**RAINBO**

 **Raising the Digital Literacy of Professionals to Address Inequalities and Exclusion of LGBTQI Community**

**Intellectual Output 1: Needs assessment**

**Activity 1.1: 1.1 Research Protocol**

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**Contents**

[1. Introduction 4](#_heading=h.gjdgxs)

[2. Research objectives 5](#_heading=h.1fob9te)

[3. IO1 Needs assessment 6](#_heading=h.3znysh7)

[3.1. Task 1.2: Situational analysis in all consortium’s countries 6](#_heading=h.tyjcwt)

[3.1.1. Desk research 6](#_heading=h.3j2qqm3)

[3.1.2. Field research: focus groups and/or interviews with support services providers and LGBTQI receivers 7](#_heading=h.1y810tw)

[3.2.1. Focus groups (and/or interviews) 8](#_heading=h.3dy6vkm)

[3.1.3. Field research: online survey 12](#_heading=h.2xcytpi)

[3.3. IO1 Task management according to project description 15](#_heading=h.4d34og8)

[3.4. Timetable 16](#_heading=h.1ci93xb)

[4. Needs analysis in national reports 17](#_heading=h.3whwml4)

[ANNEXES 19](#_heading=h.17dp8vu)

[ANNEX 1: National Report Template 19](#_heading=h.3rdcrjn)

[ANNEX 2: Information Sheet for focus groups’ participants (and/or interviewees) 21](#_heading=h.26in1rg)

[ANNEX 3: Consent Form for focus groups’ participants (and/or interviewees) 23](#_heading=h.lnxbz9)

[ANNEX 4: Standardized interview and focus group questions/topics examined with professionals (services providers) 24](#_heading=h.35nkun2)

[ANNEX 5: Standardized interview and focus group questions/topics examined with LGBTQI+ peoples (receivers of services) 28](#_heading=h.1ksv4uv)

[ANNEX 6: Focus groups (if organized) attendance list 30](#_heading=h.44sinio)

[ANNEX 7: Online survey 31](#_heading=h.z337ya)

# **1. National Report - Portugal**

General guidelines:

* Font: Calibri
* Font size: - 11
* Line space 1,5
* No spaces between paragraphs
* Footnotes at the end of the page
* APA Referencing Style[[1]](#footnote-0)
* Approximately 5000-8000 words
* Using the project’s template for deliverables

**Part & Sections:**

**Part A: Secondary/desk research results**

**1. Challenges faced by LGBTQI people in the country, during the Covid-19 pandemic** (approx. 700 words)

Data and statistics regarding discrimination on the grounds of sexual orientation, gender identity and/or sex characteristics - as well as other challenges and obstacles e.g. accessibility difficulties, lack of LGBTQI-focused services etc. that LGBTQI people (may) face - particularly in the support services sector including psychosocial services, health services, career counselling services, educational/training services, information/referral services, provided by both the public and the private (including CSO organizations) sector, during the Covid-19 pandemic (or at least a year ago).

The Covid-19 pandemic, brought a number of challenges and obstacles for everyone. Not only the disease itself but everything that comes from it. Although, like in other subjects, the LGBTQI+ community was even more affected by it. And that starts right at home.

People were demanded to stay at home. For most people, home is a safe haven. It means protection, safety and well-being. But, for some, it is not. According to a study about “Social support networks and psychological health in LGBT+ youth during the Covid-19 pandemic”, of the Faculdade de Psicologia e de Ciências da Educação da Universidade do Porto (FPCEUP)[[2]](#footnote-1), based on an inquiry done to 632 LGBTQ+ youngsters between 16 and 35 years old, almost one in four respondents felt "very isolated" from their friends, and close to 60% of the young people confirmed that the situation of confinement with the family also represented a challenge because they did not feel comfortable in the family nucleus. This study aimed to evaluate the psychological health and the support networks for LGBTQ+ youngsters who live with their parents, or other family configuration, during this period. This first phase of study occurred between the 17th April and 4th of May, during the State of Emergency period in Portugal, with a longitudinal and cross-cultural character, also concluded that six out of 10 participants considered that the pandemic affected their lives very much or severely. About 7 out of 10 young people felt very or extremely limited to carry out their usual activities. Also, the fear of being infected by the virus, for most young people, was moderate, while 35% had a fairly high fear of becoming infected.

Only 11% were part of some professional risk group (like health professionals, for example) and 29% lived with someone from that group. Only a very small proportion of people surveyed said they were not sufficiently informed about the pandemic of COVID-19. Emotionally, 33,6% of the respondents felt very much affected and 25,8% were extremely affected by the pandemic.

Another study focused on mental health and is about the “Effects of the Covid-19 pandemic on LGBTQ adolescents and young adults in Portugal” was carried out (Gato et al., 2020), and is precisely about those situations “when home is not a safe haven” and when quarantine has deleterious effects on the mental health of the general population and of the LGBTQ people, which can be expected to be even more affected. The rates of mental health symptoms, like post-traumatic stress, confusion, anger, have increased with greater distress associated with quarantine duration. Reports from Portuguese NGOs have indicated a rise in calls to helplines since the Portuguese lockdown began, also, lockdown measures reduced the access to social and community support resources in schools, which can prevent social isolation and psychological trauma (Gato, et al., 2020, p. 90).

In the mentioned study, the sample comprised 403 individuals belonging to a sexual or gender minority, ranging from 16 to 30 years of age and resided habitually with their parents [[3]](#footnote-2). The two main goals of this study were, firstly, to analyse the association between the psychosocial effects of the COVID-19 pandemic and mental health and, secondly, to explore the mediating effect of family climate between the individual impact of the pandemic and mental health outcomes for a sample of LGBTQ adolescents and young adults. Results indicated that a lower educational level, a more negative impact of the pandemic on participants' daily life, and a more negative family climate were associated with higher levels of depression and anxiety (Gato et al., 2020, p. 96).

In conclusion, even though there is not a lot of information and data about it, we can say that LGBTQI people have faced many challenges during the pandemic period, especially, in regard to mental health and their relationships with family/parents. They felt isolated, they did not feel comfortable in the family nucleus and some experienced anxiety, depression and stress.

**2. Good practices and initiatives at national level** (approx. 700 words)

Description of good practices and initiatives (e.g., services, projects, campaigns, development of specific material etc.) - including government policies - implemented in the country by both the public and the private/CSO sector during the Covid-19 era, for example support services provided to people in need in general and/or LGBTQI people in particular.

During the Covid-19 era, there were implemented a few good practices and initiatives to support services provided to people in need in general and/or LGBTQI people in particular. Concerning the people in general, the Portuguese Government created an exclusive website for Covid-19 indications[[4]](#footnote-3) and implemented a few policies aiming to help people and enterprises during this period. Three support lines were created: Support for Employment and Economy, Support for Culture, and Support for Electricity. And, recently, an initiative was created called “IVaucher” in which people can discount the IVA taxes spent during the summer period and use it in the accommodation, restaurant and culture sectors until December. This way those sectors, which were very affected by the pandemic, can be promoted and helped. There were also other support services created by the Portuguese Government during this period, including exceptional support measures, like child and grandchild care through prophylactic isolation, furlough, subsidy for prophylactic isolation and COVID-19 disease, and other support as well.

Concerning the initiatives for LGBTQI people, in particular, was launched the preliminary report of the study "Social Support Networks and Psychological Health in LGBT+ Youth during the Covid-19 pandemic"[[5]](#footnote-4) by the Faculty of Psychology and Education Sciences of the University of Porto and the University of Coimbra, with support from the Comissão para a Cidadania e Igualdade de Género (CIG). This study aimed primarily to assess the psychological health and social support networks of LGBT+ youth living with their parents during the COVID-19 pandemic. It revealed that a significant proportion of the young respondents felt quite isolated from their friends. The situation of confinement with the family also represented a challenge for many participants who said that they did not feel comfortable in the family nucleus because they could not express their LGBT+ identity there.

Another national report was launched by the Project “Diversity and Childhood”, entitled “Violence against LGBTI+ and gender diverse children and youth”[[6]](#footnote-5). An investigation was made and a sample of results was collected, from a set of interviews, designed by the DaC (Diversity and Childhood) research team at the Centre of Social Studies of the University of Coimbra (CES-UC). There were engaged different professionals, from different areas (Education, Health, Family, Public Spaces and Media), in the interviews.

Also, AMPLOS - Associação de Mães e Pais pela Liberdade de Orientação Sexual e Identidade de Género (Mothers and Fathers Association for Freedom of Sexual Orientation and Gender Identity), within their project “Ampliando Famílias”[[7]](#footnote-6), have conceived information/educational materials on LGBTI issues[[8]](#footnote-7), specifically targeting LGBTI families and community action stakeholders and school communities - empowering the target audience as active mediators to combat discrimination. These guides focus on three specific areas: Guide for families of trans people; Guide for families of lesbian, gay, bisexual (LGB+) people; Guide for community and school stakeholders on sexual orientation and gender identity. This initiative will be concluded in December 2021.

In 2021, a Portuguese LGBTQI writer has taken the initiative to create a list of LGBTQIA+-friendly psychologists in Portugal[[9]](#footnote-8). This list does not exclusively include professionals specialising in LGBTQIA+ issues, but rather professionals who welcome all people regardless of their orientation, gender expressions, sexual characteristics or gender identity. This was a great initiative, especially during the COVID-19 period, when LGBTQI people were more vulnerable and needed more mental health support. This list is in Portuguese and the majority of the psychologist is also Portuguese, however, there might also be found psychologists from other nationalities or countries.

