WEBINAR

Voices for Equality: Advocating for LGBTQ+ Residents

THURSDAY, AUGUST 11 | 3:00 - 4:15 PM ET
Welcome

- This webinar is being **recorded**.
- Use the **Q&A feature** for questions for the speakers.
- Use the **chat feature** to submit comments or respond to questions from speakers or other attendees.
- Please complete the **evaluation** questionnaire when the webinar is over.
- Links to **resources** will be posted in the chat box and will be posted to the NORC website – [ltcombudsman.org](http://ltcombudsman.org).
Speakers

Dan Stewart, MSG  
(He/Him)  
Associate Director, The Aging Equality Project  
Human Rights Campaign Foundation

Sherrill Wayland, MSW  
(She/Her/They/Them)  
Director, Special Initiatives  
SAGE
Thank You
Our Organizations

https://www.thehrcfoundation.org/

https://www.sageusa.org/
Who are LGBTQ+ Older Adults?
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
Accumulation of a Lifetime of...

- Resiliency
- Legal discrimination
- Medical trauma & barriers
- Invisibility
Residential Long-Term Care Concerns
Patchwork of Protections
Impact of Invisibility

- Over 60% fear they may be denied care, receive limited care, and risk neglect and abuse in long-term care settings
- Some LGBTQ+ elders withdraw and hide their identity to feel safe
- Loneliness, depression, cognitive decline
Inclusivity in Practice
Inclusion in Culture, Policy, and Programming.
Most Important Help: Unconditional Listening
Steps for Unconditional Listening

• Ask About Resident Name & Pronouns
  • Use stated Name and Pronouns

• Ask questions only to clarify.

• Don’t ask questions out of curiosity.

• Give advice only if it is asked.

• Trust what is being shared by the person – as they know what is best for them
Seeing, Believing, and Supporting as an Ally

- Help older adult clarify their concerns/grievances
- Connect older adult’s family members with others
- Be a good witness rather than an advice-giver
- Express confidence about older adult’s ability to cope
- Support Residents Gender Presentation (clothing, personal care, hairstyle, cosmetics, etc.)
- Support Room Assignment based on Gender Identity
- Find resources for the older adult
Care with Policy and Procedure

- Assurance & protection
- Long-lasting change
- Affirm “dignity and respect”
- Outward and public support
- Discrimination protection where there is not any

Marie King, 79
Upholding Protections and Policy

- Residents’ Rights
  - Consumer Voice - [LGBTQ+ Know YOUR Rights guide](#)
- CMS Updated Nursing Home Guidance Phase III
  - October 24, 2022
  - Areas include: visitation, staffing, abuse and neglect, transfer and discharge rights, infection control, resident assessments
    - [Psychosocial Harm](#), F600, 42 C.F.R. § 483.12(a)(1) p. 86
    - [Transfer and Discharge](#), F623, 42 C.F.R. § 483.15(c)(3), p. 184
    - [Culturally Competent Care](#), (p. 233)
    - [Trauma Informed Care](#), p. 233
Upholding Protections and Policy

• “LGBTQ+ Resident Bill of Rights”
  • CA, NJ, DC
  • LGBTQ+ & HIV/AIDS status protections
    • actual or perceived
  • Requires annual staff training
  • Prohibits actions such as:
    • Denying admission to, transferring or discharging a resident
    • Forbidding a resident from using a restroom based on gender
    • Repeatedly failing to use a resident’s name or pronouns
    • Denying access or providing unequal care
    • Denying a resident the right to choose clothes that are consistent with the resident’s gender identity or expression
The Long-Term Care Equality Index

Enacting System Level Change
What is the Long-Term Care Equality Index

The LEI is designed to both assess a senior housing community’s current services, and assist them in adopting policies and procedures that promote LGBTQ+ culturally competent care.
Who can Participate?

**Senior Living Communities including:**

- Life Plan Communities/CCRCs
- Skilled Nursing Communities
- Assisted Living Communities
- Memory Care Communities
- Independent Living Communities
- Affordable Senior Housing
- Free-Standing Hospice Facilities
Benefits

• Provide a welcoming environment
• Public recognition as a leader in LGBTQ-welcoming care
• Access to best practices
• Access to quality education and resources
• Improve ability to develop LGBTQ-inclusive marketing
• Technical assistance with meeting state and federal regulatory requirements
LEI Criteria

1. Foundational: Non-Discrimination and Staff Training
2. Resident Services and Support

LGBTQ+ Inclusion

3. Employee Benefits and Policies
4. Resident and Community Engagement
1. Non-Discrimination and Staff Training

- **Resident Non-Discrimination Policy** includes “sexual orientation” & “gender identity”
- **Equal Visitation Policy** includes “visitor of choice” language
- **Employment Non-Discrimination Policy** includes “sexual orientation” & “gender identity”
- **LGBTQ+ Aging Exec. Briefing** 80% of executives complete
The LEI 2023 Survey Nuts & Bolts

- Opens late Aug ‘22 & closes Nov ‘22
  - LEI survey in even years; HEI survey in odd
- Online
  - Can stop, save progress, and return
- Tools and resources are free
  - [https://thelei.org/resources/lei-resource-guide](https://thelei.org/resources/lei-resource-guide)
- All participants will be nationally recognized in May 2023 Report
  - Searchable database for consumers
  - Can achieve Tier of Recognition (3)
LONG-TERM CARE EQUALITY INDEX

The LEI Survey Opens
Aug. - Nov. 2022

Learn more at www.thelei.org
Resources
Resources for Inclusivity

The LEI.org

LGBT Aging Center.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
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”
  ○ Is visitation policy inclusive?
● Has the organization engaged in cultural competence training and provides continuous training?
● What percentage of residents/clients are LGBTQ? Does the organization know? Are there any LGBTQ+ people included in their marketing photos?

Visit SAGEusa.care
National Resource Center Guides

- Practical with guidance, examples from the field, and best practices developed by experts in the field

LGBTAgingCenter.org
National Resources for LGBTQ+ Elders

sageusa.org/sageconnect/
Resources
Residents’ Rights and the LGBTQ+ Community
Know YOUR Rights as a Nursing Home Resident

- Fact Sheet
Key Resources

- NORC LGBTQ+ Elders Resource page
- https://ltcombudsman.org/issues/lgbt-elders