

## CULTURALLY COMPETENT LONG-TERM SERVICES AND SUPPORTS FOR LGBT INDIVIDUALS: RESOURCE COMPENDIUM

Long-term care providers may not always know how to best support LGBT individuals in ways that meet their needs and preferences. Understanding and addressing the unique challenges faced by LGBT individuals who need long-term services and supports can help providers adapt to better meet the needs of the individuals they serve.

This Resource Compendium is intended for providers— including nursing facilities, assisted living facilities, adult day programs, home care services, and others— who are interested in enhancing their capacity to provide culturally competent long-term services and supports for LGBT individuals.

### ONLINE RESOURCE CENTERS

The **National Resource Center on LGBT Aging** works to improve the quality of services and supports offered to lesbian, gay, bisexual, and transgender older adults. The Center provides training, technical assistance, and educational resources to providers caring for older adults, organizations serving LGBT individuals, and LGBT older adults. This website provides a wide variety of resources and guides on both national and state levels, including trainings and presentations.

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

### REPORTS AND ARTICLES

**Gay and Gray: Welcoming LGBT Elders in Long-Term Care**, from the National Resource Center on LGBT Aging and the New York Chapter of the Alzheimer's Association, provides guidance on making a long-term care facility welcoming to LGBT older adults. The brief resource outlines steps that long-term care facilities can take to ensure that LGBT older adults feel welcome and free from fear or discrimination.

 <https://www.lgbtagingcenter.org/resources/pdfs/ADvancingCare-NL-MayJune.pdf>

In **The Rainbow Connection: Making your Facility LGBT Friendly**, author Beth Thomas Hertz discusses issues related to improving a facility's ability to provide culturally competent care to LGBT residents. She outlines ways that facilities can become more welcoming to the LGBT community. This includes training staff, legal issues, specializing housing, staff diversity, handling complaints, and policies around co-habitation.

 <https://www.iadvanceseniorcare.com/article/make-your-facility-lgbt-friendly>

**LGBT Older Adults in Long-Term Care Facilities: Stories from the Field** describes the results of a survey conducted by six organizations seeking to understand the experiences of LGBT older adults in long-term care settings, including personal stories from older adults, their loved ones, and providers.

[https://www.lgbtagingcenter.org/resources/pdfs/NSCLC\\_LGBT\\_report.pdf](https://www.lgbtagingcenter.org/resources/pdfs/NSCLC_LGBT_report.pdf)

## GUIDES AND TOOLS

The **LGBT Programming for Older Adults: A Practical Step-by-Step Guide**, created in consultation with organizations across the country serving LGBT older adults, describes how to launch a discussion program on LGBT aging issues within your long-term care organization. Including programs discussing LGBT aging issues is one step an organization can take to create a more welcoming environment for LGBT individuals.

[https://www.lgbtagingcenter.org/resources/pdfs/Sage\\_MovieToolKit\\_pages.pdf](https://www.lgbtagingcenter.org/resources/pdfs/Sage_MovieToolKit_pages.pdf)

**Inclusive Questions for Older Adults: A Practical Guide to Collecting Data on Sexual Orientation and Gender Identity** helps service providers ask questions about sexual orientation and gender identity in safe and respectful ways. The guide outlines why collecting data on LGBT older adults is important for service delivery, how to incorporate sexual orientation and gender identity questions into client forms, and helpful suggestions for discussing sexual orientation and gender identity with older clients.

[https://www.lgbtagingcenter.org/resources/pdfs/Sage\\_CollDataGuidebook2016.pdf](https://www.lgbtagingcenter.org/resources/pdfs/Sage_CollDataGuidebook2016.pdf)

**Inclusive Services for LGBT Older Adults: A Practical Guide to Creating Welcoming Agencies**, a training resource from the National Resource Center on LGBT Aging, answers frequently asked questions such as, “How is aging as an LGBT adult different from aging as a heterosexual and/or non-transgender adult, and how might we reflect and honor these differences in our agency?” The guide aims to help providers understand the unique barriers that LGBT older adults face, as well as ways to improve and expand the continuum of cares and services available.

[https://www.lgbtagingcenter.org/resources/pdfs/NRC\\_guidebook.pdf](https://www.lgbtagingcenter.org/resources/pdfs/NRC_guidebook.pdf)

**Affirmative Care for Transgender and Gender Non-Conforming People: Best Practices for Front-line Health Care Staff**, from the National LGBT Health Education Center, provides background information on transgender people and their health needs. It also provides tips and strategies to improve communication and create a more affirming environment for transgender and gender non-conforming individuals. This report focuses on information and best practices that can be used by health care staff.

[https://www.lgbtagingcenter.org/resources/pdfs/13-017\\_TransBestPracticesforFrontlineStaff\\_v9\\_04-30-13.pdf](https://www.lgbtagingcenter.org/resources/pdfs/13-017_TransBestPracticesforFrontlineStaff_v9_04-30-13.pdf)

The **LGBT Welcoming and Inclusive Services Checklist**, from Lavender Seniors, helps providers and staff to review their policies, training, use of inclusive language, visibility, and external resources to assess their LGBT cultural competence.

