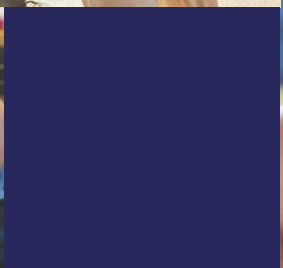
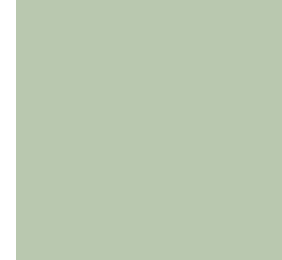
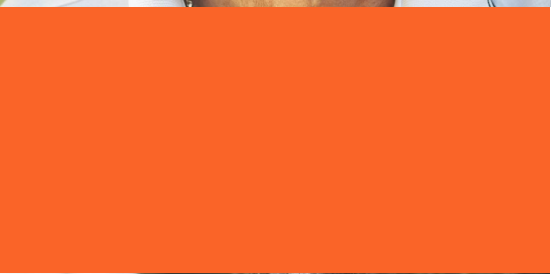


# Impacting Inclusion for LGBTQ+ People: The Long-Term Care Equality Index



sage | Advocacy &  
Services for  
LGBTQ+ Elders

We refuse to be invisible®



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FOUNDATION

**Dan Stewart (he/him)**  
Deputy Director,  
The Aging Equality Project  
*Human Rights Campaign Foundation*

*Dan.Stewart@hrc.org*



HUMAN  
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CAMPAIGN®

Gerontologist  
Adjunct Professor/ Former  
Researcher  
Chicano (Nahua)  
Future LGBTQ+ Elder



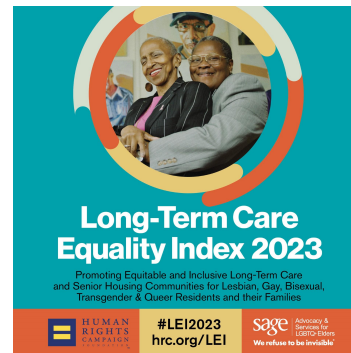
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# About the Human Rights Campaign Foundation



Since 1984 & 10 national programs



HUMAN RIGHTS CAMPAIGN FOUNDATION™

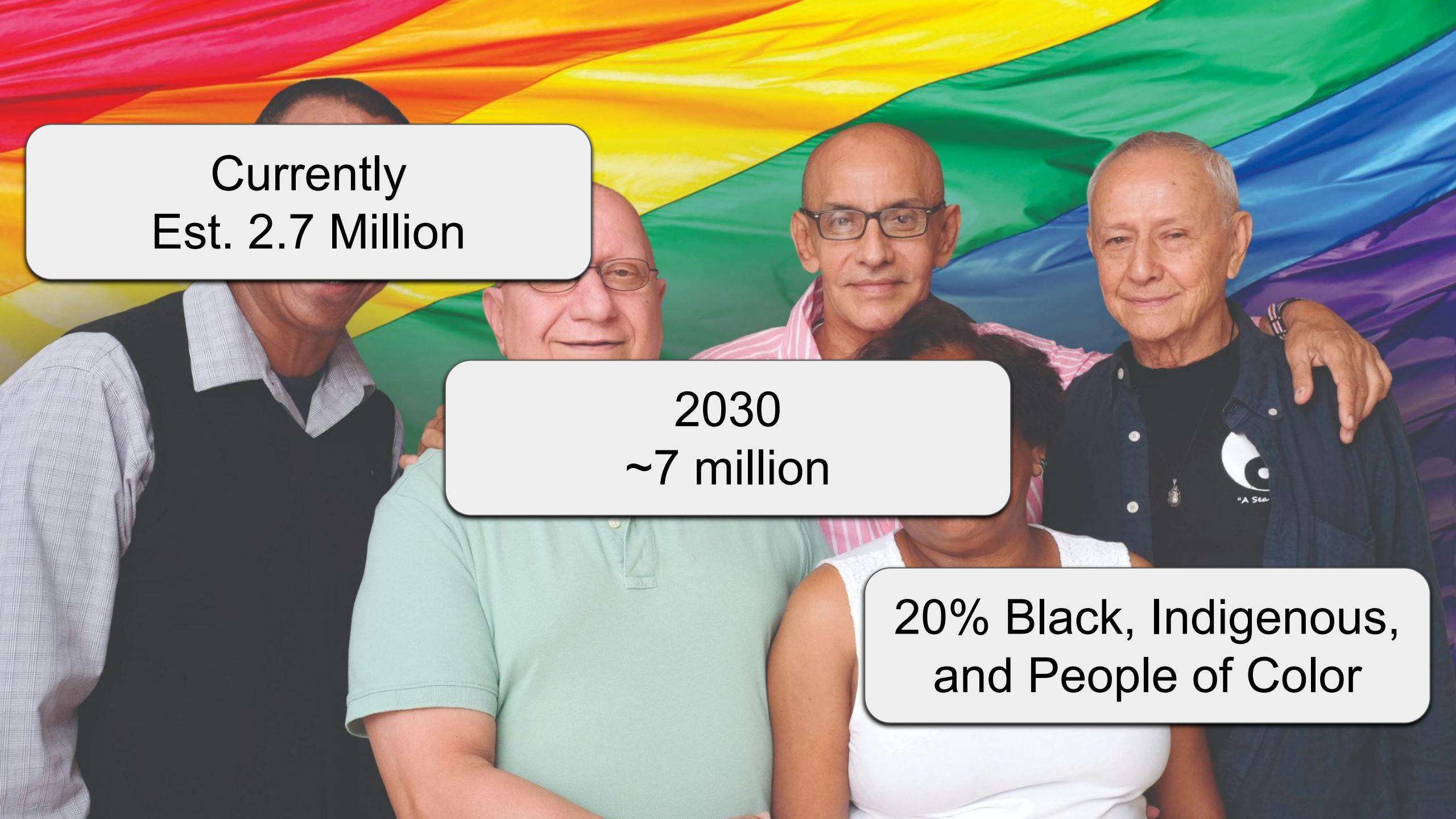
[thehrcfoundation.org](https://thehrcfoundation.org)



