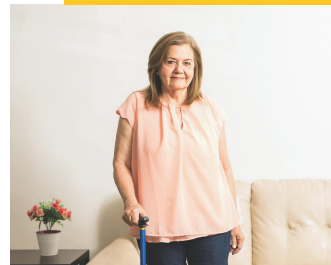
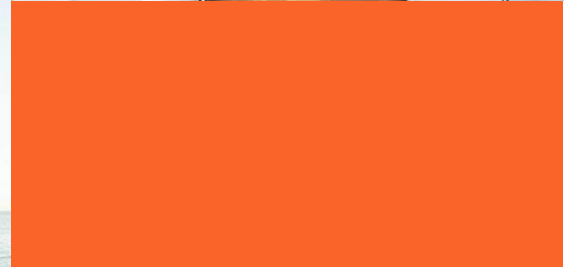
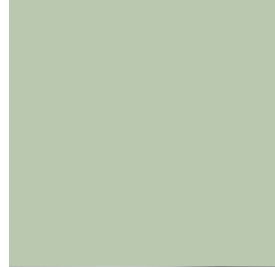


# The Long-Term Care Equality Index: Non-Discrimination & Staff Training (Criteria 1)



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



# About our Organizations



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



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

LONG-TERM CARE EQUALITY INDEX

Our cohost: **AARP** Foundation®  
For a future without senior poverty.



# THANK YOU



HUMAN  
RIGHTS  
CAMPAIGN  
FOUNDATION

sage

Advocacy &  
Services for  
LGBT Elders

We refuse to be invisible®

# Agenda

- The LEI Survey
- Criteria 1: Non-Discrimination & Staff Training
  - Resident Protections
  - Equal Visitation Policy
  - Employee Protections
  - Staff Training: Executive Briefing
- Next Steps
- Q&A

