

Improving the Quality of Services and Supports Offered to LGBT Older Adults By Aging Network Providers

Level 1 Workshop Handouts



Developed in collaboration with:



With funding from the U.S. Department of Health and Human Services

Improving the Quality of Services and Supports Offered to LGBT Older Adults

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In February 2010, Services & Advocacy for GLBT Elders (SAGE)—in partnership with 10 leading organizations from around the country—received an initial grant from the U.S. Department of Health and Human Services to establish the National Resource Center on LGBT Aging – and to develop this training content. This curriculum is part of our effort to empower and support providers within the aging network and LGBT organizations to make changes to better serve LGBT older adults and ensure that these older adults have necessary services and supports to successfully age in community. The purpose of *this* curriculum (for aging network providers) is to educate staff in aging services organizations about the existence and unique needs of LGBT older adults and about ways to address those needs within their organizations. (There is a separate curriculum for staff from LGBT service organizations.)

A project of:

Services & Advocacy for GLBT Elders (SAGE)

In collaboration with:

<i>American Society on Aging</i>	<i>National Asian Pacific Center on Aging</i>
<i>CenterLink</i>	<i>National Association of Nutrition and Aging Services Programs</i>
<i>FORGE Transgender Aging Network</i>	<i>National Association of Area Agencies on Aging</i>
<i>GRIOT Circle</i>	<i>National Caucus & Center on Black Aged, Inc.</i>
<i>Hunter College</i>	<i>National Council on Aging's National Institute of Senior Centers</i>
<i>The LGBT Aging Project</i>	<i>National Hispanic Council on Aging</i>
<i>Openhouse</i>	<i>Southeast Asia Resource Action Center</i>
<i>PHI</i>	<i>Meals on Wheels Association of America</i>
<i>National Indian Council on Aging</i>	<i>National Center on Elder Abuse</i>

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HANDOUT 1. Goals for the Level 1 Workshop

The overall goal of this workshop is to support participants in learning which individual and organizational practices need to be created, changed, or emphasized in order to improve and expand the continuum of care and services to older adults who are LGBT (lesbian, gay, bisexual, and/or transgender) so that they may be better served.

We seek to support you in doing this in Level 1 by:

- Learning about the culture, needs, and concerns of LGBT older adults.
- Considering why LGBT older adults are least likely to access health and social services.
- Identifying best practices for helping LGBT older adults feel more included in aging network organizations.
- Providing tools and education to better serve the LGBT older adults who currently access your services or are in need of your services.



HANDOUT 2. Level 1 Workshop Agenda

Time: 4 hours (includes one 15 minute break)

Activities
1. Opening Session
2. Terms and Definitions
3. LGBT History and Barriers to Health and Social Services
<i>Break</i>
4. Isolation and Inclusion
5. Best Practices for Inclusion and Safety of LGBT Constituents
6. Closing Session

HANDOUT 3. Statistics about LGBT Older Adults

“We don’t have any LGBT older adults amongst our constituents.”

Or, do you...?

- By best estimates, in 2014 there about 3 million gay and lesbian elders in the United States.¹
- Every state has self-identified LGBT citizens, ranging from 1.7% of the population in North Dakota, to 10% of the District of Columbia.²
- One in ten of those couples includes a person 65 or older. This number is increasing as the baby boomers age.
- According to “Outing Age,” by 2030, there will be as many as 7 million LGBT older adults in the United States.³
- By 2015, 50% of people living with HIV in the U.S. are likely to be 50 and older.⁴
- 14% of LGBT households have at least one veteran, compared to 11% in heterosexual households.
- Of the 92.6% of LGBT older adults 75 or older living in the community only 19% report any involvement with their local senior center.⁵

If you are serving older adults, then you are probably working with someone from one of these “hidden” population groups.

¹ SAGE (Services and Advocacy for GLBT Elders) *Out and Visible: The Experiences and Attitudes of Lesbian, Gay, Bisexual and Transgender Older Adults, Ages 45-75*.

<http://www.sageusa.org/resources/outandvisible.cfm>

² Gary J. Gates and Frank Newport. Gallup Special Report: New Estimates of the LGBT Population in the United States. February 2013.

<http://williamsinstitute.law.ucla.edu/research/census-lgbt-demographics-studies/gallup-lgbt-pop-feb-2013/>

³ Outing Age: Public Policy Issues Affecting Lesbian, Gay, Bisexual, and Transgender Elders. National Gay and Lesbian Task Force, 2010.

http://www.thetaskforce.org/downloads/reports/reports/outingage_final.pdf

⁴ Stephen E. Karpiak, R. Andrew Shippy, and Marjorie Cantor, *Research on Older Adults with HIV (ROAH)*, (AIDS Community Research Initiative of America [ACRIA], 2006),

www.health.ny.gov/diseases/aids/conferences/docs/roah_final_report.pdf.

⁵ LGBT Movement Advancement Project (MAP) and Services and Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE), *Improving The Lives of LGBT Older Adults* (March 2010). Page 48.

www.lgbtagingcenter.org/resources/pdfs/ImprovingtheLivesofLGBTOlderAdultsFull.pdf.



HANDOUT 4. Categories for Words and Phrases for LGBT People and Their Relationships

Positive	Neutral	Negative



HANDOUT 5. Glossary of Terms and Definitions—page 1 of 9

Acquired Immune Deficiency Syndrome (AIDS)

The last stage of the infection from Human Immunodeficiency Virus (HIV) that attacks a person's white blood cells. This means they can no longer fight off sickness and disease.

Ally

A person who works for social change for a group that faces injustice or disadvantage. The ally is not a member of that oppressed group but supports and fights for equality on behalf of the group, e.g. heterosexuals who support LGBT rights.

American Psychiatric Association (APA)

The APA is the primary professional organization of psychiatrists in the United States. It publishes the Diagnostic and Statistical Manual (DSM), a book that lists all accepted psychiatric disorders and is used to diagnose those disorders. The APA's listing of homosexuality as a mental disorder in the 1950's contributed to prejudice and mistreatment of LGBT people. The organization reversed this designation in 1973, creating opportunities for improved conditions for LGBT people. The APA lists "Gender Dysphoria" as the diagnosis for transgender people.

Birth-Assigned Gender

Gender decided by doctors at birth based upon the appearance of one's genitalia. A person is then expected to grow up and exist within a certain set of gender roles "appropriate" to one's assigned gender.

Bisexual, Bi*

An individual who is physically, romantically, and/or emotionally attracted to both men and women. "Bisexual" does not suggest having equal sexual experience with both men and women. In fact, some people who call themselves "bisexual" have not had any sexual experience at all.

Cisgender

Individuals whose gender identity and/or gender expression do align with their biological or assigned sex. If someone was assigned the sex female at birth and lives comfortably as a woman, she is likely cisgender.

* Terms marked with an asterisk are adapted from Gay & Lesbian Alliance Against Defamation (GLAAD), *Media Reference Guide*, 8th ed., May 2010
www.glaad.org/files/MediaReferenceGuide2010.pdf



HANDOUT 5. Glossary of Terms and Definitions—page 2 of 9

Closeted, In the Closet or Stealth*

Describes a person who does not share with others, or only shares with a few “safe” people, that they are lesbian, gay, bisexual and/or transgender.

