



# Improving Your LGBTQ+ Aging Cultural Competency Initiatives



There are many ways to make your organization more knowledgeable and inclusive toward aging LGBTQ+ individuals. Thanks to decades of experience and advocacy as a leading provider of LGBTQ+ aging cultural competency training, SAGECare has developed several best practices for improving inclusivity for all individuals across industries.

Take steps toward understanding and empathizing with this diverse community to see greater success with your organization's mission and long-term growth.

Before determining where to begin your roadmap for better serving LGBTQ+ older adults, consider the following circumstances.

## Questions to Ask Your Organization:

- What areas in your organization need improvement regarding your inclusivity towards LGBTQ+ adults?
- If you were an LGBTQ+ older individual, how would you feel receiving your organization's services? Would you feel appropriately represented?
- Are you willing to commit to increasing your LGBTQ+ diversity initiatives wholeheartedly? Will you hold every member of your organization to the same high standard of accountability?

Being honest with where your organization stands on these questions is necessary before implementing the following tips so that you can best determine your next steps.

# 6 Quick Tips for Increasing Inclusivity Toward the Aging LGBTQ+ Community



## 1. Completely Commit to Inclusivity at All Levels

Make your mission known to all staff members, stakeholders, clients, residents, and so forth. Organizational commitment to your goal of a more equitable and welcoming environment for aging LGBTQ+ individuals must be followed through at all levels in every sector. Consider a company-wide announcement through email, a newsletter, a press release, social media, and any appropriate outlet.



## 2. Normalize LGBTQ+ Affirming Language

Minimize gender-specific and heteronormative terms like husband, wife, boyfriend, and girlfriend, and use words like partner in conversations and intake forms, especially if an individual has not specified any other personal identifiers to you regarding their sexuality, gender, and so on.



## 3. Don't Assume Gender or Sexuality Identity

Asking someone their pronouns is a respectful and common question that's also a great conversation starter. Don't assume what you don't know. Avoid insinuations about other individuals' identities and remain open-minded and respectful when discussing personal identification, especially in settings such as healthcare, where this information can be vital.



## 4. Market Your Mission

Update your marketing, messaging, and relevant paperwork, like intake forms, to include your inclusivity and diversity commitments. Become a voice for your community and a safe space for welcoming those who will find your organization. Increasing visibility and outreach to your local LGBTQ+ organizations will not only reinforce your mission but will make the current and future members of the LGBTQ+ community within your institution feel cared for, seen, and respected.



## 5. Update Your Organization's Anti-Discrimination Policies

Audit all internal documentation and reevaluate procedures and policies regarding the treatment of discriminatory instances within your organization. Updating language to include the LGBTQ+ community in your anti-discriminatory or other policies and upholding the standards established is a vital step toward creating an inclusive environment for all.



## 6. Bring in the Experts

Call in consultants with a proven track record of pioneering organizational inclusivity for the aging LGBTQ+ community, like SAGECare. With expert guidance, you can feel confident that you're making valuable changes throughout your institution. SAGECare will offer tools and training for each member or employee to ensure that everyone is equally educated to be accountable for the same standards.

# Reach Out to the LGBTQ+ Aging Experts

Make greater strides toward your inclusivity goals by partnering with SAGECare. No matter how far you've gone with your LGBTQ+ inclusivity journey, our expert, empathetic trainers will meet you wherever you need us, tailoring new initiatives to fit the requirements of your organization.


Our proven process of creating safe, high-trust virtual spaces for learning how to serve the LGBTQ+ community is reinforced by decades of success. A SAGECare credential stands as a token for all employees, members, residents, clients, and any individual engaged with your organization that you have gone above and beyond to build a safe, inclusive, and understanding environment for the aging LGBTQ+ community.


Contact SAGECare today to learn more about how we can elevate your organization to a deeper level of empathy, understanding, and inclusivity for LGBTQ+ older adults.



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