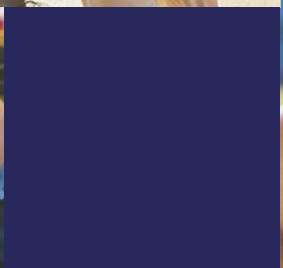
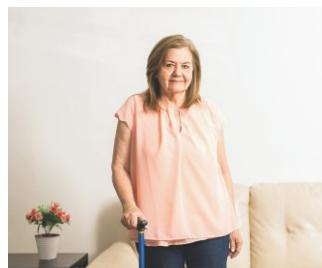
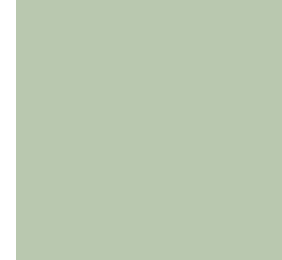


Building Inclusion in Senior Housing: The Long-Term Care Equality Index (LEI)



sage | Advocacy & Services for LGBTQ+ Elders

We refuse to be invisible™



HUMAN RIGHTS CAMPAIGN FOUNDATION

About our Organizations



HUMAN
RIGHTS
CAMPAIGN
FOUNDATIONTM

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

sage

Advocacy &
Services for
LGBTQ+ Elders

We refuse to be invisible[®]

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

LGBTQ+ Older Adults Need Support

Today: ~3 mill, 2030: 7 mill

More likely to be single

Less likely to have children

More likely to develop chronic
health conditions



60%



...of LGBTQ+ older people are concerned about verbal or physical harassment in long-term care communities

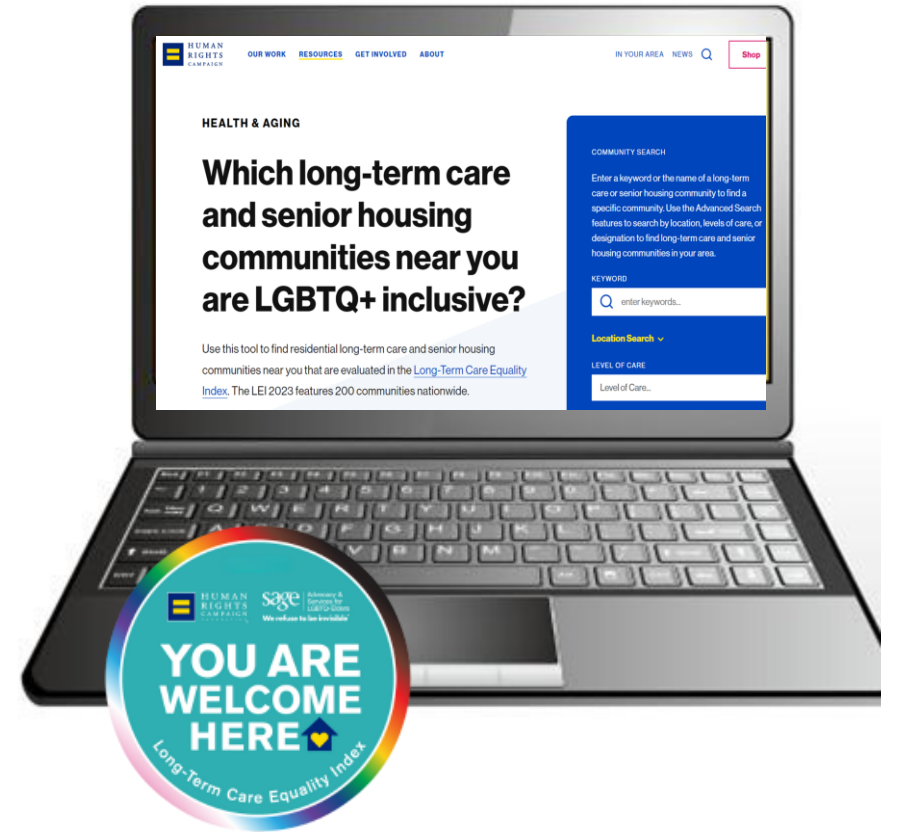
88%



...of LGBTQ+ older people want long-term care providers who are trained in LGBTQ-sensitive care

The Long-Term Care Equality Index

- Free Biennial online survey and tool
 - ***open NOW - Nov 2024***
- For LTC communities & senior living communities
 - Modeled after HRC Foundation's Healthcare Equality Index and Corporate Equality Index
 - Responses validated
- Report in May 2025
 - Searchable database for consumers
 - Tiers of Recognition (3)
 - Logo, Press Release template, Decal



