainbow training to provider

• Agreement with Silver Rainbow group

• Will provide training for aged residential care using resources
Beatles concert – Wigan
1964

My lesbianism is an act of Christian charity. All those women out there praying for a man, and I'm giving them my share.

~Rita Mae Brown
Useful Websites

• Rainbow Community Liaison and Training Team – Affinity

• Counselling Services specifically for LGB issues
  http://www.outline.org.nz/
Education resources Available
Free to Download


https://www.facebook.com/pages/Silver-Rainbow-NZ/245961402250263

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For her kind permission to use some content of today’s presentation