



**Center for Clinical Standards and Quality/Survey & Certification Group**

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**Ref: S&C: 14-42-NH**

**DATE:** August 22, 2014

**TO:** State Survey Agency Directors

**FROM:** Director  
Survey and Certification Group

**SUBJECT:** Release of Learning Tool on Building Respect for Lesbian, Gay, Bisexual, Transgender (LGBT) Older Adults

**Memorandum Summary**

- **Release of Training Materials:** The Centers for Medicare & Medicaid Services (CMS) announce the release of a free learning tool on Building Respect for LGBT Older Adults.
- **Program Content and Design:** The learning tool addresses the needs and rights of older LGBT adults in long term care (LTC) and is presented in six online training modules.
- **Target Audience:** The learning tool is intended for LTC providers.

**Background**

There are approximately 1.5 million adults over the age of 65 in the United States who identify as lesbian, gay, or bisexual. By 2030, those estimates are expected to rise to nearly 3 million. Estimates indicate that there are hundreds of thousands of older adults who are transgender. Many of these older LGBT adults in long term care facilities do not feel safe being open about their sexual identity.

In collaboration with CMS, the U.S. Department of Health and Human Services (DHHS) Office of Public Affairs, the National Resource Center on LGBT Aging, and with input from advocacy groups, the DHHS' Administration for Community Living (ACL) has released an online learning tool entitled Building Respect for LGBT Older Adults.

**Purpose**

This learning tool, offered free of charge, will educate care providers about the needs and rights of older LGBT adults. It introduces LTC and other aging service providers to LGBT aging and is designed to increase awareness of the issues faced by LGBT individuals living in LTC facilities. It consists of six training modules which include video testimonials, quizzes, and helpful information on how to make LTC more inclusive for this population. Each module lasts approximately 10 minutes. The learning tool can be viewed over multiple sittings.

The National Resource Center on LGBT Aging is the United States' first and only technical assistance resource center aimed at improving the quality of services and support offered to older LGBT adults.

**How to Access the Learning Tool**

1. Go to <http://lgbtagingcenter.org/training/buildingRespect.cfm>
2. Click on the “Register / Access Now” button on the lower left of the screen
3. Complete the registration form
4. Click “Register Now”
5. Click on the module that you wish to view
6. The user can log out at any time and log back in with their email address to continue viewing the module

**Effective Date:** Immediately. The State Agency should disseminate this information within 30 days of the date of this memorandum.

**Training:** This letter should be shared with all nursing home survey, certification, and enforcement staff, their managers, and State/Regional Office training coordinators for informational purposes.

If there are questions or comments, please contact Rebecca Ward at [rebecca.ward@cms.hhs.gov](mailto:rebecca.ward@cms.hhs.gov).

/s/

Thomas E. Hamilton

cc: Survey and Certification Regional Office Management