# Objectives

- Understand who LGBTQ+ older adults are, their unique aging considerations, and why there is a need for LGBTQ+ inclusive care environments
- Understand key policies and practices that senior care organizations can adopt to reduce the disparities and discrimination faced by LGBTQ+ older adults
- Describe resources and tools, such as the Long-Term Care Equality Index to assess a senior housing community's policies and practices for LGBTQ+ inclusion

# LGBTQ+ & Aging

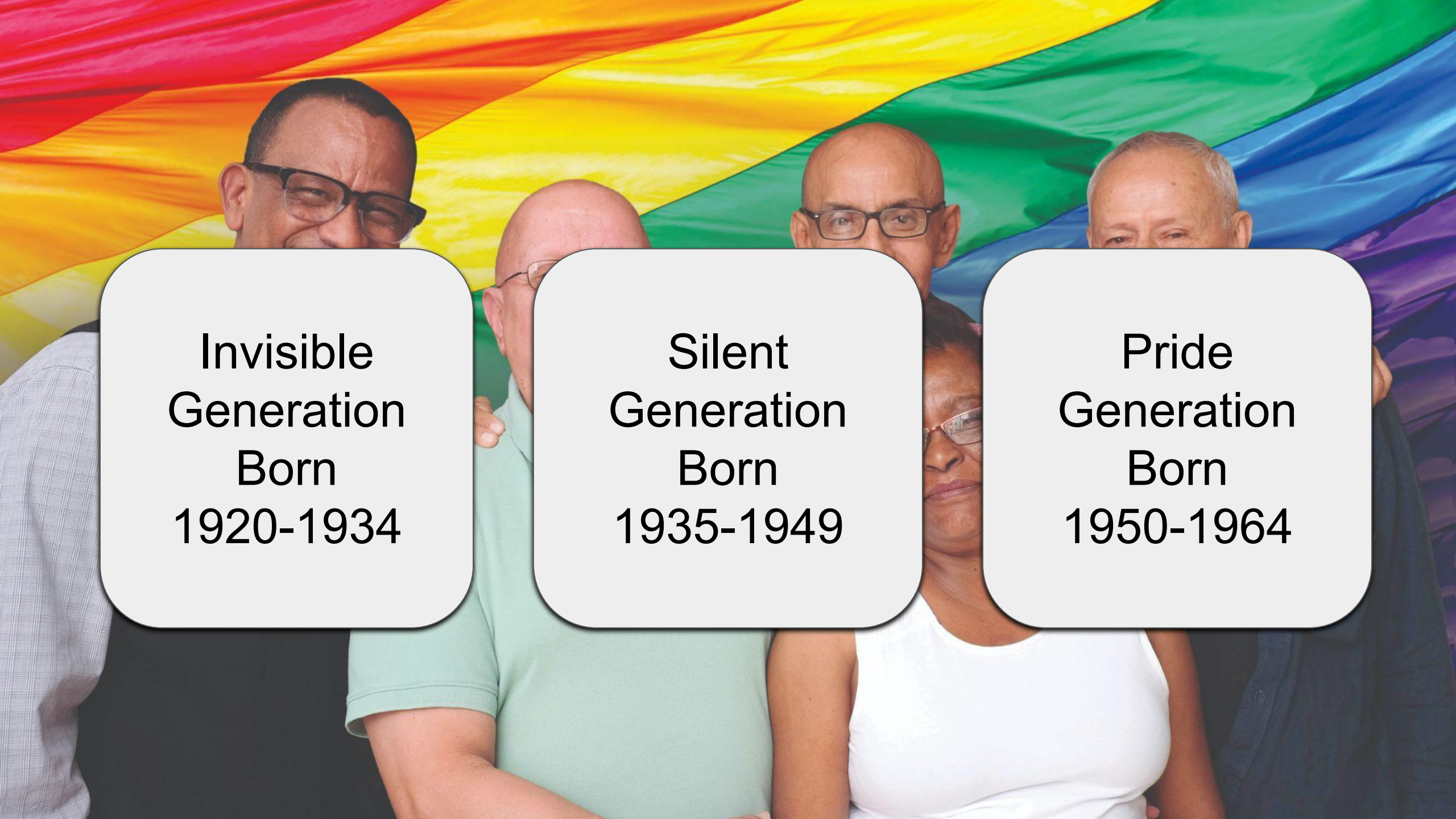


Currently  
Est. 2.7 Million

2030  
~7 million

20% Black, Indigenous,  
