

PROJECT visibility[®]

Person-Centered Care for LGBT Older Adults

Introduction

Since 2004, thousands of people who work in elder care have taken a Project Visibility workshop. Now, Project Visibility offers a 30-minute, highly interactive online training for CNAs and staff that can be taken at any time, on any shift.

The course is designed to open people's hearts and minds to the presence of lesbian/gay/bisexual/transgender (LGBT) older adults in their care, creating awareness of their unique histories and life circumstances. The course teaches three primary skills for demonstrating inclusion:

- **Make no assumptions**
- **Ask open ended questions**
- **Affirm resident rights**

What's in it for Me and My Organization?

There are nearly three million LGBT older adults in the USA. Benefits for you and your agency include:

- Workforce-wide completion demonstrates your organization's investment in inclusion and diversity
- The training is easy, compelling and uplifting
- Completion reinforces compliance and adds to cultural competence
- It's free!

Launching Your Web-Based Training

Not every nursing home, assisted living facility or home healthcare agency has utilized E- Learning, especially for all employees. Just follow these five steps:

1. Select Chrome as your browser. Disable pop-up blockers by following these quick steps:

- Open Chrome
- In the top-right corner, click the Chrome menu ☰
- Click Settings
- Click Show advanced settings
- Under "Privacy," click Content settings
- Under "Pop Ups" click "Manage exceptions"
- Enter this website:
ProjectVisibility.networkofcare4elearning.org
(make sure "Allow" is selected). Click "Done"

Then...

2. When you login, you will see two identical courses. One for **Managers**—it includes a brief pre and post survey—and one for **Employees**. Click **Manager**.
3. Register
4. Take the course!

Please note: The program is designed to be very user-friendly. Next and Previous buttons move forward and backward. The "CC" button activates Closed Captioning.

Helpful Hints for Your Employees

- As mentioned before, use Chrome as your browser and disable pop-up blockers.
- Each employee needs to register individually, creating their own user name and password. We suggest first and last name for both, like **janesmith**.
- When registering, staff must provide their name and the **name and complete address of your organization**, including **street or PO box, city, state, zip**.
- Remind them to select the first course called **Employee**.
- Employees may need to start and stop during instruction—that's OK. The system will take them back to where they were.
- If one of your employees is less computer savvy, suggest they team up with another person for the training.
- Suggest a timeline for employees to complete the training during their shift. Determine whether they will be paid if they request the link to complete in their off-work hours.

As a Manager, What Else Can I Do?

- Build excitement for the course and support staff in taking the time required for its completion.
- Help them understand why the organization has prioritized learning this information.
- Explain the importance of some of the skills they will learn and use once they complete the training.

When staff completes the training, please ask them to print or save their Certificate of Completion. Asking to see the Certificate may provide an opportunity to discuss some of their thoughts and feelings about the training.

Later, the training might provide opportunities for staff dialogue and professional development related to putting the steps into practice, discussing challenges and successes, or exploring reactions from clients. Suggested discussion topics:

“Has anyone practiced asking open-ended questions? How did you do that?”

“Have you heard and participated in any talks about LGBT issues or people? How did that go?”

Finally, the **Inclusive Space** placard is meant to be posted throughout your facility to reinforce to staff and assure residents, patients and visitors that your organization is committed to inclusion.



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