**3. Available support services and useful contacts** (no word limit)

A list (bullets) with support services providers for LGBTQI people in need - or people in need in general, whether they are LGBTQI or not - from both public and private/CSO sector, including a short description of services provided and contact information. Examples may include helplines and/or shelters for vulnerable people and people in need, LGBTQI+ and other human rights organizations, public social services etc.

| **Institution/Organisation** | **Type of organisation** | **Description (services provided)** | **E-mail** | **Contact (00351)** |
| --- | --- | --- | --- | --- |
| Abraço | Association | Provides support to people infected and affected by HIV/AIDS, developing prevention actions to reduce the number of new cases of HIV infection. | geral@abraco.pt | 217997500 |
| API – Asociação Pela Identidade | ONG | An organisation led by young activists and focused on the advocacy and study of gender diversity and sexual characteristics, including the experience of trans and intersex people. | associacaopelaidentidade@gmail.com |  |
| As Cores dos Açores | Association | LGBTQIA+ community of the Azores. | ascoresdosacores@gmail.com |  |
| Associação aeQuum | Association | Association that promotes the inclusion of the LGTBI+ community in Portuguese society, through the offer of several services. | geral@aequum.eu | [963497742](https://api.whatsapp.com/send?phone=351963497742&fbclid=IwAR36ioCSWm6WCerG-9BRDcEINBFjzLPNdMDW7AxO6Do38LVMY3MYAYC3drw) |
| Associação AMPLOS | Association | A group of parents who fight for a more just society, opposing all forms of discrimination. It focuses preferably on combating forms of discrimination related to sexual orientation. | amplos.bo@gmail.com | 918820063 / 913814884 |
| Associação ILGA Portugal | Association | Association for the social integration of the LGBTI population and their families in Portugal through an extended programme of support in the social sphere; the fight against discrimination based on sexual orientation, gender expression and identity and sexual characteristics; and the promotion of citizenship, Human Rights and gender equality. | ilga@ilga-portugal.pt | 969367005 / 218873918 |
| Associação Jano | Association | Association focused exclusively on men and women with Gender Dysphoria. The work developed by JANO focuses on supporting users before, during and after the transition process. | jano.portugal@hotmail.com | 910085224 |
| Associação Não Te Prives | Association | This association aims to give visibility to issues related to discrimination based on sexual orientation and gender, to introduce them into public discussion and to contribute to political, social, cultural and legal change. | naoteprives@yahoo.com |  |
| Associação PLANO i | Association | Association that seeks to provide concrete responses to a wide range of current social issues, namely inequality, discrimination, violence, exclusion and poverty. | direcao@associacaoplanoi.org |  |
| Associação Xis | Association | Group for the Promotion and Protection of LGBTI Rights is a non-profit association that aims to promote and protect the rights related to sexual orientation and gender identity among children, young people and families. | associacaoxis@gmail.com |  |
| Associação Variações | Association | Portuguese LGTI Trade and Tourism Association that drives sustained growth of economic operators dedicated to the LGBTI market. | geral@variacoes.pt | 930529509 |
| Bears on Motorbykes | NGO | Community of Portuguese LGBTQIA+ motorcyclists whose aim is to bring together and provide all LGBTQIA+ motorcyclists and other members, with events and gatherings related to the LGBTQIA+ theme, in addition to national and international motorcycling and motorbike touring activities with free participation. | bearsonmotorbykes@gmail.com | 910645877 |
| Catarse Vila Real | Collective | Catarse is a collective from Vila Real, which manifested itself for the first time with the organisation of the first March for Women's Rights and Gender Equality in the city. It represents transformation, freedom of expression and equality. It is against any attack on freedom/human dignity. | catarse.vreal@gmail.com |  |
| Caleidoscópio LGBT | Collective of activists | Collective of activists that aims to support LGBT people and LGBT causes, as well as to contribute to the enlightenment of the population about issues of sexual orientation and gender identity. | geral@caleidoscopiolgbt.org |  |
| Casa Arco-Íris | Shelter home | Shelter integrated into the National Network of Support to Victims of Domestic Violence that intervenes in the scope of domestic and gender violence and gender equality, citizenship and non-discrimination. It is aimed at LGBTI victims of domestic violence, accompanied or not by children under age or older with disabilities in their dependence. | casarcoiris@associacaoplanoi.org |  |
| CasaQui | Association | Casa Qui was created to seek to ensure that the LGBTQIA population receives adequate responses in the areas of mental health, social action and education, which allow them real equal opportunities. | geral@casa-qui.pt | 960081111 |
| Centro GIS | Association | GIS is a mobile unit that provides medical assistance, screenings, information campaigns, awareness-raising and prevention of sexually transmitted infections. | gis@associacaoplanoi.org |  |
| CILIA LGBTQI+ | Project | This project studies inequality experienced by lesbian, gay, bisexual, transgender and queer (LGBTQ) people at three moments of biographical transition: leaving school/entering the labour market; career progression; entering retirement and its impact on the final phase of life. | ciliaportugal@ces.uc.pt | 239855570 |
| Clube SAFO | Association | Association for the support and defence of lesbian rights in Portugal which aims to support and defend lesbian rights. It is a space for social, cultural and political intervention, promoting a positive image of lesbian identity. | geralclubesafo@gmail.com |  |
| CORES UNIVERS@S | Project | Project for counselling and psychological support and education on issues of diversity and sexual orientation, gender identity and expression. | coresuniversas@fpce.uc.pt |  |
| Dezanove.pt | Online Journal | News and events portal that reflects the day-to-day LGBT issues in Portugal and worldwide, in a neutral and relaxed way, aimed at all those who like to be on top of things. | dezanovept@gmail.com |  |
| EXISTÊNCIAS |  | Its main objective is the promotion and protection of health, through the provision of preventive, curative and rehabilitative care. Its secondary aims are social intervention, training and education. | a.existencias@gmail.com | 239837033 / 965592651 |
| EsQrever | Online Journal | It focuses on LGBTI and gender issues, as well as their political, human and social components. It is a space open to participation, with various people who, either by invitation or on their initiative, send us their thoughts, experiences and suggestions. | geral@esqrever.com |  |
| Género e Sexualidades – GT SopCom | Project | Working group that seeks to bring together the efforts and perspectives of academics working on issues of gender and sexualities, mobilising them to enrich the territory of Communication Sciences. | generoesexualidades.sopcom@gmail.com/gtgeneroesexualidades@gmail.com  |  |
| Gentopia | NGO | Research group, with large production in areas of psychology, such as feminisms, diversity, gender, sexualities, ageing, gender identity, and gender violence. It promotes more directly gender equality and knowledge, counselling and intervention in the different domains of human diversity. | gentopia.adig@gmail.com |  |
| Grupo LGBTI da Cooperativa SEIES | Group | Anonymous and confidential group open to LGBTI people of all ages and genders, where they can share life stories or experiences, socialise and build friendships. | lgbti@cooperativaseies.org | 914423532 |
| Identidades e Afetos | NGO | Psychological support is targeted to the specific needs of the LGBT population and their families. Gender studies. | identidadeseafectos@gmail.com | 912282457 / 967 620 170 |
| It Gets Better Portugal | Project | A project by the All Will Get Better Association, was created to demonstrate to LGBTI young people the levels of happiness, potential and positivity that their lives can achieve if they can overcome the difficulties of their teenage years, namely bullying and discrimination. | geral@tudovaimelhorar.org | 911120199 |
| LGBTI Leiria | Community/Collective | Its main aim is to combat discrimination, eliminate phobias, secure rights and celebrate the diversity of love. They organised the first LGBTI march in Leiria. | lgbti.leiria@gmail.com |  |
| LGBTI Viseu | Association | Association that promotes the dissemination of information and share the work that is done in Portugal and the world in favour of human rights and more directly the rights of LGBTI+ people. | lgbtiviseu@gmail.com |  |
| OPUS DIVERSIDADES | NGO | OPUS focuses on the defence and promotion of Human Rights of the LGBTI+ and Migrant community, and the implementation of Gender Equality, in the fight for the right of equal existence of all people. | geral@opusdiversidades.org | 924467485 |
| PANTERAS ROSA | Collective movement  | A collective movement committed to radical democracy and direct action against discrimination and aggression against the LGBT community. They denounce cissexism, heterosexism and the primacy of heterosexuality as part of a patriarchal political system that creates sexual and gender differentiation to determine social inequalities. | panterasporto@gmail.com / panteras.lisboa@gmail.com |  |
| PATH - Plataforma Anti Transfobia e Homofobia - Coimbra | Platform | Anti-Transphobia and Homophobia Platform carries out several awareness-raising activities in the fight against discrimination based on sexual orientation and gender identity. | geralpathcoimbra@gmail.com |  |
| Pride Azores | NGO | The purpose of the Association is the support and social integration of the lesbian, gay, bisexual and transgender (LGBT) population and their families in the Autonomous Region of the Azores, through educational, social and cultural programmes. | prideazores@gmail.com |  |
| Projeto Anémona | NGO | A project that unites LGBTI and allied people for the promotion and defence of rights and health care for trans and non-binary people in Portugal. | projetoanemona@gmail.com |  |
| Projeto (A)Mar pela diversidade | Support centre | It is an initiative by social, health, cultural and research professionals, with equality and human rights as its matrix. | amarpeladiversidade@gmail.com | 911102363 |
| QUEER TROPICAL | NGO | The entity that seeks to help the Brazilian LGBTQI+ community in Portugal. It Fights for the construction of a fair society, based on democratic values and equality among all people. | queertropical@gmail.com |  |
| Rede EX AEQUO | Association | Network of support, breaking down isolation and activism for young lesbian, gay, bisexual, trans, intersex and supportive people between the ages of 16 and 30. It aims to support LGBTI youth and to educate them against discrimination and prejudice based on sexual orientation, gender identity, gender expression and sexual characteristics. | geral@rea.pt | 968781841 |
| Rumos Novos | Association | Faith community formed by LGBTQIA+ Catholics of all ages, their families and friends. Available to receive, with all discretion, LGBT people seeking a place for dialogue, spiritual listening (without judgement), reading proposals, help in discernment. | geral@rumosnovos.org | 963701741 |
| Transexual Portugal | Group | Group fighting against the pathologisation of transsexuality, against the association of transsexuality with Sex Reassignment Surgeries and other surgeries, against the intolerable and abusive interference of the Medical Association in the processes of transsexuality, etc. | transexual.portugal@gmail.com | 935802383 |
| TransMissão | Association | Association of trans and non-binary people to defend their rights, against the pathologisation and policing of their identities and bodies. | transmissao.associacao@gmail.com |  |

