



Quality Seal Lebensort Vielfalt®

DIVERSITY CHECK ✓



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www.qualitaetssiegel-lebensort-vielfalt.de

- ☐ There are employees who have specialised knowledge on the care of people with HIV/AIDS, which they acquired through training sessions within the last three years.
- ☐ There are employees who have knowledge about the topic of normative body images.
- ☐ There are employees who have specialised knowledge on the care of transgender residents, which they acquired through training sessions that took place within the last three years.
- ☐ There are employees who have specialised knowledge on the care of intersex residents, which they acquired through training sessions that took place within the last three years.
- ☐ Residents have the possibility to participate in care planning.
 - ☐ Residents have the possibility to choose a caregiver on the basis of sex for care measures in the genital area.
- ☐ Residents have the option to reject a caregiver.
 - ☐ Resident requests concerning the options of treatment methods are respected.
- ☐ There is the option that the family/chosen family can participate in care planning.
- ☐ The family/chosen family has the possibility to take over nursing care tasks.
 - ☐ There is the possibility that first degree relatives can be excluded from the care plan.
- ☐ Residents decide whom to contact in case of an emergency.
- ☐ Residents have the possibility to be comprehensively accompanied by their family/chosen family when dying (e.g. providing sleeping facilities in the resident's room).
 - ☐ The family/chosen family has the possibility to organize the funeral service.
 - ☐ LGBTI sensitive terminal care providers are known by the care home.
- ☐ People can present themselves however they want to.
 - ☐ Any biographical information that has been acquired is used in the care process.
 - ☐ There have been internal trainings within the last three years on how to gather biographic knowledge.
 - ☐ Residents are supported in every stage of their coming out, upon request.
- ☐ Residents are supported in transitioning, upon request.
- ☐ There is a consensus that the residents have the right to practice their sexuality.

- ☐ There are employees who have specialised knowledge on sexuality and the elderly, which they acquired through training sessions that took place within the last three years.
- ☐ Residents have the opportunity to spend time together undisturbed.
- ☐ Residents can use the services of sexual assistants.
- ☐ Residents are informed about the possibilities of how they can act out their sexuality.

HOME AND LIVING ENVIRONMENT

- ☐ The design of the care home is LGBTI friendly.
- ☐ Residents (or their family/chosen family) are actively engaged in the design of the living environment.
 - ☐ Residents have a say in the selection a new roommate.
 - ☐ Resident wishes regarding the choice of the room is taken into account.
- ☐ The inscription on the resident's room is as requested.
- ☐ There is a diversity concept for sanitation facilities (e.g. gender-neutral toilets).
 - ☐ There is a diversity concept for the employee spaces.
- ☐ Residents have access to media of the LGBTI community.
 - ☐ Publicly accessible media also includes LGBTI content (approximately 10%).
 - ☐ Residents can participate in leisure and day-structuring activities without discrimination.
- ☐ There are activities for LGBTI residents.
 - ☐ LGBTI events are regularly promoted within the care home.
 - ☐ Residents are supported if they want to attend external events.
- ☐ Residents are supported in contacting organisations of the LGBTI community.
 - ☐ The care home cooperates with LGBTI organisations.
 - ☐ Events that promote intercultural exchange are offered in the care home.
 - ☐ There are events which promote connections amongst residents (e.g. residents' assembly).
 - ☐ Leisure and hobby groups that are initiated by the house community are supported.
- ☐ Religious and spiritual needs are respected and supported.
- ☐ The attendance of religious services and rituals takes place on a voluntary basis.

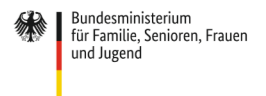


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Gefördert vom:







DIVERSITY CHECK

The quality seal Lebensort Vielfalt® is awarded to care and nursing homes that create structural, organisational and personal conditions that integrate sexual and gender minorities.


The diversity check is a tool that analyses the status quo of care homes in relation to the openness for LGBTI people. The Diversity Check also presents a basis for evaluation. To receive the quality seal Lebensort Vielfalt®, 80 percent of the criteria must be fulfilled (including 38 mandatory criteria).








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COMPANY POLICY AND COMMUNICATIONS




- There is an appointed quality manager in the care home.
-  A quality management manual exists, which depicts the structural, procedural and result-based quality of care that is culturally sensitive to LGBTI residents.
- Exchange with other care homes about LGBTI culturally sensitive care takes place on a regular basis.
-  The topic of diversity is part of the mission statement.
-  The mission statement includes the topic of care that is culturally sensitive to LGBTI residents.
- Employees know the mission statement.
- Residents know the mission statement.
- The family/chosen family knows the mission statement.
- Employees treat each other with fairness and respect.
- There are tools to measure fairness and respect.
- Teambuilding activities take place on a regular basis.
-  Employees can talk openly about their sexual and gender identity.

