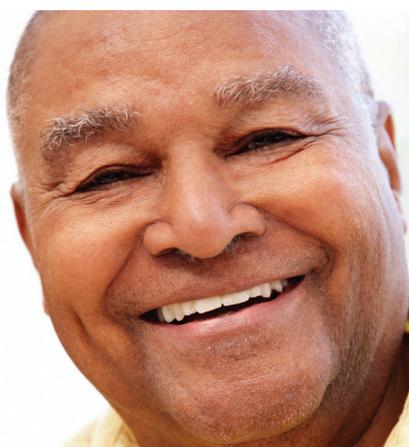


GREATER KALAMAZOO AREA

Guide to Long-Term Care Planning, Resources, and Services for the LGBTQ Community

2ND EDITION



Area Agency on Aging IIIA



the resource center

serving the lesbian, gay, bisexual, transgender community
of greater kalamazoo and its friends and allies

GREATER KALAMAZOO AREA

Guide to Long-Term Care Planning, Resources, and Services for the LGBTQ Community

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Introduction

The Area Agency on Aging IIIA, serving Kalamazoo County, and the Kalamazoo Gay Lesbian Resource Center, are pleased to bring you this important publication. The Resource Guide is intended to assist LGBTQ (Lesbian, Gay, Bisexual, Transgender, Questioning) individuals, their caregivers, family members, and professionals by providing information about long-term care supports and services in the Kalamazoo area. We know from experience that people generally do not know what resources are available in the community and do not seek information until there is a crisis. It is our hope that the information in this Guide will help LGBTQ individuals and their allies better plan for their long-term care needs, find services to help them age with dignity, and be able to identify agencies who have affirming LGBTQ policies.

This resource guide is organized by service categories. Each section is introduced by information that will be of particular importance for LGBTQ adults. Each section includes local, state, and national resources (when available) that might be useful. As you consider how to age in our community with the level of independence and dignity you expect, here are some questions that this guide answers:

- Who can I call in the case of known or suspected abuse?
- How do I protect my visitation rights?
- What are some long-term care options?
- How do I connect to different benefit programs and services?
- Why is a health care power of attorney important to have?
- What is a domestic partnership agreement?
- What should caregivers know?
- What housing facilities are geared to low-income seniors?
- Are there support groups for transgender people?
- Which facilities are most welcoming to LGBT older adults?

The guide does not endorse any particular service; we encourage you to use the resources listed to help make decisions that work for you and your family. Every effort has been made to provide accurate information. We hope you will take a moment to complete the evaluation card and mail it in.

Many thanks to the committee who worked on the guide, which included staff from the Area Agency on Aging IIIA, Kalamazoo County Health & Community Services Department, Kalamazoo Gay Lesbian Resource Center, and interns from Kalamazoo College.

With hope for quality of life and care,



Judy Sivak – Director, AAIIIA



Jay Maddock – Executive Director, KGLRC

LGBT Glossary

Acquired Immune Deficiency Syndrome (AIDS):

The last stage of the infection from Human Immunodeficiency Virus (HIV) that attacks a person's white blood cells. This means they can no longer fight off sickness and disease.

Ally: A person who works for social change for a group that faces injustice or disadvantage. The ally is not a member of that oppressed group but supports and fights for equality on behalf of the group, e.g. heterosexuals who support LGBT rights.

Bisexual, Bi: An individual who is physically, romantically, and/or emotionally attracted to both men and women. "Bisexual" does not suggest having equal sexual experience with both men and women. In fact, some people who call themselves "bisexual" have not had any sexual experience at all.

Closeted, In the Closet or Stealth: Describes a person who does not share with others, or only shares with a few "safe" people, that they are lesbian, gay, bisexual and/or transgender.

Coming Out: A lifelong process of self-acceptance of one's sexual or gender identity that may include a sharing of that identity with others. How much people are "out" may differ by setting, people they are with, and life stage. The coming out process is unique for each individual, and is the choice of each individual. LGBT older adults often hide their sexual orientation or gender identity from their health care and social service providers (do not "come out") for fear of being treated badly.

Discrimination: Unfair and unequal treatment in favor of or against an individual or group based on group identity; e.g. African American, female, Arabic, youth, or LGBT. Discrimination is the actual behavior towards the individual(s).

Family of Choice: Diverse family structures usually created by LGBT people, immigrants, and racial or ethnic minorities, that include but are not limited to life partners, close friends, and other loved ones not biologically related or legally recognized but who are the source of social and caregiving support.

Gay: A word used to describe anyone, mainly men, who have primary physical, romantic, and/or emotional attraction to someone of the same sex, e.g., gay man, gay people. Many gay people prefer this term over "homosexual" which retains negative connotations. Lesbian can be a preferred term for a gay woman. While younger men may use the term "queer," this term is generally considered offensive to older people.

Gender: A person's internal sense of being male, female or another gender. A person may choose to express their gender through culturally defined norms associated with male and female, which may or may not align with a person's internal gender identity or with the sex they were assigned at birth.

Gender Expression: How a person outwardly expresses their gender identity and/or role; how they dress, walk, wear their hair, talk, etc. Typically, transgender people seek to make their gender expression match their gender identity, rather than their sex assigned at birth.

Gender Identity: The gender you feel you are inside (man, woman, neither or both). For transgender people, their birth-assigned gender and their personal sense of gender identity do not match. Gender identity and sexual orientation are not the same. Transgender people may be heterosexual, lesbian, gay, or bisexual. For example, a transgender woman who was assigned a male gender at birth and is attracted to other women may self-identify as a lesbian.

Gender Role: Societal or ethnic/cultural expectations about how a person should dress, look, talk, and behave based on whether they are female or male.

Gender Perception: How observers classify a person's gender.

Going Stealth: A person living as a gender different from what was assigned to them at birth without people knowing or being able to tell that the person is transgender.

Heterosexual: Used to describe people whose primary physical, romantic, and/or emotional attraction is to people of the opposite sex; also known as straight.

Heterosexism: Belief that heterosexuality is the only "natural" sexuality and that it is inherently healthier or superior to other types of sexuality, including LGBT sexuality. The term refers to the negative attitudes, bias, and discrimination exhibited by people with this belief.

Homophobia/Transphobia/Biphobia: Homophobia refers to a fear of lesbians and gay men. Biphobia is used to describe a fear of bisexual people. Transphobia is used to describe a fear of transgender people. These phobias reflect prejudice, hatred, antipathy, and avoidance toward lesbian, gay, bisexual and transgender people.

Homosexual: An outdated clinical, medical term that is no longer the preferred word used to describe someone who is gay or lesbian. It has taken on negative connotations because of its previous use to denote a mental illness.

Hormone Therapy: Use of hormone treatments to create characteristics that reflect the sex with which a person identifies.

Identity or Self Identify: What people call themselves that expresses their internal reality. This may be different from external characteristics or how others might view them.

Lesbian: A woman whose primary physical, romantic, and or/emotional attraction is to other women. Some lesbians may prefer to identify as gay (adj.) or as gay women. Many lesbians view "homosexual" as a derogatory term. While younger women may use the terms "dyke" or "queer," these terms are generally considered offensive to older people.

LGBT/GLBT: Acronym for lesbian, gay, bisexual and transgender. LGBT and/or GLBT can be used interchangeably.

LGBT Older Adults: The preferred term for LGBT people 65, the current standard age of retirement, or older. The term "older adults" may be preferable to "old," "senior," "elderly" or "aging" (terms which many don't identify with personally). Also acceptable are "older LGBT people" or "LGBT older people" depending on context.

Lifestyle: Term used to refer to lesbian, gay, bisexual, and transgender lives, generally considered offensive to LGBT people. Just as there is no one straight "lifestyle," there is no one lesbian, gay, bisexual, or transgender lifestyle.

Minority Stress: The damaging physical and mental health effects of being stigmatized and/or the focus of prejudice and discrimination, which create a hostile and stressful environment.

Openly Gay: Describes people who self identify as lesbian or gay in their personal, public and/or professional lives. Terms such as openly lesbian, openly bisexual, and openly transgender are also used. Sometimes referred to as being "out," as in, "She is an out lesbian." Openly gay people generally continue to scan each new environment for its level of safety before speaking of their LGBT identity.

Outing: The act of publicly telling (sometimes based on rumor and/or speculation) or revealing another person's sexual orientation or gender identity without

that person's consent. It is considered inappropriate by a large portion of the LGBT community, and can be very damaging socially, personally, and/or professionally to the individuals who are "outed."

Partner: A nondiscriminatory and gender neutral way to describe one of the people in a committed, long-term relationship.

Queer: Historically a negative term, it is now being used by some LGBT people — mostly younger ones and as a broader term — to describe themselves. However, it is not universally accepted even within the LGBT community and should be avoided unless quoting or describing someone who self-identifies that way.