# 2022 LEI Survey & Criteria

# LEI Survey Criteria

1. Non-Discrimination and Staff Training

2. Resident Services and Support

LGBTQ+ Inclusion

3. Employee Benefits and Policies

4. Resident and Community Engagement



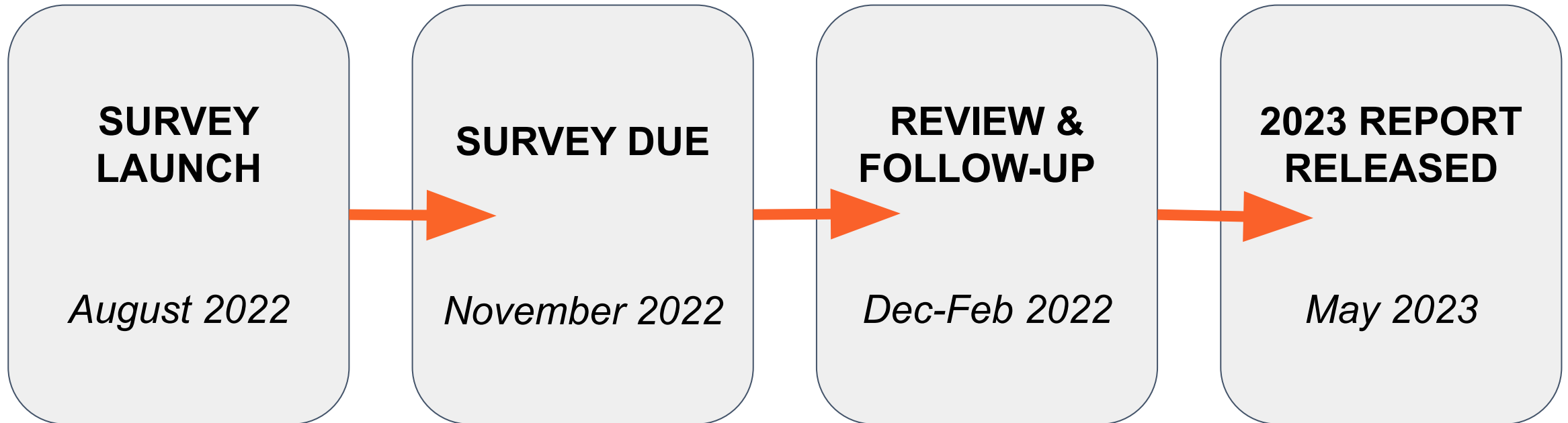
# Full List of 2022 LEI Survey Criteria

LEI 2022 Criteria and Tiers of Recognition	
<p>The Long-Term Care Equality Index has <b>four core</b> objectives:</p> <ul style="list-style-type: none"> <li>• <b>Ensure foundational non-discrimination protections</b> for residents, visitors, and staff and provide <b>cultural competency training on LGBTQ+ inclusion</b></li> <li>• <b>Demonstrate progress towards inclusion of LGBTQ+ resident care services and support</b></li> <li>• <b>Foster an inclusive workplace by providing LGBTQ+ inclusive employee policies and benefits</b></li> <li>• <b>Demonstrate engagement with and a public commitment to the LGBTQ+ community</b></li> </ul>	
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 and volunteers in at least one way</li> </ul> <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 and staff</p> <ul style="list-style-type: none"> <li>• Policy is shared in two ways with residents and public, typically online and in-print</li> <li>• Policy is shared with staff and volunteers in at least one way</li> </ul> <p><i>Note: We acknowledge some communities (e.g. Independent Living, Senior Affordable Housing) are not Federally mandated to have a visitation policy in place. If so, your community is still eligible to receive full credit for Criteria 1.</i></p> <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. 80% of key senior executives (Director-level and above) at your community must complete the <i>LGBTQ+ Long-Term Care Equality Index (LEI): Executive Briefing</i></p> <ul style="list-style-type: none"> <li>• Ex. Organization leadership (C-suite), administrator, director of nursing, director of human resources</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><b>Tier 1/2/3</b> All Practices</p>

The full list of criteria is now available on our website - <https://tinyurl.com/LEIcriteria>

The document includes best practices under each of the 4 criteria sections

# 2022 LEI Survey Timeline





# **Criteria 1.**

# **Non-Discrimination and**

# **LGBTQ+ Executive Briefing**

Foundation of LGBTQ+ Inclusivity

**Must have all 4 to achieve any Tier of Recognition**



**Resident  
Non-  
Discrimination  
Policy**



**Equal  
Visitation  
Policy**



**Employment  
Non-  
Discrimination  
Policy**



**LGBTQ+  
Aging  
Executive  
Briefing**

# **1. Inclusive Resident Non-Discrimination Policy**

## 1a. Inclusive Resident Non-Discrimination (RND) Policy

- Must include both “**sexual orientation**” and “**gender identity**”
- Must be part of **resident non-discrimination policy** (different than anti-harrassment policy)
- *Must upload copy of policy*

# Acceptable RND Policy

## STATEMENT OF POLICY:

As a recipient of Federal financial assistance, Woodland Pond at New Paltz does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, **sexual orientation, gender identity/expression,** or national origin, or on the basis of disability, or diagnosis including HIV status, or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by Woodland Pond at New Paltz directly or through a contractor or any other entity with whom the Woodland Pond at New Paltz arranges to carry out its programs and activities.

# Unacceptable RND Policy

1. This community complies with applicable federal civil rights laws and does not discriminate because of race, color, creed, sex (including gender identity), sexual preference, handicap....

- a) Non-Discrimination. Requirements for admission to our community are nondiscriminatory except as to age. Admission is restricted to persons sixty (60) years of age or older. Our community is open to anyone regardless of race, color, religion, sex, sexual orientation, handicap, familial status, or national origin.



# Unacceptable RND Policy

- Does not have both terms
- Unacceptable language:
  - Sexual preference
  - Sex (unless in parenthesis it has “gender identity” as part of sex)
  - Gender (only) or gender expression (only)

## 1b. Communicate Resident Non-Discrimination Policy to Residents, Public, and Staff

- Must communicate the policy **at least 2 ways to residents and the public**
  - Typically online
- Must communicate the policy **at least 1 way to staff and volunteers**
- **Consistent language** across policy & external communication

# Communicate to Residents and the Public



Example from Website



Start Your Next Chapter Here!

