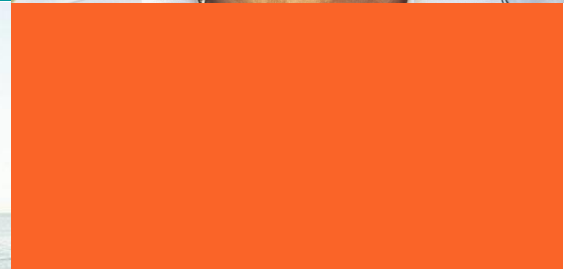
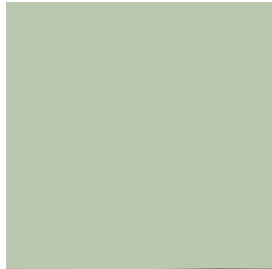


The Long-Term Care Equality Index: Resident & Community Engagement (Criteria 4)



sage | Advocacy &
Services for
LGBTQ+ Elders
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FOUNDATION**

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

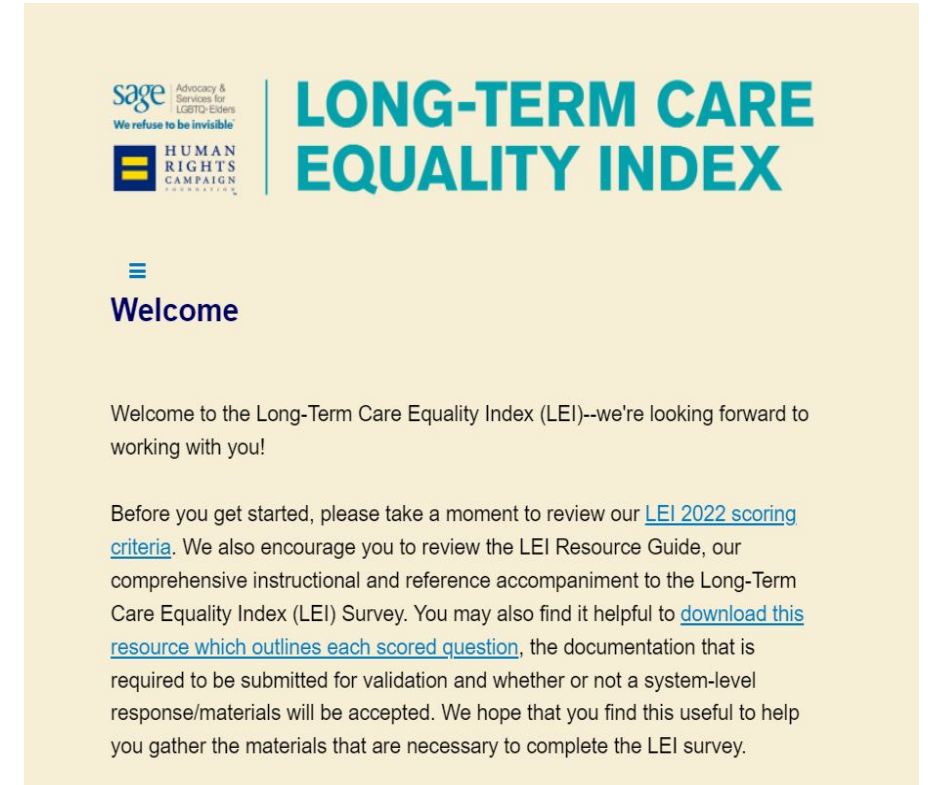
Agenda

- Key LEI Survey Information
- Criteria 4: Resident and Community Engagement
 - Understanding
 - Outreach
- Next Steps

2022 LEI Survey & Criteria

The 2022 LEI Survey

- Opens Aug '22 & closes Nov '22
- Online
 - Optimized for Chrome and Firefox
 - Can stop, save progress, and return
- Unique survey link sent to those who have signed the commitment to caring pledge
- Confidential



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

Validating Information

- Most questions require you to provide some additional information or upload document to validate your answers
- LEI Resource Guide and LEI Questions Requirement Grid outline what documents

Employment Non-Discrimination Policy

Q1. Does your employment non-discrimination policy include the term "sexual orientation" AND the term "gender identity or expression" (or "gender identity")?

