

LGBTQ+ Inclusive Senior Living Readiness Checklist

A Guide for Residents, Prospective Residents, and Loved Ones



SAGE

www.sageusa.org

SAGECare

www.sagecare.org

info@sagecare.org

Choosing a senior living or eldercare community is a major 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 community truly is.

1. First Impressions & Visibility

Does the community visibly signal that LGBTQ+ people are welcome and respected?

- ☐ The website and printed materials explicitly welcome LGBTQ+ residents and families.
- ☐ The community posts a clear nondiscrimination statement including sexual orientation, gender identity, and gender expression.
- ☐ Photos, brochures, and décor include LGBTQ+ older adults, people of color, and people with disabilities.
- ☐ Pride symbols (flags, stickers, posters) are visible in common areas.
- ☐ Staff members appear comfortable and respectful when LGBTQ+ identities or relationships come up.

2. Respectful Language & Documentation

Does the community ask about and use inclusive language?

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

3. Safety, Comfort & Belonging

Does the community create an environment where LGBTQ+ people feel safe and affirmed?

- ☐ Gender-neutral restrooms or posted signs indicate everyone may use the bathroom they feel safest using.
- ☐ Staff are trained to discern bias or harassment and know how to intervene.
- ☐ Leadership expresses a commitment to preventing discrimination.
- ☐ LGBTQ+ residents and staff are visible, welcomed, and supported.
- ☐ The community partners with LGBTQ+ organizations or participates in Pride or other LGBTQ+ events.

4. Community, Activities & Connection

Does the community support LGBTQ+ residents in building relationships and engaging fully?

- ☐ LGBTQ+ groups, clubs, or discussion spaces are available (or supported if residents start them).
- ☐ Community spaces are available for LGBTQ+ events or gatherings.
- ☐ The community maintains up-to-date referrals to LGBTQ+-friendly services (e.g., healthcare, legal aid, spiritual care).
- ☐ LGBTQ+ residents are invited to help shape programs and provide feedback on community life.

5. Staff Competency & Ongoing Training

Does the community invest in training staff to understand and support LGBTQ+ elders?

- ☐ Staff receive regular LGBTQ+ cultural competency training, not one-time or optional.
- ☐ Staff can clearly explain why they ask about gender identity or sexual orientation (if asked).

- ☐ LGBTQ+ staff feel supported in being “out” if they choose.
- ☐ The community stays updated on evolving LGBTQ+ needs, terminology, and best practices.

6. Accountability, Feedback & Improvement

Does the community measure and improve its support for LGBTQ+ residents?

- ☐ Residents can provide anonymous feedback about their experiences.
- ☐ LGBTQ+ residents and families are invited to give input on policies and programs.
- ☐ The community uses surveys or evaluations to understand whether residents feel safe, respected, and included.
- ☐ There is a clear process for addressing any 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

LGBTQ+ Inclusive Senior Living Readiness Checklist

Downloadable checklist

- ☐ Website and materials explicitly welcome LGBTQ+ residents
- ☐ LGBTQ+ inclusive photos and décor
- ☐ Visible Pride symbols
- ☐ Staff respectful and affirming
- ☐ Staff ask for name and pronouns
- ☐ Inclusive questions about family/support system
- ☐ Confidentiality explained clearly
- ☐ Gender-neutral or inclusive restrooms
- ☐ Staff trained to address bias or harassment
- ☐ LGBTQ+ residents and staff visibly welcomed
- ☐ Community partners with LGBTQ+ organizations
- ☐ LGBTQ+ groups or clubs supported
- ☐ LGBTQ+-friendly referrals available
- ☐ Residents invited to shape programs
- ☐ Ongoing LGBTQ+ staff 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