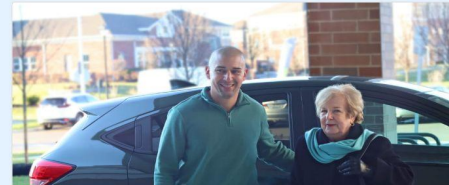
Find a Community Near You

Enter City, State, or Zip

Find a Community

View All Communities

Find the Service That Meets Your Needs



United Church Homes, Inc. (UCH) complies with applicable federal civil rights laws and does not discriminate, exclude or treat people different because of race, color, creed, national origin, religion, gender, sexual orientation, gender identity and/or expression, age, disability, genetic information or ancestry. Spanish: Chinese: Dutch: Italian: Vietnamese: German:

# Communicate to Residents and the Public

## Examples

- Posted on community's website
- Posted or displayed in public areas of the community
- In materials routinely given to residents at admitting/registration
- In materials routinely given to residents at other time(s)
- In materials routinely available for take-away

# Communicate to Residents and the Public

## Residents' Rights for Nursing Homes

## NYC Health + Hospitals

The Nursing Facility shall establish written policies regarding your rights as a resident and shall develop procedures implementing such policies as follows:

The operator of a facility shall, in consultation with residents, establish written policies regarding the rights and responsibilities of residents and shall be responsible for development of, and adherence to procedures implementing such policies. These policies and procedures shall be given to residents or their guardian, next of kin, sponsoring agencies or agencies of lawful representative, and each member of the facility staff, as they shall also be posted conspicuously in a public place in the facility and made available to the public. The staff of the facility shall be trained and involved in the implementation of these policies and procedures. The residents' rights, policies and procedures shall ensure that, at least, each resident admitted to the facility:

As a resident in a Nursing Home in New York State, you have the right, consistent with the law, to:

1. Be informed of your rights. Be informed of the facility's rules and regulations, and receive an explanation of resident's responsibility to obey all reasonable regulations of the facility and to respect the personal rights and private property of other residents. Interpreter services are available if needed;
2. Be informed and receive a written statement prior to or at the time of admission and during the stay, of services available in the facility and of related charges for services not covered by sources of third-party payment or not covered by the facility's basic per diem rate;
3. Be informed verbally and in writing at the time of admission and again at the time of transfer for any reason, of the facility's bed retention or reservation policy;

Live Your Healthiest Life.



4. Be treated with consideration, respect, and full recognition of your dignity and individuality including privacy in treatment and in care of your personal needs; be treated with respect for your personal values, beliefs, cultural and spiritual preferences, and life-long patterns of living;
5. Be assured of adequate and appropriate medical care; be fully informed, by a physician, of your medical condition unless medically contraindicated (as documented by a physician, in your medical record); be given the name, address and telephone number of the physician in charge of the case and be afforded the opportunity to participate in the care plan and proposed treatment; to refuse to participate in experimental research, and to refuse medication and treatment after being fully informed of and understanding the consequences of such actions;
6. Be transferred or discharged only for medical reasons, or for your welfare or that of other residents or for non-payment for your stay (except as prohibited by sources of third-party payment), and be given reasonable advance notice to ensure orderly transfer or discharge, and be (as is your representative) provided with an interpretation of the content of your medical records by a physician of your choosing in instances where adverse utilization review continued stay decision are pending, and such actions are documented in your medical record;
7. Appropriate assessment and management of pain. Care will be rendered in a manner which will provide you with optimal comfort and dignity, which includes appropriate and aggressive management of pain and treating responsive symptoms as desired by you or your surrogate. The care will be provided with sensitivity to you and your family's psycho-social and spiritual concerns;

also be referred to offices

e  
f Health DRS/SNHCP  
LTC Empire State Plaza  
York 12237  
8) 201-4563  
re Ombudsman Program  
e Office for the Aging  
00) 342-9871  
ne: (212) 962-2720  
sion  
(800) 994-6610

2803(c) Resident's Rights, 10NYCRR, 415.3

## Responsibilities

Information:

will provide physician and hospital with accurate and complete information relating to present complaints, past hospitalizations, medications and other factors relating to his or her health, to the best of his/her knowledge.

will immediately inform the physician and hospital personnel of any treatments being administered outside of the facility while they are in here. Residents will execute a release of information from the facility to obtain medical records from the facility to ensure that any treatments or courses of treatment do not pose a risk to the patient/resident. The facility is responsible for reporting any changes in risks in their care and any changes in the resident's

will notify physician and nurse of any signs of pain, participate with care givers in assessment of pain and in developing a management plan. Residents will inform staff and nurses if pain is not relieved and may have any concerns about taking medications.

will, if capable, make their needs staff members assigned to their care.