SCORED Q
REQUIRED

[View the HEI Resource Guide to see examples and resources for this question](#)

Please select which terms your policy includes:

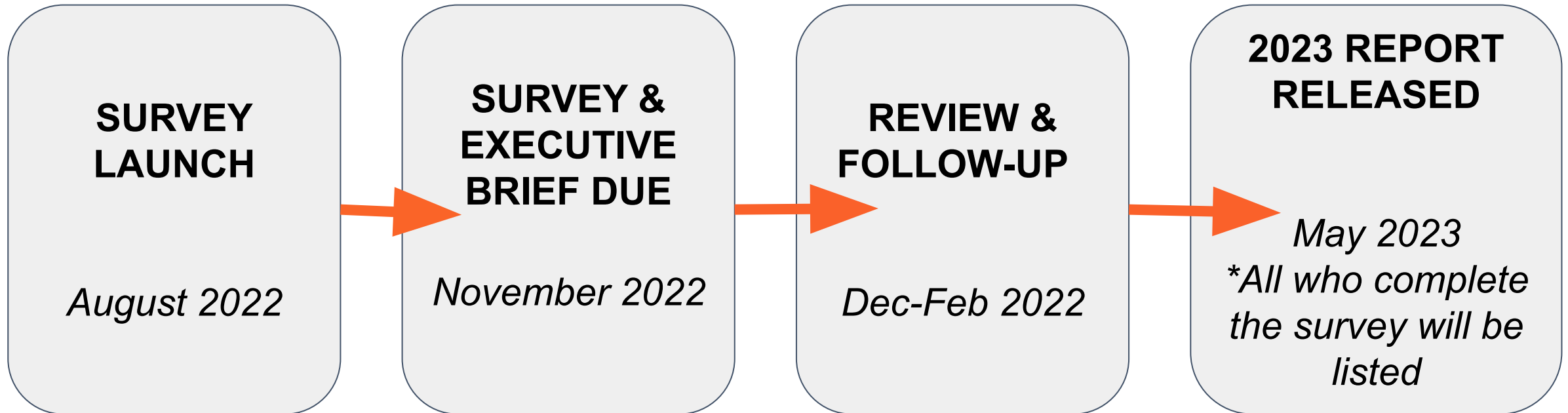
- ☒ Our policy includes BOTH the term "sexual orientation" AND the term "gender identity or expression" (or "gender identity")
- ☐ Our policy ONLY includes the term "sexual orientation"
- ☐ Our policy ONLY includes the term "gender identity or expression" (or "gender identity")
- ☐ Our policy DOES NOT include either the term "sexual orientation" or the term "gender identity or expression" (or "gender identity")

Q1a. To receive credit, please attach a copy of your employment non-discrimination policy.

REQUIRED
FOR VALIDATION

Drop files or click here to upload

2022 LEI Survey Timeline



Criteria 4.

LGBTQ+ Residents and Community Engagement

4. Resident and Community Engagement (7 best practices)



Understanding
the Needs of
LGBTQ+
Residents

LGBTQ+
Community
Engagement and
Marketing

**For Tier 2: 1 to 2 best practices
For Tier 3: 3 or more best practices**

Understanding the Needs of LGBTQ+ Residents

Understanding the Needs of LGBTQ+ Residents

1. Resident Satisfaction Survey
 - a. LGBTQ+ identity question
2. Resident Satisfaction Survey
 - a. LGBTQ+ concerns question
3. Work with external LGBTQ+ organizations or community members to gather information
4. Connect residents to local LGBTQ+ community

Since January 1, 2021

1 & 2. Resident Satisfaction Survey

1a. LGBTQ+ Demographic Question

- Do you identify as lesbian, gay, bisexual, transgender, or queer?
- Which best describes your gender? ...sexual orientation?