Questioning: A person who is unsure about his or her sexual orientation or gender identity.

Same-Gender Loving (SGL)*: A cultural term used most frequently in communities of color that affirms the same-sex attraction of men and women. The term may be favored by some over the labels gay, lesbian, or bisexual.

Sex: The classification of people as male or female based on their anatomy (genitals or reproductive organs) and/or biology (chromosomes and/ or hormones).

Sex Assigned at Birth: At birth, infants are usually given a sex designation of male or female by a doctor based on the child's genitals.

Sex Reassignment Surgery: Surgery performed to create genitalia that reflect the sex with which a person identifies.

Sexual Orientation: A person's primary physical, romantic, and/or emotional attraction to members of the same and/or opposite sex, including lesbian, gay, bisexual and heterosexual (straight) orientations. It is the accurate term and should be used instead of the

offensive term "sexual preference," which conveys the suggestion that being gay or lesbian is a choice and therefore can be "cured" or changed.

Transgender: An umbrella term for people whose gender identity and/or gender expression differs from the sex they were assigned at birth. The term may include but is not limited to transsexuals and cross-dressers. Transgender people may identify as female-to-male (FTM) or male-to female (MTF). It is important to use the descriptive term (transgender, transsexual, cross-dresser, FTM or MTF) preferred by the individual. Transgender people may or may not decide to alter their bodies hormonally and/or surgically.

Transition: The process of changing genders in order to match the gender a person identifies as. This can include: Male to Female and Female to Male or Intersex.

Transsexual: An older term that originated in the medical and psychological communities. While some transsexual people still prefer to use the term to describe themselves, many transgender people prefer the term transgender to transsexual. Unlike transgender, transsexual is not an umbrella term, as many transgender people do not identify as transsexual. It is best to ask which term an individual prefers.

Two-Spirit: The term refers to LGBT people and reflects traditions among many Native American nations that accept and celebrate the diversity of human gender, spirituality, and sexuality.

Sources: Inclusive Services for LGBT Older Adults A Practical Guide To Creating Welcoming Agencies. National Resource Center on LGBT Aging. Retrieved from: www.lgbtagingcenter.org/resources/pdfs/NRCInclusiveServicesGuide2012.pdf

Advocacy

LGTBQ older adults have many unique financial, health, and social needs. The following organizations provide advocacy services to address these needs and assist agencies in providing more inclusive and appropriate services.

Local Resources

COMMUNITY AIDS RESOURCE AND EDUCATION SERVICES (CARES)

629 Pioneer Street Suite 200
Kalamazoo, MI 49008
(269) 381-2437
(800) 944-2437 Toll Free
www.caresswm.org

The mission of CARES is to minimize further transmission of HIV and to maximize the quality of life for all people affected by HIV. This organization provides HIV testing, support, and information for living with HIV/AIDS.

DISABILITY NETWORK OF SOUTHWEST MICHIGAN (DNSWM)

517 East Crosstown Parkway
Kalamazoo, MI 49001
(269) 345-1516
www.dnswm.org

In addition to advocating for accessibility for people with disabilities in the community, DNSWM provides services to local units of government, businesses, and non-profit communities by providing information, training, technical assistance, and support in learning to be welcoming of people with disabilities as customers, clients, patrons, volunteers, and employees.

KALAMAZOO GAY LESBIAN RESOURCE CENTER (KGLRC)

620 Pioneer Street, Suite 102
Kalamazoo, MI 49008-1860
(269) 349-4234
www.kglrc.org

For more than twenty years the Kalamazoo Gay Lesbian Resource Center — a non-profit, charitable organization — has sought to serve the gay, lesbian, bisexual, transgender, and allied community of southwest Michigan. The Kalamazoo Gay Lesbian Resource Center aims to be a ‘one-stop shop’ for information, support and fellowship for gay, lesbian, bi-sexual, transgender and ally members of the greater Kalamazoo community.

LONG-TERM CARE OMBUDSMAN PROGRAM

Area Agency on Aging Region IIIA
3299 Gull Road
Kalamazoo, MI 49048
(269) 373-5161
www.kalcounty.com/aaa/ombudsman.html

The Long-Term Care Ombudsman program was created to help address the quality of care and quality of life experienced by residents who reside in licensed long-term care facilities such as nursing homes, homes for the aged, and adult foster care facilities. The Long-Term Care Ombudsman program investigates complaints, suggests remedies, and assists with resident rights, payments, issues, guardianship, and nursing home placement.

State and National Resources

AMERICAN CIVIL LIBERTIES UNION (ACLU) OF MICHIGAN

2966 Woodward Avenue
Detroit, MI 48201
(313) 578-6800
www.aclumich.org

The ACLU of Michigan has advocated on behalf of lesbian, gay, bisexual, and transgender people for over 70 years and in 1986 founded the LGBT & AIDS Project. The LGBT Project fights discrimination and moves public opinion on LGBT rights through the courts, legislatures, and public education. The mission of the Project is to foster a society in which LGBT people and people with HIV/AIDS enjoy the basic rights of equality, privacy, personal autonomy, and freedom of expression and association.

EQUALITY MICHIGAN

19640 West 7 Mile Road
Detroit, MI 48219-2721
(313) 537-7000
www.equalitymi.org

Equality Michigan works to achieve full equality and respect for all people in Michigan regardless of sexual orientation, gender identity and gender expression. Services include access to resources after anti-LGBT and anti-HIV discrimination and crime, information on issues affecting the LGBT community with regards to schools, health care, immigration, marriage and so on, as well as providing advocacy opportunities.

HUMAN RIGHTS CAMPAIGN (HRC)

1640 Rhode Island Avenue, NW
Washington, DC 20036-3278
(202) 628-4160
www.hrc.org

HRC is a civil rights organization working to achieve lesbian, gay, bisexual, and transgender equality. In addition to advocacy efforts, HRC provides information and articles on matters that strongly impact the LGBT community, including, among other topics, coming out, marriage, and health care.

MICHIGAN PROTECTION AND ADVOCACY SERVICES (MPAS)

4095 Legacy Parkway, Suite 500
Lansing, MI 48911-4263
(800) 288-5923
<http://www.mpas.org>

The mission of MPAS is to advocate and protect the legal rights of people with disabilities. MPAS tries to answer any questions you may have relating to disability. They have experience in the following areas: discrimination in education, employment, housing and public places, abuse and neglect, Social Security benefits, Medicaid, Medicare and other insurance, housing, Vocational Rehabilitation, HIV/AIDS issues, and many other disability-related topics.

THE NATIONAL CONSUMER VOICE FOR QUALITY LONG-TERM CARE

1001 Connecticut Avenue, NW, Suite 425
Washington, DC 20036
(202) 332-2275
www.theconsumervoice.org

The Consumer Voice advocates for public policies that support quality care, empowers and educates consumers and their families, trains and supports individuals and groups to advocate for and empower consumers, and promotes the critical role of direct care workers and best practices in quality care delivery.

NATIONAL RESOURCE CENTER ON LGBT AGING

www.lgbtagingcenter.org

This resource center is a part of SAGE (see below), and includes articles and publications on a range of topics as they affect LGBT older adults, including, among other topics: age and ageism, HIV and aging, Medicare and Medicaid, and dementia.

SERVICES & ADVOCACY FOR GLBT ELDERS (SAGE)

305 7th Avenue 15th Floor

New York, NY 10001

(212) 741-2247

www.sageusa.org

SAGE is a nonprofit agency dedicated to serving lesbian, gay, bisexual, and transgender older people. It provides programs and services for the aging LGBT community, technical assistance and training to expand opportunities for LGBT older people across the country, and a national voice on LGBT aging issues.

TRANSGENDER MICHIGAN

23211 Woodward Avenue, Suite 309

Ferndale, MI 48220

(800) 842-2954

www.transgendermichigan.org

The goals of Transgender Michigan are to: educate Michigan about gender identity and expression as well as injustices faced by transgender individuals and significant others, families, friends, and allies (SOFFAs); to advocate for equality, social justice and inclusion of transgender individuals and SOFFAs, and those who are perceived as gender variant; to provide support for transgender individuals, SOFFAs, and those who are perceived as gender variant. Transgender Michigan also offers a help line at (800) 842-295 x 1 or (855) 345-8464.



Benefits and Programs

People who are LGBT should be aware of what benefits they might be eligible for as well as the long-term care supportive services available in Kalamazoo County that are publicly funded.

AREA AGENCY ON AGING IIIA

3299 Gull Road
Kalamazoo, MI 49048
(269) 373-5173
www.kalcounty.com/aaa

Choices for Independence Programs are for those ages 60+. Expert Care Consultants (nurses and social workers) help with navigating the many choices available to support independence and safety while living at home. Through person-centered planning, services such as housekeeping, transportation, personal care, meals, medication set-up, adult day services, and more, are chosen by those looking for services and arranged.