28. Receive treatment without discrimination as to age, race, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression.

# Communicate to Staff

## Examples:

- Provided in materials for all new employees and volunteers during orientation
- Reviewed in-person or online during employee and volunteer training
- Posted on the community intranet site
- Posted on signs/placards in the employee work area(s)
- Revisited as part of the standard protocol when planning new programs and activities



Training Document given to  
New Staff and Annual Review -  
Share policy and also educates  
about LGBTQ+ residents

Abramson New Hire & Annual Staff Enrichment LGBT

### Keep In Mind...

**“The vast majority of LGBT+ older adults have lived through discrimination, social stigma, and the effects of prejudice both past and present, including a history of being labeled as criminals, sinners and mentally ill.” (National Resource Center on LGBT Aging and SAGE, Inclusive Services for LGBT Older Adults, p.4)**

We are proud of our Patient Non-Discrimination policy which includes sexual orientation and gender identity:

*“Abramson Senior Care is a nonprofit organization and does not discriminate on the basis of race, color, national / origin, religious creed, disability, ancestry, age, gender, gender identity, sexual orientation or genetic information in admissions, referrals, or the provision of care or serve.”*

Sexual orientation and gender identity affect individuals in many ways throughout one's life. They influence a person's sense of self, social connections, interests, goals, losses, hopes, fears, health and well-being.

LGBT+ people are diverse as humanly possible. There are LGBT+ of all races, religion, nationalities, ethnicities and so on. Sexual orientation and gender identity are core aspects of each person, but not the only aspects. Get to know the whole person for people are multidimensional with rich histories and life stories.

## **2. Equal Visitation Policy**

## 2a. Equal Visitation Policy

- Must **allow residents “visitor of their choice”**
  - Resident choice language  
**AND/OR**
  - Non-discrimination in visitation language (inclusive of sexual orientation and gender identity)
- Must be a **part of your Visitation Policy**
  - Can be Residents’ Rights but must be on letterhead or internal copy

# Acceptable Equal Visitation Policy

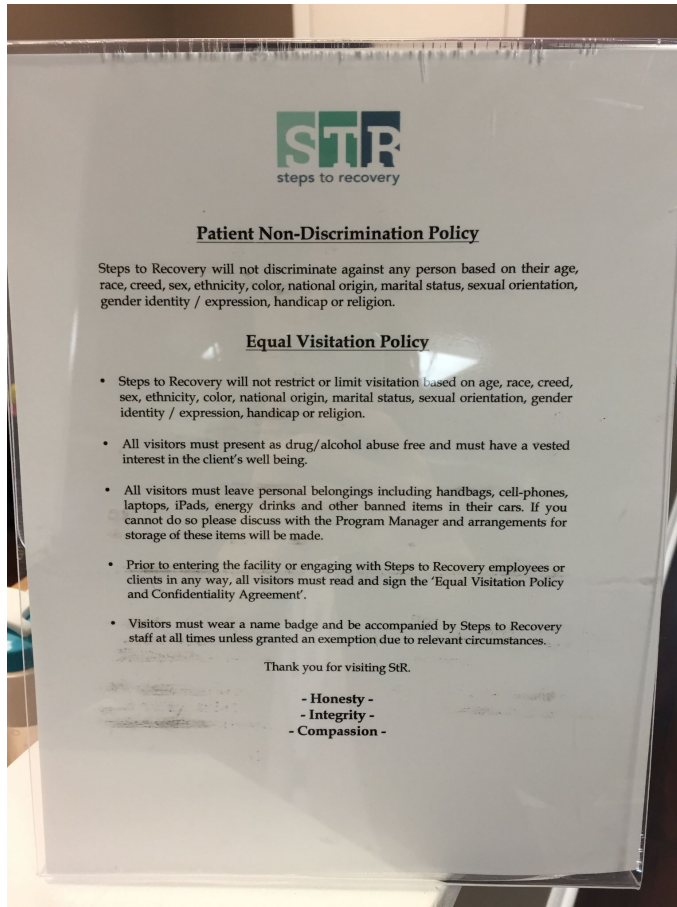
- b. The Resident's right to receive the visitors whom he/she/they designate, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend;