Notes: **LGBTI** = lesbian, gay, bisexual, transgender, intersex

 **Mandatory Criteria** = 38 criteria that must be fulfilled in order to receive the care-quality seal.




-  Residents have access to information about LGBTI topics.
-  Employees have access to information about LGBTI topics.
 - Diversity is represented in the care home's public image.
 - LGBTI people are represented in the care home's public image.
 - Gender-sensitive language is used in the care home's public representation.
-  Open questions are used in the admission interview to be inclusive of the diversity of personal biographies.
-  The self-definition of the residents' and employees' gender identity is respected (gender identity, name and pronouns).
-  Terms of sexual orientation that the residents identify with are used (lesbian, gay, queer, etc.).
-  Speeches to groups use gender-sensitive language.
-  In personal documents there are more than two sex categories listed as options.


HR MANAGEMENT

- Employees are supported while transitioning upon request.
-  In job descriptions it is stated that care that is culturally sensitive to LGBTI residents is one of the areas of responsibility.
 - Staff diversity is implemented through a strategy.
 - LGBTI media and platforms are used for recruitment.
 - Job advertisements make reference to the fact that care that is culturally sensitive to LGBTI residents is practiced in the care home.
 - The practice of care that is culturally sensitive to LGBTI residents is thematised in the job interview.
 - There is a training concept for new employees.
-  The training concept for new employees includes care that is culturally sensitive to LGBTI residents.
-  Within the last three years employees have been trained on topics about care that is culturally sensitive to LGBTI residents.
 - Some employees have acquired specialised knowledge on the history of the LGBTI community through trainings that have taken place within the last three years.
 - The topic of care that is culturally sensitive to LGBTI residents is a fixed component of the agenda of team meetings.


- Employee dialogues take place every year.
- Care that is culturally sensitive to LGBTI people is part of the agenda of employee dialogues.
- All employees are treated equally regarding their promotion chances. HR management takes into account the multiple forms of discrimination that can take place with staff decisions.
- Salary structure is transparent for all employees in the company.
- The coordinator of volunteers is informed about LGBTI experiences.
- Volunteers are trained in care that is culturally sensitive to LGBTI residents.
- LGBTI media and platforms are used for the recruitment of volunteers.

TRANSPARENCY AND SAFETY

-  A code of conduct for employees ensures a discrimination-free environment for LGBTI.
 - The code of conduct is placed in a central spot of the care home.
 - Employees are made aware of the code of conduct.
 - A process description regulates violations of the code of conduct.
 - The house rules regulate interactions amongst the residents.
-  The house rules ensure a discrimination-free environment for LGBTI.
 - Residents and/or family members/chosen family members receive a copy of the house rules with the tenancy agreement before the moving-in date.
 - A process description regulates violations of the house rules.
 - There is the possibility to submit complaints internally and externally.
 - There is a complaint manager in the care home.
 - A process description regulates the handling of the complaints.
 - There is a resident representation in place.
 - The resident representation is informed about the implementation of LGBTI culturally sensitive care.
 - The resident representation is part of the implementation process of LGBTI culturally sensitive care.
-  A strategy is in place to prevent bullying and discrimination amongst employees.
- Employees who face bullying or discrimination can approach someone confidentially.

- Surveys are given to employees to measure the social, physical and mental safety of employees.
- The results of the employee survey are taken into account in the continual improvement process.
- A process description regulates discrimination against employees by the residents.
- There is a staff committee or staff representative, who protects the interests of LGBTI employees.
- The management makes a commitment to protect employees from sexual assault.
-  There are strategies in place which protect LGBTI residents from discrimination.
 - LGBTI residents can approach someone confidentially.
 - A process description regulates the handling of sensitive resident data regarding sexual and gender identity.
 - Surveys are given to residents to measure the social, physical and mental security of the residents.
 - The results of the resident survey are taken into account in the continual improvement process.
 - Employees are offered supervision meetings.
 - Residents feel respected and valued.
 - There are resident satisfaction surveys that also include LGBTI topics.

CARE AND HEALTH

-  The care home knows of LGBTI sensitive healthcare providers whom they can contact if necessary.
- The care home knows healthcare providers who specialise in HIV, whom they can contact if necessary.
- If wanted, residents are accompanied by a representative when visiting a healthcare provider.
- There are employees who have knowledge regarding the effects of dementia on sexuality.
- There are employees who have knowledge regarding the effect of dementia on gender identity.
- There are employees who have been trained within the last three years on the increased health risks of older LGBTI people (e.g. effects of trauma, depression, hepatitis).