Coming Out*

A lifelong process of self-acceptance of one’s sexual or gender identity that may include a sharing of that identity with others. How much people are “out” may differ by setting, people they are with, and life stage. The process is unique for each individual, and is the choice of each individual. LGBT older adults often hide their sexual orientation or gender identity from their health care and social service providers (do not “come out”) for fear of being treated badly.

Discrimination*

Unfair and unequal treatment in favor of or against an individual or group based on being identified as belonging to a certain group; e.g. African American, female, Arabic, youth, or LGBT. Discrimination is the *actual behavior* towards the individual(s).

Dyke

Slang for a lesbian. It originated as a negative label for a masculine or butch woman, and this usage still exists. It has been reclaimed by some as a positive word.

Faggot/Fag

Offensive and negative slang sometimes used to describe gay men.

Family of Choice

Diverse family structures usually created by LGBT people, immigrants, and racial or ethnic minorities, that include but are not limited to life partners, close friends, and other loved ones not biologically related or legally recognized but who are the source of social and caregiving support.

Feminist

A person who fights for and defends equal rights for women.

Femme

Describes feminine traits, behavior, style, expression and self-perception.



HANDOUT 5. Glossary of Terms and Definitions—page 3 of 9

Gay*

A word used to describe anyone, mainly men, who have primary physical, romantic, and/or emotional attraction to someone of the same sex, e.g., gay man, gay people. Many gay people prefer this term over “homosexual” which retains negative connotations. Lesbian can be a preferred term for a gay woman. While younger men may use the term “queer,” this term is generally considered offensive to older people.

Gender

A person’s sex, as in male, female or other. Also, the socially decided upon behaviors, expectations, roles, clothing, grooming, values, and beliefs typically assigned to males or females.

Gender Expression*

How a person outwardly expresses their gender identity and/or role; how they dress, walk, wear their hair, talk, etc. Typically, transgender people seek to make their gender expression match their gender identity, rather than their birth-assigned gender.

Gender Identity*

The gender you feel you are inside (man, woman, neither or both). For transgender people, their birth-assigned gender and their personal sense of gender identity do not match. Gender identity and sexual orientation are not the same. Transgender people may be heterosexual, lesbian, gay, or bisexual. For example, a transgender woman who was assigned a male gender at birth and is attracted to other women may self-identify as a lesbian.

Gender Role

Societal or ethnic/cultural expectations about how a person should dress, look, talk, and behave based on whether they are female or male.

Gender Perception

How observers classify a person’s gender.

Genderqueer

An umbrella term for identities outside of the female/male gender binary. Individuals may identify as having multiple genders, no gender, as gender fluid, or as a third or other gender.



HANDOUT 5. Glossary of Terms and Definitions—page 4 of 9

Going Stealth / Passing / Blending

A person living as a gender different from what was assigned to them at birth without people knowing or being able to tell that the person is transgender. Many prefer “blending” because it does not carry connotations of deception or faking.

Heterosexual*

Used to describe people whose primary physical, romantic, and/or emotional attraction is to people of the opposite sex; also known as straight.

Heterosexism*

Belief that heterosexuality is the only “natural” sexuality and that it is inherently healthier or superior to other types of sexuality, including LGBT sexuality. The term refers to the negative attitudes, bias, and discrimination exhibited by people with this belief.

Homophobia/ Transphobia/Biphobia*

Homophobia refers to a fear of lesbians and gay men. **Biphobia** is used to describe a fear of bisexual people. **Transphobia** is used to describe a fear of transgender people. These phobias reflect prejudice, hatred, antipathy, and avoidance toward lesbian, gay, bisexual and transgender people.

Homosexual

An outdated clinical, medical term that is no longer the preferred word used to describe someone who is gay or lesbian. It has taken on negative connotations because of its previous use as to denote a mental illness.

Hormone Therapy

Use of hormone treatments to create characteristics that reflect the sex with which a person identifies.

Identity or Self Identify

What people call themselves that expresses their internal reality. This may be different from external characteristics or how others might view them.



HANDOUT 5. Glossary of Terms and Definitions—page 5 of 9

Internalized Homophobia/Transphobia/Biphobia*

Refers to characteristics of people who self-identify as LGBT, but have a fear or dislike of themselves because of it. They direct anti-gay, anti-bisexual, or anti-transgender cultural messages toward themselves, both consciously and unconsciously. For example, they may think that people in the community who are too flamboyant, too out, or too political reflect poorly on them or the LGBT community. Over the years, researchers have linked internalized homophobia to a variety of negative psychological, behavioral, and medical outcomes, including depression, substance use, and sexual behaviors that put people with these phobias at risk for HIV and other sexually transmitted infections.⁶ Many believe that the higher rates of substance abuse and suicidal thinking in the LGBT community are directly related to internalized homophobia/transphobia/biphobia – each offering a means of escape from the pain of feeling that one is fundamentally not O.K., or that one is somehow “less than.”⁷

Intersex*

A person having biological characteristics of both males and females. There are many genetic, hormonal, or anatomical variations that can make a person’s sex unclear. Parents and medical professionals usually assign intersex babies a sex and perform surgical operations to match the baby’s body to that assigned sex. This practice has become increasingly controversial as intersex adults speak out against the practice. The term intersex is not interchangeable with or a synonym for transgender. Historically, people born with both male and female genitalia or reproductive organs were referred to as “hermaphrodites.” While some intersex persons continue to refer to themselves as hermaphrodites, the Intersex Society of North America believes that “hermaphrodite” is a stigmatizing and misleading term. The Society reports a growing movement to eliminate the word “hermaphrodite” from medical literature and use only the word “intersex” in its place.⁸ Others reject the term intersex and instead prefer the term “Disorder of Sexual Difference” or DSD.⁹

⁶ Brian Mustanski, “Does ‘Internalized Homophobia’ Still Matter?” *Psychology Today* (January 24, 2010), www.psychologytoday.com/blog/the-sexual-continuum/201001/does-internalized-homophobia-still-matter.

⁷ Jim Weinstein, “Homophobia,” 4therapy.com, www.4therapy.com/consumer/conditions/article/6972/441/Homophobia.

⁸ Alice D. Dreger et al., “Changing the Nomenclature/Taxonomy for Intersex: A Scientific and Clinical Rationale.” *Journal of Pediatric Endocrinology & Metabolism* 18, no. 8 (2005): 729-33, www.aissg.org/PDFs/Dreger-Nomenclature-2005.pdf.

⁹ Emi Koyama. From “Intersex” to “DSD”: Toward a Queer Disability Politics of Gender <http://www.intersexinitiative.org/articles/intersectodsd.html>



HANDOUT 5. Glossary of Terms and Definitions—page 6 of 9

Lesbian*

A woman whose primary physical, romantic, and or/emotional attraction is to other women. Some lesbians may prefer to identify as gay (adj.) or as gay women. Many lesbians view “homosexual” as a derogatory term. While younger women may use the terms “dyke” or “queer,” these terms are generally considered offensive to older people.

