



# 10 TIPS FOR FINDING LGBT-AFFIRMING SERVICES

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Services & Advocacy  
for Gay, Lesbian, Bisexual  
& Transgender Elders

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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](http://www.sageusa.org)

SAGECare for a listing of organizations trained and credentialed by SAGE: [www.sageusa.care](http://www.sageusa.care)

SAGE Hotline for Peer Support and Resources: **1-888-234-SAGE** or [SAGE@GLBThotline.org](mailto:SAGE@GLBThotline.org)

CenterLink for a listing of LGBT Community Centers across the country:  
[www.lgbtcenters.org](http://www.lgbtcenters.org)

PFLAG for local support groups and resources: [www.pflag.org](http://www.pflag.org)

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