**Part B: Field/primary Research Results**

**1. Summary analysis of focus groups (and/or interviews) with professionals (support services providers)** (approx. 1000 words)

For this research, we have conducted a total of 10 interviews with professionals. Some of these interviewees came in the representation of their organisations, others came in their proper names, as providers. However, some of these interviewees are also LGBTQI, and even though they have not participated as so, they have answered some questions on a personal level too. Those answers are going to be analysed in the next point of this document, together with the analysis of interviews with LGBTQI people.

Of these 10 interviewees, some of them are part of LGBTQI organisations, LGBTQI business associations, or NGOs, and others are psychologists who work in enterprises or organisations. In a general scope, these are all experienced people in their roles and professions. Some of them have 15/16 years of experience, others have 3 to 7 years and only one has 1 year of experience. However, all interviewees mentioned that they have many more years of experience as LGBTQI rights activists, which they feel is very important for the role/profession they perform today. Every interviewee started by introducing themselves and/or their organisation and their role.

Concerning the first question, *“The UN Independent Expert on SOGIESC listed 7 issues on which LGBTIQ+ experienced more challenges than before the Covid-19 epidemic: 1. stress and isolation, 2. political violence, 3. poverty, 4. health, 5. shelter, 6. employment, 7. asylum seekers, refugees and migrants. Did you experience one or more of these challenges during the epidemic? Can you share your experiences? What did you do to overcome them? Did you succeed in this? Did you ask or get help in overcoming challenges? From whom?”,* most responses revolve around stress and isolation, problems that have affected the population in general but mainly the LGBTQI population.

Anxiety reached higher levels, because of the pandemic itself but also because a lot of people saw their finances getting worse, lost jobs, couldn’t get along with their families so they moved away. In terms of health, a lot of people didn’t have access to health services because they were too focused on Covid-19 issues and other health problems would be despised, especially concerning mental health. Regarding employment, the difficulties in finding a job have increased even more. There were also some references concerning shelter, some LGBTQ people who weren’t leaving with their parents but had to come back due to financial problems, but came back to a place where they can’t be themselves, which is extremely violent. For example, trans people that went back home and their parents didn’t even call them by their social name, instead would call them by their birth name that decided their gender.

Also, one of the interviewees mentioned that this population, including herself, suffers from political violence because there is a growing speech on gender perspectives related to the lack of citizenship education. A specific attack on everything that is gender diversity, non-heterosexual people, no cis, not white or that aren’t men; the invisibility of the LGBTQ fight and the erasing of their history. Another interviewee said that during her role as a psychologist she has become aware of all those questions: people in situations of homelessness, domestic violence, physical abuse. The LGBTQ community is the one who suffers more from them - at the school level, healthcare level, family and social level, especially trans and intersex people.

Some of these organisations were able to help people through mental health support, food and hygiene products, housing or even legal support.

About the second question, *“Are you aware of any good practices, initiatives and/or central (government) policies aiming at supporting people in need during the Covid-19 pandemic in the country? Which ones? Can you give me a short description? Who carries out them? Have they been adapted in any way to the Covid-19 pandemic period? Are they provided remotely (online)? Do you think that they are sufficient? Why/why not?”*, there are providers who know about some good practices and initiatives, others who don’t and others who have implemented some. But, in general, all of them felt they were not sufficient and that a lot of them fell short of expectations.

There was mentioned an initiative in the city of Porto which aimed to support homeless people and a strong campaign of distribution of covid-19 individual protection items (like masks and visors) to nursing homes, health centres, etc., from LGBTI Viseu (association). There were some municipal initiatives of food campaigns distribution of pharmaceutical products (not necessarily for free, but people would receive their medicines at home), taxi services did the distribution of meals (like private food chains like “uber eats''); and an initiative called “Solidarity Box”. In the Azores, for example, there was started a crowdfunding to buy ventilators for the hospitals.

In Lisbon, some shelter houses and emergency centres were opened for people with COVID and the homeless as well. There were used abandoned houses for this purpose, but, as the pandemic got better, some homeless people would be left alone again, lose their shelter. There was also some support from social security. There were also some virtual initiatives like online psychological appointments, as well as other non-Covid related health appointments.

In terms of the third question, *“Do the aforementioned good practices, initiatives and/or policies cover LGBTQI people as well? Are you aware of any good practices, initiatives and/or policies implemented in the country targeting exclusively or mainly LGBTQI people in need during the Covid-19? If yes, can you give me a short description? Who carries out them? Have they been adapted in any way to the Covid-19 pandemic period? Are they provided remotely? Do you think that they are sufficient? Why/why not?”,* there were shared a few, most of them provided by their one association. The majority of the associations/organisations contacted have implemented multiple online initiatives, from online "chats with...", sharing films or books LGBTQ-related that people could consult, online meetings… For example, the association Clube SAFO created “queerentena”, a website with queer and LGBT content but more towards content created by lesbians for lesbians and “Zona Livre Magazine”[[10]](#footnote-9). A support campaign for the LGBTQIA+ community from Opus Diversidades (association) started during the pandemic. For example, LGBTI Viseu began to do some activities in an online format and started doing new ones, like “Descentracenas”, which is a conversation with several associations as a summary of LGBTQI news around the country and the world, during that month.

During this period, “Casa T” was created, these are shelters for trans and non-binary people that are subject to prejudice and can´t find a place to live. Also, “Casa Q” aimed to implement good practices regarding education and works with healthcare professionals; and Rede Ex Aequo, another association that has a non-formal approach towards students and have a project called Education Project, where they go to schools and talk about good practices, prejudice and discrimination. There was also implemented by the organisation “Bears on Motorbykes”, the initiative “LGBTQI Pride Celebration 2020”, a 30 days event, visiting 24 cities and 28 places. There were no marches or visibility of the LGBTQ community, so they would do small meetings held in public space gardens to bring visibility to the community. There were a few support networks for the LGBTQ march in Lisbon and in other districts, but with very little funding.

In the Azores, during the pandemic, the project “AMAR pela diversidade” was created to fill this gap in support for the LGBT community on the island and emerged when the film "Lobo e Cão" was shot, which highlights violence at school, violence in the family context, physical abuse, verbal abuse, of LGBTQIA+ young people (several young Azoreans act in this film, also resulting in the creation of a group of friends).

Besides these good practices, there was also mentioned another initiative from the association AMPLOS, which have written 3 training manuals

A lot of the contacted organisations expressed the need of creating a national network of associations/organisations supporting the LGBTQIA+ community, so they can all work as one. This network would have been also very helpful during the pandemic.

In regards to the fourth question of the interview, *“Would you like to share a personal experience with us (me)? In particular, have you provided your services to LGBTQI individuals during the Covid-19? If yes, what was their request? How did you handle the case? Did you find the support services provided to them a challenging task? If yes, in what way?”*, the interviewees shared stories that happened with them or with other people. A lot of divorced moms whose time with their children was denied during the pandemic because their ex-husbands used the issue of confinement as a way to keep their children at home with them, not allowing the mothers to bring them to their homes or be with them, or even situations of ex-husbands who wanted to remove parental rights of the mother, using lesbophobic arguments. There was also the bureaucratic challenge associated with trans people’s transition and other challenges that trans people go through daily that has worsened during the pandemic: a story was shared about a trans person who became homeless and couldn’t adapt to the shelter they were in, having boosted drug use. It was only when more LGBT people started coming to the shelter that things improved. But, the education of the professionals about these issues continued to fail a lot; if professionals were more sensitised when it comes to these questions, they would treat people much easier and faster. There were also shared some stories about people who have seen their family relationships deteriorate, felt oppressed by their sexual orientation and their expression, so they had to isolate themselves or leave their homes.

Another interviewee shared a story about a girl whose suicidal behaviours got worse during the pandemic, not only because of the pandemic but also because she has witnessed the suicide of a person very close to her, so it was very difficult to deal with everything and her family was completely dysfunctional; and, also, the story of a boy who left Portugal because he was living in a completely dysfunctional and unstructured family, and was experiencing a lot of violence, physical and verbal abuse. He is better now he moved to London. Some of the interviewees shared a few pieces of training he has provided to LGBTQ people about access to the labour market.

During the pandemic, there was also a case of a gay man who was prevented from giving blood came to light. Although this discrimination has been going on for many years and is well known, it was only last year that this issue became more visible in the media, and only recently that a law was passed authorising homosexuals to donate blood.