2a. LGBTQ+ Climate Questions

- Do you feel that the Wildflower Community is a welcoming safe place for LGBT residents?
- How often do you hear anti-LGBTQ language at our community not specifically directed at an individual? (ex. “that’s so gay” to mean something bad)
- Please rate (1-5): How well does the staff respect your needs related to sexual orientation and gender identity?

**Since January 1, 2021*

**Must submit survey copy
or the survey results*

3. Work with external LGBTQ+ org & people to assess & address LGBTQ+ needs

- Since January 1, 2021
- Connect with local or state LGBTQ+ organization
 - State-based LGBTQ+ Advocacy orgs:
<https://www.equalityfederation.org/federation-members>
 - Local LGBTQ+ Community Center
<https://www.lgbtcenters.org/LgbtCenters>
 - Local PFLAG Chapter: <https://pflag.org/find-a-chapter>
- ex. host LGBTQ+ community listening session, focus group, community needs assessment, SAGECare certified



Aldersgate

FOUGHTFULLY GROWING. NATURALLY INVITING.

**Since January 1, 2021*

**Must describe efforts and upload related material*

4. Connect Residents to LGBTQ+ Community

- Community = Family
- Social support and strength for LGBTQ+ elders
- For survey: demonstrate awareness of local LGBTQ+ organizations + engagement
- Can be previously submitted material if worked with LGBTQ+ org
 - Example - Criteria 2. Celebrate LGBTQ+ holiday or day of remembrance?
 - Example - Criteria 4. Support one or more LGBTQ+ related events?

LGBTQ+ Community Engagement and Marketing

LGBTQ+ Community Engagement and Marketing

5. Support one or more LGBTQ+ related events or initiatives
6. LGBTQ+ inclusive marketing
7. Publicly support LGBTQ+ equality under the law
 - a. local, state, and/or federal legislation

5. Support LGBTQ+ related events

- Since January 1, 2021
- Exposure to community at large
- Informs elders, family members, etc
- Most common include:
 - LGBTQ+ health fair
 - Movie night
 - Speaker
 - Health panel
 - LGBTQ+ social group meeting
 - Local Pride celebration



Woodland Pond Celebrates
LGBTQ Pride Month with
Educational Activities

"How We Got Gay" Documentary and Discussion
Tuesday, June 20th at 6pm
in Health Center Great Room

A Look Back in LGBTQ History Discussion
Monday, June 26th at 11:15am
in Skilled Nursing Lounge
In conjunction and promoting with
Fred Mayo, President
LGB

**Since January 1, 2021*

**Must describe external
event(s) and upload
relevant docs*

6. LGBTQ+ inclusive marketing

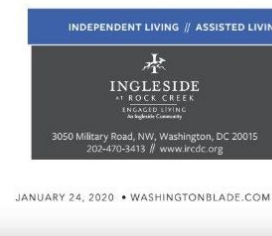
- Since January 1, 2021
- Paid or free press
- Can be social media campaign
 - must be multiple posts
- Not accepted: flyers or website to promote an event



DIVERSITY + INCLUSION = ENGAGEMENT

Ingleside is all about engaged living. We are who we are because of who we all are, and embrace diversity and inclusion every day. *Ingleside* creates a welcoming culture that provides not just an exceptional place to live—but an extraordinary place to *belong*. Become part of an *Ingleside* community today.

Call for a personal tour, and discover what engaged living can mean to you!



