



10 TIPS FOR FINDING LGBT-AFFIRMING SERVICES

sage

Advocacy & Services
for LGBT Elders
We refuse to be invisible

National Resource Center
on LGBT Aging
National Headquarters
c/o Services & Advocacy
for GLBT Elders (SAGE)
305 Seventh Avenue
6th Floor
New York, NY 10001

212-741-2247 phone
212-366-1947 fax

info@lgbtagingcenter.org
lgbtagingcenter.org

The National Resource Center on LGBT Aging is supported, in part, under a cooperative agreement from the U.S. Department of Health and Human Services, Administration on Aging. Grantees undertaking projects under government sponsorship are encouraged to freely express their findings and conclusions. However, these contents do not necessarily represent the policy of the U.S. Department of Health and Human Services, and endorsement by the Federal Government should not be assumed. All Rights Reserved.

As an LGBT older adult or a caregiver, you and your loved one might be considering home care or long-term care services. However, you might be concerned about finding services and programs that are LGBT affirming. Inviting someone into your home or revealing personal information can be intimidating at any time, and you may be feeling particularly vulnerable at this point in time. It is important to find service providers who understand LGBT issues and can be trusted to provide you with competent, respectful care. Here are ten helpful tips on finding an LGBT-affirming service provider:

1. The best references come from the people you already know and trust. Ask friends with similar circumstances who they have worked with, and whether they felt respected and comfortable.
2. Contact your local SAGE Affiliate or LGBT aging provider, LGBT Community Center, PFLAG chapter or other LGBT organizations and ask for referrals to providers they have worked with in their networks.
3. Look to see if there are service providers that advertise in your local LGBT newspapers and magazines (either print or online) or have signed up as sponsors, members, etc. with local LGBT groups.
4. Reach out to your local HIV/AIDS service providers, who often have close connections to LGBT-affirming home care agencies and other services.

5. Ask or look for information about whether an agency's staff have been trained on how to provide culturally competent care to LGBT people.
6. Check the SAGECare website (listed below) for agencies that have received the SAGECare Credential for completing training by SAGE.
7. Ask providers directly if they serve LGBT individuals, and if so, find out whether that answer is concrete (current or past clients) or hypothetical ("we welcome everyone").
8. Most providers have non-discrimination policies—check to see if these policies specifically include sexual orientation and gender identity, and whether they post or distribute their policies openly. You can also ask how those policies are enforced.
9. Review the provider's pamphlets, brochures or websites. Are LGBT individuals represented in these materials? Do they use LGBT-inclusive language—such as partner, domestic partner, and significant other—on their websites, in their print materials or on their intake forms?
10. Most importantly, always trust your instincts! Only you and your loved one know what's right for you.

Additional Resources:

SAGE and SAGENet for a listing of SAGE Centers and Affiliates: www.sageusa.org

SAGECare for a listing of organizations trained and credentialed by SAGE: www.sageusa.care

SAGE Hotline for Peer Support and Resources: **1-888-234-SAGE** or SAGE@GLBThotline.org

CenterLink for a listing of LGBT Community Centers across the country:
www.lgbtcenters.org

PFLAG for local support groups and resources: www.pflag.org

*Revised in 2017 by the National Resource Center on LGBT Aging and the SAGECAP Program,
with support from the Harry and Jeanette Weinberg Foundation.*