

LGBTQ+ Inclusive Home Care Readiness Checklist

A Guide for Clients, Prospective Clients, and Loved Ones



Choosing a home care agency is an important decision and for LGBTQ+ older adults and their families, safety, dignity, and belonging are essential. This checklist helps you evaluate how welcoming, inclusive, and culturally competent a home care provider truly is.

1. First Impressions & Visibility

- ☐ The website and printed materials explicitly welcome LGBTQ+ clients and families.
- ☐ The agency posts a clear nondiscrimination statement including sexual orientation, gender identity, and gender expression.
- ☐ Photos, brochures, and marketing materials include LGBTQ+ clients, people of color, and people with disabilities.
- ☐ Pride symbols (flags, stickers, posters) are visible in the office or digital materials.
- ☐ Intake coordinators and care managers appear comfortable and respectful when LGBTQ+ identities or relationships come up.

2. Respectful Language & Documentation

- ☐ Staff ask what name and pronouns you want them to use, and they are used consistently.
- ☐ Staff ask about important people in your life without assuming a traditional family structure.
- ☐ The agency explains how your personal information is stored, used, and kept confidential.
- ☐ If you choose to share your sexual orientation or gender identity, staff respond respectfully and professionally.

3. Safety, Comfort & Belonging

- ☐ Caregivers are trained to recognize and address bias or harassment.
- ☐ Leadership expresses a clear commitment to preventing discrimination in care.
- ☐ LGBTQ+ clients and staff are visible, welcomed, and supported.

- ☐ The agency participates in LGBTQ+ community events or partners with LGBTQ+ organizations.
- ☐ You can request caregivers with whom you feel comfortable or who have LGBTQ+ competency training.

4. Client Experience, Services & Connection

- ☐ Caregivers respect chosen family and understand the client's identified support system.
- ☐ Care plans acknowledge partners, support people, and chosen family without assumptions.
- ☐ The agency maintains up-to-date referrals to LGBTQ+-friendly services (legal aid, healthcare, spiritual care, community groups).
- ☐ Clients are invited to provide feedback that directly informs service planning and care adjustments.

5. Staff Competency & Ongoing Training

- ☐ All staff receive regular LGBTQ+ cultural competency training, not one-time or optional.
- ☐ Staff can explain why they ask about pronouns, family structures, or identity, and how it improves care.
- ☐ Caregivers understand the importance of privacy, safety, and respect for LGBTQ+ clients' homes and personal lives.
- ☐ LGBTQ+ staff feel supported in being "out" if they choose.
- ☐ The agency stays updated on evolving LGBTQ+ terminology, needs, and best practices.

6. Accountability, Feedback & Improvement

- ☐ Clients can provide anonymous feedback about their experiences.
- ☐ LGBTQ+ clients and families are invited to contribute input on policies or service improvements.

- ☐ The agency uses surveys or check-ins to determine whether clients feel safe, respected, and included.
- ☐ There is a clear process for reporting and resolving concerns about discrimination or disrespect.

About SAGE

At SAGE, we envision a world where LGBTQ+ elders are valued, have limitless opportunities, and thrive. Since 1978, we have led the way in advocating for policies, services, and resources that empower LGBTQ+ elders to live openly and authentically. Our dedicated team members work nationally and globally to protect our rights, build health and longevity, and preserve the vibrancy of our community as we age. Each one of us has a place to create a bright and vibrant future for the LGBTQ+ community as each one of us lights the way for the next generation to follow. Learn more at www.sageusa.org

About SAGECare

SAGECare is SAGE's training and credentialing program that helps aging services, healthcare providers, and long-term care organizations create more welcoming and culturally responsive environments for LGBTQ+ older adults. With expert-led trainings, ongoing support, and a nationally recognized credentialing system, SAGECare equips professionals and organizations with the tools they need to deliver inclusive, person-centered care. Organizations partner with SAGECare to strengthen staff competency, reduce disparities, and demonstrate their commitment to LGBTQ+ inclusion. Learn more at www.sagecare.org



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Downloadable checklist

- ☐ Website and materials explicitly welcome LGBTQ+ patients
- ☐ LGBTQ+ inclusive photos and décor
- ☐ Caregivers respectful and affirming
- ☐ Caregivers ask for name and pronouns
- ☐ Inclusive questions about family/support system
- ☐ Confidentiality explained clearly
- ☐ Caregivers trained to address bias or harassment
- ☐ Community partners with LGBTQ+ organizations
- ☐ LGBTQ+-friendly referrals available
- ☐ Ongoing LGBTQ+ caregiver training
- ☐ Anonymous feedback process available
- ☐ Clear process for discrimination concerns
- ☐ Non-discrimination statement includes sexual orientation, gender identity, and gender expression
- ☐ Respectful response to sexual orientation and gender identity (SOGI) disclosure
- ☐ Chosen family and support systems are respected without assumptions
- ☐ Care plans reflect partners, chosen supports, affirming referrals and client feedback