



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service



Model of LGB Awareness Training and Train the Trainer

**South East Community
Healthcare (SECH)**

November 2020



HSE SECH's Social Inclusion coordinate and managed a South East multi-disciplinary LGBT+ Health Steering Group and its Education and Training Subgroup who oversaw the development of the document. A goal of the South East's LGB Awareness Training and Train the Trainer Model is to maintain the HSE's commitment to creating an inclusive workplace, welcoming and supportive of all of its employees, LGBT+ service users / clients and recognises that LGBT+ health awareness is a key element of supporting this development.

All LGBT+ Health work undertaken in SECH is informed and guided by a number of policies and strategies including:

- ✚ The Rainbow Report; *LGBTI Health Needs and Experiences and the Health Sectors Response and Practises in the South East Region' (2015)* and the Review of the Rainbow Report Aug 2020
- ✚ The Values of the HSE: Care, Compassion, Trust and Learning (as set out in the HSE Corporate Plan 2015-2017)
- ✚ The Equality and Human Rights Statement of SECH Social Inclusion Department (updated Jan 2020)
- ✚ The Health Information and Equality Authority (HIQA) National Standards for Safer Better Healthcare (June 2012)



The Rainbow presents all the colours, cultures, and identities of humanity that equally contribute to the creation of beauty.

The Rainbow Eye symbolises the seeing of this beauty, of inclusively seeing and accommodating difference and of holding a vision for, and celebrating equality

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Foreword

It is my privilege to publish the South East Community Healthcare (SECH) Model of LGB Awareness Training and Train the Trainer developed through the SECH LGBT+ Education & Training Sub Group. This training was developed as a response to the 2015 Rainbow Report “*LGBTI Health Needs and Experiences and Health Sectors Responses and Practices in HSE South East Region*”. Training was recommended to strengthen health sector responses to LGBTI health needs. In SECH training provision has been developed and is documented in detail within this Model:

SECH Region LGB Awareness Training:

1. LGB Awareness Training is developed and delivered.
2. Online Delivery outline for the LBG Awareness Training.
3. Train the Trainer module for sustainability and transferability across services and supports.

A recent review of the Rainbow Report Aug 2020 suggested a multi-disciplinary LGBT+ Health Steering Group with an Education and Training Subgroup structure. There are two part time LGBT+ Workers. One of those workers coordinated this document - Emma Whitty, who is employed by Ferns Diocesan Youth Service (FDYS). Emma and the other part time funded worker - Gerard Sweetman, employed by Clonmel Community Resource Centre (CCRC) - deliver this training across the South East. None of this development would be possible without the invaluable experience, knowledge and skills of Tracey Tobin from Health Promotion and Improvement in SECH. More recently this team have been joined by the LGBT+ Youth Worker from Waterford and South Tipperary Community Youth Service, Debbie O'Rourke. The model documents had been shared with Carlow Development Company's LGBT+ initiatives and LGBT Ireland's development of online training on HSeLand.

The Health Service Executive's (HSE) SECH Social Inclusion supports the development and implementation of initiatives that enhance healthcare delivery to support equitable health outcomes for minority and vulnerable communities across the five counties of the South East; Carlow, Kilkenny, South Tipperary, Waterford and Wexford. People who identify as LGBT+ are one such community that we support in partnership with colleagues in the Community and Voluntary agencies, HSE disciplines and service users. All LGBT+ Health work carried out in the HSE SECH is informed and underpinned by a number of key policy documents, strategies and standards that are identified in this Model.

A goal of this LGB Awareness training is to maintain the HSE's commitment to creating an inclusive workplace, welcoming and supportive of all of its employees, LGBT+ service users / clients and recognises that LGBT+ health awareness is a key element of supporting this development. The following HSE disciplines, with a remit for staff support and training, are represented at the SECH LGBT+ Health Steering Group: Human Resources, Equality Officer - who works with HSE LGBT+ Staff & Allies, and a representative from Learning & Development.

In 2019, we commenced the development of a Train the Trainer model of the LGB Awareness Training to establish sustainability and transferability across SECH and further, if requested. The aim of the Train the Trainer (T4T) is to prepare the participants to utilise the learning of the lesbian, gay and bisexual health awareness workshop to use within their own workplace with clients or colleagues.