Custom Care is a fee-for-service program that offers the confidential services of a professional Geriatric Care Manager. Services include assessing the condition of an older adult and their environment, developing a plan of care, assisting in arranging services in the home, helping to choose a long-term-care facility, assisting with caregiver needs, and much more.

The Long-Term Care Ombudsman Program was created to help address the quality of care and quality of life experienced by residents who reside in licensed long-term care facilities such as nursing homes, homes for the aged, and some adult foster care facilities. The Long-Term Care Ombudsman program investigates complaints, suggests remedies, and assists with resident rights, payments, issues, guardianship, and nursing home placement.

KALAMAZOO COUNTY VETERANS SERVICE OFFICE

3299 Gull Road
Kalamazoo, MI 49048
General Line: (269) 373-5304
Veterans Trust Fund: (269) 373-5284
<http://www.kalcounty.com/hcs/veterans.htm>

The Veterans Service Office helps people who have served in the military and their families understand and connect with other benefits they may be eligible for. Veterans Service Officers can help connect veterans and their families with benefits such as compensation, pensions, Aid & Attendance, education, burial benefits and more. They are also able to assist in securing military records and medals.

The Kalamazoo County Veterans Trust Fund provides temporary assistance to eligible wartime veterans and their families experiencing hardship or emergency who live in Kalamazoo County.

KALAMAZOO COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS)

322 East Stockbridge
Kalamazoo, MI 49001
(269) 337-4900
www.michigan.gov/mdhhs/
www.michigan.gov/mdhhs/0,5885,7-339-73971_7122_61242---,00.html (ILS)

The Independent Living Services (ILS) Program, also known as "Adult Home Help" or "Chore Provider services," provides free in-home care for qualifying adults who are receiving Medicaid health insurance and needing assistance with activities of daily living (ADL). To see if you are eligible for ILS, complete a short application, along with a health form completed by your physician.

MI Choice Home and Community Based Waiver

MI CHOICE waiver services are provided to Kalamazoo County residents through the following two agencies:

REGION 3B AREA AGENCY ON AGING

200 West Michigan Avenue, Suite 102
Battle Creek, MI 49017
269-966-2450 or 800-626-6719
www.region3b.org

SENIOR SERVICES SOUTHWEST MI

918 Jasper Street
Kalamazoo, MI 49001
(269) 382-0515
www.seniorservices1.org

Eligible adults who meet income/asset criteria, in addition to the requirements for Michigan Medicaid nursing facility level of frailty (as determined during a personal in-home assessment), can receive Medicaid-covered services like those provided in nursing homes, while living in their own home or the home of a caregiver. Waiver services can also be provided at a licensed long-term care facility such as an adult foster care home or home for the aged, often referred to as "assisted living." All MI Choice Waiver program services are provided free of charge.

Program for All Inclusive Care for the Elderly

CENTRACARE

445 West Michigan Avenue
Kalamazoo, MI 49001
(269) 488-5460

200 West Michigan Avenue, Suite 103
Battle Creek, MI 49017
(269) 441-9300
www.mycentracare.com

Those who are ages 55+, on Medicaid, live in Kalamazoo County, and meet the Nursing Home Level of Care guidelines are eligible for this program. CentraCare provides a holistic, comprehensive, center-based, interdisciplinary team approach to providing health care and services. A variety of services are provided at the day center and in member's homes. In-patient hospital stays are covered by CentraCare. Private pay is an option at \$3500/month.

State and National Resources

MEDICARE

www.medicare.gov
(800) 633-4227

Medicare is health insurance for people over the age of 65, people under age 65 with certain disabilities, and people of any age with end-stage renal disease. There are four parts to Medicare: Medicare Part A (hospital insurance), Medicare Part B (medical insurance), Medicare Part C (Medicare Advantage plans), and Medicare Part D (Medicare prescription drug coverage). There are several resources on the Medicare website, including eligibility tools and resource locators.

MICHIGAN HEALTH CARE PROGRAMS

www.michigan.gov/mdch/0,4612,7-132-2943_4860-35199--,00.html#Adults

The Michigan Department of Health and Human Services offers several programs to older adults, including the Healthy Michigan Plan, Supplemental Security Income (SSI), MI Choice Waiver, Aged Blind Disabled (AD Care), and the Medicare Savings Program. Additional benefits may be available to family caregivers and for disabled adult children. Information on MI Health Link (for people enrolled in both Medicare and Medicaid) can be found here: http://www.michigan.gov/mdch/0,4612,7-132-2945_64077---,00.html

MICHIGAN MEDICARE MEDICAID ASSISTANCE PROGRAM (MMAAP)

(800) 803-7174
www.mmapinc.org

The Michigan Medicare/Medicaid Assistance program (MMAAP) is a free program for Medicare beneficiaries and their families when they need help understanding Medicare and Medicaid eligibility, enrollment and coverage, medical bills, Medicare

supplemental and long-term care insurance. MMAAP counselors provide information about benefits and help people solve problems with health benefit programs and related insurance products.

SOCIAL SECURITY

(800) 772-1213
<http://www.ssa.gov>

Social Security spousal benefits allow an elder receiving retirement benefits to claim a larger payment based on the qualifications of the elder's spouse if the spouse has a higher income history. If you were previously in a heterosexual marriage lasted at least 10 years (and you have not remarried), you may be eligible to receive spousal benefits. No matter how long they have been partnered, same-sex couples are denied this support, unless they reside in states that recognize LGBTQ marriages.

Regarding the recent SCOTUS decision on DOMA, the administration states: "We are working with the Department of Justice to determine how the decision affects our programs, and to develop appropriate instructions for our personnel. We encourage individuals who believe they may be eligible for Social Security benefits to apply now, to protect against the loss of any potential benefits. We will process these claims as soon as we have finalized our instructions."

What should I do if I think I might be eligible for benefits?

If you think you might be eligible for benefits, we encourage you to apply right away. Applying now will preserve your filing date, which we use to determine the start of potential benefits.

When will SSA begin paying benefits to same sex couples?

We will move swiftly to process claims once we have finalized instructions for our personnel.

Caregiving

About one in five Americans is involved in caregiving. Caring for another can be isolating and challenge us emotionally, physically, and financially. Oftentimes, the caregiver does not even realize they have taken on this role and may not seek help because they are unsure where to begin or are fearful of being vulnerable to others who do not understand or respect their unique individual situation.

No matter if the person you are caring for is your spouse, partner, parent/family or friend, as a caregiver you are the one who knows your person best. Before a person becomes incapacitated, it is best to have a conversation with them about how they would like to be cared for, so that in the event they cannot make decisions for themselves, you will know their wishes. If they are capable, it is important to pursue the appropriate legal documents to support the person's wishes and enable the caregiver to support those decisions. (See Financial and Legal Issues section)

Taking care of you is key to taking care of someone else and there are many resources available to help. Support groups can help us to understand what is happening with our person and teach us new ways to manage the stress of caregiving. These groups can be disease specific or apply to general caregiving. Most of us never expected to become a caregiver and have never trained for the role, so there are programs available to teach you how to become the best caregiver you can be and understand what your loved one is experiencing as well. Contact your local Area Agency on Aging for a listing of support groups and classes in your area.

Adult day programs and in-home services can be great resources for respite care and can benefit the caregiver as well as the care recipient. They provide a caring, safe, nurturing environment for the care recipient to make new friends, participate in activities designed for their success; such as exercise, ensure medications are taken as prescribed, and receive a nutritious meal while the caregiver is at work, tending to their own health needs, or just taking a break. In-home services can be provided by private individuals you chose, or you might consider working with a home health agency to provide trained staff to come to your home and stay with your person. Most of these types of supports are paid for privately, but there may also be some funding available.

Veterans may be able to receive services through the local Veterans Administration Medical Center and should discuss possible assistance with a Veteran's Benefits Officer.

At the end of life, hospice care can come into a person's home or be provided in a hospice house in the community or a long-term care facility. Hospice is a benefit under Medicare but not all expenses may be covered. Many hospice providers will work with your primary physician or you may utilize the hospice agency's physician to direct your care. A listing of providers in Kalamazoo County is at the end of this guide.

Local Resources

AREA AGENCY ON AGING, IIIA

3299 Gull Road
Kalamazoo, MI 49048
(269) 373-5173
www.kalcounty.com/aaa

The AAAIIA offers two supportive programs for caregivers. T-Care (Tailored Caregiver Assessment & Referral®) is an evidence-based service provided by certified care consultants who meet the caregiver in their home, helping them to understand their caregiving experience and establishing a plan to sustain them in that role.