Supported by: **AARP** Foundation®



TED SNOWDON

LEI - 4 Core Objectives

1. Foundational:
Non-Discrimination and Staff
Training

2. Resident Services and
Support

LGBTQ+ Inclusion

3. Employee Benefits and
Policies

4. Resident and Community
Engagement

LEI 2025 Survey Criteria



LEI 2022 Criteria and Tiers of Recognition

The Long-Term Care Equality Index has four core objectives:

- Ensure foundational non-discrimination protections for residents, visitors, and staff and provide cultural competency training on LGBTQ+ inclusion
- Demonstrate progress towards inclusion of LGBTQ+ resident care services and support
- Foster an inclusive workplace by providing LGBTQ+ inclusive employee policies and benefits
- Demonstrate engagement with and a public commitment to the LGBTQ+ community

Criteria 1 – Non-Discrimination and Staff Training	4 Best Practices
<p>This criteria encompasses foundational policy implementation and training completion requirements. All questions in this criteria section must be met in order to attain any tier of recognition.</p> <p>Resident Non-Discrimination</p> <p>a. LGBTQ+ Inclusive Resident Non-Discrimination Policy</p> <ul style="list-style-type: none"> • policy must include the terms "sexual orientation" and "gender identity" or "gender identity and expression" <p>b. Resident Non-Discrimination policy is communicated to residents, the public, and staff</p> <ul style="list-style-type: none"> • Policy is shared in two ways with the residents and the public, typically online and in-print • Policy is shared with staff and volunteers in at least one way <p>Equal Visitation</p> <p>a. Equal Visitation Policy</p> <ul style="list-style-type: none"> • Policy must allow the resident's visitor of their choice <p>b. Equal Visitation Policy is communicated to residents and staff</p> <ul style="list-style-type: none"> • Policy is shared in two ways with residents and public, typically online and in-print • Policy is shared with staff and volunteers in at least one way <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>Employment Non-Discrimination</p> <p>a. LGBTQ+ Inclusive Employment Non-Discrimination Policy</p> <ul style="list-style-type: none"> • Policy must include the terms "sexual orientation" and "gender identity" or "gender identity and expression" <p>b. Employment Non-Discrimination Policy is shared with the public</p> <ul style="list-style-type: none"> • Policy is shared with the public in at least one way, typically online <p>Staff Training</p> <p>a. 80% of key senior executives (Director-level and above) at your community must complete the LGBTQ+ Long-Term Care Equality Index (LEI): Executive Briefing</p> <ul style="list-style-type: none"> • Ex. Organization leadership (C-suite), administrator, director of nursing, director of human resources <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>Tier 1/2/3 All Practices</p>

4.27.22

Inclusive Intake Forms (name, pronouns, SOGI)

Gender-Affirming Rooming Policy

Commemorate an LGBTQ+ Day of Significance

Gender Neutral Restrooms

LGBTQ+ Inclusive Hiring Efforts

Domestic Partner Health Insurance Benefits

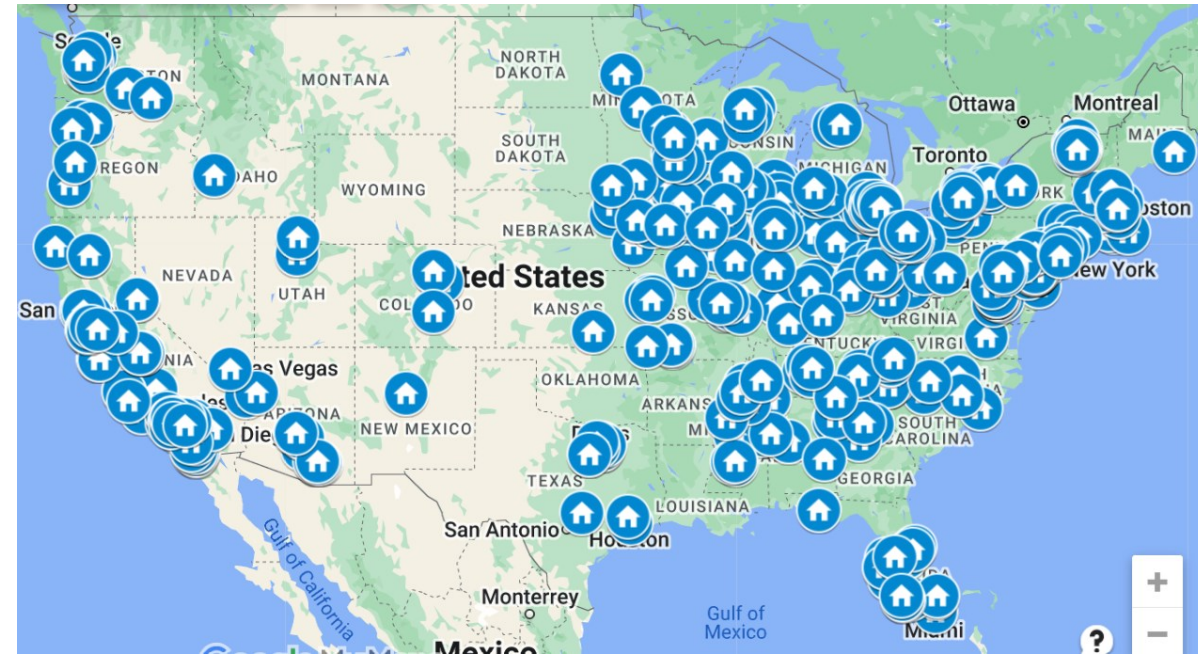
LGBTQ+ Inclusive Marketing & Social Media