facility prohibits denying visitation privileges based on race, color, national origin, religion, sex, sexual orientation, gender identity, or disability. Visitation rights include the right to receive the visitors designated by the resident, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend.

## 2b. Communicate Equal Visitation Policy to Residents, Public and Staff

- Must communicate the policy **at least 2 ways to residents & the public**
- Must communicate the policy **at least 1 way to staff/volunteers**
  - Must be different than examples used above
- **Consistent language** across policy & external communication

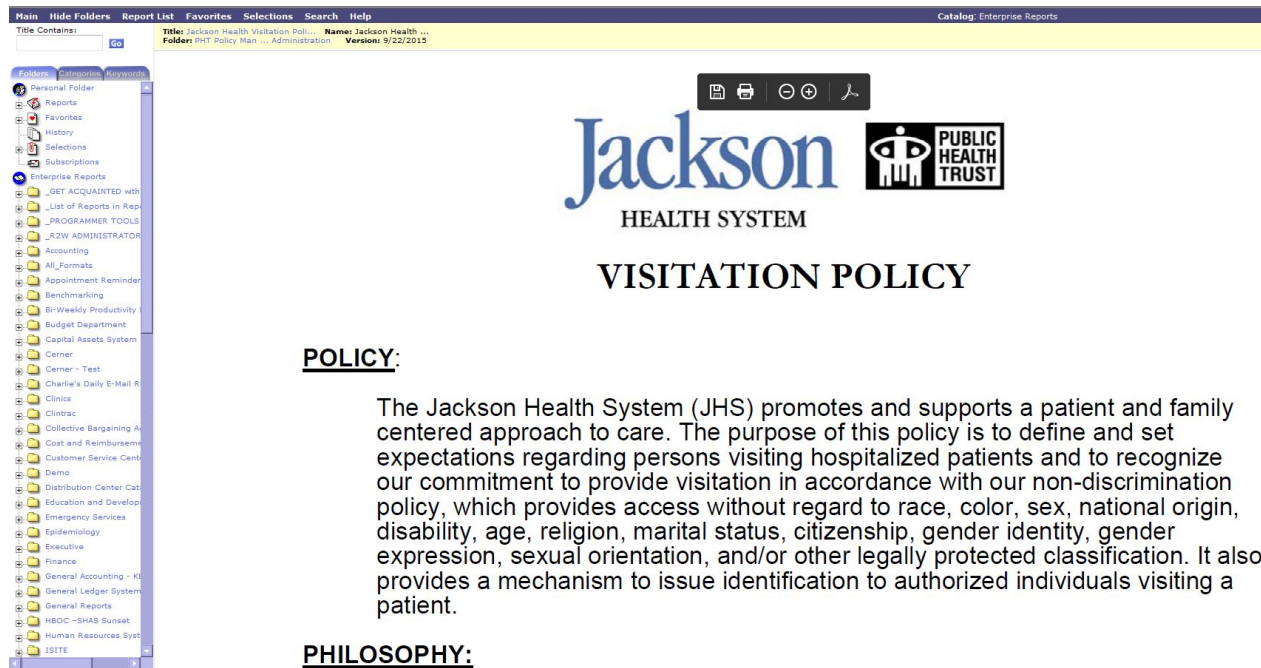
# Communicate to Residents and the Public



- Posted or displayed in public and/or common gathering areas of the community
- Posted on the community's website
- In materials routinely give to residents during move-in or registration
- In printed materials/brochures that are provided to residents and their families at other times