In 2020 in response to Covid 19 and Public Health advice the LGB Awareness Training is adapted for virtual delivery by the team; an outline for this is included in the appendixes for ease of reference. The preference for this training is always classroom based for personal and experiential learning. However, this adaptation again shows the commitment and dedication of the team.

On completion of LGB Awareness Training participants receive a Certificate of Attendance, the LGBT+ Health Sticker and a newly developed LGBT+ Awareness Card. These are noted in the appendixes - both the sticker and Awareness Card have recently been updated. This process was coordinated by Emma Whitty.

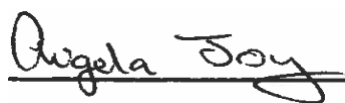
These initiatives aim to support staff working with LGBT+ topics and clients and indicate to service users that this service is LGBT+ friendly and inclusive, when they see it on display.

LGBT Ireland and Transgender Equality Network Ireland (TENI) are members of the SECH LGBT+ Health Steering group and, as such, national trainings from both organisations are supported for delivery in the SECH as follows:

1. LGBTI Ireland was funded by Sexual Health & Crisis Pregnancy to develop online LGBT+ Awareness Training that is made available through HSeLand - the HSE's online learning and development portal.
2. LGBT Ireland's Champion Programme is being rolled out in SECH within Elderly Services.
3. Transgender Equality Network Ireland (TENI) is funded by HSE Social Inclusion to develop and deliver Transgender Awareness training to health service providers.
4. Gender Identity Skills Training (GIST) has been initiated and supported in SECH for national delivery for health service staff who works with gender variant service users.

The SECH LGBT+ Health work is not possible without all members of the LGBT+ Health Steering Group. I would like to extend my appreciation to both past and present members for their partnership working and commitment towards improving the health outcomes of LGBT+ persons in SECH catchment area. Thanks to the Chairperson Jeanne Hendrick, General Manager of SECH Social Inclusion and to Marie Moran from the Social Inclusion team for her administration support. Particular thanks to both part time funded workers Emma Whitty (FDYS), Gerard Sweetman (CCRC) and to their respective agencies. Also to Tracey Tobin, who led, supported and mentored the LGB Awareness Training developments.

The development of this Model of LGB Awareness Training and Train the Trainer programmes are timely given the LGBT+ Health Steering Group's work planned for 2021 in response to the Public Sector Equality and Human Rights Duty. While, the Model has been developed for use in the South East, we believe it is a timely response to the recommendations from the Rainbow Report and the HSE's commitment within various national strategies. We are happy to share it for roll out in other regions, and to share our learning from its development and implementation here.



Angela Joy
LGBT+ Health Lead, SECH Social Inclusion

November 2020

2. Glossary of Terms

BeLonG TO: National LGBT+ Youth Organisation in Ireland

Biological Sex: Biological sex refers to organs, hormones and chromosomes you possess. It differs to gender identity is how you internally interpret the chemistry that composes you. It refers to how we internally feel and think about our gender and biological sex does not dictate gender identity (**Killerman, 2020**).

Bisexual: Someone who is attracted to more than one gender - for example, both men and women.

Coming Out: The process of realising and understanding your sexual orientation and gender identity and disclosing this to others.

Gay: Someone attracted to people of same gender.

Gender Expression: How people portray their gender through clothes, hair, voice, mannerisms.

Gender Identity: A person's deeply felt internal identity as male, female, or another identity such as non-binary. A person's gender identity is separate to their sexual orientation.

GIST: Gender Identity Skills Training

Heterosexual: Someone attracted to someone of the opposite gender.

Homophobia: fear, hatred, discomfort with or mistrust of people who are lesbian, gay, bisexual. Similarly, transphobia is the fear, hatred, discomfort with or mistrust of people who are transgender

Intersex: An umbrella term used to describe a wide range of natural bodily variations that do not fit the typical binary notions of male and female bodies. Some intersex variations are visible at birth, others at puberty and some are not visible at all.

Lesbian: Women who may be attracted to other women.

LGBT+: Lesbian, Gay, Bisexual, Transgender and Intersex people. The plus sign includes people with other minority sexual orientations and gender identities.

