

Empathways for LGBTQIA+ Populations

FACILITATOR'S GUIDE





WHAT IS *EMPATHWAYS*?

Empathways is...

- an empathy-building activity developed to support health care providers in their counseling interactions with their clients
- a tool to be used to meaningfully engage clients in health care provider training
- conducted with mixed groups of providers and “mock clients”

***Empathways* was originally developed to improve family planning services for adolescent girls and young women. This version of *Empathways* has been adapted for PrEP service delivery for lesbian, gay, bisexual, transgender, queer, intersex, asexual, and other people with diverse sexual orientations/gender identities (LGBTQIA+).**



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FACILITATION



How to use this *Empathways* deck

- This version of *Empathways* is intended for use in CATALYST provider trainings at sites that anticipate serving LGBTQIA+ clients.
- To do *Empathways*, you will need to invite LGBTQIA+ people to participate in the session as mock clients; the goal is to have each provider have a mock client that they partner with to complete the exercise.
- This card deck is designed to be used with LGBTQIA+ clients who are somewhat familiar with HIV prevention and family planning services and with providers who are interested in better understanding LGBTQIA+ clients.
- When conducting *Empathways* with LGBTQIA+ clients, it is especially important to choose LGBTQIA+ participants who are comfortable sharing their identities as part of the activity, and who will be able to access support after the activity if needed.
- It is recommended that you reach out to local organizations that work with LGBTQIA+ people to help you plan the activity and invite interested LGBTQIA+ program participants to take part, and even co-facilitate sessions with you.

How to use this *Empathways* deck

- Light facilitation is recommended, particularly to ensure respectful conversations, keep the activity to time, introduce and conclude sessions, and share experiences between each of the three rounds.
- It is recommended to allot at minimum 90 minutes for completion of the deck.
- If you have the *Empathways* cards printed out (one set for each provider being trained), you can use this slide deck to guide the session.
- If you do not have the *Empathways* cards printed out, you can project these slides and ask everyone to answer the questions as they are projected.
- We recommend sending provider participants away with a copy of the "connect" cards and encourage them to use these questions as an icebreaker when counseling LGBTQIA+ clients.


Introduction

- *Empathways* takes participants on a journey from thinking about their own experiences to understanding their partner's experiences, and then working together to improve service delivery for lesbian, gay, bisexual, transgender, queer, intersex, asexual, and other people with diverse sexual orientations/gender identities (LGBTQIA+).
- The objective is to forge greater empathy between providers and LGBTQIA+ clients, and then for providers to apply this empathy to improve PrEP and other sexual and reproductive health service delivery to clients, particularly those who identify as LGBTQIA+.





Informed Consent & Confidentiality

- All information shared within the context of this activity will be kept confidential, between the facilitator and the participant(s).
 - You reserve the right to stop or pause your participation in this activity at any point. Your participation is voluntary and there will be no incentive for your time.
 - Your participation in this activity will help to improve service delivery in your area by establishing the importance of empathy in providing services which are authentically and wholly youth-friendly.
 - If you have understood the information above and voluntarily agree to participate in this activity, please confirm your participation by providing verbal affirmation ('yes') to the facilitator. Should you wish to discontinue your participation at this time, please let the facilitator know.
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How We Will Use *Empathways*

The deck includes three rounds with one card deck for each round.

- Round 1 **OPEN UP**: We will ask and answer questions to get to know one another and develop rapport.
- Round 2 **DISCOVER**: We will explore the factors that impact providers' attitudes about service delivery for LGBTQIA+ clients.
- Round 3 **CONNECT**: As pairs, we will reflect on service delivery scenarios and invite providers to commit to improving service delivery for LGBTQIA+ clients with practical ideas on how to achieve this.



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LET'S GET STARTED!



Let's Go!