# Communicate to Staff



- Provided in materials for all new employees and volunteers during orientation
- Reviewed in-person or online during employee and volunteer training
- Posted on the community intranet site
- Posted on signs/placards in employee work area(s)

# **3. Employee Non-Discrimination Policy**

### 3a. Inclusive Employee Non- Discrimination (END) Policy

- Must include both “sexual orientation” and “gender identity”
- Must be a **part of EEO or Non-Discrimination Policy**
  - **EEO** - explicitly enumerate both “sexual orientation” and “gender identity”
  - Not “Anti-Harassment” Policy
- *Must upload copy of policy*

# Acceptable END Policy

## POLICY:

It is the policy of Woodland Pond to maintain a culture that will recruit, hire, train, retain, and promote persons in all job classifications, \*without regard to race, color, religion, sexual orientation, gender identity or expression, genetics, national origin, age (except where requirements are established by law), ancestry, marital status, political affiliation, pregnancy, and disability (unless the nature and extent of the disability [mental or physical] precludes the performance of an essential function of a particular job) or for any other reason recognized by Federal, State or Local law or regulation.

# Unacceptable END Policy

**Policy:** This facility endorses and will adhere to an Equal Employment Opportunity Policy in implementing all employment practices, policies, and procedures.

**Policy:** This facility will recruit, hire, train, and promote persons in all job titles without regard to race, color, religion, national origin, sex, sexual orientation, or age, except where sex or age is a bona fide occupational qualification as defined by law. This facility will base decisions on employment so as to further the principle of equal employment opportunity.

## 3b. Communicate Employee Non-Discrimination Policy to the Public at least 1 Way

- Must communicate the policy **at least 1 way to the public**
- Typically online
- **Consistent language** across policy & external communication



# Communicate to the Public

The screenshot shows a web browser at joinuch.org. The header includes the United Church Homes logo with the tagline 'Celebrating the Spirit®', the website URL, and social media icons. A navigation bar contains links for 'CAREERS HOME', 'WHY UCH', 'CAREER SEARCH', and 'INTERNAL UCH POSTINGS'. The main content area features a large banner on the left with the text 'Careers with a Calling Join us. Make a difference.' and a 'CLICK HERE TO APPLY' button. To the right, a job listing for 'Maintenance - The Villas' is displayed, including the job title, location (Rome, GA), and a list of benefits. A sidebar on the left contains the text 'Don't have Fill out' and a 'CLICK T' button.

Home - Careers With a Calling - | x +  
joinuch.org

UNITED CHURCH HOMES®  
Celebrating the Spirit®

UnitedChurchHomes.org f t in y

CAREERS HOME WHY UCH v CAREER SEARCH INTERNAL UCH POSTINGS

**Careers with a Calling**  
Join us. Make a difference.

**CLICK HERE TO APPLY**

**Maintenance - The Villas**  
#22-210

☆ ↗ ↻

**APPLY**

Rome, GA

**Job Title**  
Maintenance - The Villas

**Community**  
The Villas-TV

**Address**  
205 Dodd Blvd SE, Rome, Georgia 30161-6600

**Position Type**  
Full-time

**What You'll Love About United Church Homes**

- Our mission is to transform Aging by building a culture of community, wholeness and peace.
- Our core values are Compassion, Hospitality, Respect, Integrity, Stewardship and Transparency
- Work/Life Balance
- Health Benefits
- Tuition Reimbursement
- And much more!

**Don't have**  
**Fill out**

**CLICK T**

LONG-TERM CARE EQUALITY INDEX

We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

## **4. LEI Executive Briefing**

## 4. The LGBTQ+ Long-Term Care Equality-Index: Executive Briefing

- Self-paced eLearning
  - Three 30-min subsections
- Must have **80% of execs** in community complete
  - Director or above
- Email [LEI@hrc.org](mailto:LEI@hrc.org) for **Facility ID** and link to register
- Credit given to Platinum SAGECare community