Minority Stress: is based on the premise that LGBT+ people in a heterosexist society are subjected to chronic stress related to stigmatization. The stressors of minority stress are conceptualized as: internalised homophobia, stigma and the experiences of violence and discrimination (Mayock et al., 2009).

SECH: South East Community Healthcare

Sexual Orientation: This is a term used to describe someone's emotional, romantic and sexual attraction to other people.

T4T: Training for Trainers

TENI: Transgender Equality Network Ireland

Transgender: When a person's sex assigned at birth (male/female) does not match their gender identity, they may call themselves trans/ transgender as their sex and gender identity do not match. People often use the terms sex and gender interchangeably, and when a sex is assigned at birth, a gender is assumed.

HSE: Health Service Executive

SECH: South East Community Healthcare

G.P.: General Practitioner – a qualified Doctor who works in the community

STI: Sexually Transmitted Infection

3. Background

The Health Service Executive SECH Social Inclusion Services covers five counties; Carlow, Kilkenny, South Tipperary, Waterford and Wexford. HSE Social Inclusion's aim is to improve health outcomes in the South East for minority and vulnerable communities. This is achieved by supporting the development and implementation of appropriate health initiatives that enhance healthcare delivery to ensure equitable health outcomes for minority & vulnerable groups in the South East. Service users within the Social Inclusion remit include people who identify as LGBT+. Social Inclusion's work is achieved through a variety of partnerships with Service Users, HSE disciplines, NGO's, Community & Voluntary organisations and other statutory agencies.

4. Policy Context

The SECH LGBT+ Health Annual Operational Plan is aligned to:

- ✚ The values of the HSE; Care, Compassion, Trust and Learning (as set out in the Corporate Plan 2015-2017)
- ✚ The Health Information and Quality Authority (HIQA) National Standards for Safer Better Healthcare (2012).
- ✚ The Equality and Human Rights Statement of the Social Inclusion Team in SECH (developed in May, 2016 and updated in 2020).
- ✚ The Rainbow Report; *LGBTI Health Needs and Experiences and the Health Sectors Response and Practises in the South East Region' (2015) and the Review of the Rainbow Report Aug 2020*
- ✚ Healthy Ireland SECH Implementation Plan 2019-2022
- ✚ HSE's National Sexual Health Strategy 2015-2020

The SECH LGBT+ Health work is also informed by the following:

National LGBTI+ Youth Strategy (2018-2020): *LGBTI+ young people. Visible, valued and included.* FDYS LGBTI+ Youth Strategy (2020-2024)

National LGBTI+ Inclusion Strategy (2019-2021)

Healthy Ireland: *A framework for Improved Health and Wellbeing 2013-2025:*

5. SECH Strategic Response to Recommendations of Rainbow Report

The LGBT+ Health Steering group in SECH was established in 2016 to implement the recommendations from the Rainbow Report. Group membership is inclusive of HSE, Community and Voluntary and service user participates. The Rainbow Report 2015; *'LGBTI Health Needs and Experiences and the Health Sectors Response and Practises in the South East Region'* was commissioned by SECH and highlighted some of the issues experienced by the LGBT+ community when interacting with the health service. SECH's LGB Awareness Training was developed from the recommendations of this report. These are outlined here:

- When LGBT+ people felt they were treated well, it was due to health service staff not working under a presumption of heterosexuality.
- Lack of knowledge among health professionals on LGBT+ issues such as the impact of minority stress.
- In the case of Transgender service users and their families, the report recommends increased training and development of knowledge and skills within HSE hospital and community services.

The Review of the Rainbow Report (August 2020) noted that capacity building has been a significant focus in the implementation of the Rainbow Report recommendations. Capacity building was identified in the report as a key element in the good practice framework recommended to strengthen health sector responses to LGBTI health needs. Training provision was recommended across a range of specific health service areas.