The next question was the following: *“In general, would you say that your colleagues - not necessarily the ones working in the same organization, body, institution etc. with you but the ones who work in the same sector – were easily adapted to Covid-19 pandemic period e.g., working remotely? If yes, how did they manage to do it and what adaptations did they make? If not, why?”*. Most of the answers were positive, colleagues adapted themselves easily to those situations, except older people who were not so used to working with online tools like zoom and so on. One of the revealed main issues was the management of social/family life with work life, it has become more difficult to separate these two aspects of working from home; some people got into burnout situations as well. In general, this situation was once again worse for women and mothers, because they are still the ones who take care of the house and the children, so it was as if they had a triple job during the same period (and especially because the children also had lessons from home). Other interviewees talk about adaptations and overcoming that was needed and accomplished by them and their colleagues, but those were people that struggled with it economically because they used to work with their office’s computers and then they add to use their personal one or needed to buy one.

Working remotely also left people more exhausted and for psychologists, it was an enormous challenge because their line of work depends greatly on human contact and with this barrier of a screen, there isn't as much contact as there would be with a person. After a period of adaptation, I ended up becoming normal, but the process to get to that point involved a lot of anxiety, a lot of doubts, dissatisfaction for not having time or concentration. For people who shared houses, it was also more complicated when having a meeting or so. The difficulties were not so much with being online, but with the productivity of being at home. Now almost everyone prefers a mixed system, being able to work remotely or going to the workplace, that balance is healthy and people value it.

The sixth question of the interviews was, *“What skills and competencies should a professional working in the field (support services providers) should have to better meet the needs of LGBTQI people? And what about especially in the Covid-19 era e.g., if he/she has to work remotely? In general, would you say that your colleagues - not necessarily the ones working in the same organization, body, institution etc. with you but the ones who work in the same sector –do have these skills and competencies? If yes, how/where did they acquire them?”*, aimed to have the interviewee’s opinion on the skills and competencies that professionals/support services providers should have. There was one common response to all: empathy. It is a hard competency to have, and even harder to learn, but all interviewees said that “empathy” needs to be an inherent competency in a professional who works to support people, especially the LGBTQ population. Besides this one, there were also mentioned the following: proactivity, resilience, creative thinking, self-assurance, active listening, comprehension, conflict-solving skills, flexibility, being human, understanding someone else’s boundaries, being professional, having compassion, showing affection, being inclusive, adopting a non-judgmental position, be respectful, be aware of the “invisible bias”, be open-minded.

It was also mentioned the importance to do some research and reading about actual issues the community encounters, always being concerned to learn, being curious about these topics, not using a hetero-normative discourse (assume that everyone is heterosexual), not thinking that what he knows is better than what the person has to say, know who we are dealing with, understand their sexual orientations, different gender identities, know what violence cycles they went through. It is important to constantly monitor ourselves and deconstruct our prejudices. As well as take these topics to schools and sensitise people about these issues, talk about gender identity/equality and sexual education; provide training courses about these topics for health professionals, and others, are very important because there are a lot of people, especially trans people and sex workers, who do not even go to a hospital because they are mistreated and humiliated.

Every interviewee responded positively to the seventh question, *“Would you personally be interested to take part in a relevant training activity? If yes, which topics should this training cover? What modules should it include? If not, why?”*. A lot of suggestions were made. First of all, it is important to use a neutral, non-binary, inclusive language, or teach that (and how to communicate in social media using inclusive language); give tools to professionals so they can create spaces where children, teenagers and adults can question; cover topics like LGBTQIA History and historical people; legislation and human rights; human sexuality; social media management, since there are a lot of people who reaches the associations and so on through social media; social marketing; module about suicidal behaviours in the LGBT community; gender equality but with a non-binary perspective; topics on how to make projects, how to get funding; how to provide services; how to create networks between various organisations; module related to management and economy.

One of the suggestions was to have personal stories, interviews, more specific information and having more profound knowledge of what is missing or what needs to be worked on. It was also said that it is important to choose these topics taking into consideration the number of hours of the training course and it would be interesting to create a stimulus, for example, “Let’s present ourselves to the group. Tell me your name, your degree and what pronouns you would like to be addressed by”, so it can already be perceived as the pronouns everyone prefers to be used. Some of the interviewees pointed out that it is also necessary to pay attention to who provides these training sessions. It must be someone specialised and experienced.

Most of the interviewees did not add anything else besides encouraging the RAINBO project and hoping to achieve important objectives. Some interviewees said that there is still a lot to be done and shared their availability to work together on the project, in particular for the training. Others also say national or even European LGBTQIA+ networks should exist, not only for everyone could contact the several organisations and support services that exist, but also to know about them and their initiatives, and also to create bridges and partnerships between all existing associations/organisations. It was also referred that it is necessary to end discrimination among community members themselves, and perhaps if there were such bridges and more initiatives in education, this situation would also improve.

* 1. **Background and profile of the providers**

| **Participant (or interviewee)** | **Type of organization / body / institution (e.g., public social service, helpline, labour office, LGBTQI organization, human rights organization, VET school etc.)** | **Position / Role of participant (or interviewee)** | **Years of expertise of participant (or interviewee) in the aforementioned position/role** | **Educational/scientific background of participant (or interviewee)** |
| --- | --- | --- | --- | --- |
| **1** | LGBTI organisation | President/Founder | 4 | Food Engineer/Activist |
| **2** | LGBTI organisation | President/Founder | 6 | Retired Military |
| **3** | LGBTI organisation | Vice-President/Founder | 6 | Fashion Designer |
| **4** | LGBTI business organisation | Founding partner | 5 | Manager |
| **5** | Private Institution of Social Solidarity | Founder/Psychologist | 16 | Psychologist |
| **6** | Private Institution of Social Solidarity | Founder/Psychologist | 15 | Nurse/psychologist |
| **7** | Lesbian organisation | Board Member | 7 | Social worker |
| **8** | Psychology enterprise | Psychologist | 15 | Psychology |
| **9** | Psychology enterprise | Psychologist | 1 | Psychology |
| **10** | Organisation psychologist | Psychologist | 3 | Psychology |

**2. Summary analysis of focus groups (and/or interviews) with LGBTQI people (support services receivers)** (approx. 1000 words)

Profile of participants (or interviewees), the status of LGBTQI people during the pandemic, good practices, initiatives and available options, needs’ assessment

We have conducted an additional 5 interviews with LGBTQI individuals. As it was explained previously, even though most of the providers are also LGBTQI people, they have answered us mainly as providers. However, we are going to include some of their suggestions and perspectives as LGBTQI people too, in this section. So, we are going to analyse some of their answers as well as the answers of the LGBTQI people, the receivers.

None of these 5 interviewees is representing any organisation or institution, they all come in their proper names. They are all LGBTQI individuals and come from different backgrounds. There were interviewed two men and three women, and only one of them do not have higher education.

Concerning the first question, *“The UN Independent Expert on SOGIESC listed 7 issues on which LGBTIQ+ experienced more challenges than before the Covid-19 epidemic: 1. stress and isolation, 2. political violence, 3. poverty, 4. health, 5. shelter, 6. employment, 7. asylum seekers, refugees and migrants. Did you experience one or more of these challenges during the epidemic? Can you share your experiences? What did you do to overcome them? Did you succeed in this? Did you ask or get help in overcoming challenges? From whom?”,* the common issue to all of them was the first one, stress and isolation. One of the interviewees said he has not experienced any of these issues, other than the stress inherent to the pandemic, but knows some people who have experienced some of the situations mentioned. Three of the interviewees searched for psychological support, which was essential to get better. One of them said it was ok to have online appointments, it was even a little bit easier in terms of travelling and so on, but face-to-face appointments are different. For the other interviewee, online appointments caused even more anxiety even though she was medicated already. The third interviewee felt more isolated because of university classes because the university classes were all online which required him to stay even longer periods locked up at home. He asked for psychological help, but he did not get much help, because the services of the University were not very good. One of the persons interviewed revealed that when Covid-19 started she had to move from the house two or three times because there were no places to stay. Also, for the ones who do not leave closer to the big cities, it was easier to feel more isolated, especially in places where do not exist LGBTQI associations or even a gay bar, for example.

About the second question, *“Are you aware of any good practices, initiatives and/or central (government) policies aiming at supporting people in need (including LGBTQI people) during the Covid-19 pandemic in the country? Which ones? Can you give me a short description? Who carries out them? Have they been adapted in any way to the Covid-19 pandemic period? Are they provided remotely (online)? Do you think that they are sufficient? Why/why not?”*, two of the interviewees did not know about any initiatives, the other three shared some: some students received computers so they could attend classes online; some associations provided support with food and even hygiene/protection products; organisations that gave support to homeless people, bringing food, clothes, necessities products, masks, gloves (this one was a more local action).

In terms of the third question, *“Do the aforementioned good practices, initiatives and/or policies cover LGBTQI people as well? Are you aware of any good practices, initiatives and/or policies implemented in the country targeting exclusively or mainly LGBTQI people in need during the Covid-19? If yes, can you give me a short description? Who carries out them? Have they been adapted in any way to the Covid-19 pandemic period? Are they provided remotely? Do you think that they are sufficient? Why/why not?”,* none of the interviewees knew any initiatives only destined for the LGBTQ people, but there were mentioned two: ILGA gave psychological support during the pandemic to the LGBTQI population; and a girl who made an open list[[11]](#footnote-10) of “LGBTQI-friendly” psychologists where LGBTQI people and psychologist could add their contacts and specialities so that the population could know who to ask for help and support – this initiative started during the pandemic but people can still add or erase names from there and get help through that list).