and People of Color





**Invisible  
Generation  
Born  
1920-1934**

**Silent  
Generation  
Born  
1935-1949**

**Pride  
Generation  
Born  
1950-1964**

# LGBTQ+ Older People Need Support

Less likely to be partnered

Less likely to have children

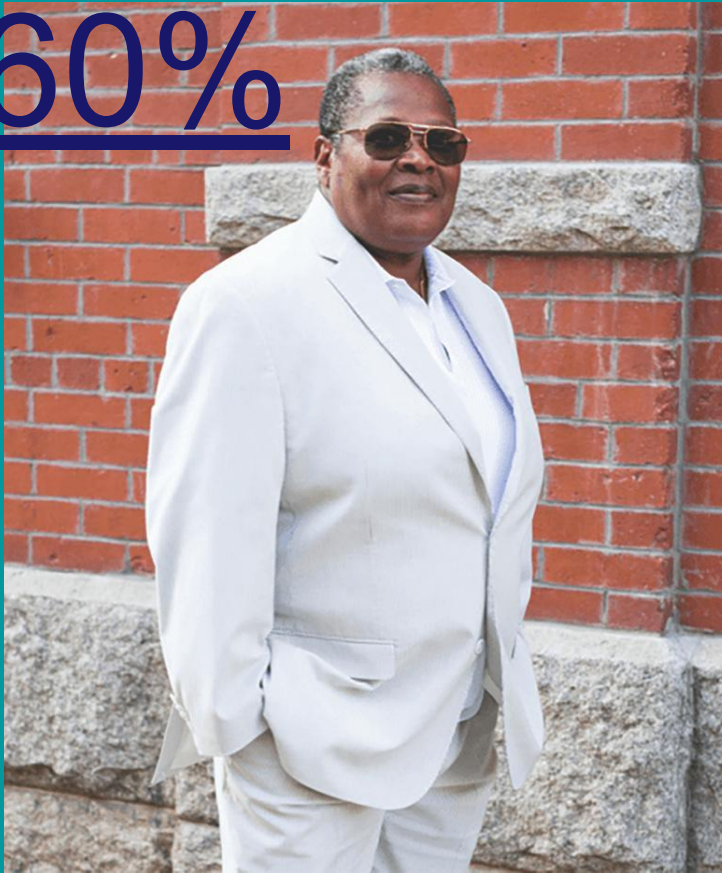
More likely to develop chronic  
health conditions

Less likely to seek care





60%



...of LGBTQ older people are concerned about verbal or physical harassment in long-term care communities

88%



...of LGBTQ older people want long-term care providers who are trained in LGBTQ-sensitive care