Creating Confident Caregivers is an evidence based course designed to educate caregivers about dementia and self-care as well as the resources in the community that could help them care for their person with cognitive impairment or dementia.

ALZHEIMER'S ASSOCIATION: MICHIGAN GREAT LAKES CHAPTER (SOUTH WEST REGION)

Columbia Plaza
350 East Michigan Avenue, Suite 20
Kalamazoo, MI 49007
(269) 342-1482
(800) 272-3900 (24-Hour Helpline)
www.alz.org/mglc

The Alzheimer's Association connects those affected by Alzheimer's to information, events, and advocacy opportunities. The Michigan Great Lakes Chapter (South West Region) also offers support groups to caregivers. All groups are confidential, free, and open to the public. If you need assistance caring for someone during these meetings, this can be provided.

State and National Resources

MICHIGAN STATE UNIVERSITY EXTENSION

(517) 353-6740
<http://msue.anr.msu.edu/topic/info/caregiving>

Michigan State University Extension program connects individuals with experts in a wide variety of areas, including caregiving and aging. This program posts news articles with important information on caregiving and has a number that allows caregivers to connect with experts toll-free at 1-888-678-3464.

VETERANS CAREGIVER SUPPORT PROGRAM

Battle Creek VA Medical Center
5500 Armstrong Road
Battle Creek, MI 49037
(269) 966-5600
(888) 214-1247 (to contact a patient)
(855) 260-3274 (VA's Caregiver Support Line)
www.caregiver.va.gov

Through the VA's Caregiver Support Line and VA Medical Center's Caregiver Support Coordinators, you can find the support you need to provide the Veteran you care for with the best care at home. Both of these resources can assist you to find help that's close to your home. Call the VA's Caregiver Support Line today.

Educational, Social & Volunteer Resources

Kalamazoo area community/senior centers provide a range of activities including trips, meals, fitness classes, health screenings, educational classes, and volunteer opportunities.

Community/Senior Centers

COMSTOCK COMMUNITY CENTER

6330 Kings Highway
Comstock, MI 49041
(269) 345-8556
www.comstockcc.com

COOVER SENIOR CENTER

Senior Services, Inc.
918 Jasper Street
Kalamazoo, MI 49001
(269) 382-0515
www.seniorservices1.org/cooversenccenterpage.htm

ECUMENICAL SENIOR CENTER

702 North Burdick Street
Kalamazoo, MI 49007
(269) 381-9750
www.ecumenicalsc.com

PORTAGE SENIOR CENTER

320 Library Lane
Portage, MI 49002
(269) 329-4555
www.portagemi.gov/Departments/PRSCS/SeniorCitizenServices.aspx

SOUTH COUNTY COMMUNITY SERVICES

105 South Kalamazoo Street
Vicksburg, MI 49097
(269) 649-2901
www.southcountycs.us

Lifelong Learning

ELDERHOSTEL

(800) 454-5768
<http://www.roadscholar.org>

Road Scholar, founded by Elderhostel, arranges educational travel for adults around the world as a part of lifelong learning. The program boasts its "in-depth" and "behind the scenes" travel experiences for older adults.

OSHER LIFELONG LEARNING INSTITUTE (OLLI) AT WMU

(269) 387-4200
<http://www.wmich.edu/offcampus/lifelong>

The Osher Lifelong Learning Institute (OLLI) at WMU organizes classes and activities in order to provide intellectual and cultural stimulation, personal growth, and social engagement for adults in an informal and lively learning atmosphere.

Volunteer Programs

SENIOR SERVICES VOLUNTEER PROGRAMS

Senior Services Southwest MI
918 Jasper Street
Kalamazoo, MI 49001
(269) 382-0515
www.seniorservices1.org

Foster Grandparents – Matches low-income volunteers age 55+ with children needing individualized support to reach their potential, providing a small stipend to cover volunteer expenses.

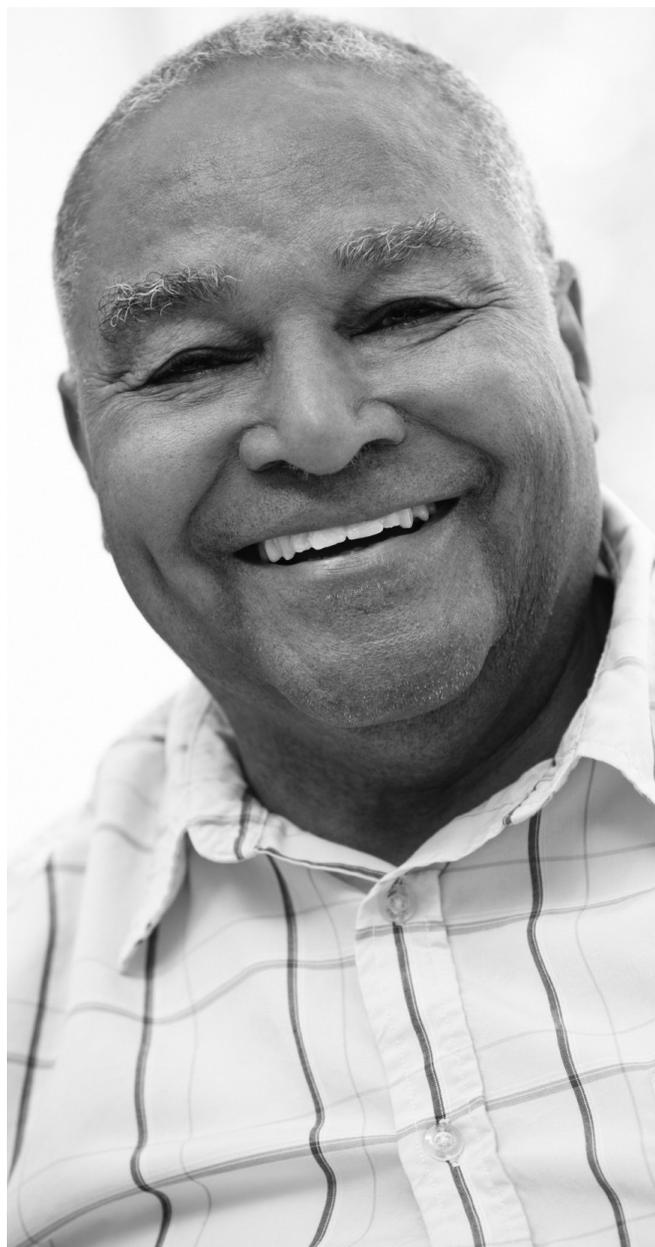
RSVP-Your Invitation to Volunteer – Engages people 55+ in high-quality volunteer service to meet community needs of over 100 partner agencies.

Senior Companions – Low-income adults 55+ are matched to adults with special needs and provided a small stipend to cover volunteer expenses.

VOLUNTEER KALAMAZOO

3901 Emerald Drive
Kalamazoo, MI 49001
(269) 382-8350
www.volunteerkalamazoo.org

Volunteer Kalamazoo helps to match individuals with organizations looking for volunteers. Opportunities are listed online for ongoing positions in addition to special events in the community looking for volunteers.



Elder Abuse Prevention & Assistance

Elder abuse is the harm or threatened harm to a vulnerable adult's health or welfare caused by another person. Elder abuse includes financial exploitation, neglect and self neglect, physical, sexual and emotional abuse of an older adult. According to the National Center on Elder Abuse, risk factors for abuse include dementia and cognitive impairment, a history of domestic violence, abusers who depend upon the victim, and older adults living in isolation from the rest of society with another person.

The LGBT Aging Center recognizes several other types of abusive situations that may affect older LGBT adults more than others. These include:

- The threat to “out” an LGBT older adult
- Abusers persuading the victim that authorities will not believe the older adult
- A partner leaving LGBT victim without a home or resources the couple shared, which are not protected assets when the couple is not married
- Abuser preying on fears of the LGBT senior “spending the rest of my life alone”
- Isolation from family estrangement and discomfort with services catered to non-LGBT seniors
- Abusers misleading older adults as to what it “means to be LGBT”
- Internalized homophobia, biphobia, or transphobia increasing the chance of abuse

The overlap of ageism with homophobia, biphobia and transphobia that remain in our society may make LGBT seniors more vulnerable to elder abuse than other seniors, although there is no data available on this. LGBT seniors are encouraged to seek supports that may prevent abusive situations, and report cases of abuse or suspected abuse to law enforcement and Adult Protective Services.