6. Development and Delivery of SECH LGB Health Awareness Training

The development and delivery of Lesbian, Gay & Bisexual Awareness training was agreed as a priority for development based on the recommendations. The SECH LGBT+ Health Steering group agreed to establish a training subgroup to work specifically on the area of training to further develop this area. The purpose of this group is to work collaboratively to ensure a co-ordinated approach to Lesbian, Gay, Bisexual and Transgender Training across the region and to;

- Develop and deliver training programmes in LGB awareness in the SECH area
 - To develop a standard mechanism for collecting data and records of attendance at training
 - To report into the LGBT+ Health Steering Group
 - To share and promote the models of training developed in SECH
 - To develop a Train the Trainer model to ensure sustainability of LGB Awareness Training and to ensure a wider cohort of participants are reached in each county of the region
- To support the development and delivery of all transgender training in partnership with TENI in the SECH area

A goal of this LGB Awareness training is to maintain the HSE's commitment to creating an inclusive workplace, welcoming and supportive of all of its employees and service users.

The SECH LGBT+ Health Workers in partnership with Health Promotion & Improvement and Social Inclusion developed this LGB Health Awareness training which has been evolving since 2016. The training has been delivered across the SECH to staff from both health service and other agencies and groups.

LGB Awareness Training takes an experiential approach. It first immerses the learner in an experience and encourages reflection on the experience in order to develop and expand new skills, knowledge or attitudes. With the learner's intimate involvement in the learning process, it increases retention of what is being learned. The facilitator's handbook includes a clear outline and explanation as to how each activity should be executed with materials required, with the aim of each activity clearly noted.

The Aim of the **SECH LGB Awareness Training** is to raise awareness around sexual diversity and explore societal and individual attitudes to LGBT+.

The objectives of the SECH LGB Awareness Training Are:

- ✚ Have an awareness of some of the current expressions of gender identity and sexual orientation and allow participants an opportunity to explore their response to same.
- ✚ To explore the health issues associated with belonging to a sexual minority group e.g. being gay, lesbian, bisexual.
- ✚ To raise awareness of some of the issues of homophobia and its impact on those who experience it and those who witness it.

7. Delivery of Training Programmes

The LGB Awareness Training is delivered over one-half day workshop in each county in SECH to facilitate maximum up-take from staff. We also respond to other requests as capacity allows.

The training was initially delivered to HSE staff only but the invitation has since been extended to external partners from the health, education, youth and community sectors. Delivery of training has since been extended in response to requests from organisations and professionals.

To complement the LGB Awareness training a participant workbook and facilitator's handbook are developed to support the learning in the workshop.

9. Adapting LGB Awareness Training during COVID-19 Climate (see Appendix 2)

In the current and ever-changing climate, planned delivery of LGB Awareness Training across SECH Area was initially postponed. A virtual and interactive method is now available. This may reach a wider range of people into the future.

10. Train the Trainer (see Appendix 3)

In 2019 a Train the Trainer Model of this SECH LGB Awareness Training was developed in order to ensure the sustainability of this training.

The aim of the Train the Trainer (T4T) is to prepare the participants to utilise the learning of the lesbian, gay and bisexual health awareness workshop to use within their own workplace with clients or colleagues. This could be either as a complete package or as individual pieces in a series of sessions. The overall aim of the T4T is to raise awareness around sexual diversity and explore societal and individual attitudes with as many people across society.

Following this T4T training participants will:

- Have an increased awareness of some of the current expressions of gender identity and sexual orientation and feel confident to facilitate a discussion of these with a group

- Feel confident to discuss the health issues of associated with belonging to a sexual minority group e.g. being gay, lesbian & bisexual.
- To raise awareness of some of the issues of homophobia and its impact on those who experience it and those who witness it

11. SECH LGBT+ Resource Development: (see Appendix 4, 5 and 6)

1. **LGB Awareness Training Certificates:** Participants receive a certificate of attendance on completion of the LGB Awareness Training
2. Participants also receive an **LGBT+ Stickers** for display and awareness raising

Both the Certificate and the Sticker aim to ensure visibility to both staff and service users, indicating the service LGBT+ friendly.

3. **LGBT+ Awareness Cards** - In 2020, an LGBT+ awareness card for service providers on completion of the course was consider as a useful tool. . This card is a table-top card that stands on desks and fits in wallets for ease of access when required and will compliment and support the learning gained in the workshop.