# The Long-Term Care Equality Index

A Tool for Inclusion

# LONG-TERM CARE EQUALITY INDEX



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**TED SNOWDON**



# The LEI: Improving Care and Belongingness

- Biennial online survey - opens July 2024 - Nov 2024
  - 40 best practices
- LTC communities & senior housing communities
- Tools and resources are free - e.g. webinars, TA
- Searchable database for consumers (May 2025)
- Participants will be nationally recognized
  - Can achieve Tiers of Recognition



# 2025 LEI Survey Criteria

Collection of Sexual Orientation and Gender Identity Data

LGBTQ+ Inclusive Hiring Efforts

Inclusive Intake Forms (name, pronouns, SOGI)

Transgender Rooming Policy

LGBTQ+ Inclusive Marketing

Commemorate an LGBTQ+ Day of Significance

Domestic Partner Health Insurance Benefits

Gender Neutral Restrooms

SAGE CARE  
LONG-TERM CARE  
EQUALITY INDEX

**LEI 2025 Criteria and Tiers of Recognition**

The Long-Term Care Equality Index has four core objectives:

- Ensure foundational non-discrimination protections for residents, visitors, and staff and provide training in LGBTQ+ Resident Centered Care
- Demonstrate progress towards inclusion of LGBTQ+ resident services and support
- Foster an inclusive workplace by providing LGBTQ+ inclusive employee policies and benefits
- Demonstrate engagement with and a public commitment to the LGBTQ+ community

Criteria 1 – Non-Discrimination and Staff Training	4 Best Practices
<p>This criteria encompasses foundational policy implementation and training completion requirements. <b>All questions in this criteria section must be met in order to attain any tier of recognition.</b></p> <p><b>Resident Non-Discrimination</b></p> <p>a. LGBTQ+ Inclusive Resident Non-Discrimination Policy</p> <ul style="list-style-type: none"> <li>• Policy must include the terms "sexual orientation" and "gender identity" (or "gender identity and expression")</li> </ul> <p>b. Resident Non-Discrimination policy is communicated to residents, the public, and staff</p> <ul style="list-style-type: none"> <li>• Policy is shared in two ways with the residents and the public, typically online and in-print</li> <li>• Policy is shared with staff in at least one way</li> </ul>	Tier 1, 2, & 3 All Practices in place
<p><b>Equal Visitation</b></p> <p>a. Equal Visitation Policy</p> <ul style="list-style-type: none"> <li>• Policy must allow the resident's visitor of their choice</li> </ul> <p>b. Equal Visitation Policy is communicated to residents, visitors, and staff</p> <ul style="list-style-type: none"> <li>• Policy is shared in two ways with residents and the public, typically online and in-print</li> <li>• Policy is shared with staff and volunteers in at least one way</li> </ul>	
<p><b>Employment Non-Discrimination</b></p> <p>a. LGBTQ+ Inclusive Employment Non-Discrimination Policy</p> <ul style="list-style-type: none"> <li>• Policy must include the terms "sexual orientation" and "gender identity" or "gender identity and expression"</li> </ul> <p>b. Employment Non-Discrimination Policy is shared with the public</p> <ul style="list-style-type: none"> <li>• Policy is shared with the public in at least one way, typically online</li> </ul>	
<p><b>Staff Training</b></p> <p>a. Training in LGBTQ+ Resident Centered Care</p> <ul style="list-style-type: none"> <li>• For new communities or those that have not previously met the training requirement:                             <ul style="list-style-type: none"> <li>◦ 80% of your key senior executives must complete the <i>LGBTQ+ Long-Term Care Equality Index (LEI): Executive Briefing</i></li> </ul> </li> <li>• Returning communities that have previously met the Executive Briefing requirement must complete the minimum of on-going staff training hours in LGBTQ+ aging related topics:                             <ul style="list-style-type: none"> <li>◦ 50% management and non-management staff combined complete 1 hour LGBTQ+ Aging Cultural Competency Training provided by an LEI training provider.</li> </ul> </li> </ul>	
<p><i>Note: Current SAGECare Platinum Communities do not need to complete the Executive Briefing and will receive credit for meeting the staff training requirement.</i></p> <p>11.10.23</p>	

# Who can Participate?

## *Residential Senior Living Communities Including:*

- Life Plan Communities
- Skilled Nursing Communities
- Assisted Living Communities
- Independent Living Communities
- Active Adult Communities
- Affordable Senior Housing
- Free-Standing Hospice Communities

