

# LGBTTQI Home Care Access Project

*A three-year research initiative: 2011-2014*



## **In this issue: An update on the project!**

We've officially completed the service user arm of the study! That means we've heard from over 100 LGBTTQI home care service users from across the province. We've also interviewed 38 folks to talk more in-depth about what it's like to be an LGBTTQI person using home care. We share more of these findings with you here.

We're also excited to report that we're nearly there in reaching our goal of hearing from 300 home care service providers from across ON! So far, we've heard from personal support workers, nurses, social workers, occupational therapists, physiotherapists, CCAC care coordinators, and other providers of home care about their experiences working with LGBTTQI communities and their access to educational opportunities. If you're a home care service provider and haven't participated yet, now's your chance! See details inside.

## **Visit our website!**

We update our website regularly with new research opportunities. We also have all of our newsletters posted there, so please check us out!

<http://www.yorku.ca/lgbthome>

## **About this project**

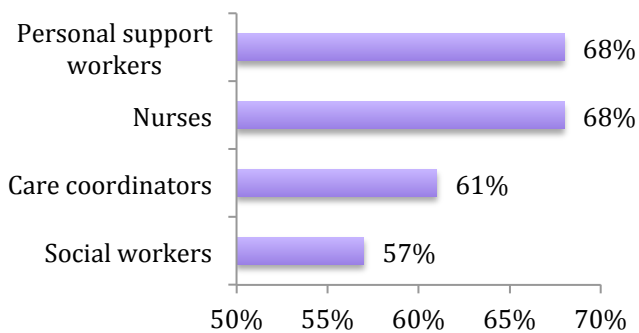
The LGBTTQI Home Care Access Project is an Ontario-based research collaboration between Andrea Daley and Judy MacDonnell from York University in Toronto, with co-investigators/community partners Rainbow Health Ontario and Toronto Central Community Care Access Centre. Our team also includes researchers from McGill, McMaster, and California State universities. The project is funded by the Canadian Institutes of Health Research.

Lesbian, gay, bisexual, trans, two-spirit, queer, and intersex (LGBTTQI) communities experience unique barriers to receiving good quality health care services. However, we know little about how these communities experience home care services specifically, as well as service providers' experiences working with LGBTTQI clients. With this research we hope to increase what we know about LGBTTQI peoples' access to home care services, with the long-term goal of improving home care for these communities.

## We've surveyed over 100 LGBTTQI people and interviewed 38 about their experiences of receiving home care...

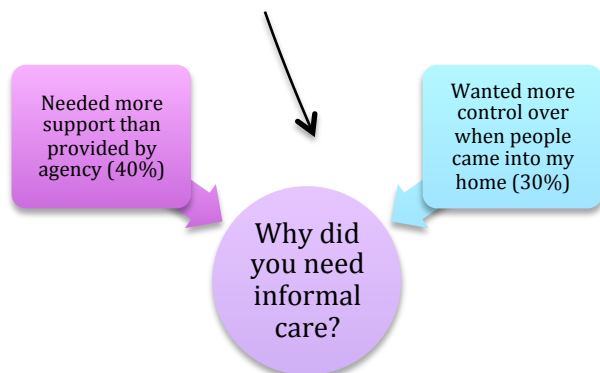
People who completed our survey self-identified in many different ways, with the most popular terms being gay, lesbian, queer, bisexual, and/or two-spirited.

Most participants relied on formal home care organized by an agency (76%) in addition to informal care from friends, family, and members of the community (80%). The top 3 reasons for using home care were: recovering from illness or surgery, ongoing illness or disability, and /or personal care.



Service users most frequently received formal home care from PSWs, nurses, care coordinators, and social workers.

Why did service users also need informal supports? The top 2 reasons are listed below.



We were really interested in learning about the unique home care experiences of LGBTTQI communities. To get at this, we asked participants to tell us whether they had ever worried about as well as actually experienced things like service providers being afraid of touching them because they were LGBTTQI; being respected after coming out; and having to hide personal items like pictures that might give hints about their identity(ies).

What we found was that these and other worries were common for LGBTTQI home care users, unfortunately. Participants' worries centered on coming out and how this might have an impact on the quality of the often very personal, in-home care they were receiving.

But not all of the worries we asked about actually came true for everyone. Although some participants did report negative experiences with home care providers who didn't respect them and their partners after they came out, others indicated supportive responses and that their worries didn't materialize. We continue to look at the service user survey results to better understand participants' worries and experiences of receiving home care services.

Overall, surveys and interviews with service users gave us a good sense of what it's like to receive home care services from the perspectives of LGBTTQI people living in ON. Participants talked about both their positive and negative experiences with home care service providers, including whether or not they had disclosed their sexual orientation and/or gender identity and the reasons for this, and how their service providers responded.

# **CALL FOR PARTICIPANTS!**

## **We're looking for home care service providers to complete a web-based survey**

The LGBTTQI Home Care Access Project is seeking 300 home care service providers from across Ontario to complete a 40 minute web-based survey. We're especially interested in the experiences of personal support workers, nurses, social workers, dieticians, occupational therapists, physiotherapists, physicians, speech language pathologists, case managers/care coordinators, and any other provider who delivers health or social services in the home. The survey asks home care providers about their access to diversity and education specifically on LGBTTQI people, training needs, and their overall experiences (but none required!) working with members of LGBTTQI communities.

Through an anonymous web-based survey we have begun exploring the experiences of home care service providers (any kind of health or social service delivered in the home) who are 18 years or older and live in Ontario. We offer a \$20 honorarium to participants for completing the survey.

**For more information:**

**Website:** <http://yorku.ca/lgbthome>

**YouTube:** <https://www.youtube.com/watch?v=Qgk6aeWFX1Q&feature=youtu.be>

**Email:** [lgbthome@yorku.ca](mailto:lgbthome@yorku.ca)

**To access the web-based survey, go to:**

<http://yorku.ca/lgbthome/serviceprovidersurvey>

**Version française:**

<http://yorku.ca/lgbthome/serviceprovidersurveyfr>

**To request a paper survey:** Email ([lgbthome@yorku.ca](mailto:lgbthome@yorku.ca)) or Phone (647-236-1100)

## What's left to do?

We're starting to wrap things up as we head into the final year of the project. We're sitting down with the interviews conducted with service users. We'll also be working with the home care Service Provider Survey data and conducting focus groups with service providers to hear more about access to learning opportunities about LGBTTQI people and communities.

In the next year, we'll be engaging various stakeholders to share project findings in various contexts and public forums. We'll be presenting at home care conferences to connect with home care service providers. We'd like to eventually launch the project findings at The 519 Church Street Community Center in Toronto. Stay tuned for more exciting news as we prepare to share details with you about these public events...

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