- Get into pairs: one health care provider and one LGBTQIA+ mock client
- Turn off phones :)
- Make sure you have the *Empathways* cards: one set for each provider/mock client pair



Instructions

- The cards are in numbered order and should be discussed one at a time.
- Each card indicates who should respond to the questions on the card.
- Begin by taking the pledge to respect each other and to keep an open mind throughout the activity. This is key to establishing trust between partners.
- Once the participants have completed Round 1, move on to Rounds 2 and 3.
- After completing Round 3, consider inviting participants to share their thoughts as a group. Ask providers to write down how they will use *Empathways* experience to improve PrEP service delivery.

Round 1: Open Up

- In this round, you will get to know your partner.
- Each card is numbered; please use the cards in order.
- Both the mock client and the provider should answer each question, taking just 1 or 2 minutes each.
- Begin with the Pledge: both participants must read it aloud to one another.

The Pledge

Each participant must read this aloud to the other participant, as a commitment to an honest and open dialogue

- I commit to an open, honest and respectful dialogue.
- I pledge to truly see you and hear you.
- I will keep what you tell me private & confidential.
- I will keep an open mind to understand and respect you as a whole person.



Maximizing Options to Advance Informed Choice for HIV Prevention

Empathways
LGBTQIA+ Populations

Open Up

Get to Know Each Other

Can you please tell me about your background?
What is your family like? What kind of things do you enjoy doing?

Both participants should answer.

Open Up

Goals

What are your aspirations in life?
What would help you achieve them?

Both participants should answer.

Open Up

Inspiration

Who in your life inspires you, and why?

Both participants should answer.

Open Up

Relationships

How should a partner who loves you show you they love you?
What are your love languages?

Both participants should answer.

Open Up

Sex & HIV

Why might a young LGBTQIA+ person worry about getting HIV?
How is this different for young heterosexual or cisgender people?

Both participants should answer.

Open Up

Consent

Do you think it could be unsafe for a LGBTQIA+ person to say "no" to sex?
If yes, in what situations?

Both participants should answer.
Young person should answer first.

Open Up

Religion & Culture

How does religion and/or culture affect your relationships?
How do they affect your thoughts on pre-exposure prophylaxis (PrEP)/antiretroviral therapy (ART)/contraceptive planning/gender-affirming hormone use?

Both participants should answer.

Open Up

Sex Education

Who first talked to you about things like relationships, sex, HIV/AIDS, and condoms?
What did you think of their advice?
What do you wish they had told you that they didn't?

Both participants should answer.

Round 2: Discover

- In this round, please read each card. Each card will say who should answer the question.
- Each card is numbered; please use the cards in order
- Spend just 2-3 minutes on each card, which guides you on who should answer each question.



1.

Discover

Your Best Experience

What was the best health care experience you've ever had?

What made it so good?

Both participants should answer.

2.

Discover

Your Worst Experience

What was the worst health care experience you've ever had?

How did it make you feel?

Both participants should answer.

3.

Discover

PrEP Services

After a visit to a PrEP health care facility, how should a client feel when they are leaving the room?

Both participants should answer.

4.

Discover

LGBTQIA+-Friendly Services

When you were younger, did you feel comfortable going to a health center or pharmacy?

Why or why not?

How might being young and LGBTQIA+ impact that experience?

Provider should answer.

5.

Discover

Friends & Family

What do your family and friends think of PrEP?

Do you agree with them?

Both participants should answer.

6.

Discover

Healthcare Decisions

If you choose to go to a health care center, who is involved in the decision?

Both participants should answer.

7.

Discover

Serving LGBTQIA+ Clients

Are there challenges providing services such as PrEP, contraceptive planning, or gender-affirming health care to LGBTQIA+ people?

What about for young LGBTQIA+ people? What are the challenges?

Provider should answer.

8.

Discover

Your Healthcare Experience

What questions do you wish a provider would and would not ask during a visit?

Why?

Young person should answer.

9.

Discover

Seeking Information

What are the goals and duties of an ideal health care provider during a visit?

Young person should answer.

10.