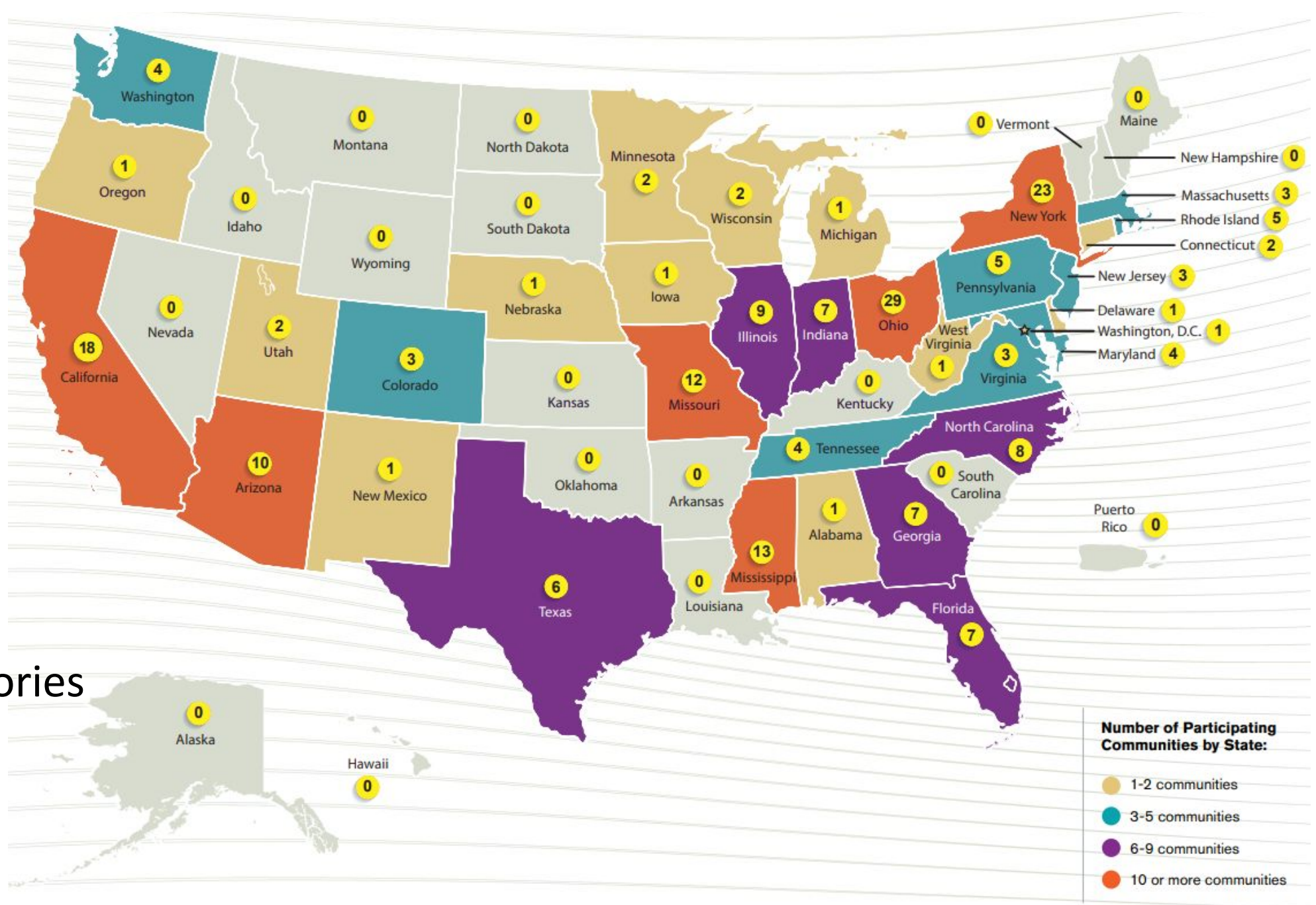






**200**  
Communities

**34**  
States and Territories







**Inclusion in Culture, Policy, and Programming.**



## HRC PROGRAMS | HEALTH AND AGING



HUMAN  
RIGHTS  
CAMPAIGN



<https://youtu.be/LJTV9qJATMM?feature=shared>

# Resources





# Supporting the Search for Inclusive Care

- Does the organization have an inclusive non-discrimination policy on their website or marketing materials?
  - “sexual orientation” & “gender identity”
- Does the organizations have LGBTQ+ inclusive marketing or imagery?
- Has the organization engaged in cultural competence training? Are they taking on any inclusion efforts? Participant in the LEI? SAGECare?
- Information and Referral from local LGBTQ+ Organizations ([www.lgbtqcenters.org/](http://www.lgbtqcenters.org/))