Sources: A Self-Help Guide for LGBT Older Adults and their Caregivers & Loved Ones: Preventing, Recognizing, and Addressing Elder Abuse. LGBT Aging Center. Retrieved from https://www.lgbtagingcenter.org/resources/pdfs/SELF-HELP_elderAbuse_Guide.pdf

ADULT PROTECTIVE SERVICES

Kalamazoo County Department of Health and Human Services
322 East Stockbridge
Kalamazoo, MI 49001
General Information #: (269) 337-4900
Statewide APS Reporting #: (855) 444-3911

If you or someone you know is being subjected to elder abuse, call Adult Protective Services (APS) to make a toll-free and confidential referral. They will be able to investigate and assess possible causes of abuse as well as protect the vulnerable older adult. All referrals can remain anonymous.

In the case of an emergency, dial 911.

Local Resources

KALAMAZOO COUNTY SHERIFF'S DEPARTMENT

1500 Lamont Avenue
Kalamazoo, MI 49048
(269) 383-8821
www.kalcounty.com/sheriff

KALAMAZOO GAY LESBIAN RESOURCE CENTER (KGLRC)

629 Pioneer Street, Suite 102
Kalamazoo, MI 49008-1860
(269) 349-4234

For more information on supports and resources for LGBT victims of elder abuse, contact KGLRC.

YWCA KALAMAZOO

353 East Michigan Avenue
Kalamazoo, MI 49007
(269) 385-3587 (24 hour crisis line)
www.ywca.org

The YWCA provides counseling and victim advocacy to sexual and domestic violence survivors. Victims of domestic violence and their dependent children may access safe shelter for up to five weeks. Food, personal needs items, clothing, emergency transportation, and emergency financial assistance are provided.

State and National Resources

NATIONAL CENTER ON ELDER ABUSE (NCEA)

c/o University of Southern California Keck School of Medicine
Department of Family Medicine and Geriatrics
1000 South Fremont Avenue, Unit 22 Bld. A-6
Alhambra, CA 91803
(855) 500-3537
www.ncea.aoa.gov

The NCEA provides information on elder abuse, how to prevent abuse, advocacy opportunities, and training sessions. Specific information for and about "Intervention Partners" (e.g. ombudsman, the judicial system, etc.) is particularly helpful for when abuse is already occurring. The NCEA is a great place to start learning about elder abuse and taking action against it.

Financial & Legal Issues

In order to ensure that your rights are preserved, it is important to put your wishes in writing. These documents are particularly important to protect the rights for those who are LGBTQ. Some medical and financial documents that you should consider formalizing include a domestic partnership agreement, a durable power of attorney for finances, and a last will and testament. While financial planning is important for all aging people, this is especially so for LGBTQ couples and families who do not benefit from protections granted by marriage. It is important to establish your relationship as an insurable interest so that a partner can benefit from insurance; an attorney or financial specialist can assist you in this documentation. It is important to contact an attorney who can advise on specific situations.

Domestic Partnership Agreement

A domestic partner agreement is a document that explains the contractual legal rights and responsibilities of each partner when a couple decides to form a long-term committed relationship. For example, in your domestic partnership agreement, you and your partner can determine:

- Whether a particular piece of real or personal property is owned jointly or belongs solely to one partner and how one or both parties took title to that property;
- Whether a gift or inheritance made to one partner is held jointly or individually;
- Who is responsible for household duties and chores; and
- How to share your income

In the event of potential disputes or misunderstandings, a domestic partnership agreement can help clarify ownership of property, provide guidance for dividing property in the event of a separation, and specify a dispute resolution mechanism such as arbitration. Because some states do not recognize the validity of domestic partnership agreements it is recommended that you consult an attorney in your area.

Source: Human Rights Campaign (2010)/ Domestic partnership agreement. <http://www.hrc.org/issues/2724.htm>

Durable Power of Attorney for Finances

A Power of Attorney is a document that appoints another person to handle some or all of your business affairs while you are unavailable. It is a contract between you (the principal) and the other person (the agent), which means you both must be competent adults. The person appointed is an attorney in fact, commonly referred to as an agent. You can give your stockbroker a Power of Attorney to buy and sell stock shares for you. You can give your sister in Tulsa a Power of Attorney just to sell your share of the family homestead so you don't need to be in Oklahoma in person. You can give your daughter broad authority to handle all your financial affairs while you are on a world cruise. It is important to know a power of attorney does not give the agent any authority to act after your death or if you become legally incapacitated.

As people age they begin thinking about not being able to handle their financial affairs if something happens to them. A stroke or other type of disability can render a person legally incapacitated. To address this problem a person can sign a Durable Power of Attorney. To qualify as a Durable Power of Attorney,

the document must have specific language, required by Michigan law, which says you intend the authority of the Durable Power of Attorney to continue while you are legally incapacitated. This is what makes it "durable" and differentiates it from a regular Power of Attorney. You must be legally competent to sign either form of Power of Attorney.

Additionally, a 2012 Michigan law places several explicit restrictions and requirements on Durable Powers of Attorney executed on or after October 1, 2012. Durable Powers of Attorney executed under the 2012 law must now be signed in the presence of two witnesses. Neither witness can be the designated attorney-in-fact and both witnesses must also sign the document. Alternately, the principal can acknowledge the document before a notary public who certifies the acknowledgement on the document. The attorney-in-fact is also required to sign a separate document setting out the restrictions and obligations of the power as well as liabilities to which the attorney-in-fact could be subject.

A Durable Power of Attorney can start when you sign it, or it can be triggered to go into effect at a later date, and under the circumstances picked by you. If it takes effect at a later date or event it is called a "springing" Power of Attorney because it springs to work later.

In planning your Power of Attorney or Durable Power of Attorney, you need to decide:

- Who do you trust with the authority to have access to your finances? The person to pick as your agent may be the most important consideration.
- Do you have a back-up second choice you want added to the power of attorney?
- How much authority do you want to give this attorney in fact — just to pay the bills out of one bank account, or the authority to handle any financial matter that might come up, including selling your home if you are no longer competent to sign the deed? Often the agent is given a broad, general authority to act for the principal. (Note:

if you want to use a Power of Attorney or Durable Power of Attorney to buy or sell real estate, the document needs to be prepared by your lawyer to meet all the requirements for filing with the register of deeds.)

- When do you want the Power of Attorney to start and when do you want it to end? As discussed above, if you want it to be used while you are incapacitated, it must specifically say so. Unless otherwise stated, a Durable Power of Attorney lasts until you revoke it, your death, or a court revokes it because the agent is not acting in your best interests.
- A Power of Attorney, whether regular or durable, is usually honored by third parties, e.g. a bank. But there is no law requiring anyone to honor it. A document drafted by an attorney is going to have the most likelihood of being accepted.

Source: *Elder Law of MI (2012). Advancing Smartly: Durable Power of Attorney.* http://www.elderlawofmi.org/advancing_smartly/separated/advancedirectives/power_of_attorney.html

Statutory Will

A will is a document that details the distribution of your money, belongings and property after your death. In the document, you also name a "personal representative" (commonly known as an "executor") to distribute your property in accordance with your wishes. A will is a complex legal document, and the requirements vary from state to state. In many states, even a minor technical mistake can invalidate your will. Therefore, it is essential that you contact an attorney in your area for advice on drafting a will that respects your wishes.

It also is important to know that the way your assets are titled, and whether or not they are subject to beneficiary or statutory designations, can completely alter the plan established in your will. For this reason,

too, it is important to have an attorney review your situation and help you with your will. The attorney can also advise you about any taxes that might be due upon your death, and whether they can be avoided by planning ahead.

It is especially critical for gay, lesbian, bisexual, and transgender people to have a valid will that expresses their wishes. If a person dies without a valid will, a complex set of state laws, known as intestacy laws, automatically direct who will inherit your property beginning with your biological family. Most state intestacy laws do not recognize domestic partner relationships. This means that if you do not have a legally valid will, your partner could end up with nothing, or, worse yet, could lose property he or she paid for due to an inability to demonstrate ownership.

Sources: *Human Rights Campaign (2010). Last will and testament.* <http://www.hrc.org/issues/2718.htm>

Advance Directives

In addition to a Health Care Power of Attorney, another document, known as a Living Will*, is used to plan future health care choices. Both of these are called advance directives. A Living Will is a document that sets out the medical treatment you choose to have and the procedures or treatments you do not want in some or all circumstances. Note that a Living Will is different than a Last Will and Testament. A Living Will is instructions for your doctor, while you are still alive; a Last Will and Testament is instructions to your personal representative and the probate court, only to be used after your death.

A Living Will is different from a Health Care Power of Attorney in that the Living Will does not appoint another person to speak for you. It speaks for you in writing. While a Health Care Power of Attorney can include written instructions for your patient advocate to follow, the choices do not have to be included for the Health Care Power of Attorney to be used. If a Living Will also includes your choice as patient advocate, it automatically becomes a Health Care Power of Attorney and must follow the state law requirements for witnesses, required language, etc. Since a Health Care Power of Attorney form is widely available, and is enforceable by Michigan statute, it is the smartest choice if you are concerned about these issues.