Discover

Healthcare Providers' Goals & Duties

If you had questions about PrEP, who would you ask?

Where would you go first and why?

Both participants should answer.

11.

Discover


User-Friendly Services

Give three words or elements that define "LGBTQIA+ friendly health services."

Both participants should answer.



Round 3: Connect

- In this round, please read each scenario.
 - Spend 4 or 5 minutes per card.
 - Both participants should listen to the situation being described and respond to the questions.
- 



Scenario 1

Hafsat, a genderqueer 19-year-old, goes to a health facility to learn about PrEP services. While in the waiting area, they hear a health care provider shouting at a client in the consultation room, saying the client must be “promiscuous” because they are gay and that they need religion to “fix them.” Hafsat decides to leave the health center.

- How may Hafsat feel?
- What might happen to Hafsat next?
- What could have gone differently?

Both participants should answer.



Scenario 2

Sarah, 21, is a fun-loving and adventurous transgender woman. She usually goes to party with her friends, and recently she narrowly escaped being raped. Sarah doesn't think that's something to stop her from having fun and making the most of her life. However, she is now afraid of getting HIV and decides to go to a health center to seek advice.

- What should the provider who meets with Sarah do?
- How should Sarah feel leaving the health center?

Both participants should answer.

Scenario 3

Olu, a gay transgender man, celebrated his 18th birthday at a café with his friends. His friends encouraged him to be more adventurous now that he is an adult. That night, Olu decides he is ready to start having sex with his boyfriend. He calls his "Uncle" Ron, age 28, for advice. He feels he can confide in him more than anyone else he knows. But this time, Ron threatens to tell Olu's parents. Olu feels betrayed, but he remembers Ron telling him to at least go to the health center for condoms before making any decisions. Olu decides it is worth visiting the health center first.

- How may Olu be feeling when entering the health center?
- What should the provider who meets Olu do?

Both participants should answer.

Scenario 4

Wandillise is a 22-year-old transgender woman who uses oral contraception because she feels that the hormones in the pills affirm her gender identity, and gender-affirming health care (GAHC) is not provided where she lives. She normally accesses these services from private pharmacies, because they do not ask a lot of questions when she buys contraceptives. However, this time around, she does not have money and decides to visit the local government health facility, where services are free. When she enters the consultation room, the nurse addresses her using her dead name and uses male pronouns to address her. This feels offensive to her, but she continues the discussion because she has no other options. When the nurse hears that Wandillise wants to access family planning, she does not give her a chance to explain and shouts that “family planning is only meant for real women!” Wandillise leaves the health care facility feeling disappointed and offended.

- What might Wandillise do to get the medication she uses for GAHC? How might this put her at risk of harm?
- Do you think it would be easier for Wandillise to visit the facility if they respected her gender identity?
- What can providers do to understand the needs of LGBTQIA+ clients?
- What should the provider do to help Wandillise understand her gender-affirming healthcare options?

Both participants should answer.

End of Round 3

**Now that you have
read the scenarios
and imagined
what might be,
let's think about
*what can be.***

Reflections

Reflection

What is one thing you will take away from your experience here today, and with whom will you share this with?

Both participants should answer.

Reflection

How will your experience today impact how you counsel LGBTQIA+ clients in the future?

Provider should answer.

Reflection

What is one thing you hope your Empathways partner will take away?

Both participants should answer.

Discussion & Reflection for Providers

- Thinking about your conversations in Rounds 1, 2 and 3. Name 3 things that might impact LGBTQIA+ clients' PrEP decisions.
- What makes it difficult to understand or address LGBTQIA+ clients' PrEP needs?
- How can they be addressed, and what is your role in addressing them?
- Considering today's conversations, what LGBTQIA+ PrEP service delivery gaps have come up?

Final Reflection for Providers

Final Reflection

For Providers

Make a commitment to yourself of what you will do with your increased empathy for LGBTQIA+ clients.

Complete these sentences:

Starting tomorrow, I will...

Within one month, I will...

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