# Consumer Guide for Older Adults


## Finding an **LGBTQ+ Inclusive** Long-Term Care Community



- For those looking for affirming residential long-term care/senior housing
- Screening questions & things to look for when touring
- *English & Spanish*

<https://thelei.org/consumer-guide>

# Resources for Information & Tools



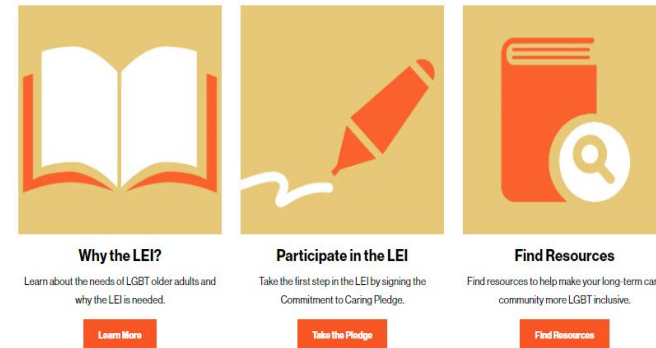
The screenshot shows the homepage of the National Resource Center on LGBTQ+ Aging. At the top left is the logo for Sage, with the text "Advocacy & Services for LGBTQ+ Elders" and "National Resource Center on LGBTQ+ Aging" below it. A navigation menu includes links for HOME, LIBRARY, STATE RESOURCES, EDUCATION, HOTLINE, and ABOUT US. A large blue banner features the text "Welcome To The National Resource Center On LGBTQ+ Aging" over a background image of people in a care facility. Below the banner, a paragraph states: "The National Resource Center on LGBTQ+ Aging is the country's first and only technical assistance resource center focused on improving the quality of services and supports offered to lesbian, gay, bisexual and/or transgender older adults, their families and caregivers." At the bottom is a row of social media icons for Facebook, Twitter, LinkedIn, Email, and a plus sign for more options.

<https://www.lgbtagingcenter.org/>



The screenshot shows the homepage of the Long-Term Care Equality Index. The title "Long-Term Care Equality Index" is prominently displayed. Below it, the mission statement reads: "Promoting Equitable and Inclusive Care for Lesbian, Gay, Bisexual, Transgender, and Queer Older Adults in Residential Long-Term Care." A yellow "Learn More" button is located at the bottom left of the main content area. The background features a teal-tinted image of hands being held together.

## Why the LEI?



This section contains three icons on a light orange background, each with a corresponding title and description below it. The first icon is an open book, titled "Why the LEI?" with the description "Learn about the needs of LGBT older adults and why the LEI is needed." and a "Learn More" button. The second icon is a red pencil drawing a line, titled "Participate in the LEI" with the description "Take the first step in the LEI by signing the Commitment to Caring Pledge." and a "Take the Pledge" button. The third icon is a red book with a magnifying glass over it, titled "Find Resources" with the description "Find resources to help make your long-term care community more LGBT inclusive." and a "Find Resources" button.

[www.thelei.org](http://www.thelei.org)



# Resources for LGBTQ+ Older Adults



[sageusa.org/sageconnect/](https://sageusa.org/sageconnect/)

Older?  
LGBT?  
Need someone to  
talk to?

The SAGE Hotline is open 24/7 in English & Spanish:  
**877-360-LGBT**

sage | Advocacy & Services for LGBTQ Elders  
We refuse to be invisible



**“It was important to me to find a community that not only welcomed me, but was also close to my family, friends and parish. I have lived here a year and management knows of my trans heritage and accepts me. To my neighbors and management, I am simply known as Robyn—who likes to bake cookies and go to church on Sundays. Access to both independent and assisted living communities is paramount for aging LGBT people. I am thankful for the supportive community I now call home.”**

**Robyn Carolyn Montague,  
Retired Aerospace Engineer, Missouri**







**Dan Stewart, MSG**  
*He/Him*  
[Dan.Stewart@hrc.org](mailto:Dan.Stewart@hrc.org)

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[www.sageusa.org/](http://www.sageusa.org/)



**LONG-TERM CARE  
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