LGBT/GLBT*

Acronym for lesbian, gay, bisexual and transgender. LGBT and/or GLBT can be used interchangeably.

LGBT Older Adults

The preferred term for LGBT people 65, the current standard age of retirement, or older. The term “older adults” may be preferable to “old,” “senior,” “elderly” or “aging” (terms which many don’t identify with personally). Also acceptable are “older LGBT people” or “LGBT older people” depending on context.

Lifestyle*

Term used to refer to lesbian, gay, bisexual, and transgender lives, generally considered offensive to LGBT people. Just as there is no one straight “lifestyle,” there is no one lesbian, gay, bisexual, or transgender lifestyle.

Minority Stress

The damaging physical and mental health effects of being stigmatized and/or the focus of prejudice and discrimination, which create a hostile and stressful environment.

MSM (Men who have Sex with Men) or WSW (Women who have Sex with Women)

A public health term used to define sexual behaviors, regardless of gender identity, motivation for engaging in sex, or identification with any particular “community.”

On the Down Low

People who identify as straight publicly and who secretly have sex with members of the same sex. This term originated in the African American community.



HANDOUT 5. Glossary of Terms and Definitions—page 7 of 9

Openly Gay*

Describes people who self identify as lesbian or gay in their personal, public and/or professional lives. Terms such as openly lesbian, openly bisexual, and openly transgender are also used. Sometimes referred to as being “out,” as in, “She is an out lesbian.” Openly gay people generally continue to scan each new environment for its level of safety before speaking of their LGBT identity.

Outing*

The act of publicly telling (sometimes based on rumor and/or speculation) or revealing another person’s sexual orientation or gender identity without that person’s consent. It is considered inappropriate by a large portion of the LGBT community, and can be very damaging socially, personally, and/ or professionally to the individuals who are “outed.”

Pansexual

A person who is romantically, physically, and emotionally attracted to people regardless of gender identity, assigned sex, or activity.

Partner

A nondiscriminatory and gender neutral way to describe one of the people in a committed, long-term relationship.

Prejudice*

A prejudice is a belief, opinion, or judgment about a group of people or a person based on their race, physical ability, social class, gender, ethnicity, sexual orientation, gender identity, age, religion, or other single characteristic. It usually refers to negative beliefs, opinions or judgments.

Queer*

Historically a negative term, it is now being used by some LGBT people—mostly younger ones and as a broader term—to describe themselves. However, it is not universally accepted even within the LGBT community and should be avoided unless quoting or describing someone who self-identifies that way.

Questioning*

A person who is unsure about her or his sexual orientation or gender identity.



HANDOUT 5. Glossary of Terms and Definitions—page 8 of 9

Same-Gender Loving (SGL)*

A cultural term used most frequently in communities of color that affirms the same-sex attraction of men and women. The term may be favored by some over the labels gay, lesbian, or bisexual.

Sex*

The classification of people as male or female. At birth, infants are assigned a sex based on genitals.

Sex Reassignment Surgery

Surgery performed to create genitalia that reflect the sex with which a person identifies. Sex Reassignment Surgery is a term that will be familiar to many people, but others are beginning to use the term Gender Affirming Surgery.

Sexual Minority

Refers to those who are not heterosexual.

Sexual Orientation*

A person's primary physical, romantic, and/or emotional attraction to members of the same and/or opposite sex, including lesbian, gay, bisexual and heterosexual (straight) orientations. It is the accurate term and should be used instead of the offensive term "sexual preference," which conveys the suggestion that being gay or lesbian is a choice and therefore can be "cured" or changed.

SOFFA

Significant Others, Friends, Families, and Allies who frequently provide practical, financial, professional, and/or emotional support, assistance, and/or services to one or more transsexual, transgender, or intersex persons.

Transgender*

An umbrella term for people whose gender identity and/or gender expression differs from the sex they were assigned at birth. The term may include but is not limited to transsexuals and cross-dressers. Transgender people may identify as female-to-male (FTM) or male-to-female (MTF). It is important to use the descriptive term (transgender, transsexual, cross-



dresser, FTM or MTF) preferred by the individual. Transgender people may or may not decide to alter their bodies hormonally and/or surgically.

HANDOUT 5. Glossary of Terms and Definitions—page 9 of 9

Transition

The process of changing genders in order to match the gender a person identifies as. This can include: Male to Female or Intersex and Female to Male or Intersex. Some people may refer to this process as gender self-determination.

Transsexual*

An older term that originated in the medical and psychological communities. While some transsexual people still prefer to use the term to describe themselves, many transgender people prefer the term transgender to transsexual. Unlike transgender, transsexual is not an umbrella term, as many transgender people do not identify as transsexual. It is best to ask which term an individual prefers.

Two-spirit*

The term refers to LGBT people and reflects traditions among many Native American nations that accept and celebrate the diversity of human gender, spirituality, and sexuality.

Veteran

Can be used when referring to a group of people involved in a certain struggle, movement, or war such as “veterans of the LGBT movement,” “Stonewall veterans,” or “Vietnam veteran.”

Some additional terms are:

People will sometimes use common, neutral terms to describe their relationships such as, “Cousins” and “Roommates” and “Friends.”

Additional Sources for Handout 5:

Openhouse, *From Isolation to Inclusion: Reaching and Serving Lesbian, Gay, Bisexual and Transgender Seniors (Openhouse LGBT Cultural Humility Curriculum for Senior Service Providers)* (2009) More information available at <http://openhouse-sf.org>.

LGBT Aging Project, Boston, MA. www.lgbtagingproject.org.



FORGE Transgender Aging Network, <http://forge-forward.org/aging/>

HANDOUT 6. Common Assumptions Made in Health and Social Services*

- Service providers assume they can identify any LGBT adult who is accessing their services.

Many providers assume that every person who comes into their organization is heterosexual because they don't "look gay." LGBT people cannot be identified based on their appearance. Even staff members who are themselves LGBT may assume that everyone else they work with is not LGBT.

- By *not asking* about sexual orientation or gender identity, healthcare and social service providers believe they are ensuring that their organization does not discriminate against LGBT people.

Healthcare and social service providers do not realize that many LGBT older adults do not use their services because there is no LGBT-targeted outreach or programs.

When they do come in, they may not talk about their lives voluntarily for fear of being treated badly.

- Because our culture often desexualizes all older adults, healthcare and social service providers may think it does not matter if an older adult is LGBT.

Being LGBT is about much more than sex. Not being able to identify themselves as LGBT compromises the quality of care and service these older adults receive.



Services and Advocacy for GLBT Elders 2016 Level 1 Handouts for Aging Network Providers

* Adapted from Openhouse, *From Isolation to Inclusion: Reaching and Serving Lesbian, Gay, Bisexual and Transgender Seniors (Openhouse LGBT Cultural Humility Curriculum for Senior Service Providers)* (2009). More information available at <http://openhouse-sf.org>.



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HANDOUT 7. Historical Events Brainstorm

What Historical Events
Have Shaped Your Life?



HANDOUT 8. LGBT Aging Case Studies: Richard

Will I feel safe and accepted in your organization?