** Living wills are not recognized by Michigan Statue. We strongly recommend that individuals seek the professional guidance of an attorney and/or an accredited estate planning expert to explore the benefits of a Health Care Power of Attorney.*

Source: *Elder Law of MI (2012). Advancing Smartly: Living Will.* http://www.elderlawofmi.org/advancing_smartly/separated/advancedirectives/living_wills.html

State and National Resources

ELDER LAW OF MI

3815 West Saint Joseph Street, Suite C-200
Lansing, MI 48917
(866) 400-9164
<http://www.elderlawofmi.org/index.html>

Elder Law of MI promotes and protects the rights, health and economic well-being of older adults and people with disabilities providing information, advocacy, legal advice and professional services. They have provided much of the legal information for this guide, and provide a number of resources for older adults.

MICHIGAN BAR ASSOCIATION

Michael Franck Building
306 Townsend Street
Lansing, MI 48933-2012
(800) 968-1442
<http://www.michbar.org/generalinfo/libraries/elderlaw.cfm>

The Michigan BAR Association provides information on Michigan laws concerning everything from grandparents' rights to Social Security information. Moreover, it provides a list of organizations and attorneys to help guide a person through the legal maze.

LAMBDA LEGAL

11 East Adams, Suite 1008
Chicago, IL 60603-6303
(312) 663-4413 or (866) 542-8336
www.lambdalegal.org

Lambda's Legal Help Desk staff members respond to people seeking legal information and assistance with discrimination related to sexual orientation, gender identity and expression, and HIV status. To the extent that their resources and priorities allow, Lambda Legal takes on legal representations of callers whose situations impact litigation issues; for many others, Lambda Legal provides leads to other organizations and practical information that might help them address their problems. They also provide a list of suggested questions to ask a prospective attorney.

NATIONAL CENTER FOR LESBIAN RIGHTS (NCLR)

870 Market Street, Suite 370
San Francisco, CA 94102
(415) 392-6257
www.nclrights.org

NCLR provides information on elder law, publications on legal issues, and an online legal information helpline. NCLR also provides help to attorneys who are representing LGBT clients.

Health and Health Care

Protecting Your Visitation & Decision-Making Rights

A regulation published November 17, 2010, by the federal Department of Health and Human Services requires any hospital that receives federal Medicare and Medicaid funding to allow patients the right to decide who visits them. The regulation also prohibits discrimination against visitors based on their gender identity or sexual orientation (along with other protected classes). Hospitals must also now inform all patients of their right to select visitors.

Patients in MI, who have had the freedom to choose visitors since the early 1990s, can now rest assured that right is theirs no matter where in the country they travel. However, the policy does not automatically protect partners and family members when a patient is incapacitated and unable to communicate his or her wishes.

In times of emergency, you may be unable to make medical decisions or state whom you want to visit you. In these situations, hospitals may restrict visitation rights to a narrow interpretation of family that excludes those not legally or biologically related to the patient. Similarly, state laws around medical decision-making often limit these rights to a patient's biological family members when no documentation designates a surrogate decision maker.

It is especially important for the LGBT community to take steps to ensure that their wishes regarding visitation and health care decision making are clear.

Be sure to follow these steps to protect yourself:

1. Complete advance health care directives and visitation authorization forms.
2. Talk with your primary care physician about your preferred visitors and advance health care directives.
3. Work with your local hospitals to get these completed forms on file.
4. Carry information related to your advance care directives and visitation authorization forms in your wallet or other readily accessible area for emergencies

Sources: Human Rights Campaign (2010). Protecting your visitation and decision-making rights. <http://www.hrc.org/issues/protect-your-visitation-and-decision-making-rights.htm>

Promire, C.A. (2010, December 9). New national rules for hospital visitation rights affect LGBT patients. Between the Lines. <http://pridesource.com/article.htm?article=44554>

Durable Power of Attorney (DPOA) / “Patient Advocate”

While a DPOA, sometimes called a patient advocate, is needed to give your agent authority to make financial decisions, a different document is needed to give another person authority to make health care choices for you. The Health Care Power of Attorney, like the Durable Power of Attorney, is authorized by Michigan law, and when properly filled out, the person you appoint, known as the patient advocate, speaks for you when you are not able to communicate your own wishes.

A patient advocate only has the authority to act for you while you are unable to communicate. If you get better, their authority ends. Further, the patient advocate does not have the authority to end medical treatment if it is likely to cause your death

unless you have specifically given the patient advocate the authority to also make life and death decisions for you. This must be spelled out in your Health Care Power of Attorney.

It is important to know some of the details of properly filling out a Health Care Power of Attorney.

- You must understand the form you are signing;
- Your signature must be witnessed by at least two other adults. Certain people are not allowed to be a witness to your Health Care Power of Attorney because of the possible conflict of interest they may have. Your spouse, child, grandchild, brother, sister, parent, possible heir, person benefiting from your will, your doctor, the person you are appointing patient advocate in the document, an employee of your life insurance, health insurance or the medical facility where you are staying, cannot be a valid witness. Many hospitals provide Health Care Power of Attorney forms at no charge. You can also obtain a form free of charge in a booklet with helpful information by calling your state senator or representative. The Legal Hotline for Michigan Seniors can send you a free Health Care Power of Attorney, along with explanatory questions and answers, and helpful information for your patient advocate. (This number is: (800) 347-5297.) After you sign it, give a copy to your doctor and other regular medical providers.
- You can change your DPOA at any time, in writing or verbally.

Source: *Elder Law of MI (2012). Advancing Smartly: Patient Advocate.* http://www.elderlawofmi.org/advancing_smartly/separated/advance_directives/patient_advocate.html

Hospice Services

Hospice services provide end-of-life care to individuals and families in a variety of settings, including personal homes, residential facilities, or in a hospice facility. Services are provided both to the dying individual and their loved ones. Services typically include: pain management, emotional support, and bereavement groups both before and after death. When you contact a particular provider, you may want to ask if non-relatives are eligible for emotional support and bereavement services.

A list of hospice organizations is listed in the Long-Term Care Supportive Services & Facilities section.

Healthcare Equality Index

The Healthcare Equality Index (HEI) is an annual survey of healthcare facilities in the United States. The index surveys healthcare facilities about policies and practices relevant to lesbian, gay, bisexual, and transgender persons and their families. The 2012 HEI describes 407 health care facilities; 15 of the health care facilities surveyed are located in Michigan.

Facilities were rated in four major areas. The specific ratings criteria are as follows: patient non-discrimination, equal visitation, employment non-discrimination, and training in LGBT patient-centered care. The specific ratings criteria are as follows:

- Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes the term "sexual orientation"
- Patient non-discrimination policy (or patients' bill of rights) is publicly available and includes the term "gender identity"
- Visitation policy explicitly grants same-sex couples the same access as different-sex couples
- Visitation policy explicitly grants same-sex parents

the same access as different-sex parents for their minor children

- Employment non-discrimination policy (or equal employment opportunity policy) includes the term “sexual orientation”
- Employment non-discrimination policy (or equal employment opportunity policy) includes the term “gender identity”
- Provides training for key staff members in LGBT patient-centered care

Four hospitals in the greater Kalamazoo area were evaluated against the above criteria: Bronson Battle Creek, Borgess Medical Center, Bronson Methodist Hospital, and Bronson Lakeview Hospital. They all received the same scores. Criteria for patient non-discrimination were met by these facilities, as was employment non-discrimination. However, none of the hospitals met the criteria for visitation policy or staff training.

Sources: Human Rights Campaign Foundation.(2012). *Healthcare Equality Index 2012*. Retrieved May 23, 2012, from <http://www.hrc.org/files/assets/resources/Healthcare-Equality-Index-2012.pdf>

Local Resources

COMMUNITY AIDS RESOURCE AND EDUCATION SERVICES (CARES)

629 Pioneer Street Suite 200
Kalamazoo, MI 49008
(269) 381-2437
(800) 944-2437
www.caresswm.org

The mission of CARES is to minimize further transmission of HIV and to maximize the quality of life for all people affected by HIV. This organization provides testing, support groups for people living with HIV/AIDS, and information on important life skills for living with HIV/AIDS.

FAMILY HEALTH CENTER – PATERSON (MAIN OFFICE AND PHARMACY)

117 West Paterson Street
Kalamazoo, MI 49007
(269) 349-2641

FAMILY HEALTH CENTER – SHERIDAN

2918 Portage Road
Kalamazoo, MI 49001
(269) 349-2641

FAMILY HEALTH CENTER – CENTRE

325 East Centre Street
Portage, MI 49002
(269) 349-2641

FAMILY HEALTH CENTER – BURDICK

1308 Burdick St.
Kalamazoo, MI 49007
(269) 349-2641

www.fhckzoo.com

Family Practice, Internal Medicine, Walk-In Clinic, Behavioral Health, Dental, Pharmacy.