It comprises of tips for service providers on:

- How to deal with LGBT+ topics when they arise in an inclusive and professional manner to ensure service users are supported as best as they can.
- Responding to people who disclose their sexual orientation and/or gender identity
- Includes some of the HSE's Good Practice Guidelines,
- LGBT+ national and regional support services on the back.

This also acts as an indicator to service users that the service they are using is LGBT+ friendly and inclusive when they see it in display.

4. Participants are also given the opportunity to take a range of **LGBT+ Resources** they might find useful.

12. Other LGBT+ Training promoted by SECH LGBT+ Health Steering Group include:

HSeLanD - LGBT+ Awareness and Inclusion Training; the basics' e-learning programme:

LGBT+ Awareness and Inclusion Training: the basics', was developed by LGBT Ireland and funded by the Sexual Health and Crisis Pregnancy Programme, in consultation with a working group comprised of relevant Non-Government Organisations.. It is an e-learning programme designed to help all staff within the HSE to develop an understanding of how they might make simple changes to their everyday practice to provide an enhanced service to lesbian, gay, bisexual and transgender people. The training is also available to partner organisations which have access to HSeLanD. It was created in response to the National Sexual Health Strategy 2015-2020, the LGBTI+ National Youth Strategy 2018-2020, and the National LGBT Inclusion Strategy.

The Rainbow Report Review (2020) noted that the online training is in place at national level and take-up is reported as satisfactory.

LGBT Ireland's LGBT Champions Training Programme for health and social care staff working and supporting older people.

Why do we need LGBT Champions? Irish research on older LGBT people shows that 40% are not out to their healthcare providers due to fear of discrimination or lack of understanding and acceptance. International research follows a similar trend. Isolation and loneliness are higher among older LGBT people as many do not have a family support network similar to married heterosexual older people with children and extended family.

LGBT Champions Training Learning Outcomes:

- Champions' knowledge will be enriched by hearing the lived experiences of older LGBT+ people and their experiences and concerns regarding health and social care as they age.
- Champions will have insights into being LGBT+ and the common challenges and concerns faced

- Champions will have gained practical learning on how to render their practice more LGBT+ inclusive and feel more confident in making this change.

LGBT Champions information is available from, James O' Hagan, LGBT Champions Programme Manager - Email: james@lgbt.ie.

13. Transgender Awareness Training and Gender Identity Skills Training (GIST)

Transgender Equality Network Ireland (TENI) are funded nationally by HSE Social Inclusion to work in partnership with health services and supports to develop capacity building initiatives and programmes that support service responses to and with transgender services users and their families. TENI's National Health and Education Manager is a member of the SECH LGBT+ Health Steering & Education and Training Subgroups as she is based in the South East. Her activities are supported through the Steering Group on the basis of their inclusion in the Operational Plan. She provides an important channel into the group for the voice of trans people and works with the members to develop and deliver both Transgender Awareness Training and more recently Gender Identity Skills Training (GIST).

Transgender Awareness Training

This programme has been delivered extensively throughout Ireland to healthcare staff since 2013 and has had continuously received excellent feedback. The information provided during the training is a mixture of peer reviewed research- based information, experiential work with young-people, families, adults and healthcare workers (nationally and internationally). There is no cost to healthcare workers for this training. Below are the objectives and learning outcomes of the training.

Gender identity Skills Training (GIST)

An objective of the 2015 SECH Rainbow Report is to develop regional services for trans people;

'There should be particular attention given to securing local health services to trans people once their treatment pathway has been established. These local services should be networked around individual trans patients so that there is effective and adequate communication and exchange of information' (Crowley, 2015).

One response in the SE was to support TENI to develop & deliver Gender Identity Skills Training (GIST) for HSE Staff. In 2017, the HSE, TENI and key national and international experts came together to develop a more extensive training package to ensure Irish healthcare workers developed a better understanding of, and confidence in, working with gender variant people. This three day training programme was termed Gender Identity Skills Training (GIST).

GIST 2019 took the external evaluation recommendations into consideration in developing the programme and expanded the professionals involved in delivery of training, included an adult module and discussed the possibility of shared learning groups, post training for support and sustainability. GIST 2019 supported and promoted the delivery for trans training across all CHO's and included the newly established National Gender Service in the presentation schedules. Both new Irish adult and adolescent service leads presented and participated in the 3 days training.

