

LEI 2025 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 training in LGBTQ+ Resident Centered Care**
- Demonstrate progress towards **inclusion of LGBTQ+ resident 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> <ol style="list-style-type: none"> a. LGBTQ+ Inclusive Resident Non-Discrimination Policy <ul style="list-style-type: none"> ● Policy must include the terms "sexual orientation" and "gender identity" (or "gender identity and expression") b. Resident Non-Discrimination policy is communicated to residents, the public, and staff <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 in at least one way 	
<p>Equal Visitation</p> <ol style="list-style-type: none"> a. Equal Visitation Policy <ul style="list-style-type: none"> ● Policy must allow the resident’s visitor of their choice b. Equal Visitation Policy is communicated to residents, visitors, and staff <ul style="list-style-type: none"> ● Policy is shared in two ways with residents and the public, typically online and in-print ● Policy is shared with staff and volunteers in at least one way 	<p>Tier 1,2, & 3 All Practices in place</p>
<p>Employment Non-Discrimination</p> <ol style="list-style-type: none"> a. LGBTQ+ Inclusive Employment Non-Discrimination Policy <ul style="list-style-type: none"> ● Policy must include the terms "sexual orientation" and "gender identity" or "gender identity and expression" b. Employment Non-Discrimination Policy is shared with the public <ul style="list-style-type: none"> ● Policy is shared with the public in at least one way, typically online 	
<p>Staff Training</p> <ol style="list-style-type: none"> a. Training in LGBTQ+ Resident Centered Care <ul style="list-style-type: none"> ● For new communities or those that have not previously met the training requirement: <ul style="list-style-type: none"> ○ 80% of your key senior executives must complete the <i>LGBTQ+ Long-Term Care Equality Index (LEI): Executive Briefing</i> ● Returning communities that have previously met the Executive Briefing requirement must complete the minimum of on-going staff training hours in LGBTQ+ aging-related topics: <ul style="list-style-type: none"> ○ 50% management and non-management staff combined complete 1 hour LGBTQ+ Aging Cultural Competency Training provided by an LEI training provider or provide training that is developed by your organization or third-party that covers set criteria. <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>	

Criteria 2 – Resident Services and Support	15 Best Practices
<p>Three subsections comprise this criteria: LGBTQ+ Resident Services and Support; Gender-Affirming Services; and Medical Decision Making.</p> <p>There are 15 scored questions in this criteria section. Participants must have 3 to 6 practices for Tier 2 status and 7 or more for Tier 3 status.</p> <p>LGBTQ+ Resident Services and Support</p> <ul style="list-style-type: none"> Community uses LGBTQ+ inclusive intake forms that asks preferred/chosen name and pronouns Community uses LGBTQ+ inclusive intake forms that asks sexual orientation and gender identity Community’s forms have LGBTQ+ Inclusive Relationship options such as partner, spouse, or significant other Community’s Neglect and Abuse policy includes the terms "sexual orientation" and "gender identity" Community communicates, in at least one way, to staff that the Neglect and Abuse policy protects LGBTQ+ residents Community has a Grievance Process in place, communicates it at least one way to residents, and includes at least two ways of filing a grievance Community’s confidentiality policy includes Sexual Orientation and Gender Identity Community has an LGBTQ+ Inclusive Sexual Expression Policy Community has a rooming policy that is inclusive of same-sex couples Community commemorates an LGBTQ+ day of significance for residents Community makes LGBTQ+ friendly resources known to interested LGBTQ+ residents <p>Gender-Affirming Services and Support</p> <ul style="list-style-type: none"> Community has at least three written policies that specifically outline procedures aimed at eliminating bias and insensitivity, and ensuring appropriate, welcoming interactions with transgender residents Community provides all-gender restrooms in public areas for residents and visitors and/or have clearly posted signage indicating a policy that allows individuals to use the restroom that aligns with their gender identity <p>Medical Decision Making</p> <ul style="list-style-type: none"> Community explicitly informs residents of their right to designate any person of their choice, including an unmarried partner, as medical decision-maker Staff training is provided specifically about medical decision making that includes LGBTQ-specific information 	<p>Tier 2 3 to 6 practices</p> <p>Tier 3 7 or more practices</p>