Meet Richard who was born in 1923. He self-identifies as a Japanese-American gay man. He joined the U.S. military and actively served in World War II, while 120,000 Japanese-Americans were held against their will in U.S. prison camps.¹⁰ He retired as a Colonel in 1985. He was already in a committed relationship with Peter, who self-identified as a queer, white American when “Don’t Ask, Don’t Tell” was adopted by the military in 1994. They were partners for over 20 years until Peter’s recent death. Since Peter’s death and the deaths of many of his friends over the years, Richard is finding himself increasingly feeling isolated and lonely. He is currently in the hospital with a broken hip and needs rehabilitation. Richard lives with his knowledge of the following:

Identity or Self-Identify

What people call themselves that expresses their internal reality; may oppose external factors or how others might view them.

Gay*

Used to describe anyone, mainly men, who have primary physical, romantic, and/or emotional attraction to someone of the same sex.

Queer

Often viewed as a negative term, it is now being reclaimed and used as a positive term by some LGBT people—mostly younger—to describe themselves. It is not a universally accepted term within the LGBT community and should be avoided unless quoting or describing someone who self-identifies as queer.

Prejudice

A belief, opinion, or judgment about a group of people or a person based on something about them.

Homosexual/Homosexuality

Clinical, medical term no longer used to describe someone who is gay or lesbian. It has taken on negative connotations because of its previous use as to denote a mental illness.

¹⁰ Jamie Reno, “Japanese American World War II Veterans Finally Honored,” *Home Post* (October 13, 2010), <http://homepost.kpbs.org/news/2010/oct/13/japanese-american-world-war-ii-veterans-finally/>.

HANDOUT 8. LGBT Aging Case Studies: Richard, page 2

- **Nursing homes often fail to create a safe and inclusive environment for LGBT older adults due to having unwelcoming and often discriminatory rules, as well as prejudice and hostility on the part of staff, residents, and visitors. ¹¹**
- **No matter what your age, sexual activity is a normal and healthy part of life, but American society has a tendency to stop viewing older adults as sexual people.**
- **Older LGBT adults have decades of being told that homosexuality is a mental illness and being treated by the medical profession and society as if they were mentally ill.**

¹¹ Services and Advocacy for Gay, Lesbian, Bisexual and Transgender Elders (SAGE), “The Need for LGBT Housing,” (November 2011), www.lgbtagingcenter.org/resources/resource.cfm?r=399.



HANDOUT 8. LGBT Aging Case Studies: Paula

Will I feel safe and accepted in your organization?

Meet Paula who was born in 1950. She identifies as a white, openly bisexual woman. She lives in Massachusetts and was in her 50s when she legally married her female partner, Sun, who is of South Asian descent and is in the U.S. with a visa. Paula is now retired and has early signs of memory loss. Sun is unable to leave Paula unsupervised at home during the day while she works. Both women live with their knowledge of the following:

Open, also referred to as Out
People who self-identify as LGBT in public and/or in their professional lives.

Bisexual
An individual who is physically, romantically, and/or emotionally attracted to both men and women. "Bisexual" does not suggest having equal sexual experience with both men and women. In fact, some people who call themselves "bisexual" have not had any sexual experience at all.

Partner
A nondiscriminatory and gender neutral way to describe one of the two people in a committed, long-term relationship.

Discrimination
Unfair and unequal treatment in favor of or against a person or group due to a characteristic of that person or group.

Sexual Orientation*
The accurate term for a person's primary physical, romantic, and/or emotional attraction. Avoid the offensive term "sexual preference," which conveys the suggestion that being gay or lesbian is a choice and therefore can be "cured" or changed.

HANDOUT 8. LGBT Aging Case Studies: Paula, page 2

- After years of fighting for LGBT rights, greater openness, and protections from harassment and violence, LGBT older adults often find they are fearful of discrimination in the continuum of care and social services and therefore closet themselves.¹²
- LGBT people are only 20% as likely as their heterosexual counterparts to access services like senior centers and meal programs. Surveys show that older gay men or lesbians would not be welcome at 46% of local senior centers if their sexual orientation was known.¹³
- Under federal law, bi-national same-sex couples that legally marry in their state can sponsor their non-citizen spouse for legal permanent residence. The couple must be married in a state or different country that recognizes same-sex marriage in order to be eligible for federal protections and immigration rights. The situation facing bi-national same-sex couples in states that prohibit same-sex marriage remains less clear, service providers should consult Lambda Legal, or other attorneys with LGBT legal expertise, to obtain the most recent information.¹⁴

¹² Openhouse, *From Isolation to Inclusion: Reaching and Serving Lesbian, Gay, Bisexual and Transgender Seniors (Openhouse LGBT Cultural Humility Curriculum for Senior Service Providers)* (2009). More information available at <http://openhouse-sf.org>.

¹³ LGBT Movement Advancement Project (MAP) and Services and Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE), *Improving The Lives of LGBT Older Adults* (March 2010). Page 48. www.lgbtagingcenter.org/resources/pdfs/ImprovingtheLivesofLGBTOlderAdultsFull.pdf.

¹⁴ National Center for Lesbian Rights. *After DOMA: What it Means for You- Immigration*. 2013. http://www.nclrights.org/site/DocServer/Post-DOMA_Immigration.pdf
Immigration Equality. *The End of DOMA: What Your Family Needs to Know*. 2013. <http://immigrationequality.org/2013/06/the-end-of-doma-what-your-family-needs-to-know/>



HANDOUT 8. LGBT Aging Case Studies: Saul

Will I feel safe and accepted in your organization?

Meet Saul. He was born in 1936 and based on his birth assigned gender his parents named him Ruth. He identifies as a Jewish transgender man. His family fled Germany when he was a baby to escape Nazi persecution. When Ruth (Saul's previous name) was in her early 20s, she married her high school sweetheart, Neil, who identifies as a Jewish-American heterosexual man. It wasn't until Saul was in his 50s that he started his transition from female to male and Neil supported him through it. They remained married and continue to have a strong and loving relationship. Both men live with their knowledge of the following:

Transgender*

A term for people whose gender identity and/or gender expression differs from the sex they were assigned at birth. Transgender people may or may not decide to alter their bodies hormonally and/or surgically.

Heterosexual

People whose primary physical, romantic and/or emotional attraction is to people of the opposite sex; also known as straight.

Transition

The process of changing genders in order to match the gender a person identifies as. This can include: Male to Female or Intersex, Female to Male or Intersex.

SOFFA

***Significant Others, Friends, Families and Allies** who frequently provide practical, financial, professional, and/or emotional support, assistance, and/or services to one or more transgender persons.*

Intersex*

A person having biological characteristics of both males and females. There are many genetic, hormonal or anatomical variations that can make a person's sex unclear. The term intersex is not interchangeable with or a synonym for transgender.