In regards to the fourth question of the interviews, *“Would you like to share a personal experience with us (me)? In particular, have you provided your services to LGBTQI individuals during the Covid-19? If yes, what was their request? How did you handle the case? Did you find the support services provided to them a challenging task? If yes, in what way?”*, there were shared at least three personal experiences. One of them shared that he did STD tests for the first time during the pandemic and, to his surprise, he was treated very well and felt very comfortable. He also shared that, fortunately, even at church, he has been open about it with some people and never felt discriminated against. This interviewed also shared a story about a student that wanted to be treated like a boy and there were some constraints about that. Another person shared that the LGBTQI people felt even more stressed and isolated during the pandemic. Another interviewee said that there were some situations of discrimination, not only during the pandemic, especially from people in the street that always look or comment something about her looks; and also, at school, where some colleagues mocked her sexual orientation. Finally, the last interviewee shared a very personal and difficult story. She had a very traumatic experience during a gynaecology consultation, where she was a victim of medical violence/rape. In another gynaecology consultation, the experience was much better, and she even had the opportunity to talk about her sexual orientation, which led to a more appropriate medical approach on its own.

The next question was the following: *“In general, would you say that your colleagues - not necessarily the ones working in the same organization, body, institution etc. with you but the ones who work in the same sector – were easily adapted to Covid-19 pandemic period e.g., working remotely? If yes, how did they manage to do it and what adaptations did they make? If not, why?”*. All interviewees mentioned that the older age groups were the ones who were less able to adapt to working remotely, due to the use of technologies. There was mentioned the case of a colleague who left his studies because he could not adapt at all to online classes. While for some people teleworking has made it easier to manage time and even expenses, for others it has made it more difficult to separate work and family life. But, in general, everyone found it beneficial.

The sixth question of the interviews was *“What skills and competencies should a professional working in the field (support services providers) should have to better meet the needs of LGBTQI people? And what about especially in the Covid-19 era e.g., if he/she has to work remotely? In general, would you say that your colleagues - not necessarily the ones working in the same organization, body, institution etc. with you but the ones who work in the same sector – do have these skills and competencies? If yes, how/where did they acquire them?”*. All interviewees feel that these competencies are necessary for everyone, whether they work with LGBTQI people or not: empathy, ability to listen, to respect, not to judge. Also mentioned was the importance of communication and emotional management, having knowledge of existing infrastructures, adapting to technologies, and being aware of mental health issues.

About the seventh question, *“Would you personally be interested to take part in a relevant training activity? If yes, which topics should this training cover? What modules should it include? If not, why?”*, all interviewees found it very necessary and shared some thoughts about it. Approach topics like gender identity and sexuality (especially transsexuality), emotional management, inclusive language, communication, legislation, sexual health and safety, stress management, etc.

At the end of the interview, some comments were added, that it is necessary to change mentalities and there is still a long way to go, at least in Portugal. The media could also contribute and educate in this sense. Psychological support should be free, especially for the LGBTQI community, whose suicide rate is quite high. One of the interviewees also advised reading a book by Ana Zanati, “O sexo inútil”.

* 1. **Background and profile of the receivers**

| **Participant (or interviewee)** | **Type of organization / body / institution (e.g., public social service, helpline, labour office, LGBTQI organization, human rights organization, VET school etc.)** | **Position / Role of participant (or interviewee)** | **Years of expertise of participant (or interviewee) in the aforementioned position/role** | **Educational/scientific background of participant (or interviewee)** |
| --- | --- | --- | --- | --- |
| **1** | n/a | LGBTI individual | n/a | Psychology |
| **2** | n/a | LGBTI individual | n/a | History  |
| **3** | n/a | LGBTI individual | n/a | Student/waitress |
| **4** | n/a | LGBTI individual | n/a | Chemical engineering/medicine |
| **5** | n/a | LGBTI individual | n/a | History |

**3. Summary analysis of online research (approx. 1000 words)**

Besides the interviews, an online research was carried out. In Portugal, there were collected 55 responses but we are only going to consider 48 of them due to some invalid ones. The majority of the participants belong to the 20-29 age group, the one with less responses is the 50-59 age group. Concerning gender identity, the female gender stands out, however, we find answers of people from different gender identities, and, regarding sexual orientation, there are more bisexual people answering. There were more responses from non-professionals than from professionals who work with people in need and vulnerable groups.

Moving to the questions about mental health for the LGBTQI people, we wanted to know about the frequency of the mentioned feelings and thoughts in their last month. “How often have you felt that you were unable to control the important things in your life?”, the option “fairly often” was higher. “How often have you felt confident about your ability to handle your personal problems?”, the answers were balanced between “fairly often”, “sometimes and “almost never”. Concerning “how often have you felt that things were going your way?”, “sometimes” and “almost never” tied. When asked “how often have you felt difficulties were piling up so high that you could not overcome them?”, “fairly often” was the winner answer.

When asked if such feelings were related to the Covid-19 epidemic, the majority answered “partly”. Afterwards, there was shared a list of some of the ways people may have felt or behaved in the previous week. “I was bothered by things that usually don't bother me”, most of the people answered “some or a little of the time”. The same answered for the next affirmations: “I had trouble keeping my mind on what I was doing” and “I felt depressed”. Concerning “I felt that everything I did was an effort”, there were more people answering “occasionally or a moderate amount of time”. For the affirmation “I felt hopeful about the future”, there were again more “some or a little of the time” answers. “Rarely or none of the time” was the more chosen option for “I felt fearful”. Concerning the 7th option “My sleep was restless”, most people said “Some or a little of the time”. Also, people were happy “occasionally or a moderate amount of time”. For the options “I felt lonely” and “I could not ‘get going’”, the prevailing answers for both were “Rarely or none of the time”. When asked “Do you think such feelings were related to the Covid-19 epidemic?” people answered “No” or “Partly” more often.

About safety and discrimination, the first question intended to know “Compared to before the coronavirus outbreak, how common do you think it is for people to express homophobic or transphobic insensitive views in our society?” and, clearly, most people answered that it was about as common as before the coronavirus outbreak. Then, we wanted to know what of the following things people may have experienced since the coronavirus outbreak, or not, because of sexual orientation, gender identity or sexual characteristics. Most people answered “no” for the following affirmations: “People acted as if they were uncomfortable around you”, “Been subject to slurs or jokes”, “Feared someone might threaten or physically attack you”. Most people answered “yes” to the last affirmation “Someone expressed support for you”.

Regarding access to services, people were asked if during the pandemic, they have ever sought for any kind of support service, and most people answered “no”. Therefore, respondents had to answer “Which of your following opportunities have been negatively affected due to the Covid-19 pandemic (and/or the restriction measures)?”. The answers were “no” for these affirmations: “My employment status”, “My career counselling”, “My safety”, “My access to legal services”, “My access to anti-discrimination support””, “My access to own housing”, “My access to emergency shelter”, “My access to food / basic goods”, “My access to Covid-19 individual protection materials (e.g. masks, antiseptic wipes etc.)” and “Others”. Concerning “My education or training” and “My physical health services” the answers were “yes”. For “My mental health services” the answers were fitty-fifty between “no” and “yes”. The great majority of the respondents have expressed that they don’t think the previous affirmative answers were related with their sexual orientation, gender identity or sexual characteristics.

The next question was “My support professionals were well equipped to support me during the Covid-19 epidemic” where people answered “neither agree nor disagree” and “somewhat agree”. Concerning the question “Did you experience discrimination or unfair judgment by a support care provider or their staff in the previous 12 months?”, the vast majority of the respondents answered “no”. The ones who answered “yes” mentioned that it happens due to their gender orientation or gender identity.

Now moving to the questions to providers. The first one was meant to figure provider’s field of work. Most of them worked in safe shelters, but there were also providers from psychosocial support, medical health, VET, legal services, and others. Regarding the type of organisations, answers vary between public hospital/clinic, LGBTQI NGO, Human Rights NGO, NGO Health/Goods service, School/training, Public administration office, or other.

When asked if they had to provide their services online during the Covid-19 pandemic, most of the respondents said “yes”. The majority of them also considered the provision of services remotely a challenging task.

The next question aimed to understand the level of agreement of the affirmation “LGBTQI people may need different and/or additional support during the Covid-19 pandemic compared with non-LGBTQI people”. A far amount of the respondents has answered “somewhat agree”.

Also, the majority of the respondents have answered positively to the question “Have you provided your services to LGBTQI people at least one time during the Covid-19 pandemic?”. When asked if they are aware of the specific challenges faced by LGBTQI people due to the Covid-19 epidemic, there were considerably more “well enough” answers.

The responses to the question “Have you ever received a training on LGBTQI issues in general and/or supporting LGBTQI people in particular?” were almost fifty-fifty balanced, some people say “no”, others say “yes”. In the next question they were asked if they would be potentially be interested to take part in such training (online and free), and almost all of them said they were very much interested. For those who answered positively were asked to share the kind of topics this training should cover. According to the respondents, all topics should be considered as the majority of them answered “very much interested” to all of them: challenges LGBTQI people may face in a time of crisis; making online services accessible to LGBTQI people; providing services remotely to LGBTQI people; challenges and risks for professionals when working remotely; relevant good practices and initiatives implemented in the EU and/or other countries; key concepts / basic definitions and LGBTQI terminology; legal framework on discrimination; behavioural guidelines – use of appropriate (inclusive, on discriminatory etc.) language; available support services options in the country; networking and referrals; and others.