Criteria 3 – Employee Benefits and Policies	12 Best Practices
<p>Two subsections comprise this criteria: Equal Benefits and Additional Support for LGBTQ+ Employees.</p> <p>There are 12 scored questions in this criteria section. Participants must have 2 to 4 practices for Tier 2 status. Participants must have 5 or more practices <u>including a transgender-inclusive healthcare plan</u> for Tier 3 status.</p> <p>Equal Benefits</p> <ul style="list-style-type: none"> ● Healthcare benefits are provided to domestic partners of benefits eligible employees ● FMLA-equivalent benefit allows employees to take unpaid, job-protected, family and medical leave to care for domestic partners as well as the children of a domestic partner, regardless of biological or adoptive status ● LGBTQ+ inclusive paid family leave policy that allows paid time off to care for domestic partners as well as the children of a domestic partner, regardless of biological or adoptive status and parental leave policies that do not exclude non-birth parents and do not discriminate in access to benefits based on sex, sexual orientation, gender identity and marital status ● Bereavement leave benefit includes the event of the death of a domestic partner or the partner’s immediate family ● Community provides at least one health plan to all employees that affirmatively and explicitly covers medically necessary health services for transgender people, including gender transition-related treatment <p>Additional Support for LGBTQ+ Employees</p> <ul style="list-style-type: none"> ● Community has an LGBTQ+ Inclusive Employee Anti-Harrassment Policy that includes the terms "sexual orientation" and “gender identity” or “gender identity and expression” ● Community adopts written gender transition guidelines documenting at least three supportive policies and practices on issues pertinent to a workplace gender transition ● Anonymous employee engagement or climate surveys allow employees the option to identify as LGBTQ+ ● Anonymous employee engagement or climate surveys include question(s) related to LGBTQ+ concerns ● Community has explicit LGBTQ+ inclusive hiring efforts ● Community has openly LGBTQ+ people serving in high-level visible leadership positions ● Community’s diversity & inclusion office, diversity council or working group focused on employee diversity specifically includes LGBTQ+ diversity as part of its mission 	<p>Tier 2 2 to 4 practices</p> <p>Tier 3 5 or more practices including a *trans-inclusive health care plan</p>

Criteria 4 – Resident and Community Engagement	7 Total Practice
<p>Two subsections comprise this criteria: Understanding the Needs of LGBTQ+ Residents and LGBTQ+ Community Engagement and Marketing. This criteria focuses on community outreach and promotion to let the LGBTQ+ community around your facility know you are a welcoming and affirming community working toward LGBTQ+ inclusion.</p> <p>There are 7 scored questions in this criteria section. Participants must have 1 to 2 of these best practices for Tier 2 recognition. For Tier 3 recognition, your community must have at least 3 or more of these best practices in place.</p> <p>Understanding the Need of LGBTQ+ Residents</p> <ul style="list-style-type: none"> ● Resident satisfaction survey allows residents the option to identify as LGBTQ+ in the demographics section ● Resident satisfaction survey includes include question(s) related to LGBTQ+ concerns ● Community works with external LGBTQ+ organizations or community members to assess and address LGBTQ+ health needs or concerns <p>LGBTQ+ Community Engagement and Marketing</p> <ul style="list-style-type: none"> ● Community supports one or more LGBTQ+ related events or initiatives in the community's service area ● Community engages in LGBTQ+ inclusive marketing or advertising ● NEW -- Community includes LGBTQ+ content and/or images in its organic social media posts at least twice per year (different months), with at least one post on a transgender-specific topic ● Community has publicly supported LGBTQ+ equality under the law through local, state, or federal legislation or regulations 	<p>Tier 2 1 to 2 practices</p> <p>Tier 3 3 or more practices</p>

LEI Tiers of Recognition

A biennial online survey, the LEI, supports institutional change with tools, guides, and resources to help senior living communities implement inclusive care and formally recognizes communities leading in LGBTQ+ inclusion. All communities that complete the LEI Survey will be recognized in the LEI 2025 Report. Communities that have implemented a number of LGBTQ+ policies and practices can achieve the additional honor of a Tier of Recognition.

- 1. LGBTQ+ Long-Term Care Equality Builder** - At this tier, communities are beginning their journey and have a solid foundation of key policies that are codified and communicated. To achieve this tier, communities must have all Criteria 1 practices in place. These practices include an LGBTQ+ inclusive resident non-discrimination policy, equal visitation policy, employee non-discrimination policy, and completion of an executive briefing.
- 2. LGBTQ+ Long-Term Care Equality High Performer** - At this tier, in addition to meeting the requirements for the Equality Builder tier, High Performer communities have adopted a minimum of practices in the areas of Resident Services and Supports, Employee Benefits and Policies, and Resident and Community Engagement. To achieve this tier, communities must reach a minimum number of best practices (see below) in Criteria 2, 3, and 4.
- 3. LGBTQ+ Long-Term Care Equality Leader** - At this tier, in addition to meeting the requirements for the prior two tiers, Equality Leader communities have integrated the majority of practices in the areas of Resident Services and Supports, Employee Benefits and Policies, and Resident and Community Engagements. To achieve this tier, communities must reach a set number of best practices (see below) in Criteria 2, 3, and 4, including a transgender-inclusive insurance plan.

	Tiers of Recognition		
	Tier 1 LGBTQ+ Long-Term Care Equality Builder	Tier 2 LGBTQ+ Long-Term Care Equality High Performer	Tier 3 LGBTQ+ Long-Term Care Equality Leader
Criteria Requirements	Criteria 1 - Non-Discrimination and Staff Training All Practices in Place	Criteria 1 - Non-Discrimination and Staff Training All Practices in Place	Criteria 1 - Non-Discrimination and Staff Training All Practices in Place
		Criteria 2 - Resident Services and Support 3 to 6 Practices	Criteria 2 - Resident Services and Support 7 or more Practices
		Criteria 3 - Employee Benefits and Policies 2 to 4 Practices	Criteria 3 - Employee Benefits and Policies 5 or more Practices (including Trans-Inclusive Insurance Plan)
		Criteria 4 - Resident and Community Engagement 1 to 2 Practices	Criteria 4 - Resident and Community Engagement 3 or more Practices

Note: All participants will be recognized in the Long-Term Care Equality Index 2025 Report