HANDOUT 8. LGBT Aging Case Studies: Saul, page 2

- **SOFFAs often face their own difficult issues with health and social services, including harassment, discrimination, and sometimes violence.¹⁵**
- **“Gender Dysphoria” continues to be listed as a mental illness. However, being transgender is not a mental illness. Just as homosexuality is now better understood as part of the normal range of human sexuality, in the future people will recognize that gender identity differences are also a part of the spectrum of human expression.**
- **There are fewer employment, housing, and public accommodations non-discrimination laws (and organizational policies) covering gender identity compared to sexual orientation.**

¹⁵ Loree Cook-Daniels, “Social Change and Justice for All: The Role of SOFFAs in the Trans Community” (FORGE Transgender Aging Network, 2011), <http://forge-forward.org/wp-content/docs/CLAGS-SOFFA-social-justice.pdf>



HANDOUT 8. LGBT Aging Case Studies: Luis

Will I feel safe and accepted in your organization?

Meet Luis. He was born in 1950. He self-identifies as a Latino man who has sex with men (MSM). He moved to New York City as a young man before the first identified case of AIDS was reported in the early 1980s. Within five years, over 10,000 New Yorkers were diagnosed with AIDS; 6,000 of those died. Luis attended a funeral about every week for five years, and lost the majority of his circle of friends. A year ago, Luis felt flu-like symptoms, but decided not to visit a healthcare provider. Now he is experiencing weight loss, fatigue, and some short-term memory loss. Upon strong encouragement from a friend, Luis visited an emergency room. He didn't tell the healthcare provider he has sex with men and they never asked about high risk behaviors. His healthcare provider mistook his symptoms as age-related, when in fact he was living with HIV. Luis lives with his knowledge of the following:

Identity or Self-Identify

What people call themselves that expresses their internal reality; may oppose external factors or how others might view them.

Men who have Sex with Men (MSM) or Women who have Sex with Women (WSW)

A public health term used to describe sexual behaviors, regardless of gender identity, sexual orientation, motivation for engaging in sex, or identification with any particular community.

Human Immunodeficiency Virus (HIV)

Attacks white blood cells that fight off sickness and diseases.

Acquired Immune Deficiency Syndrome (AIDS)

The last stage of the infection from (HIV). People with AIDS can no longer fight off sickness and disease.

Minority Stress

The damaging physical and mental health effects of being stigmatized, and/or the focus of prejudice and discrimination, which creates a hostile and stressful environment.

HANDOUT 8. LGBT Aging Case Studies: Luis, page 2

- **Survivors of the 1980's AIDS epidemic may have a combination of first- and second-hand trauma, stigma, minority stress, and guilt which can adversely affect older adults with HIV/AIDS.**
- **Some caregivers and constituents hold assumptions and judgments in relation to the disease, such as “the person with HIV/AIDS is to blame for their infection.”**
- **Oftentimes professional caregivers and support staff are not accepting of or trained to work with LGBT older adults.**
- **Because of assumptions that older adults are not sexual, health care providers frequently forget to teach older patients safer sex techniques or ask them about HIV risk factors.¹⁶**

¹⁶ Stephen E. Karpiak, R. Andrew Shippy, and Marjorie Cantor, *Research on Older Adults with HIV (ROAH)*, (New York: AIDS Community Research Initiative of America [ACRIA], 2006).
www.health.ny.gov/diseases/aids/conferences/docs/roah_final_report.pdf.



HANDOUT 8. LGBT Aging Case Studies: Marge

Will I feel safe and accepted in your organization?

Meet Marge, who was born in 1945. She identifies as a feminist and as a two-spirit woman. She was a child when the American Psychiatric Association first listed homosexuality as a mental illness. Marge lived with that belief for decades until it was removed from the list of psychiatric disorders when she was 28 years old. She has struggled with internalized homophobia all of her life due to that labeling. She is divorced from her husband and has three children, one of whom is gay. She has attended an event at the LGBT community center with her gay child. She finally retired from a career as a teacher. She is finding that with her children now grown and the small circle of friends who knew of her sexual orientation shrinking, she is becoming increasingly isolated and depressed. She lives with her knowledge of the following:

Identity or Self-Identify

What people call themselves that expresses their internal reality; may oppose external factors or how others might view them.

Feminist

A person who fights for and defends equal rights for women.

Two-spirit

The term reflects traditions among many Native American nations that accept and celebrate the diversity of human gender, spirituality and sexuality.

American Psychiatric Association

The main professional organization of psychiatrists in the United States. It publishes the Diagnostic and Statistical Manual (DSM), a book that lists all accepted psychiatric disorders and is used to diagnose those disorders.

Homosexual/Homosexuality

Outdated clinical, medical term no longer preferred when describing someone who is gay or lesbian. It has taken on negative connotations because of its previous use as to denote a mental illness.

Internalized Homophobia

Refers to people who self-identify as LGBT, but have a fear or dislike of themselves because of it.

HANDOUT 8. LGBT Aging Case Studies: Marge, page 2

- **Until 1973, when the American Psychology Association removed homosexuality as an “illness” classification in its diagnostic manuals, a friend or family member could report you to social services for being LGBT and have you institutionalized, and your children taken away.¹⁷**
- **Although homosexuality is no longer recognized as a mental illness, adoption and custody laws are still rooted in the old way of thinking. LGBT parents are often ruled by courts as “unfit,” lose custody, and are legally denied the right to adopt.¹⁸**
- **Many LGBT older adults remained closeted at work and in the larger community, confiding only in a small group of friends, because they feared losing their children, job, or social standing.¹⁹**

¹⁷ Janette Norrington. Does Parental Sexual Behavior Influence “Parental Fitness” and Child Custody Determinations? Page 166. <http://drum.lib.umd.edu/bitstream/1903/12466/1/Norrington.pdf>

See also the American Psychology Association: <http://www.apa.org/pi/lgbt/resources/history.aspx>

¹⁸ Nancy J. Knauer, “LGBT Elder Law: Toward Equality in Aging,” *Harvard Journal of Law and Gender* 32 (2009): 1-58, www.law.harvard.edu/students/orgs/jlg/vol321/1-58.pdf.

¹⁹ Ibid.



HANDOUT 8. LGBT Aging Case Studies: Adela

Will I feel safe and accepted in your organization?

Meet Adela, born in 1940, in Miami, Florida and based on her assigned birth gender, her parents named her Carlos. She identifies as a transgender, Cuban-American woman. She clearly remembers when Castro came to power in Cuba, because many of her gay and lesbian friends who couldn't leave the country ended up in labor camps for homosexuals. She never underwent sex reassignment or gender affirming surgery, has been on hormone therapy for over 20 years, and is accepted as female without question by others. Her rheumatoid arthritis makes it difficult to do things on her own like cleaning and cooking. Her family of choice tries to help, but they too are aging. She's beginning to wonder how long she can continue to live independently and is terrified she may need to move into a supportive living facility in the future. She lives with her knowledge of the following:

Sex Reassignment Surgery

Surgery performed to create genitalia that reflects the sex with which a person identifies.

Hormone Therapy

Use of hormone treatments to create characteristics that reflect the sex with which a person identifies.

Accepted

Having others view your gender without question or suspicion in the way that matches how you self-identify.

Going Stealth

Living as a gender different from what was assigned to the person at birth without people knowing or being able to tell that the person is transgender.