Finally, respondents were asked to add comments and here are some of them: “Your options of the type of services are limited and did not allow me to put psychological support, which is different from psychosocial support, and sitting in a student support office and office within a faculty, I could not include in any of the categories presented. The reason why I have not expressed as much interest in some of the subjects is because I have already done training in the various areas mentioned, but naturally if there is interesting and additional information I am very interested in the subject”; “The classifications "woman" and "man" include trans women and trans men. If the aim is to distinguish, then the correct would be to put cis woman, cis man”; “On 19 July 2020 I was prevented from donating blood, it has been more than 1 year so I did not insert in the multiple. It was at the Hospital Divino Espírito Santo”.

**Part C: General conclusions – comparative analysis between desk and field research findings (approx. 500 words)**

It is very important to have two different types of findings – the desk research and the field research. Both confirmed that the Covid-19 pandemic brought a lot of challenges for the general scope of the population, however, minorities, vulnerable people, and particularly the LGBTQI people, felt the challenges of the pandemic even more deeply. Stress and isolation were two of the main consequences caused by the pandemic.

The Covid-19 pandemic obligated people to stay in their homes, to never go out. So, our desk research showed us that for some people home doesn’t mean it is a safe haven, especially for LGBTQI people. Being forced to be only at home obliged them to stay in contact with their families, people who do not accept them, who do not allow them to be who they want to be and to express themselves. Even though this desk research was not very wide (there was not a lot of evidence concerning the impact of Covid-19 in LGBTQI people), we were able to conclude that LGBTQI people have faced many challenges during this period, especially, in regard to mental health and their relationships with family/parents. They felt isolated, they did not feel comfortable in the family nucleus and some experienced anxiety, depression and stress.

There were a lot more findings with the field research. The amount number of answers to the questionnaires and the interviews allowed us to enlarge our conclusions. We were able to confirm that stress and isolation were constant and affected a lot LGBTQI people. We concluded that there are a lot of organisations dedicated to help and support LGBTQI people but their work could not meet all the demands of the pandemic. The health services were the more important ones but have not always met the demands of the pandemic.

## **ANNEX 2: Information Sheet for focus groups’ participants (and/or interviewees)**

**“RAINBO** - **Raising the Digital Literacy of Professionals to Address**

**Inequalities and Exclusion of LGBTQI Community” Project**

Dear participant (or interviewee)

SPEL is a partner of the project “RAINBO - Raising the Digital Literacy of Professionals to Address Inequalities and Exclusion of LGBTQI Community” which is implemented in

Greece, Luxembourg, Portugal, Romania, Netherlands and the United Kingdom and is funded by the Erasmus+ Programme of the European Union. The project is coordinated by CCW Training Academy Limited (UK).

The project aims to build the capacity of professionals working in the field in order to be able to cope with online technologies and social distancing and better meet the needs of LGBTQI people in need, during the Covid-19 pandemic. In order to do so and in context of the project, field / primary research will be conducted with the purpose to identify challenges and inequalities faced by disadvantaged LGBTQI population during COVID-19 pandemic, study the existing level of digital literacy and competences of professionals working in the field (psychosocial, health, adult education/training professionals, career counsellors and other support services providers) supporting people in need and vulnerable groups, identify relevant existing good practices and initiatives implemented in EU and the UK, identify existing VET programmes in EU members states and the UK that serve the end beneficiaries.

An essential part of the “RAINBO” Project’s research is to conduct focus groups and/or interviews with professionals (support services providers) and LGBTQI people (support services receivers). After receiving all the necessary information, you are kindly invited to take part in this research. Your participation in this research is **voluntary**.

If you decide to participate in the research, you will be asked a set of questions focusing at investigating your personal knowledge, experiences and level of awareness on needs of and challenges/inequalities faced by LGBTQI people in need during the Covid-19 pandemic (in the country), available support services, relevant good practices as well as recommendations aiming at enhancing the skills of professionals working in the field to better support LGBTQI people in this time of crisis.

**All** focus groups and interviews will be **audio-recorded**. Interviews and focus groups will be carried out by researcher(s)/person(s) working at SPEL. Each interview will last about **45 minutes** while each focus group will last about **2 hours**. Moreover, you will be asked for some socio-demographic data and information about your educational and professional background.

The processing of your data will be carried out in compliance with the GDPR 2016/679. In particular, your personal data will be processed exclusively for scientific research purposes and upon your consent given signing the following “consent form”. The base of the data processing is the subject’s consent. The data will be jointly controlled by the project partners (as indicated above), their staff, contractors and volunteers; and the European Commission as funder.

Your personal data will be stored only for the period necessary for scientific research purposes for which they are collected. All documents containing your personal data will be retained for at least 5 years after the acceptance of the project's final report by the European Commission.

The information you provide might be used in scientific publications and/or training materials, but only in an anonymized form; all elements which might permit your identification will be removed.

In compliance with Article 13 of GDPR you have:

* the right to request access to and rectification or erasure of your personal data;
* the right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal;
* the right to lodge a complaint with the supervisory authority: Comissão Nacional de Proteção de Dados.

In order to exercise the rights granted by the GDPR, for any further information and/or clarification about the project and/or your data processing please contact spelprojectmanagement@gmail.com.

## **ANNEX 3: Consent Form for focus groups’ participants (and/or interviewees)**

**“RAINBO** - **Raising the Digital Literacy of Professionals to Address**

**Inequalities and Exclusion of LGBTQI Community” Project**

funded by the Erasmus+ Programme of the European Union.

I, .................................................................................................................................... hereby

DECLARE that

- I have received from Sociedade Promotora de Estabelecimentos de Ensino (SPEL) all information about the project with special regard to its purposes and procedures;

- I have had the chance to ask questions and I have got answers that I consider clear and satisfying;

- I have received the Information sheet of the project as well as a copy of this consent form;

- I understand that the interviews will be recorded and that only members of the research team will have access to that recording, for the sole purpose of the accuracy of the data;

**Additionally, for focus groups participants:**

- I understand that I shall respect other focus group participants’ anonymity and confidentiality and I shall not share any of the information to third parties;

- I understand that the focus group discussion will be recorded and that only members of the research team will have access to that recording, for the sole purpose of the accuracy of the data;

Therefore

☐ *I agree to participate in the RAINBO’s project research - either by giving one (01) interview or participating in one (01) focus group - and processing of my personal data (GDPR 2016/679). I understand that my participation in the RAINBO project is voluntary, that the information I provide is confidential and that I am free to withdraw at any time.*

Interviewee’s/Participant’s signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_

Researcher’s signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_

## **ANNEX 4: Standardized interview and focus group questions/topics examined with professionals (services providers)**

**The LGBTQI Basic Glossary**

* **L**esbian: a woman who is sexually and/or emotionally attracted to women (ILGA Europe 2015).
* **G**ay: a man who is sexually and/or emotionally attracted to men. Gay is sometimes also used as a blanket term to cover lesbian women and bisexual people as well as gay men. However, this usage has been disputed by a large part of the LGBTI community and gay is therefore **only** used here when referring to men who are emotionally and/or sexually attracted to men (ILGA Europe 2015).
* **B**isexual: when a person is emotionally and/or sexually attracted to persons of more than one gender (ILGA Europe 2015).
* **T**rans: is an umbrella term, which includes those people who have a gender identity, which is different to the gender assigned at birth. It includes multiple gender identities, such as trans man, trans woman, non-binary, agender, genderqueer, genderfluid, etc. (TGEU 2016 July 4).
* **Q**ueer**:** Has become an academic term that is inclusive of people who are not heterosexual and/or cisgender - includes lesbians, gay men, bisexuals and trans people. Traditionally the term “queer” was an abusive term and therefore for some still has negative connotations. Many LGBT+ persons however have reclaimed the term as a symbol of pride (ILGA Europe 2015).
* **I**ntersex**:** Intersex persons are born with sex characteristics (such as chromosomes, genitals, and/or hormonal structure) that do not belong strictly to male or female categories, or that belong to both at the same time (Ghattas 2015).
* **Sexual orientation:** it refers to each person’s capacity for profound affection, emotional and sexual attraction to, and intimate and sexual relations with, individuals of a different gender or the same gender or more than one gender (ILGA Europe, 2015).
* **Gender identity:** Gender Identityis a person’s inner sense of their gender. For trans people, their own internal gender identity does not match the sex they were assigned at birth. Most people have a gender identity of man or woman (or boy or girl), but for some people it does not fit neatly into one of those two choices. Unlike gender expression, gender identity is not visible to others (TGEU, 2016).
* **Sex characteristics:** Sex Characteristics is a term that refers to a person’s primary sex characteristics such as: chromosomes, anatomy, hormonal structure and reproductive organs or a person’s secondary sex characteristics which become apparent at puberty such as: breasts, facial and pubic hair, Adam’s apple, muscle mass, stature and fat distribution. The term ‘variations of sex characteristics’, therefore, is seen by many activists as a more accurate term than ‘intersex status’, as it refers to a spectrum of possible characteristics instead of a single homogenous status or experience of being intersex (IGLYO, OII Europe & EPA, 2018).