<http://lavenderseniors.org/wp-content/uploads/2016/05/LGBT-Welcoming-and-Inclusive-Services-Checklist-with-GG-attribution.pdf>

For providers delivering hospice and palliative care, **Making Your Healthcare Organization LGBTQ-Inclusive: A Workbook for Health Care Professionals** can be used to assess your organization's capacity to provide inclusive services. The resources include practical strategies to measure inclusivity, steps to achieve culturally competent care, and an accompanying assessment.

<https://www.lgbtq-inclusive.com/resources-and-checklists>

## TRAININGS

**SAGECare** is a cultural competency training program for skilled nursing facilities, health care organizations, assisted living communities, hospice and palliative care providers, long-term care communities, home health providers, and others providing services to LGBT older adults. The SAGECare training helps service providers create more LGBT-welcoming organizations and SAGECare credentials help LGBT individuals find trained providers.

<https://www.sageusa.org/what-we-do/sagecare/>

**Key Considerations in LGBT Aging-in-Place and Care Coordination**, a webinar from the National Resource Center on LGBT Aging for LGBT consumers and providers serving LGBT individuals, describes key considerations for aging-in-place strategies for LGBT older adults and ways to link those strategies with additional community resources.

<https://www.lgbtagingcenter.org/resources/resource.cfm?r=890>

The seventh module on the National LGBT Health Education Center Learning Module resource page, **Caring for LGBT Older Adults**, illustrates the unique medical, psychological, and social service needs of LGBT older adults, and gives recommendations for how clinicians can adequately address the needs of this group.

<https://www.lgbthealtheducation.org/lgbt-education/learning-modules/>

**Building Respect for LGBT Older Adults**, an online training from the National Resource Center on LGBT Aging, is intended for long-term care and other aging service providers as an introduction to LGBT aging. The tool includes six approximately 10-minute-long training modules. The training modules walk through how to ensure safe, welcoming, and inclusive services for LGBT older adults. It provides an overview of the barriers that many LGBT older adults face as they age, concrete strategies to make facilities more welcoming, and ideas for further learning and next steps.

<https://www.lgbtagingcenter.org/training/buildingrespect/index.cfm>

**Building Respect for LGBT Older Adults Supplemental Information for Staff in Non-Residential Service Settings** is a companion/supplemental resource for the above training. It offers additional information and ideas for providers in non-residential settings. The resource is designed for providers to review each module on the online learning tool and read through each of the corresponding compendia to expand on information in the training.

[https://www.lgbtagingcenter.org/resources/pdfs/Building\\_Respect%20LGBT\\_OAs\\_supplemental.pdf](https://www.lgbtagingcenter.org/resources/pdfs/Building_Respect%20LGBT_OAs_supplemental.pdf)

The **LGBT Aging 101: What you need to Know about Lesbian, Gay, Bisexual and Transgender Older Adults and Caregivers** presentation provides an introduction to the unique issues facing the LGBT population. It provides models for programmatic initiatives as well as practical skills for enhancing professional capacity to effectively serve LGBT older adults and caregivers.

<https://www.lgbthealtheducation.org/lgbt-education/webinars/>

## RESOURCES FOR CAREGIVERS

The **Prepare to Care: A Planning Guide for Caregivers in the LGBT Community**, from the National Resource Center on LGBT Aging, serves as a practical tool to help caregivers of LGBT individuals provide culturally competent care. The planning guide has information, resources, and checklists to help caregivers get organized and find support.

<https://www.lgbtagingcenter.org/resources/resource.cfm?r=881>

This **LGBT Caregiving Fact Sheet** from the National Resource Center on LGBT Aging, provides important tips and resources for caregivers of LGBT individuals. This brief resource also provides external links to information that can support LGBT caregivers in providing the best care possible.

[https://lgbtagingcenter.org/resources/pdfs/LGBT%20Caregiving%20Fact%20Sheet\\_Final.pdf](https://lgbtagingcenter.org/resources/pdfs/LGBT%20Caregiving%20Fact%20Sheet_Final.pdf)

The **LGBT Caregiver FAQs** from the Family Caregiver Alliance address a number of important concerns and frequently asked questions that caregivers of LGBT individuals have and provides guidance to caregivers on getting support and resources.

<https://www.caregiver.org/lgbt-caregiving-frequently-asked-questions>

## FACT SHEETS

**The Facts on LGBT Aging**, produced by SAGE, seeks to increase understanding of the unique needs and experiences of LGBT older adults. The fact sheet describes key statistics for LGBT older adults, in topic areas such as health care, caregiving, housing, social isolation, and wellness. This resource is also available in Spanish.

<https://www.sageusa.org/resources/publications.cfm?ID=304>

The **Identifying and Referring LGBT Caregivers** fact sheet is designed to assist providers with identifying and supporting informal caregivers that identify as LGBT and caregivers of consumers who identify as LGBT. It provides information on LGBT caregivers as well as ways to create a welcoming environment, build rapport, and refer and connect caregivers to resources.

<https://www.lgbtagingcenter.org/resources/resource.cfm?r=882>

*The Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) seeks to help beneficiaries dually eligible for Medicare and Medicaid have access to seamless, high-quality health care that includes the full range of covered services in both programs. This resource compendium is intended to support health plans and providers in integrating and coordinating care for dually eligible beneficiaries. It does not convey current or anticipated health plan or provider requirements. For additional information, please go to <https://www.resourcesforintegratedcare.com/>.*