# A Journey of Inclusion



# United Church Homes

*Based in Ohio*



# Next Steps

# Getting Started with the LEI Worksheet (word doc)

PDF - <https://tinyurl.com/LEIprep>



Laying the Groundwork	
Key Questions to Ask	Response
What is your "Why"? Why is this work important to your long-term care/senior housing community? What would "success" look like to you?	
Who are your champions? Who are the <b>key stakeholders</b> that will support this work?	
Do you have leadership buy-in and support? An executive sponsor?	
Does the LGBTQ+ community have an affirming and welcoming senior housing community within 25 miles of your community's location?	
Do you know what the local LGBTQ+ healthcare needs and priorities are?	
What resources or supports would enable you to succeed? What do you perceive to be the biggest obstacle to doing this work?	
Logistical Considerations	
Key Questions to Ask	Response
Are there any <b>teams/committees that already exist</b> that you can leverage for logistical completion of this project? Do you currently have an LGBTQ+ group/structure/focus for your patients or employees that can assist in completing the survey?	
If no existing structure works, consider creating a new cross-departmental committee to focus on this effort. At a minimum, you should at least identify a point person/representative for the following LEI topic areas:	<ul style="list-style-type: none"><li>• Policy Update Questions:</li><li>• Resident Care:</li><li>• Quality Care/Compliance:</li><li>• Intake Questions:</li><li>• Human Resources/Benefits:</li><li>• Staff Training:</li><li>• Community Outreach:</li></ul>




# Full List of LEI Survey Questions & Validating Docs


<b>LGBTQ+ Resident &amp; Community Engagement</b> For more detailed information about this section and specific examples that meet the criteria please see the <a href="#">LGBTQ+ Resident and Community Engagement</a> section of the LEI Resource Guide			
Understanding the Needs of LGBTQ+ Residents and Community			
Criteria/Best Practice	Question(s) No. & Specific Wording*	Validating Information Required	System Information Accepted
Resident satisfaction surveys allow residents the option to identify as LGBTQ+.	Q1. Does your organization regularly survey residents' satisfaction?  Q1a. Does your resident survey include a way for residents to voluntarily disclose their sexual orientation and/or gender identity along with other demographic questions such as race and gender?	Must upload a copy of the survey and/or the results demonstrating the inclusion of LGBTQ+ demographic measures	<u>Yes, if system-wide</u>
Resident satisfaction survey includes question(s) related to LGBTQ+ concerns	Q1b. Do your resident surveys include one or more questions related to LGBTQ+ concerns?	Must upload a copy of the survey and/or the results demonstrating the inclusion of LGBTQ+ climate measures.	<u>Yes, if system-wide</u>
Organization works with external LGBTQ+ organizations or community members to assess LGBTQ+ needs or address LGBTQ+ related concerns.	Q2. In what ways does your community make efforts to gather information about the needs and concerns of LGBTQ+ people? [check all that apply]	Must describe these efforts and the results of your engagement with the community and upload any documents related to your organization's engagement with the community (i.e. results from a focus group, meeting minutes, examples from community needs assessment, etc.)  Since 1/01/2021	<u>System - Possibly</u> , if system has a very limited geographic reach.

<https://tinyurl.com/LEIgrid>

# Self-Assessment and Report



HUMAN  
RIGHTS  
CAMPAIGN



Advocacy &  
Services for  
LGBT Elders  
*We refuse to be invisible*

LONG-TERM CARE EQUALITY INDEX  
SELF-ASSESSMENT

≡

LEI Self Assessment  
Table of Contents

Welcome

Welcome

Introduction

General Organization Information

Assessment Contributors

General Organizational Information

Foundational Policies & Practices

Resident Non-Discrimination

Equal Visitation

Employment Non-Discrimination

Resident Services & Supports

Resident Move-in Policies and Procedures

LGBTQ Resident Services & Supports

**Gender-Affirming Services & Supports**

Medical Decision Making

Training in LGBTQ Resident Centered Care

Employee Benefits & Policies

Employment Equal Benefits

Additional Support for LGBTQ

## Gender-Affirming Resident Services & Supports

**Q1. Does your community have a policy or policies that specifically outline any of the following procedures and practices aimed at eliminating bias and insensitivity and ensuring appropriate, welcoming interactions with transgender residents (i.e. support one's gender identity and expression)? [check all that apply] [\\*Click here for more information](#)**