*Call or visit the website for services specific to each clinic.

KALAMAZOO COUNTY HEALTH AND COMMUNITY SERVICES

Clinical Services Division
3299 Gull Road
Kalamazoo, MI 49048
(269) 373-5203
www.kalcounty.com/hcs/stdclinic.htm

This clinic offers confidential screening for STD’s and counseling for STD risk reduction for people age 12 and older, as well as pre- and post- counseling for HIV testing. Charges are based on services provided. Please bring a picture ID and all insurance cards.

State and National Resources

BATTLE CREEK VA MEDICAL CENTER

5500 Armstrong Road
Battle Creek, MI 49037
(269) 966-5600
(888) 214-1247 (to contact a patient)
(855) 260-3274 (VA's Caregiver Support Line)
www.caregiver.va.gov

Many services and programs are operated out of this regional medical center, including a nursing care unit, medical care unit, primary care clinic, physical medicine, mental health clinic.

GAY AND LESBIAN MEDICAL ASSOCIATION (GLMA)

1326 18th Street NW, Suite 22
Washington, DC 20036
(202) 600-8037
www.glma.org

This service includes a "find a provider" tool as well as top 10 health issues LGBT individuals should discuss with their medical provider. GLMA addresses transgender health issues, including an online referral directory and tips for talking to your health care provider.

THE MEDICARE QUALITY IMPROVEMENT ORGANIZATION FOR THE STATE OF MICHIGAN (MPRO)

22670 Haggerty Road, Suite 100
Farmington Hills, MI 48335
(248) 465-7300
www.mpro.org

Medicare Beneficiary Protection

MPRO is a non-profit organization for health care quality improvement and medical review. They provide medical consulting and review, as well as data analysis to federal agencies, state Medicaid and public health organizations, health care facilities, private health plans and other third party payers.

KEPRO BENEFICIARY AND FAMILY CENTERED CARE QUALITY IMPROVEMENT ORGANIZATION

(855) 408-8557
www.keproqio.com

KEPRO aims to support improved quality of care for Medicare beneficiaries, protect the integrity of the Medicare Trust Fund, and protect beneficiaries by addressing individual complaints. KEPRO reviews medical records as requested by Medicare beneficiaries or their representatives. These services are available at no charge to either the beneficiary or representative.

You have the right to:

- File a quality of care complaint. You may contact KEPRO to file a complaint, and your medical record will be reviewed by one of our physicians. We will determine if you received the appropriate care for your condition.
 - File an appeal of your discharge from a hospital, skilled nursing facility, home health agency, or a hospice. During your discharge appeal, you will incur NO financial liability. You may file an appeal with KEPRO if you feel that you are not ready to be discharged from a hospital or from skilled services.
 - Request Immediate Advocacy for immediate concerns. KEPRO can contact your provider on your behalf and advocate regarding your concerns.
-

Housing

The following lists include housing primarily for older adults. Some have age and income requirements.

Non-Subsidized

CENTRE MEADOWS

1503 East Centre Avenue
Portage, MI 49002
(269) 324-4275
www.centremeadows.com

CHEROKEE WESTLAWN APARTMENTS

522 Cherokee Street Suite 102
Kalamazoo, MI 49006
(269) 349-4596
www.cherokeewestlawnapartments.com

CROSSROADS VILLAGE APARTMENTS

6600 Constitution Boulevard
Portage, MI 49024
(269) 327-2100
www.crossroadsvillageapts.com

GOLDENTREE APARTMENTS

4795 East Milham Avenue
Portage, MI 49002
(269) 327-4739

HOPE WOODS

5749 Stadium Drive
Kalamazoo, MI 49009
(269) 353-4712
www.hopewoodshome.com

NEWPORT VILLAGE

601 Alfa Court
Portage, MI 49002
(269) 323-7688
www.edwardrose.com/newportvillage

PARCHMENT MANOR

143 North Riverview
Parchment, MI 49004
(269) 760-7511

RIDGEWOOD APARTMENTS

24 Ridgewood Street
Kalamazoo, MI 49001
(269) 345-0624

STERLING OAKS SENIOR APARTMENTS

1551 Palmetto Drive
Portage, MI 49002
(269) 679-4348
www.sterlingoaks.com/palmetto/index.htm

Subsidized

CEDAR PARK SENIOR HOUSING

474 North Cedar Street
Schoolcraft, MI 49087
(269) 679-5469

COMSTOCK TOWER

5285 East H Avenue
Kalamazoo, MI 49048
(269) 381-5888

CREEKSIDE MANOR

24810 West McGillen
Mattawan, MI 49071
(269) 668-2854

CROSTOWN PARKWAY TOWNHOUSES & APARTMENTS

550 West Crosstown Parkway
Kalamazoo, MI 49008
(269) 344-3968

DILLON HALL

3301 Gull Road
Kalamazoo, MI 49048
(269) 342-0263
www.dillonhall.org

EVERGREEN NORTH APARTMENTS

5700 Vintage Lane
Kalamazoo, MI 49009
(269) 382-6446

HEARTHSIDE APARTMENTS

7566 Currier Drive
Portage, MI 49002
(269) 324-0010

HERITAGE HILLS APARTMENTS

600 Golden Drive
Kalamazoo, MI 49001
(269) 349-8694
www.heritagecommunity.com/index.php/communities/heritage-hills

NORTHWIND APARTMENTS

1004 Douglas Avenue
Kalamazoo, MI 49007
(269) 343-3973
www.northwind-hilltop.com/northwind-apartments

PORTAGE PINES

7968 Kenmure Drive
Portage, MI 49024
(269) 323-3363
www.lmc-mi.com/property/portage-pines

PRAIRIE GARDENS

1501 Blakeslee Street
Kalamazoo, MI 49006
(269) 388-9105
www.prairiegardenskalamazoo.com

RIVER MANOR APARTMENTS

10000 Shadowlane
Galesburg, MI 49053
(269) 665-5111

SKYRISE ELDERLY APARTMENTS

105 East Walnut Street
Kalamazoo, MI 49007
(269) 388-3011
www.skyriseelderlyapartments.com

SPRING MANOR

610 Mall Drive
Portage, MI 49024
(269) 324-2700

SPRING VALLEY CROSSING

2535 Mt. Olivet Road
Kalamazoo, MI 49004
(269) 344-4355
www.nationalchurchresidences.org/communities/mi/kalamazoo/spring-valley-crossing

STADIUM DRIVE APARTMENTS

4249 Lakesedge Drive
Kalamazoo, MI 49008
(269) 375-0105

SUNSET COVE

340 Prairie Street
Vicksburg, MI 49097
(269) 649-4883

THE VILLAGE OF SAGE GROVE

214 South Sage Street
Kalamazoo, MI 49006
(269) 567-3300
www.pvm.org/locations/sage-grove

WASHINGTON SQUARE COOPERATIVE

710 Collins Street
Kalamazoo, MI 49001
(269) 344-1681
(269) 344-8778
csi.coop/en/locations/mi/kalamazoo

WESTLAND MEADOWS

4300 Leisure Lane
Kalamazoo, MI 49006
(269) 344-5418
www.westlandmeadowsapts.com

Local Resources

HOUSING RESOURCES, INC.

420 East Alcott Street

Kalamazoo, MI 49001

(269) 382-0287

www.housingresourcesinc.org

Services:

- Crisis Intervention
- Rapid Re-housing
- Homeless Prevention/Eviction Diversion
- Housing Stabilization
- Permanent Supportive Housing
- Affordable Housing Options

Drop-In Housing Hour is every Wednesday from 4-5pm. Representatives from community agencies are available to help with housing searches and current vacancies, preventing an eviction, resolving landlord/tenant disputes, emergency shelter referral, foreclosure and home-ownership, weatherization, and utility cost savings.

GRYPHON PLACE (211)

3245 South 8th Street

Kalamazoo, MI 49009

(269) 381-1510 or 2-1-1

<http://www.gryphon.org/index.htm>

Gryphon Place offers a list of resources for various housing options from around Michigan in addition to homeless shelters and home improvement information.

Information & Referral

AREA AGENCY ON AGING IIIA

3299 Gull Road
Kalamazoo, MI 49048
(269) 373-5173
www.kalcounty.com/aaa

This free and confidential service provides unbiased information about community resources and state and federal programs for older adults and adults with disabilities. Options for services can be explored over the phone or in person.