Gender Identity Skills Training (GIST) is noted as recommendation 6, in the **Final Report of the Steering Committee on the Development of HSE Transgender Identity Services, February 2020:**

“Continue to roll out Gender Identity Skills Training (GIST) nationally to all relevant staff members across the continuum of care, through primary care, secondary care and tertiary care, including Jigsaw and CIPC staff providing services at a local level.”

Transgender and GIST Training information are available from:

Dr. Vanessa Lacey, Health and Education Manager, Transgender Equality Network Ireland (TENI) - Email:Vanessa@teni.ie

Appendix 1: Outline of LGB Health Awareness Training

<u>Times</u>		<u>Programme</u>	<u>Materials</u>
9.30	15 mins	Welcome & Introductions- Facilitators introduce them selves Ask participants to turn to the person next to them and say, their name, where they work and why they are here today, Then introduce themselves to the group.	
09.45	15 mins	Aim of the day – To raise awareness around sexual diversity and explore societal and individual attitudes. Background to the training Ground rules – suggest a few ground rules and invite others from the group, just hear no need to write up	Flip chart
10.00	50 mins	A Changing World Give participants a card with a term or a definition and get them to mingle until they find the person with the matching card to theirs. Discuss in this pair, had they heard this term before, was it new to them Then get each pair to read out their cards. Draw attention to the other terms not used on the handout (10 mins) Whole group processing/discussion What is your reaction to being exposed to the terms Are there challenges and benefits to living in a world of increasing recognition of the diversity of sexual orientations and gender identities What are the implications for my work	Terms and definitions cut up
10.50	10 mins	Input in to history of LGB in Ireland – Power Point	
11.00	20 mins	Coffee	
11.20	40 mins	Walking Debate – Health needs of the LGB community Rainbow Report & LBGT Ireland 2016	Walking debate Questions & Answers True & False Signs
12.00	30 mins	LGB – In someone else’s shoes – An exercise to explore some daily challenges of the LGB community. Considering some societal & individual attitudes of the same	Paper HSE Guide
12.30		What is our role regarding supporting LGB clients (10mins) What questions could you ask – small groups consider questions/ phrases you could use in your practice? How could you make it clear that LBG clients are welcomed valued equal in your area? Consider the HSE guidelines – best practice guidelines	IASW guidelines IIMHN guidelines
1.00	15 mins	(Macklemore video) Evaluation and close Something I am taking away with me from today is	<i>Evaluation sheet</i>

Appendix 2: LGB Health Awareness Training - online option out line (2020)

	<u>Programme</u>	<u>Materials</u>
	<p>Welcome & Introductions- Facilitators introduce them selves</p> <p>Ask participants say, their name, where they work and why they are here today,</p>	
	<p>Aim of the day – To raise awareness around sexual diversity and explore societal and individual attitudes. Background to the training Power point</p> <p>Ground rules – suggest a few ground rules and invite others from the group, just hear no need to write up Power point</p>	<p>On slide</p> <p>On slide and by agreement</p>
	<p>A Changing World Give participants a card with a term/ terms Discuss in this pair,</p> <ul style="list-style-type: none"> • had they heard this term before, or was it new to them • How would you define it back to the large group • Do you know anyone in the public eye who identifies as this term <p>Then each pair feeds this back to the larger group</p> <p>Draw attention to the other terms not used</p> <p>Whole group processing/discussion What is your reaction to being exposed to the terms? Are there challenges and benefits to living in a world of increasing recognition of the diversity of sexual orientations and gender identities? What are the implications for your work?</p>	<p>In breakout room</p> <p>Large discussion or breakout room</p>
	<p>Input in to history of LGB in Ireland – Power Point Power point and then discussion on the reaction to this</p>	<p>Power Point Share Screen</p>
	<p>Walking Debate – Health needs of the LGB community</p> <p>Rainbow Report & LBGT Ireland 2016</p>	<p>Using a whiteboard</p>
	<p>https://www.youtube.com/watch?v=XQKGigb5l28 – or panti Noble call</p>	
	<p>What is our role regarding supporting LGB clients (10mins) What questions could you ask – small groups consider questions/ phrases you could use in your practice? How could you make it clear that LBG clients are welcomed valued equal in your area?</p> <p>Consider the HSE guidelines – best practice guidelines</p>	<p>This could be in breakout rooms and again feedback via power point and screen share</p>
	<p>Something I am taking away with me from today is</p>	