**Background and profile of participant (or interviewee)**

| **Participant** (or interviewee) | **Type of organization / body / institution** (e.g., public social service, helpline, labour office, LGBTQI organization, human rights organization, VET school etc.) | **Position / Role of participant** (or interviewee) | **Years of expertise of participant** (or interviewee)in the aforementioned position/role | **Educational/scientific background of participant** (or interviewee) |
| --- | --- | --- | --- | --- |
| **1** | LGBTI organisation | President/Founder | 3 | Food Engineer |
| **2** | LGBTI organisation | President/Founder | 6 | Retired Military |
| **3** | LGBTI organisation | Vice-President/Founder | 6 | Fashion Designer |
| **4** | ONG, Business Association | Executive Director/Founding Partner | 5 | Economy and Management |
| **5** |  |  |  |  |
| **6** |  |  |  |  |
| **7** |  |  |  |  |
| **8** |  |  |  |  |
| **9** |  |  |  |  |
| **10** |  |  |  |  |

**The status of LGBTIQ people in the country during the Covid-19 pandemic**

Based on your knowledge, experiences and/or opinion:

1. The UN Independent Expert on SOGIESC listed 7 issues on which LGBTQI people experienced more challenges than before the Covid-19 epidemic: 1. stress and isolation, 2. political violence, 3. poverty, 4. health, 5. shelter, 6. employment, 7. asylum seekers, refugees and migrants. Can you tell me if you are aware of one or more of these challenges and how you encountered them? If you encountered such challenges, could you support the clients to overcome them? How?

**Good practices, initiatives and available options**

Based on your knowledge, experiences and/or opinion:

1. Are you aware of any good practices, initiatives and/or central (government) policies aiming at supporting people in need during the Covid-19 pandemic in the country? Which ones? Can you give me a short description? Who carries out them? Have they been adapted in any way to the Covid-19 pandemic period? Are they provided remotely (online)? Do you think that they are sufficient? Why/why not?
2. Do the aforementioned good practices, initiatives and/or policies cover LGBTQI people as well? Are you aware of any good practices, initiatives and/or policies implemented in the country targeting exclusively or mainly LGBTQI people in need during the Covid-19? If yes, can you give me a short description? Who carries out them? Have they been adapted in any way to the Covid-19 pandemic period? Are they provided remotely? Do you think that they are sufficient? Why/why not?
3. Would you like to share a personal experience with us (me)? In particular, have you provided your services to LGBTQI individuals during the Covid-19? If yes, what was their request? How did you handle the case? Did you find the support services provision to them a challenging task? If yes, in what way?

**Needs assessment**

Based on your knowledge, experiences and/or opinion:

1. In general, would you say that your colleagues - not necessarily the ones working in the same organization, body, institution etc. with you but the ones who work in the same sector – were easily adapted to Covid-19 pandemic period e.g., working remotely? If yes, how did they manage to it and what adaptations did they make? If not, why?
2. What skills and competencies should a professional working in the field (support services providers) should have in order to better meet the needs of LGBTQI people? And what about especially in the Covid-19 era e.g., if he/she has to work remotely? In general, would you say that your colleagues - not necessarily the ones working in the same organization, body, institution etc. with you but the ones who work in the same sector – actually do have these skills and competencies? If yes, how/where did they acquire them?
3. Would you personally interested to take part in a relevant training activity? If yes, which topics should this training cover? What modules should it include? If not, why?

**Closure**

1. Would you like to add anything? Are there any additional thoughts on the topic that you would like to share with us (me)?

## **ANNEX 5: Standardized interview and focus group questions/topics examined with LGBTQI+ peoples (receivers of services)**

**Background and profile of participant (or interviewee)**

| **Participant** (or interviewee) | **Age** | **Educational background**  | **Employment status** | **Info regarding residence and family/marital status** (e.g., married / living with a partner, living with parents, living alone, living with a roommate etc.) |
| --- | --- | --- | --- | --- |
| **1** |  |  |  |  |
| **2** |  |  |  |  |
| **3** |  |  |  |  |
| **4** |  |  |  |  |
| **5** |  |  |  |  |
| **6** |  |  |  |  |
| **7** |  |  |  |  |
| **8** |  |  |  |  |
| **9** |  |  |  |  |
| **10** |  |  |  |  |

**The status of LGBTIQ people in the country and during the Covid-19 pandemic**

1. The UN Independent Expert on SOGIESC listed 7 issues on which LGBTIQ+ experienced more challenges than before the Covid-19 epidemic: 1. stress and isolation, 2. political violence, 3. poverty, 4. health, 5. shelter, 6. employment, 7. asylum seekers, refugees and migrants. Did you experience one or more of these challenges during the epidemic? Can you share your experiences? What did you do to overcome them? Did you succeed in this? Did you ask or get help in overcoming challenges? From whom?

**Good practices, initiatives and available options**

Based on your knowledge, experiences and/or opinion:

1. Are you aware of any good practices, initiatives and/or central (government) policies aiming at supporting people in need during the Covid-19 pandemic in the country? Which ones? Can you give me a short description? Who carries out them? Have they been adapted in any way to the Covid-19 pandemic period? Are they provided remotely (online)? Do you think that they are sufficient? Why/why not?
2. Do the aforementioned good practices, initiatives and/or policies cover LGBTQI people as well? Are you aware of any good practices, initiatives and/or policies implemented in the country targeting exclusively or mainly LGBTQI people in need during the Covid-19? If yes, can you give me a short description? Who carries out them? Have they been adapted in any way to the Covid-19 pandemic period? Are they provided remotely? Do you think that they are sufficient? Why/why not?
3. Would you like to share a personal experience with us (me)? In particular, have you seeked for any kind of support service during the Covid-19 pandemic? If yes, can you tell us (me) about it? How did you find it? Was the access to it easy? Were any adaptations made to this service provision due to the Covid-19 pandemic? If yes, which ones? How have you been treated? Were you satisfied?

**Needs assessment**

Based on your knowledge, experiences and/or opinion:

1. What skills and competencies should a professional working in the field (support services providers) should have in order to better meet the needs of LGBTQI people? And what about especially in the Covid-19 era?
2. Which topics a relevant training activity targeting professionals should cover? What modules should it include? Who should carry out this training activity?

**Closure**

1. Would you like to add anything? Are there any additional thoughts on the topic that you would like to share with us (me)?

## **ANNEX 6: Focus groups (if organized) attendance list**

**“RAINBO** - **Raising the Digital Literacy of Professionals to Address**

**Inequalities and Exclusion of LGBTQI Community” Project**

funded by the Erasmus+ Programme of the European Union.

**Focus group with professionals / LGBTQI people**

Date: …………………………………………………………………………………………………………………………………………………

Organized online: YES / NO

Name of researcher(s): ……………………………………………………………………………………………………………………..

Project’s partner: ………………………………………………………………………………………………………………………………

Signature(s) of researcher(s): …………………………………………………………………………………………………………

| **No** | **Name of participant**(or name initials) | **e-mail address** | **I agree to receive news regarding RAINBO project\*****(Yes/No)** | **Field/sector** **(if professional)** | **Signature**(not necessary if the focus group was organized online) |
| --- | --- | --- | --- | --- | --- |
| **1** |  |  |  |  |  |
| **2** |  |  |  |  |  |
| **3** |  |  |  |  |  |
| **4** |  |  |  |  |  |
| **5** |  |  |  |  |  |
| **6** |  |  |  |  |  |
| **7** |  |  |  |  |  |
| **8** |  |  |  |  |  |

**\* In order to comply with the GDPR regulations:**

**By answering yes, you agree that [name of organisation/university] can send you news about this or other projects. Your personal data will be kept in the organisation for this reason, but you can request the modification or deletion of your data, by send a relevant request to [email of DPO or relevant data manager]**

**By answering no, your email will not be used for the promotion of project activities.**

## **ANNEX 7: Online survey**

**RAINBO** - **Raising the Digital Literacy of Professionals to Address**

**Inequalities and Exclusion of LGBTQI Community**

Dear participant

<name of partner> is a partner of the project “RAINBO - Raising the Digital Literacy of Professionals to Address Inequalities and Exclusion of LGBTQI Community”. “LGBTQI” means Lesbian, Gay, Bisexual, Transgender, Queer and/or Intersexual. In other words: people who are not heterosexual, and who do not consider themselves either a man or a women. LGBTQI people experience discrimination in society in different ways. With this survey, we explore how LGBTQI live in times of Covid-19 and if they were discriminated more or less than before, and how we can support professionals to offer their services to LGBTQI in times of Covid-19.

This survey is **anonymous** and includes only **multiple choice questions**. You will need **just five (5) minutes** to answer all questions.

We appreciate a lot your voluntary participation in this research and we really hope to see you to the RAINBO’s project’s upcoming activities! If you require any further information regarding the project or the survey, please do not hesitate to contact (name and email of contact person of your organization).

ATTENTION for Project’s partners! The following paragraph may be adjusted according to the relevant national legal framework of their countries:

☐*I agree to participate in the research and processing of these anonymous data. I understand that my participation in the RAINBO project is voluntary, that the information I provide is confidential and that I am free to withdraw at any time.*

*If you do not agree, please do not fill in the questionnaire. Your answers will be discarded.*

#### DEMOGRAPHIC DATA

1. The age group I belong to is:

0-15

15-19

20-29

30-39

40-49

50-59

60+

2. In which country do you live? (1=Greece; 2=Luxembourg; 3=Netherlands; 4=Portugal; 5=UK; 6=Other country in Europe; 7=Other country outside Europe)

3. Your gender identity is: (1=Man; 2=Woman; 3=Transgender; 4=Intersex; 5=Non-binary; 6=Other; 6=Prefer not to say)

4. Your sexual orientation is: (1=Straight / Heterosexual; 2=Gay or Lesbian; 3=Bisexual; 4=Queer; 5=Other 6=Prefer not to say)

5. Are you a professional working in the field providing support services to people in need and vulnerable groups? (1=yes; 2=no)

**If you are straight / heterosexual and answered “yes”, go to question 18. If you are LGBTQI and you answered “yes”, you can answer the next questions for LGBTQI (questions 6-17) and then go on to the questions for professionals, or you can choose to just answer the questions for professionals (questions 18-27).**

### QUESTIONS FOR LGBTQI

Questions 6-17 are for LGBTQI people and are about how you experienced your lives during the Covid-19 epidemic.

