

Respected and Whole:

Preventing Anti-LGBT Bias between
Constituents, Staff, and Across Aging
Services

Presentation Handouts



HANDOUT 1: SAGECare



SAGECare provides an opportunity to expand, transform and elevate the person-directed services that your agency already provides. We partner with your agency to deliver the tools needed to create an even greater culture of dignity and respect for all clients, including those who are LGBT.

We provide your agency with the added benefit of a **national credential** – a symbol that will help you convey that you are welcoming, inclusive and prepared to work with LGBT consumers, LGBT family members and friends who provide caregiving to your non-LGBT consumers and even your own LGBT staff.

An agency wanting to earn a credential will need to work with **SAGECare** staff to execute the following, on an annual basis:

	Bronze	Silver	Gold	Platinum
1 Hour of LGBT Aging Training (in-person or digitally)	25% of Employees	40% of Employees	60% of Employees	80% of Employees
		and	and	and
4 Hours of LGBT Aging Training (in-person)	None	40% of Exec./ Administration	60% of Exec./ Administration	80% of Exec./ Administration

iHANDOUT 2: Understanding Bias

Intentional Bias

A preference for one thing over another. An unfair personal opinion that that influences your judgment.

Implicit Bias

The attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. The implicit associations we harbor in our subconscious cause us to have feelings and attitudes about other people based on characteristics such as race, ethnicity, age, and appearance.

Micro-aggressions

The everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership.

HANDOUT 3: Foundation



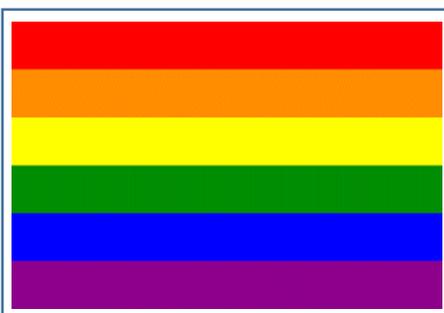
Policies

Ensure employees understand your commitment to LGBT inclusion by creating non-discrimination policies that include sexual orientation and gender identity. Consider having a vision statement that outlines your diversity and inclusion goals.

Participant Rights and Responsibilities

Create a statement for staff and participants to sign. For example:

"I understand that this agency serves all types of people and strives to create an environment in which all people feel safe, respected, and included. I understand and agree that staff and/or other clients may respectfully address any statements I make or actions I take that may be perceived by others as biased, bullying, or a stereotype about a group of people. If I feel someone else makes a biased, bullying, or stereotyped statement or action against me, I understand that I am encouraged to seek staff assistance to address the problem so that I can again feel completely safe, respected, and included." – Loree Cook-Daniels (www.forge-forward.org)



Cueing

Communicate your organization's commitment to LGBT people with rainbow stickers, pictures of prominent LGBT celebrities or activists, or pictures of same-sex couples in your advertising materials. You should only display these images after staff have been trained on LGBT cultural competency and you are confident your organization is a safe space.

HANDOUT 4: Education



Train to Empower

Provide LGBT cultural competency training to your staff, as well as training in conflict management and other related professional skills. Training is an important way to recognize and enhance concrete professional skills and encourages teamwork.

Visit www.sageusa.care for more information on our LGBT aging cultural competency trainings.

Link to Existing Knowledge

Use other shared experiences to help non-LGBT identified staff or constituents empathize with the LGBT perspective. Highlight common values and link to existing knowledge and struggles for acceptance.

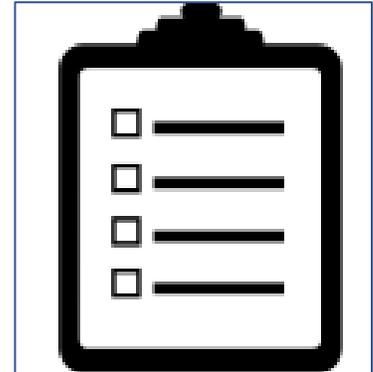


HANDOUT 4: Implementation

Procedures

Clearly communicate what is and is not considered respectful behavior, as well as any disciplinary policies.

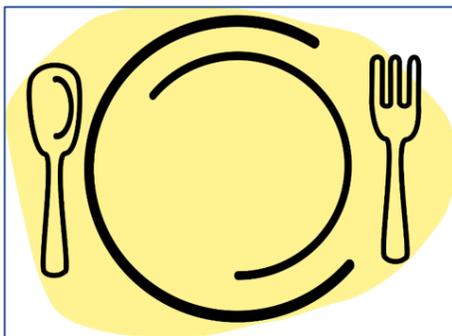
Create a clear, easy, and anonymous reporting process whereby participants that feel uncomfortable or unsafe can voice their concerns without being outed and without fear of reprisal.



Responding to Bias

If an LGBT participant is confronted with anger, or if a participant makes a derogatory or problematic comment, use the following tools to address the issue:

- Move the focus from the individual to creating an inclusive environment
- Emphasize the behavior rather than the person
- Both initiator and target should receive individual attention soon after the incident



Reinforcing the Culture

Ensure that your actions are in line with the diversity and inclusion in your policies and procedures. Create activities and events that model diversity and use inclusive language, like a day where people share favorite childhood recipes. Encourage staff to pursue skills that compound on that diversity.

HANDOUT 5: Resources



For resources on LGBT older adults visit:

- www.lgbtagingcenter.org
- www.sageusa.org

For more information on training visit:

- www.sageusa.org/care

For our National LGBT Older Adults housing portal visit:

- <http://sageusa.org/lgbthousingresources/>

LGBT Older Adult Hotline number: 1-888-234-SAGE

- More info on the hotline: <http://www.sageusa.org/programs/hotline.cfm>

i These definitions were crafted from information found at Ohio State University (<http://kirwaninstitute.osu.edu/research/understanding-implicit-bias/>) as well as Sue, Derald Wing., David Sue, and Derald Wing. Sue. *Counseling the culturally diverse: theory and practice*. New York: J. Wiley, 2003. Print.