**Since January 1, 2021*
**Must describe marketing efforts and upload creative content used*

Example of Free Press

The San Diego Union-Tribune



Finding care for LGBTQ seniors isn't easy. This San Diego business has earned a national credential to tackle that issue



Dane Adam, shown in his Normal Heights home on Friday, has sometimes struggled to find adequate, safe care as a gay man living with multiple sclerosis. (Eduardo Contreras/The San Diego Union-Tribune)

Windward Life Care is one of only five local organizations to earn SAGECare certification

BY LAUREN J. MAPP | STAFF WRITER

JULY 7, 2022 5 AM PT



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1 Cause of homelessness? It's not just mental illness, researchers say

2 FOR SUBSCRIBERS

7. Support LGBTQ+ equality under the law

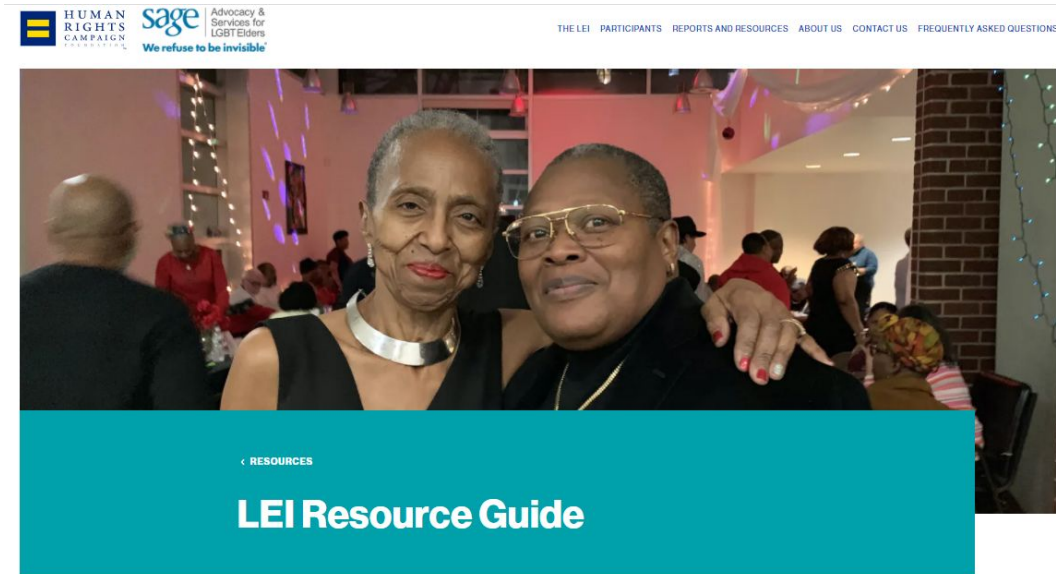
- Since January 1, 2021
- Public support as organization for LGBTQ+ people
- Use platform as service provider & advocate
- Action is related to specific legislation or initiative
- Examples include:
 - Writing an op-ED in favor of the “Equality Act” or local “Bill of Rights for LGBTQ+ Residents”
 - Submitting a letter to a State senate committee speaking in support of prohibiting insurance companies from discrimination based on gender identity

**Since January 1, 2021*

**Must describe legislation or initiative, how org engaged, and upload related docs*

Next Steps

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

Full List of LEI Survey Questions & Validating Docs


LGBTQ+ Resident & Community Engagement For more detailed information about this section and specific examples that meet the criteria please see the LGBTQ+ Resident and Community Engagement 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.

Find at <https://thelei.org/resources/lei-resource-guide>

Self-Assessment and Report



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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

General Organization Information

General Organization 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



ADVANCING & SUPPORTING
LGBTQ+ COMMUNITIES

HUMAN RIGHTS
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LONG-TERM CARE EQUALITY INDEX

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

Customized Needs Assessment
Friendship Village of

Based on responses to the Long-Term
Assessment Completed on 10/1/2023

Your Survey Responses		
Policy/Practice	Your Response	Report
I. Foundational Practices: Non-discrimination and Executive Order 13150		
Resident Non-Discrimination		
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 original LEI survey, you will be asked to upload a copy of your policy. Learn more 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 Learn more 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.

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

We can make a difference by standing strong and being united with people who believe in us, who advocate for us, who support & love us for who we are.

-Miss Major Griffin-Gracy, 81





Inclusion is an Ongoing Process

www.TheLEI.org

LEI@hrc.org



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