#### MENTAL WELL-BEING

The next questions are about your feelings during the Covid-19 epidemic. They are standard questions about mental health and they will allow us to compare your state of mind with how other people felt during and before the epidemic.

6. The following questions ask you about your feelings and thoughts during THE LAST MONTH. In each case, please indicate your response by scoring HOW OFTEN you felt or thought a certain way. Note: the meaning of the answer number changes per question!

* In the last month, how often have you felt that you were unable to control the important things in your life? (0=Never; 1=Almost never; 2=Sometimes; 3=Fairly often; 4=Very often)
* In the last month, how often have you felt confident about your ability to handle your personal problems? (4=Never; 3=Almost never; 2=Sometimes; 1=Fairly often; 0=Very often)
* In the last month, how often have you felt that things were going your way? (4=Never; 3=Almost never; 2=Sometimes; 1=Fairly often; 0=Very often)
* In the last month, how often have you felt difficulties were piling up so high that you could not overcome them? (0=Never; 1=Almost never; 2=Sometimes; 3=Fairly often; 4=Very often)

7. Do you think such feelings were related to the Covid-19 epidemic? (0=No; 1=Partly; 2=Yes)

8. Below is a list of some of the ways you may have felt or behaved. Please indicate how often you have felt this way during the past week by checking the appropriate number for each question. Answers: 0=Rarely or none of the time (less than 1 day); 1=Some or a little of the time (1‐2 days); 2=Occasionally or a moderate amount of time (3‐4 days); 3=All of the time (5‐7 days)

1. I was bothered by things that usually don't bother me.
2. I had trouble keeping my mind on what I was doing.
3. I felt depressed.
4. I felt that everything I did was an effort.
5. I felt hopeful about the future.
6. I felt fearful.
7. My sleep was restless.
8. I was happy.
9. I felt lonely.
10. I could not "get going".

9. Do you think such feelings were related to the Covid-19 epidemic? (0=No; 1=Partly; 2=Yes)

#### SAFETY AND DISCRIMINATION

The following questions are about how safe your felt during the Covid-19 epidemic.

10. Compared to before the coronavirus outbreak, how common do you think it is for people to express homophobic or transphobic insensitive views in our society? (1= Less common than before the coronavirus outbreak; 2=About as common as before the coronavirus outbreak; 3=More common than before the coronavirus outbreak)

11. Here are a few things some people in may have experienced SINCE THE CORONAVIRUS OUTBREAK and others may not have. Please indicate whether or not each has happened to you since the coronavirus outbreak BECAUSE OF YOUR SEXUAL ORIENTATION, GENDER IDENTITY OR SEXUAL CHARACTERISTICS. Answers: (0=No; 1=Yes)

* People acted as if they were uncomfortable around you
* Been subject to slurs or jokes
* Feared someone might threaten or physically attack you
* Someone expressed support for you

#### ACCES TO SERVICES

The following questions are about your use of social services during the Covid-19 epidemic and your experiences with them. We will use your experiences to develop a course for professional service providers.

12. During the pandemic, did you ever seek for any kind of support service? (0=No; 1= I don’t know / I don’t answer; 2=Yes)

13. Which of your following opportunities have been negatively affected due to the Covid-19 pandemic (and/or the restriction measures)? (0=No; 1= I don’t know / I don’t answer; 2=Yes)

1. My employment status
2. My education or training
3. My career counselling
4. My physical health services
5. My mental health services
6. My safety
7. My access to legal services
8. My access to anti-discrimination support
9. My access to own housing
10. My access to emergency shelter
11. My access to food
12. My access to Covid-19 protection materials
13. Other

If you answered “no” (0) to all the previous questions, go to question 15; otherwise proceed with 14.

14. If yes: do you think this was related to your sexual orientation, gender identity or sex characteristics? (0=No; 1=I don’t know / I am not sure; 2=Yes, in one or more cases)

15. My support professionals were well equipped to support me during the Covid 19-epidemic. (1=strongly disagree; 2=somewhat agree; 3= neither agree nor disagree; 4=somewhat agree; 5=strongly agree)

16. Did you experience discrimination or unfair judgment by a support care provider or their staff in the previous 12 months? (0=No; 1=I don’t know / I am not sure; 2=Yes)

If you answered “no” (0), proceed with question 18.

17. If yes: was this related to: (1=My sexual orientation; 2=My gender identity; 3=My sexual characteristics; 4=Some or all of the beforementioned; 5=None of the beforementioned)

Thank you!

You have helped us very much with assessing the situation in our country! If you want to have personal contact with us, please mail us at {email of the partner}.

If you are a professional service provider, proceed to the following questions. If you are not, please go to the end of the questionnaire (question 28) and click “submit”.

### QUESTIONS FOR PROVIDERS

Questions 18-27 are for professional service providers and are about your experiences and professional needs during the Covid-19 epidemic.

18. In which field do you work? (1=Psychosocial support; 2=Medical health services; 3=Adult or vocational training; 4=Human rights or anti-discrimination support; 5=Career counselling/coaching; 6=Distribution of basic goods (e.g., Covid self-protection equipment, medicine, food etc.); 7=Safe shelters; 8=Legal counselling services; 9=Economic/accounting services to vulnerable population groups and people in need; 10=Other)

19. In which type of organization? (1=Public social service; 2=Public labour office/service; 3=Public hospital /clinic; 4=LGBTQI NGO; 5=Human Rights NGO; 6=NGO providing health services and/or basic goods); 7=School or training centre; 8=Public Labour office/service; 9=Equality body/institution; 10=Other)

20. Did you have to provide your services online during the Covid-19 pandemic? (0=No; 1=I don’t know / I am not sure; 2=Yes)

If you answered “no” (0), proceed with question 22.

21. If you answered “yes”, did you find provision of services remotely a challenging task? (0=No; 1=I don’t know / I am not sure; 2=Yes)

22. LGBTQI people may need different and/or additional support during the Covid-19 pandemic compared with non LGBTQI people. (1=strongly disagree; 2=somewhat agree; 3= neither agree nor disagree; 4=somewhat agree; 5=strongly agree)

23. Have you provided your services to LGBTQI people at least one time during the Covid-19 pandemic? (0=No; 1=I don’t know / I am not sure; 2=Yes)

24. Are you aware of the specific challenges faced by LGBTQI people due to the Covid-19 epidemic? (1=not at all; 2=not so well; 3=not sure; 4=well enough; 5=very well)

25. Have you ever received a training on LGBTQI issues in general and/or supporting LGBTQI people in particular? (0=No; 1=I don’t know / I am not sure; 3=Yes)

26. Would you potentially be interested to take part in such training (online and free)? (1=Not at all; 2=Not so much; 3=Maybe, depends; 4=More or less interested; 5=Very much interested)

27. If you answered yes, what topics should this training cover? (1=Not at all; 2=Not so much; 3=Maybe, depends; 4=More or less interested; 5=Very much interested)

1. Challenges LGBTQI people may face in a time of crisis (such as the pandemic)
2. Making online services accessible to LGBTQI people
3. Providing services remotely to LGBTQI people
4. Challenges and risks for professionals when working remotely
5. Relevant good practices and initiatives implemented in the EU and/or other countries
6. Key concepts / basic definitions and LGBTQI terminology
7. Legal framework on discrimination
8. Behavioural guidelines – use of appropriate (inclusive, on discriminatory etc.) language
9. Available support services option in the country – useful contacts
10. Networking and referrals
11. Other

28. If you have any other comments, you can leave them here. Please don’t include contact details here.

*(long text)*

Thank you!

You have helped us very much with assessing the situation in our country! If you wan to have personal contact with us, please mail us at {email of the partner}.

1. For example, visit <https://libguides.murdoch.edu.au/APA/all> [↑](#footnote-ref-0)
2. Available here: https://www.fpce.up.pt/sigarra/RelatorioFinal\_Maio2020\_ESTUDOLGBT+COVID-19.pdf [↑](#footnote-ref-1)
3. The rest of the sociodemographic characteristics of the participants can be found on Gato et al., 2020, p. 91. [↑](#footnote-ref-2)
4. You can find the website here: https://covid19estamoson.gov.pt/ [↑](#footnote-ref-3)
5. Already mentioned in the previous sector of this report. [↑](#footnote-ref-4)
6. The reports can be found in different languages here: https://www.diversityandchildhood.eu/project-reports [↑](#footnote-ref-5)
7. This is a project co-funded by PO ISE, Portugal 2020 and ESF [↑](#footnote-ref-6)
8. You can find a news article about it here: https://esqrever.com/2021/10/25/ampliando-familias-associacao-amplos-lanca-guias-de-apoio-a-familias-de-pessoas-lgbti-e-comunidades-escolares/#comments [↑](#footnote-ref-7)
9. List of LGBTQIA+-friendly psychologists in Portugal: <https://docs.google.com/spreadsheets/d/1mnvQLoMUtsqqQmLpO2Fh7Cg7z4usnP_k/edit?usp=sharing&ouid=106450376159524112903&rtpof=true&sd=true> [↑](#footnote-ref-8)
10. You can read the magazines here: <https://clubesafo.pt/zona-livre> [↑](#footnote-ref-9)
11. This list can be found here: <https://docs.google.com/spreadsheets/d/1mnvQLoMUtsqqQmLpO2Fh7Cg7z4usnP_k/edit?usp=sharing&ouid=106450376159524112903&rtpof=true&sd=true> [↑](#footnote-ref-10)