

LGBTTQI Home Care Access Project

A three-year research initiative: 2011-2014 (make that 4 years, 2011-2015 ☺)



We've come a long way since 2011!

We've completed recruitment! This means we've heard from:

- **115** LGBTTQI service users, via their responses to a survey;
- **38** of these same service users, who participated in interviews;
- **379** home care service providers, including personal support workers, nurses, social workers, and care coordinators, who completed a survey;
- **19** of these same service providers who spoke to us in more detail during either interviews or focus groups;
- **12** key informants, who talked to us about their experiences referring LGBTTQI people to home care; and
- **6** CCAC administrators from different regions across Ontario, who participated in interviews to discuss their organization's readiness to tackle issues of access and equity related to LGBTTQI communities.

That's a lot of data! We're happy to report that we've nearly finished exploring the project findings. Now we're focusing on disseminating these findings. In this issue, we share some results from the service provider arm of the project, and speak to some of the ways we've been getting the word out.

Visit our website!

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

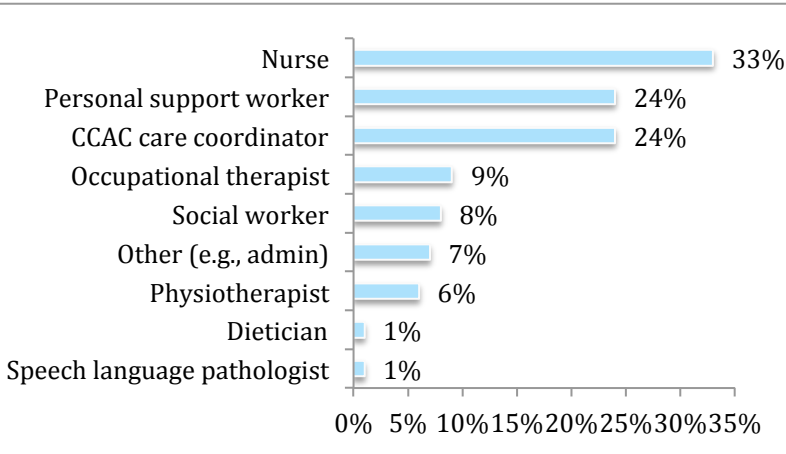
<http://www.yorku.ca/lgbthome>

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 (CCAC). 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 surveyed 379 home care service providers and interviewed 19 about their thoughts on providing care to LGBTTQI people...



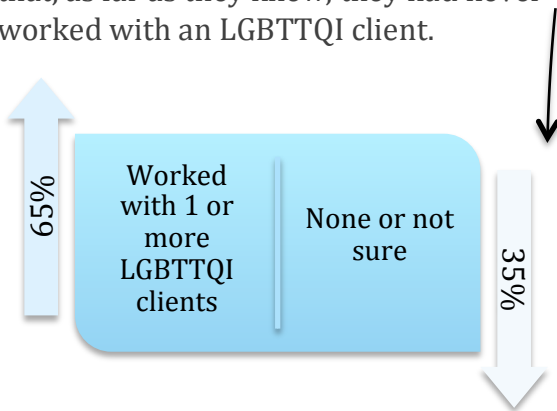
We had greatest participation from nurses, PSWs, and CCAC care coordinators. Almost 3/4 service providers worked for an agency that was contracted by a CCAC, and just over 50% had worked in home care for 5 years or less.

We were thrilled to hear from the 379 home care service providers who completed our survey! Service providers from across the province participated in our study, with the largest numbers from the South West (22%; e.g., London, Windsor), Toronto (19%), Central East (16%; e.g., Oshawa, Peterborough) and Eastern regions (10%; e.g., Kingston, Ottawa).

Not all home care service providers knew that they were working with LGBTTQI clients, and rarely did they ask about a client's sexual and/or gender identity. Typically, sexual and/or gender identity came up through client disclosures. During conversations with service providers, different opinions regarding whether it was important or not to know of a client's sexual and/or gender identity were expressed.

90% of service providers have never been exposed to LGBTTQI education while employed in home care

About 1/3 home care service providers said that, as far as they knew, they had never worked with an LGBTTQI client.



Very few home care service providers had received LGBTTQI continuing education while employed in home care. For the 10% who had, basic information like definitions of terms vs. practice skills (e.g., using inclusive language, identifying community resources) were learned. The length of these educational sessions ranged from 1 hour or less to a full day or longer. For the small number of participants who had been exposed to these types of educational opportunities, they reported that it had helped them feel better prepared to work with lesbian, gay, and bisexual clients vs. transgender clients.

"I really have no knowledge, but I'd like to have some."

~Said one service provider during a focus group. The above quotation captures the essence of what our survey and interview/focus group data tell us. Home care providers generally don't have access to LGBTTQI-specific education, but most are enthusiastic about the opportunity to learn...

What's left to do?

With all of this data in hand, it's now time to get the word out about the project by connecting with LGBTQI communities and organizations, meeting with policy and decision-makers, publishing, and presenting at conferences.



On May 28, 2015, we presented at the ON Association of Community Care Access Centres (OACCAC) annual conference at the Westin Harbour Castle in downtown Toronto. We are so pleased to report that we had a sold-out session, with 70+ service providers and administrators attending our presentations showcasing findings from the service user and service provider arms of the project!

On June 11, 2015, we hosted a Think Tank with 8 policy and decision-makers at Rainbow Health Ontario headquarters to discuss the uptake of project findings. In attendance were representatives from the Project's Advisory Committee, the Toronto Central and Mississauga Halton CCACs, Toronto Central LHIN, the Ministry of Health and Long-Term Care, the OACCAC, and the Ontario Community Support Association. We greatly appreciate their interest in hearing about the project findings.

To receive email updates on the project, visit our website!

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