LGBTQ+ Inclusive Staff Surveys - Ask SOGI, Ask LGBTQ+ climate questions and more...

Who can Participate?

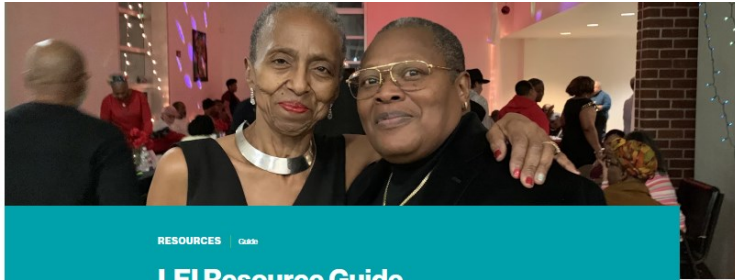
Senior Housing Communities including:

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



LEI 2025 Participants as of 08.2024

Resources for Participants



RESOURCES | Case

LEI Resource Guide

Produced by the HRC Foundation

SHARE
 The LEI Resource Guide is a comprehensive instructional and reference accompaniment to the Long-Term Care Equality Index (LEI) survey. The LEI Resource Guide covers all sections of the LEI survey in great detail, providing explanation of 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 team at LEI@hrc.org.

The LEI 2025 Criteria is now available. The LEI 2025 Survey will open in Summer 2024.

- [About the LEI](#)
- [Participate in the LEI 2025 Survey](#)
- [LEI Criteria 2025](#)
- [LEI 2025 Question Requirement Guide](#)
- [Download Guiding Manual with the Long-Term Care Equality Index Worksheet \(available\)](#)
- [LEI Project Management Tool \(spreadsheet download\)](#)

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?	Must upload a copy of the survey and/or the results demonstrating the inclusion of LGBTQ+ demographic measures	Yes, if system-wide
	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?		
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.	Yes, if system-wide
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.)	System - Possibly, if system has a very limited geographic reach.

LEI 2022 Question Requirement Guide

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Question and Required Validating Documents Grid

Criteria 1 Non Discrimination & Staff Training

Ensuring foundational non-discrimination protections for residents, visitors, and staff and provide training in LGBTQ+ Resident Centered Care.

SUBCRITERIA	PRACTICE	PRACTICE SUMMARY	MORE INFO	ASSIGNEE
Resident Non Discrimination Policy	Revise Policy to Include Terms	Policy must include the terms "sexual orientation" and "gender identity or expression" (or "gender identity")	Link	<input type="checkbox"/>
	Communicate Policy to Public and Staff	Policy is shared in two ways with the public, typically online and in-print AND: Policy is shared with staff in at least one way	Link	<input type="checkbox"/>
Equal Visitation Policy	Revise Policy to Allow Visitor Choice	Policy must allow the resident's visitor of their choice	Link	<input type="checkbox"/>
	Communicate Policy to Public	Policy is shared in two ways with the public, typically online and in-print		

Dashboard		SUBCRITERIA	TASKS	
Criteria 1	Resident Non Discrimination Policy	Equal Visitation Policy		1 P
		Employment Non-Discrimination Policy		2 P
		Staff Training		1P
Criteria 2	LGBTQ+ Resident Services and Support	Gender-Affirming Services and Support		
		Medical Decision Making		
Criteria 3	Equal Benefits	Additional Support for LGBTQ+ Employees		
Criteria 4	Understanding the Need of LGBTQ+ Residents	LGBTQ+ Community Engagement and Marketing		

Resource Guide

Project Management Tool