Family of Choice

Diverse family structures usually created by LGBT people that include but are not limited to life partners, close friends, and other loved ones not biologically related or legally recognized but who are the source of social and caregiving support.

Open, also referred to as Out

People who self-identify as LGBT in public and/or in their professional lives.



HANDOUT 8. LGBT Aging Case Studies: Adela, page 2

- **In the past, transgender people were forced into divorce, strongly urged to “go stealth,” and create new, gender matching histories.²⁰**
- **The continuum of healthcare services frequently does not recognize or involve “family of choice” in medical decisions.²¹**
- **Without surgeries, a transgender older adult’s body has physical features that do not match the gender identity they express publicly. This immediately and automatically outs them in health and intimate care settings.**

²⁰ LGBT Movement Advancement Project (MAP) and Services and Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE), *Improving The Lives of LGBT Older Adults* (March 2010). www.lgbtagingcenter.org/resources/pdfs/ImprovingtheLivesofLGBTOlderAdultsFull.pdf.

²¹ Services and Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE) and National Center for Transgender Equality (NCTE), *Improving the Lives of Transgender Older Adults: Recommendations for Policy and Practice*, (May 2012), www.sageusa.org/files/TransAgingPolicyReportFull.pdf.



HANDOUT 8. LGBT Aging Case Studies: Jordan

Will I feel safe and accepted in your organization?

Meet Jordan, who was born in 1925. He identifies as a closeted, black, same-gender loving (SGL) man. Jordan was almost 40 when he participated in the 1964 civil rights march. He watched Bayard Rustin, a good friend of Rev. Martin Luther King, Jr. and an openly gay black man, being pushed out of leadership of the civil rights movement due to his sexual orientation. Jordan is active in his church, having kept his sexual orientation a secret from his family, co-workers, and church friends. Jordan was married to Betty for 53 years and is now a widower with grown children. He is secretly in a relationship with another man. A stroke has left him in need of home care in order to be able to continue living in his house. His church friends are trying to organize in-home support for him. Jordan lives with his knowledge of the following:

Closet/Closeted

Describes a person who does not share with others—or only shares with a few “safe” people—that they are lesbian, gay, bisexual and/or transgender.

Same-Gender Loving (SGL)

A cultural term used most frequently in communities of color that affirms the same-sex attraction of men and women.

Open, also referred to as Out

People who self-identify as LGBT in public and/or in their professional lives.

Sexual Orientation

A person’s physical, romantic and/or emotional attraction to members of the same and/or opposite sex. The term “sexual preference” is considered offensive by many LGBT people.

HANDOUT 8. LGBT Aging Case Studies: Jordan, page 2

- **Reviewing one's life and revisiting one's faith are common in the aging process.**
- **Religion can be used as a weapon against LGBT people.**
- **Same gender loving black men experience the double stigma of racism and homophobia or heterosexism.²² LGBT people who are members of other minority groups often face additional challenges and pressures that may not be obvious to caregivers or service providers unfamiliar with their communities.**

²² Anthony J. Lemelle, Jr., Juan Battle. *Black Masculinity Matters in Attitudes Toward Gay Males*
<https://www.usc.edu/student-affairs/glbs/PDFS/BlackMenMasculinity.pdf>



HANDOUT 9. LGBT Historical Timeline (3 pages)

Adapted from work by Cook-Daniels, FORGE Transgender Aging Network, Milwaukee, WI.

www.forge-forward.org

1920's

Richard and Jordan are born

*U.S. Navy uses sailors to identify and, at times, seduce gay men in order to report their names to authorities. The scandal is the first time gay rights and governmental persecution of LGBT people becomes a public issue.

*The African-American organized Hamilton Lodge Ball of Harlem attracts thousands of cross-dressing men and women and spectators from all over the nation, marking the emergence of the social category, "homosexual."

*Police raid the many gay bars and restaurants in New York and other large cities. This marks the beginning of decades of police violence and harassment against LGBT people.

* "Gay" starts being used for homosexuals.

1930's

Saul is born.

*Hitler bans gay and lesbian groups from forming in Germany, beginning years of persecution of LGBT people under his rule.

*LGBT people become targets of violence and fear after new U.S. sex crime laws include homosexuality among a list of broader violent crimes, such as rape and child molestation.

*Electric shock therapy is reported as a treatment for homosexuality at an American Psychological Association meeting.

*Gay men are forced to wear a pink triangle in Nazi concentration camps. This is the first use of the pink triangle as a symbol for LGBT.

1940's

Marge and Adela are born.

*It is revealed that 10,000-15,000 LGBT people were killed in Nazi concentration camps.

*First use of "Transsexuality" to reference homosexuality and bisexuality.

*U.S. military bars gays and lesbians from serving. LGBT people currently serving are committed to military hospitals, examined by psychiatrists, and discharged.

*First known female-to-male sex change surgery is performed in Britain

*The *Kinsey Report* describes sexuality as existing on a scale and reports that homosexuality is more widespread than previously assumed.

1950's

*Paula is born.
Luis is born.*

* President Eisenhower calls for the dismissal of homosexuals from government service.

*American Psychiatric Association includes homosexuality in its first official list of mental disorders.

*Christine Jorgensen becomes the first widely-publicized person to undergo sex reassignment surgery, in this case, male to female. She creates a world-wide sensation.

*Immigrants are banned from U.S. if they have "psychopathic personality," including homosexuality.

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1960's

- *First openly gay person, José Sarria, runs for U.S. public office.
- *Transgender public uprising at Compton's Cafeteria in San Francisco results in first network of support services for transgender people.
- *Three days of rioting between patrons and police at the Stonewall Inn in Greenwich Village, NYC marks the unofficial beginning of the gay civil rights movement.
- *National Organization for Women's president refers to the growing lesbian visibility within the organization as a "lavender menace" and seeks to exclude lesbians.
- *Castro, Cuba's new leader, starts a campaign to rid Cuba of LGBT people. They are frequently imprisoned without charge or trial, and confined in forced labor camps.

1970's

- *The first Gay Pride marches take place in honor of Stonewall.
- *U.S. Supreme Court refuses to hear the case of a teacher fired for lesbianism, making it legal to fire teachers for being LGBT.
- *The American Psychiatric Association declares that homosexuality is not a psychiatric disorder, ending years of medically-sanctioned institutionalization of LGB people.
- *80% of surveyed Oregon doctors say they would refuse to treat a known homosexual.
- *Barbara Jordan becomes the South's first black congresswoman. A lesbian, she is closeted and refuses to support gay legislation.

1980's

- *The first reported cases of the disease now known as AIDS are announced.
- *Rock Hudson, Hollywood actor, admits he is dying of AIDS, bringing widespread public attention to the epidemic.
- *The National Latino/a Lesbian, Gay, Bisexual & Transgender Organization (LLEGÓ) is founded.
- *Tennis pro Martina Navratilova's female lover publicly sits in her "box" at Wimbledon and the French Open.
- *Berkeley (CA) becomes first U.S. city to extend domestic partnership benefits to lesbian and gay employees.
- *Supreme Court rules that the Constitution allows states to pass and enforce sodomy laws targeting homosexuals.

