

Virtual Learning Together Series Huddle Recap

Serving LGBT2SQ+ Communities

Thursday September 9, 2021

Takeaways

Lack of opportunity to communicate/share/educate during COVID-19 has increased the gap in health and care for LGBT2QS people

Real time learnings across care settings have not been possible during the pandemic which has increased the urgency to improve support for this underserved community and to promote and build cultural competency.

Provider cultural competency is essential for providing the LGBT2QS community better care

LGBT2QS youth can experience poor health due to coping with stigma and discrimination. In some cases, they may delay seeking care or may not provide full disclosure regarding any high-risk behaviours such as smoking, drinking, substance use and high-risk sexual behaviours. More than learning statistics, working to remove the barriers to care for LGBT2SQ people can help provide welcoming, inclusive, and affirming care.

Recap

Tanya Neumeyer, education, and training specialist at Rainbow Health Ontario (RHO), highlighted educational resources and tools that RHO has developed to support service providers in learning how to provide welcoming, inclusive, and affirming care to LGBTQ2SQ communities.

Introduction to Rainbow Health Ontario (RHO)

- RHO is a program of Sherbourne Health with core funding by Ministry of Health and Long-Term Care. The content was developed for Ontario practitioners and may not apply to other jurisdictions in Canada.

LGBT2SQ Health Connect Courses

There are several learning opportunities provided by RHO through the LGBT2SQ Health Connect platform:

- The online learning platform is accessed through www.rainbowhealthontario.ca

- The Foundations course, with 7 modules, covers concepts in providing culturally competent care to LGBTQ2SQ community. This course is a prerequisite to taking other courses offered by RHO.
- Removing the Barriers builds skills in providing care; this course is also live online. There are upcoming sessions to register for September through December 2021.
- The LGBT2SQ Emotional and Mental Health, another live online course explores how discrimination and social views can affect the mental and emotion health of LGBTQ2SQ people and provides tips and helps establish a framework for providing care.
- LGBT2SQ Seniors course to be launched in Spring 2022.

Trans Health Competencies Trainings

- There are three Continuing Medical Education (CME) certified courses offered online for physicians, nurse practitioners, and registered nurses: transition-related hormone therapy in primary health care; puberty suppression for trans youth in primary health care; and transition related surgeries.
- There are courses available for pharmacists, physician's assistants, registered social workers, registered psychologists. Students of these disciplines are also eligible to take the courses.
- Three courses are also offered targeting mental health for mental health providers, students practicing psychotherapy, counselling and/or advocacy.

Trans Health Mentorship Call

- The mentorship call is a teleconference for Ontario clinicians to connect with peers who are working with trans and nonbinary clients. The calls happen the first and third Wednesdays of the month. Registration for the call is done through LGBT2SQ Health Connect.

What You Can Do

- Have discussions and plan for awareness sessions via a health and safety committee or a diversity, equity, and inclusion committee.
- Work with managers and directors and other leaders to build capacity for awareness and education.

Resources for Further Learning

- [Guidelines for Gender-Affirming Primary Care with Trans and Non-Binary Patients](#)
- [The World Professional Association for Transgender Health](#)
- [Primary Health Care for Trans Patients | Rainbow Health Ontario](#)
- Resources section on the RHO website at www.rainbowhealthontario.ca
- Contact email for Tanya Neumeyer: tneumeyer@rainbowhealthontario.ca

Questions

What are the prices for the courses?

The Foundations course is \$20.00. If cost is a barrier, contact info@rainbowhealthontario.ca. If larger group training is requested, RHO can provide group invoicing for groups of 50 or more. There are different prices for the other courses which can be found on the RHO website. There are also courses which are by donation.

Do you have any specific strategies you could share in ensuring intake processes in organizations meet the needs of this community or a process you could suggest for organizations who are reviewing these processes?

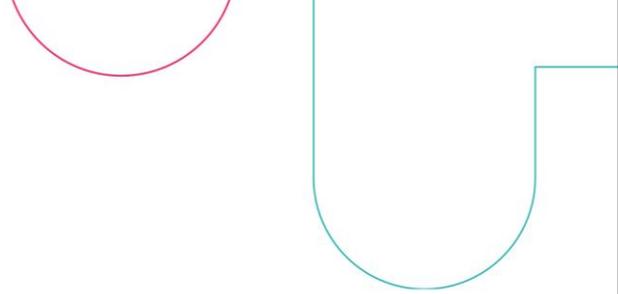
Intake processes are addressed in the Removing the Barriers course. This would depend on how centralized or localized the intake processes are. RHO has also created a document that provides recommendations on [how to create a more inclusive intake electronic health record](#).

How do you make decisions for shared rooms with diverse gender identities?

In the Ontario context, the Ontario Human Rights code states that people have a right to access essential services in way that respects their gender identity and expression. As an example, the topic of shared washrooms lends some information about spaces for all genders as this can be a practical way to meet this need of washrooms for all. When making decisions about shared rooms, it is essential to engage with folks around how and why these services are provided in a certain way.

About the Virtual Learning Together Series Visit the Healthcare Excellence Canada [website](#).

You can access this webinar recording on YouTube [here](#).



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