

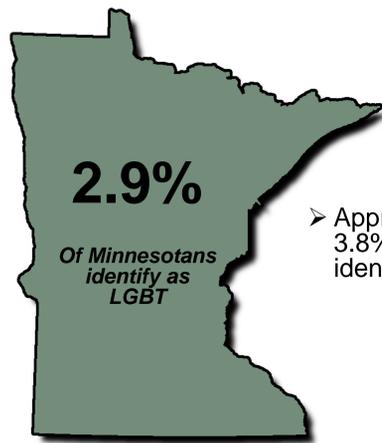
The LGBT Welcoming Project Creating Bonds Within Communities

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Introduction

At Ebenezer Care Center community is everything. Many of the employees as well as the residents have stayed on the Ebenezer Minneapolis campus for 10+ years simply because it is such a caring, tightly knit community. Located in the heart of the city of Minneapolis, this campus is home to people with a wide variety of races, ethnicities, socioeconomic statuses, and health statuses. Previously, steps have been take to create this colorful community. However, there is still one group that has been unable to shine and that is the members of the Lesbian, Gay, Bisexual, Transgender (LGBT) community. Through raising awareness, providing education, and starting conversations around our community the Ebenezer Minneapolis Campus will ensure that everyone feels welcome and accepted throughout the campus.

Statistics



- There are at least 1.5 million LGBT Americans over the age of 60.
- Approximately 3.8% of Americans identify as LGBT.
- In the state of Minnesota the total LGBT population is 118,987

Why This is Important

Ebenezer prides itself as an organization on having a diverse group of staff members that serve an equally diverse group of residents. With the increasing acceptance of the LGBT lifestyle and the number of same-sex marriages tripling within the past year long-term care facilities are going to be seeing members of this population in higher numbers than ever before. It is important that we educate ourselves on how to serve this population to provide the same quality of care that all of our residents receive.

Strategic Plan

- Step 1**
 - Evaluate current Ebenezer processes. Review current new hire paperwork, admissions documents, and antidiscrimination statement for appropriate and inclusive language.
- Step 2**
 - Reach out to other facilities who have previously taken on this project to gain insight.
- Step 3**
 - Connect with LGBT training providers to discuss possible training plans.
- Step 4**
 - Implement campus wide LGBT training.
- Step 5**
 - Market the Ebenezer Minneapolis Campus as an LGBT friendly community.

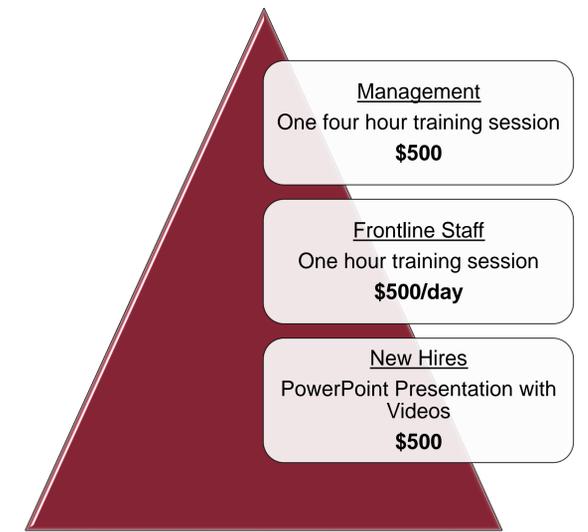
In order to create a strategic plan for this project I held a meeting at corporate with staff members from various departments and buildings across the campus in order to get many different perspectives. Collectively we decided it would make the most sense for us to look at what we are already doing to see if it is appropriate and welcoming to the LGBT population. From there we thought it would be best to seek advice on how to move forward with this project from an organization that has received praise for their efforts to care for the senior LGBT population, Volunteers of America. After speaking VOA and other LGBT resources we came to the conclusion to contact Training To Serve to provide LGBT training to our campus. Once training has been completed we will begin to market Ebenezer as a LGBT welcoming organization. We made the decision not to begin marketing Ebenezer as an LGBT friendly organization without first educating our staff on how to provide quality care for this population.

Employee Distribution

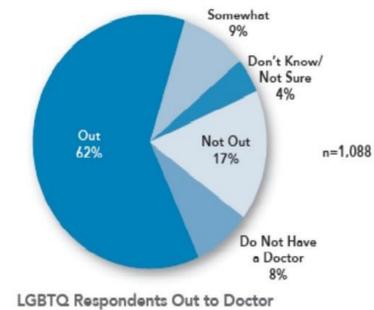


In order to implement a plan for how to train our staff it was important to know how many staff we needed to train. Total, there are around 215 staff members on this campus. The staff will also be provided training that is tailored to their position within the organization. The pie chart above illustrates the number of employees in the leadership team, management team, and frontline staff.

Training



Total Cost of LGBT service training provided by Training To Serve: \$2,500



"I don't want my doctor to know because I fear they will treat me different."

Recommendations

The goal of implementing LGBT training at the Ebenezer Minneapolis Campus was to provide quality care to the members of the LGBT population while also forming stronger bonds among the residents and staff at our facilities. In order to implement this plan it is very important to reach out to those that are experienced in this type of training. For my project I reached out to various facilities who have already provided LGBT training to their staff. I also attended various LGBT social and networking events. This gave me the opportunity to gain insight into how to go about implementing this training at our sight as well as create relationships with the community. By creating these outside relationships it will help to create a great bond both within the organization and outside the organization and continue to create a great sense of community.

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