1990's

- *Drug therapies shown to be effective in treating HIV.
- *Policies restricting immigration of lesbians and gays into the U.S. end. Immigration restrictions on people with HIV and AIDS remain in place until 2009.
- *First black Lesbian and Gay Pride celebration is held in Washington, D.C.
- *Congress passes Defense of Marriage Act (DOMA), forbidding federal recognition of state-approved same-sex marriages and access to the 1,138 benefits, rights and privileges recognized for opposite-sex marriages.
- *U.S. military's "Don't Ask, Don't Tell" policy becomes law. It states that intent to engage in homosexual acts is an unacceptable risk and grounds for discharge.
- *Ellen DeGeneres comes out on TV.
- *Matthew Shepard, a gay student, is tortured, beaten severely, tied to a fence, and abandoned. He later dies.
- *Brandon Teena, a transgender man, is raped and killed when his birth gender was revealed by police to male friends. The events are depicted in the movie *Boys Don't Cry*.



2000's

- *U.S. House of Representatives votes to extend federal laws to include attacks based on a victim's sexual orientation or gender identity as "hate crimes."
- *The National Black Justice Coalition (NBJC), a civil rights organization dedicated to empowering Black (LGBT) people, is formed.
- *Vermont is first state to offer civil unions to same-sex couples, granting them the same state rights as heterosexual couples.
- *Massachusetts Supreme Court rules it is unconstitutional to deny marriage to gay and lesbian couples and becomes the 1st state to allow same-sex marriages.
- *United Kingdom allows transgender people to change their gender on their birth certificates.
- *Gene Robinson becomes the first openly gay Bishop in the Episcopal Church.
- *Two gay male teenagers are executed by the government in Iran.

2010's

- *National Resource Center on LGBT Aging launched.
- *The Repeal of "Don't Ask, Don't Tell" allows LGB members to serve in the U.S. military while being open about their sexual orientation.
- **It Gets Better* campaign starts to prevent suicide among LGBT youth by having adults convey the message that the teens' lives will improve.
- *Voters in Houston repeal non-discrimination legislation that included protections for LGBT people.
- *United States Supreme Court extends marriage equality to all 50 states.
- *??? – The future is up to you!

Based on when your person was born, explore how old they were when events happened over the decades of the LGBT Timeline.

1. How do you see the historical events possibly impacting them and shaping who they are?
2. What challenges might they experience if they wanted to use or are currently using services at your organization?
3. If you were in their shoes, what would you need to feel supported, safe, and accepted in your organization?

HANDOUT 10. Distrust of Health Care and Social Services by LGBT Older Adults

LGBT older adults were found to be only 20% as likely to seek health and human services as their heterosexual and/or non-transgender / cisgender peers because of fear of harassment and discrimination.²³

- In a study by the American Association of Physicians for Human Rights, 67% of doctors and medical students report that LGBT patients are denied care or receive substandard care.²⁴
- About a quarter of transgender people report being denied equal health care (or being refused treatment outright), with Latino Transgender people reporting the highest rate of unequal treatment.²⁵
- Less than half of LGBT baby boomers believe healthcare professionals would treat them with dignity and respect.²⁶
- Transgender people report places of care and services to be places of verbal harassment and physical attack. Undocumented non-citizens, African-American, and Asian transgender people face the highest rate of harassment and attack.²⁷

²³ LGBT Movement Advancement Project (MAP) and Services and Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE), *Improving The Lives of LGBT Older Adults* (March 2010). Page 5.

www.lgbtagingcenter.org/resources/pdfs/ImprovingtheLivesofLGBTOlderAdultsFull.pdf.

²⁴ Schatz, Benjamin and Katherine O'Hanlan. (1994). Anti-Gay Discrimination in Medicine. Gay and Lesbian Medical Association. American Association of Physicians for Human Rights.

²⁵ Jaime M. Grant et al., *National Transgender Discrimination Survey Report on Health and Health Care* (October 2010), http://transequality.org/PDFs/NTDSReportonHealth_final.pdf.

²⁶ LGBT Movement Advancement Project (MAP) and Services and Advocacy for Gay, Lesbian, Bisexual, and Transgender Elders (SAGE), *Improving The Lives of LGBT Older Adults* (March 2010), www.lgbtagingcenter.org/resources/pdfs/ImprovingtheLivesofLGBTOlderAdultsFull.pdf.

²⁷ Jaime M. Grant et al., *National Transgender Discrimination Survey Report on Health and Health Care*.



HANDOUT 11. Best Practices Worksheet

Case Study 1 – Richard

In your small group, answer each of these questions about your best practices and Richard.

Suggested Best Practices:

- Update your intake forms to include “partner” rather than just spouse.
- Provide and honor active, inclusive LBGT programming, events, and holidays within your organization.
- Become involved in policy discussions, advocacy, and civic engagements that affect older LGBT adults.
- Develop policy and procedures that support staff with feeling comfortable and safe to provide feedback to co-workers, constituents or visitors if their behaviors and actions are not consistent with organizational expectations around inclusion and safety of the LGBT community.

1. What impact might these best practices have on Richard?

2. What might be the benefit of bringing these best practices into your organization (if you don't already do them)?

3. What could be the challenges of bringing these best practices into your organization (if you don't already do them)?



HANDOUT 11. Best Practices Worksheet

Case Study 2 – Paula and Sun

In your small group, answer each of these questions about your best practices and Paula and Sun.

Suggested Best Practices:

- Include sexual orientation and gender identity in your nondiscrimination statement and print this statement on admission/intake forms and marketing materials.
- Advertise your services in the LGBT media and through LGBT organizations.
- When bringing in volunteer attorneys or financial advisors, be sure that they are using inclusive language and presenting information about particular issues that arise out of legal inequalities—such as different tax implications for same-sex couples that are not an issue for opposite-sex couples.

1. What impact might these best practices have on Paula and Sun?

2. What might be the benefit of bringing these best practices into your organization (if you don't already do them)?

3. What could be the challenges of bringing these best practices into your organization (if you don't already do them)?



HANDOUT 11. Best Practices Worksheet

Case Study 3 – Saul and Neil

In your small group, answer each of these questions about your best practices and Saul and Neil.

Suggested Best Practices:

- Don't assume that institutionalized oppressions (i.e. ageism, racism, sexism, patriarchy, homophobia, biphobia and transphobia) affect only LGBT constituents. It also impacts their friends, family, and staff members.
- Respect the privacy of constituents you think might be LGBT.
- Define and reinforce "safe space" in a way that welcomes partners who do not identify as LGBT.
- Educate yourself and others in your organization about gender diversity and advocate for the inclusion of older transgender adults.

1. What impact might these best practices have on Saul and Neil?

2. What might be the benefit of bringing these best practices into your organization (if you don't already do them)?

3. What could be the challenges of bringing these best practices into your organization (if you don't already do them)?



HANDOUT 11. Best Practices Worksheet

Case Study 4 – Luis

In your small group, answer each of these questions about your best practices and Luis.

Suggested Best Practices:

- Use LGBT-friendly statements and images that represent multi-racial/ethnic and cross cultural LGBT older adults in brochures and outreach materials.
- Place information about LGBT resources in orientation packets, community rooms, and offices.
- Train staff on LGBT aging-related issues.