Appendix 3: Training for Trainers LGB Health Awareness Ideas for a Programme

	<u>Exercise</u>	Explanation the use of this exercise
9.30-10	Welcome introduction – including name round why I’m here (expectations) Outline of the day	To introduce the group Create safety Hear expectations
10.10.15	Setting ground rules and why	To create safety
10.15 - 10.45	Experiences of the LGBT Communities in Ireland - power point	To raise awareness for rationale for this training To consider the research to support this
10.45- 11.00	Exploring Sexual Orientation and Gender Identity - small group work	To be clear on these terms
	Break	
11.15 - 12.15	Adult learning how adults learn Experiential learning cycle – interactive exercise Exercises used on this training and why? Find your pair – was the term new? etc. Walking debate Car park in someone else’s shoes	To explore how adults learn and why experiential learning is useful in this type of training
12.15 - 13.00	In pairs/small groups look at main exercises in the training in preparation for delivering to the group <ul style="list-style-type: none"> • Orientation & identity – aim and outline • Walking debate – aim and outline • Someone Else’s Shoes – aim and outline 	
	Lunch Break	
14-15.30	Workshop practice <ul style="list-style-type: none"> • Orientation & identity • Walking debate • Someone Else’s Shoes constructive feedback at the end of each session – <i>what went well/what could be Improved on</i>	To experience delivery of the main elements of the course
15.00 -4pm	LGBT Guidelines – what are we doing already what else could we do? Where to from here Close	

Appendix 4: LGB Health Awareness Certificate of Attendance:



Appendix 5: Updated LGBT+ Health Awareness Sticker 2020



Appendix 6: LGBT+ Health Awareness Cards: 2020

LGBT Helpline	1890 929 539	lgbt.ie
Gender Identity Support	01 907 3707	
Trans Equality (TENI)	01 873 3575	teni.ie
BeLonG To Youth	01 670 6223	belongto.org
LGBT Health South Tipp.	0858541514	gerard@clonmelrc.ie
FDYS Wexford LGBT+	0864645573	emmawhitty@fdys.ie
WSTCYS ChillOUT LGBT+	0860218941	chillout@wstcys.ie
24/7 Anon. Text Support	Text LGBTI+	to 086 1800 280
Samaritans 24/7 Helpline	116 123	
Pieta House 24/7 Helpline	1800 247 247	
Instant Messaging Support https://lgbt.ie/instant-messaging-support-service/		
PracticalPrinters.ie		





Good Practice Guidelines	Coming Out - Tips for supporting for clients
<ul style="list-style-type: none"> • Use inclusive language like 'do you have a partner' 'are you in a relationship?' • Be aware that 1 in 10 people are LGBT+ . • Ensure respect, confidentiality and privacy. Demonstrate your service and staff are inclusive of LGBT+ people - No message is a message! (LGBT+ friendly sticker, badge, keyring etc). • Be familiar with local and national LGBT+ supports and services. • Use the correct terminology/ pronouns. If you are unsure, just ask. • Be guided by the service user. Avoid asking intrusive questions that may cause discomfort. • Address unacceptable, offensive or discriminatory comments and/or actions relating to LGBT+ people. 	<p>Coming out is the process by which someone accepts and identifies with their sexual orientation or gender identity and shares this with others. It is not a one-time thing, but a life-long process. Many people will spend a lot of their lives coming out as we live in a heteronormative society.</p> <ul style="list-style-type: none"> • It is not a 'life-style choice'. • Do not 'out' anyone without their consent. It is not your story to tell. • Avoid challenging people with questions like 'are you sure?' • Respond positively with comments like 'thank you for telling me'. • Advise on helplines/ local support services. • Reassurance – this supports the normalisation of being LGBT+. • Ask about their support networks – family, friends, work etc... • Acknowledge that it is difficult to come out to family and friends even if you have accepted it yourself. • Ask 'how can I support you, how are you feeling?'

References

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Building a
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