☐ Recording of the resident's name and pronouns in move-in/registration records (regardless of legal change)


☐ Access to items that assist gender presentation (i.e. ensuring that no resident is denied to wear or be dressed in clothing, accessories, or cosmetics that are permitted for any other resident regardless of gender or gender identity)

☐ Correct use of resident's name and pronouns when interacting with and referring to residents (regardless of legal change)

☐ Addressing potential problems with insurance/billing claims related to gender-affirming care

☐ Guidelines for room assignments for transgender residents

☐ Preventing interruption to and supporting the right of residents to seek gender-affirming medical and behavioral healthcare such as hormone therapy


**LONG-TERM CARE**  
**EQUALITY INDEX**


Customized Needs Assessment  
 Friendship Village of  
 Based on responses to the Long-Term  
 Assessment Completed on


Your Survey Responses		
Policy/Practice	Your Response	Report
<b>I. Foundational Practices: Non-discrimination and Executive Order 13150</b>		
<b>Resident Non-Discrimination</b>		
LGBTQ-Inclusive Patient Non-Discrimination Policy	Sexual orientation: Yes  Gender identity/ expression: Yes  HIV status:  No	An inclusive non-discrimination policy is an LGBTQ-welcoming policy that encourages all communities to have enumerated residential non-discrimination policies that include all of these terms.  For the optional LEI survey, you will be asked to upload a copy of your policy.  <a href="#">Learn more</a> and see examples from the LEI resource guide.
LGBTQ-Inclusive Resident Non-Discrimination Policy Includes Moving-in, Transfer, and Moving-out processes for residents.	Yes	We encourage you to add language including moving-in and transferring residents. This communicates that an LGBTQ-resident is protected during the move-in/move-out process.  In the survey, you will need to upload a copy of your non-discrimination policy that includes this language. This may be included in your LGBTQ-Inclusive Patient Non-Discrimination Policy  <a href="#">Learn more</a> and see examples from the LEI resource guide.
Q1c. - Review of Policy/Uploaded Document	Policy Uploaded and Meets LEI Criteria.	Since the resident non-discrimination policy is a foundational policy for LGBTQ inclusion we offered to review this policy to see if it would meet the LEI criteria.

Report link to  
 specific resources  
 and additional info  
 for each best  
 practice. See next  
 slide for an  
 example.

If you haven't completed your Self-Assessment and need the log-in information please reach out to [LEI@hrc.org](mailto:LEI@hrc.org). Once completed you will receive a self-assessment report of your responses.

# Resource Guide

**HUMAN RIGHTS CAMPAIGN**  
FUNDATION

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

THE LEI PARTICIPANTS REPORTS AND RESOURCES ABOUT US CONTACT US FREQUENTLY ASKED QUESTIONS

[← RESOURCES](#)

## LEI Resource Guide

SHARE



The LEI Resource Guide is a comprehensive instructional and reference accompaniment to the Long-Term Care Equality Index (LEI) self-assessment and LEI survey. The LEI Resource Guide covers all sections of the LEI survey in great detail, providing explanation why these policies and practices we ask about are important, example policies, links to outside resources, and more. The resources provided here are certainly not the only ones available to help guide your community in LGBTQ person-centered care; however, we hope they can help you get started on implementing best practices in equitable and inclusive care for LGBTQ residents.

We hope you find the LEI Resource Guide helpful in taking steps to ensure equitable and inclusive treatment for LGBTQ residents, families, and employees at your facility. If you have any further questions about the LEI, please do not hesitate to contact our

# Upcoming LEI Webinars

**Tuesday, 6/14 @ 2pm EST - Criteria 2: Resident Services & Supports**

**Tuesday, 6/28 @ 2pm EST - Criteria 3: Employee Benefits & Policies**

**Tuesday, 7/12 @ 2pm EST - Criteria 4: Resident & Community Engagement**

<https://tinyurl.com/regwebLEI>





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

[LEI@hrc.org](mailto:LEI@hrc.org)



HUMAN  
RIGHTS  
CAMPAIGN  
FOUNDATION

sage

Advocacy &  
Services for  
LGBT Elders

We refuse to be invisible®