1. What impact might these best practices have on Luis?

2. What might be the benefit of bringing these best practices into your organization (if you don't already do them)?

3. What could be the challenges of bringing these best practices into your organization (if you don't already do them)?



HANDOUT 11. Best Practices Worksheet

Case Study 5 – Marge

In your small group, answer each of these questions about your best practices and Marge.

Suggested Best Practices:

- Create a culture of respect for diversity. Begin with constituent intake and staff hiring—communicate from the start that staff, constituents, and residents are entitled to their own beliefs and opinions; however, racist, sexist, homophobic, biphobia or transphobic remarks or actions will not be tolerated.
- Organize a diversity forum for the older adults with whom you work.
- Update your admissions/intake forms to ask if a constituent identifies as heterosexual, gay, lesbian or bisexual; to allow a constituent to designate their sex or gender and to include transgender as a third category.

1. What impact might these best practices have on Marge?

2. What might be the benefit of bringing these best practices into your organization (if you don't already do them)?

3. What could be the challenges of bringing these best practices into your organization (if you don't already do them)?



HANDOUT 11. Best Practices Worksheet

Case Study 6 – Adela

In your small group, answer each of these questions about your best practices and Adela.

Suggested Best Practices:

- With all constituents, use language that does not implicitly assume the constituent’s sexual orientation or gender identity.
- Accept and respect the stated gender of all constituents.
- Encourage LGBT older adults to prepare directives, wills, and other important documents to protect themselves, their partners, and their families of choice.

1. What impact might these best practices have on Adela?

2. What might be the benefit of bringing these best practices into your organization (if you don’t already do them)?

3. What could be the challenges of bringing these best practices into your organization (if you don’t already do them)?



HANDOUT 11. Best Practices Worksheet

Case Study 7 – Jordan

In your small group, answer each of these questions about your best practices and Jordan.

Suggested Best Practices:

- Don't assume heterosexuality, even when you know the constituent is married, or has children or grandchildren.
- Ensure that your organization's board and leadership reflect diversity and inclusion of LGBT older people by race, sex/gender and socio-economic status.
- Emphasize that your policy on confidentiality also includes not discussing someone's sexual orientation and/or gender identity with others, including the constituent's family and friends, without permission from that constituent.

1. What impact might these best practices have on Jordan?

2. What might be the benefit of bringing these best practices into your organization (if you don't already do them)?

3. What could be the challenges of bringing these best practices into your organization (if you don't already do them)?



HANDOUT 12. Best Practices for Inclusion and Safety of LGBT Older Constituents*

For More Information:

- For additional training: www.sageusa.care
- *Inclusive Questions for Older Adults*
- *Advancing Effective Communication In Critical Access Hospitals*
- *Transgender-Affirming Hospital Policies*
- *Know Your Rights as a Nursing Home Resident*

Available at www.lgbtagingcenter.org

Set a Tone of Respect

1. Don't assume heterosexuality, even when you know the person is married, or has children or grandchildren.
2. Create a culture of respect for diversity. Begin with constituent intake and staff hiring—communicate from the start that staff, constituents, and residents are entitled to their own beliefs and opinions; however, racist, sexist, homophobic, biphobic or transphobic remarks or actions are not tolerated.
3. Don't assume that institutionalized oppressions (i.e. ageism, racism, sexism, patriarchy, homophobia, biphobia and transphobia) affect only LGBT constituents. It also impacts their friends, family and staff members.

Send an Inclusive Message

4. Include sexual orientation and gender identity in your nondiscrimination statement and print this statement on admission/intake forms and marketing materials.
5. Define and reinforce “safe space” in a way that welcomes partners who do not identify as LGBT.

*Adapted from Openhouse, *From Isolation to Inclusion: Reaching and Serving Lesbian, Gay, Bisexual and Transgender Seniors (Openhouse LGBT Cultural Humility Curriculum for Senior Service Providers)* (2009). More information available at <http://openhouse-sf.org>.

Gay & Lesbian Medical Association (GLMA), *Guidelines For Care of Lesbian, Gay, Bisexual, and Transgender Patients* (2006),



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http://glma.org/_data/n_0001/resources/live/GLMA%20guidelines%202006%20FINAL.pdf.



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HANDOUT 12. Best Practices—page 2 of 3

6. With all constituents, use language that does not implicitly assume the constituent's sexual orientation or gender identity.
7. Update your admissions/intake forms to ask if a constituent identifies as heterosexual, gay, lesbian or bisexual; to allow a constituent to designate their sex or gender and to include transgender as a third category.
8. Update your intake forms to include “partner” rather than just spouse.
9. Use LGBT-friendly statements and images that represent multi-racial/ethnic and cross cultural LGBT older adults in brochures and outreach materials. Make certain that they are clear in their intent to embrace these populations as a rule, not as an exception.
10. Place information about LGBT resources in orientation packets, community rooms, and offices.
11. Advertise your services in the LGBT media and social media and through LGBT organizations.
12. Provide and honor active, inclusive LGBT programming, events, and holidays within your organization.

Create Safety

13. Train staff on LGBT aging-related issues.
14. Ensure that your organization's board and leadership reflect diversity and inclusion of LGBT older people by race, sex/gender and socio-economic status.
15. Emphasize that your policy on confidentiality also includes not discussing someone's sexual orientation and/or gender identity with others, including the constituent's family and friends, without permission from that constituent.
16. Respect the privacy of constituents you think might be LGBT.
17. Accept and respect the stated gender of all constituents.



HANDOUT 12: Best Practices—page 3 of 3

18. Educate yourself and others in your organization about gender diversity and advocate for the inclusion of older transgender adults.
19. Develop policy and procedures that support staff with feeling comfortable and safe to provide feedback to co-workers, constituents or visitors if their behaviors and actions are not consistent with organizational expectations around inclusion and safety of the LGBT community.

Advocate for LGBT Constituents

20. Encourage LGBT older adults to prepare directives, wills, and other important documents to protect themselves, their partners, and their families of choice.
21. When bringing in volunteer attorneys or financial advisors, be sure that they are using inclusive language and presenting information about particular issues that arise out of legal inequalities—such as different tax implications for same-sex couples that are not an issue for opposite-sex couples.
22. Become involved in policy discussions, advocacy, and civic engagements that affect older LGBT adults.
23. Organize a diversity forum for the older adults with whom you work.

Sources for Handout 12:

Openhouse, *From Isolation to Inclusion: Reaching and Serving Lesbian, Gay, Bisexual and Transgender Seniors (Openhouse LGBT Cultural Humility Curriculum for Senior Service Providers)* (2009) More information available at <http://openhouse-sf.org>.

LGBT Aging Project, Boston, MA. www.lgbtagingproject.org.

Loree Cook-Daniels, FORGE Transgender Aging Network, www.forge-forward.org.

Services and Advocacy for Gay, Lesbian, Bisexual and Transgender Elders (SAGE), ed., *LGBT Aging: What Makes It Different? A Training Curriculum from the New York State Health and Human Services Network* (2009).