DISABILITY NETWORK OF SOUTHWEST MICHIGAN (DNSWM)

517 East Crosstown Parkway
Kalamazoo, MI 49001
(269) 345-1516
www.dnswm.org

The DNSWM aims to create a community that values disability as human diversity, frees attitudinal barriers, and allows all people full access and inclusion. Their part in this mission is to educate and connect people with disabilities to resources while advocating for change. Services that the DNSWM connects individuals with include assistive technologies, independent living supports, support groups, and so on.

GRYPHON PLACE (211)

3245 South 8th Street
Kalamazoo, MI 49009
(269) 381-1510 or 2-1-1
www.gryphon.org

24 Hour General Information & Referral and/or
Crisis Counseling.

KALAMAZOO GAY LESBIAN RESOURCE CENTER (KGLRC)

629 Pioneer Street, Suite 102
Kalamazoo, MI 49008-1860
(269) 349-4234

For more than twenty years the Kalamazoo Gay Lesbian Resource Center — a non-profit, charitable organization — has sought to serve the gay, lesbian, bisexual, transgender, and allied community of southwest Michigan. The Kalamazoo Gay Lesbian Resource Center aims to be a 'one-stop shop' for information, support and fellowship for gay, lesbian, bi-sexual, transgender and ally members of the greater Kalamazoo community.

Long-Term Care Options

Checklists and disclosure forms will be helpful in your search for just the right long-term care option. Contact your Area Agency on Aging or Long-Term Care Ombudsman Program to access checklists and disclosure forms.

Facilities

In Michigan, there are only three types of long-term care **licensed** facilities that provide a range of long-term care services, including housekeeping, help managing medications, assistance with personal care, supervision, nursing care, etc. These are adult foster care, homes for the aged, and nursing homes. Other commonly recognized facilities include assisted living communities and continuum care retirement communities.

Adult Foster Care (AFC) homes are **sometimes** licensed and inspected by the state. AFC homes provide room and board, special diets, supervision and some personal care to adults who are frail but in generally good health. Personal care includes help with bathing, dressing, and taking medications.

Some AFC homes specialize in care for older adults, individuals with a developmental disability, or individuals with a mental illness. There are usually fewer than 20 residents; although many homes have fewer than 6 residents. Most AFC homes are private pay and do not accept Supplemental Security Income (SSI) as full payment. Residents pay for their care with Social Security, pensions, other income, and savings.

Homes for the Aged (HFA's) provide the same level of care as AFC homes. Absent waivers, HFA's only serve people who are at least 60 years old. They are larger than AFC's with over 21 residents to 300. Residents use their income and savings to pay for services. Like AFC homes, HFA's do not provide daily medical care, although some may provide nursing care on a limited basis.

Nursing Homes are for individuals who need nursing care and more personal care than can be provided in another setting. Many individuals turn to a nursing home when their income and savings cannot cover other long-term care options, when family members can no longer play a major role in caregiving, or when they have 24-hour nursing needs.

Most residents of nursing homes receive basic care: help with bathing, toileting, feeding, dressing, medication, skin care, and walking, plus observation and assessment of health needs. Skilled care means the resident needs the daily attention of a licensed health professional such as a registered nurse, practical nurse, or a physical therapist under orders from a doctor. Skilled care may include IV feedings or medication, colostomy care, treatment of severe bed sores, or physical therapy.

Medicaid can pay for both skilled and basic care; Medicare covers only skilled care, and only for a short-term basis.

“Assisted Living” Facility — “Assisted Living” is a popular term for long-term care in a setting other than a traditional nursing home. It usually covers AFC’s, HFA’s and facilities that are unlicensed. If you are interested in an unlicensed assisted living facility, it is important to know that there are no requirements that caregiver staff are licensed or certified in any way. There might be a history of complaints, which your local long-term care ombudsman may have knowledge of.

In Home Services

Help is available for you to stay in your own home or apartment. Help can come from family members, friends, churches, and public or private agencies. Some services are available at little or no cost for those who qualify through an Area Agency on Aging, Veterans Administration, Medicare, Medicaid, MI Dept. of Human Services, PACE program, MI Choice Waiver.

Call the Kalamazoo County (Region IIIA) Area Agency on Aging at (269) 373-5173 for more information.

Local Resources

LONG-TERM CARE OMBUDSMAN PROGRAM

Area Agency on Aging Region IIIA
3299 Gull Road
Kalamazoo, MI 49048
(269) 373-5161
www.kalcounty.com/aaa/ombudsman.html

The Long-Term Care Ombudsman program was created to help address the quality of care and quality of life experienced by residents who reside in licensed long-term care facilities such as nursing homes, homes for the aged, and adult foster care facilities. The Ombudsman listens privately to your concerns and works with you toward solving problems. They can assist you to exercise your rights as a citizen and resident to make choices. They can encourage

caregivers to respond to your needs and respect your wishes. Ombudsmen also address instances of abuse or neglect.

State and National Resources

THE NATIONAL CONSUMER VOICE FOR QUALITY LONG-TERM CARE

www.theconsumervoice.org

Advocates for public policies that support quality care; empowers and educates consumers and families; trains and supports individuals and groups to advocate for and empower consumers; and promotes the critical role of direct care workers and best practices in quality care delivery.

NURSING HOME COMPARE, CENTER FOR MEDICARE AND MEDICAID SERVICES

www.medicare.gov/NHCompare

This site allows for consumers to compare Medicare and Medicaid certified nursing homes throughout the country. Each nursing home facility is given an overall rating, along with ratings for health inspections, staffing, and quality of care. Individual nursing homes can be selected to outline detailed information, including specific health violations and quality of care indicators.

ADULT FOSTER CARE/ HOME FOR THE AGED SEARCH

http://www.dleg.state.mi.us/brs_afc/sr_afc.asp

Michigan’s Department of Health and Human Services has provided a site where individuals, families, and caregivers can search for AFCs and HFAs by the name of the facility, license number, address, and/or size of the facility. This service provides inspection reports and licensing information for facilities, as well as reports from special investigations.

Mental Health & Substance Abuse

ALANO CLUB (AA & OTHER GROUP MEETINGS)

933 South Burdick Street
Kalamazoo, MI 49001
(269) 343-2711
www.kalamazooalanoclub.org

A place for people in recovery to meet and attend meetings such as Alcoholics Anonymous (AA), Al-Anon, and Narcotics Anonymous (NA). Meetings are discussion/participation based, oftentimes surrounding a particular topic.

ALCOHOLICS ANONYMOUS

Kalamazoo Area Intergroup
126 E Kilgore Rd, Suite B
Portage, MI 49002
(269) 349-4410 (meeting times)
(269) 382-5244
www.aakalamazoo.org

Provides meeting schedules to various groups, clearing house resources, and a 24 hour hotline.

BRONSON LAKEVIEW HOSPITAL, NEUROBEHAVIORAL HEALTH

404 Hazen Street, Suite L3
Paw Paw, MI 49079
(269) 657-1595
(800) 656-3141

Inpatient and outpatient mental health services exclusively for older adults.

BORGESS BEHAVIORAL HEALTH INPATIENT CARE

1521 Gull Road
Kalamazoo, MI 49048
(269) 226-8000
<http://www.borgess.com/default.aspx?pld=2366>

Inpatient mental health services, designed to meet the needs of specific age groups

BORGESS BEHAVIORAL HEALTH DELANO OUTPATIENT CLINIC

7895 Currier Drive
Portage, MI 49002
(269) 321-7090
<http://www.borgess.com/default.aspx?pld=2365>

Outpatient mental health services, designed to meet the needs of specific age groups

ELIZABETH UPJOHN COMMUNITY HEALING CENTER

2615 Stadium Drive
Kalamazoo, MI 49008
(269) 343-1651
(800) 338-5444
www.communityhealingcenter.org

Programs include intensive outpatient services for substance abuse treatment, substance abuse and dual diagnosis treatment, child and family counseling interventions.

KALAMAZOO COMMUNITY MENTAL HEALTH & SUBSTANCE ABUSE SERVICES (KCMHSAS)

418 West Kalamazoo Avenue
Kalamazoo, MI 49007
(269) 373-6000 or (888) 373-6200
(available 24 hours a day)
www.kazoocmh.org

The KCMHSAS will screen a person to see if they qualify for some type of funding for treatment. If so, they refer to their contracted providers. For those with private insurance, they suggest calling the number on their insurance card in order to determine what agencies accept their insurance.

NARCOTICS ANONYMOUS

Helpline: (800) 230-4085
<http://www.michigan-na.org>

Narcotics Anonymous provides meeting information and locations for local groups meeting to support people struggling with addiction to narcotics in the southwestern Michigan area.

**NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)
KALAMAZOO**

www.namikzoo.org

Provides support, education and advocacy for individuals and families.

**WMU'S CENTER FOR COUNSELING
AND PSYCHOLOGICAL SERVICES**

1903 West Michigan Avenue
Sangren Hall, rm 3341
Kalamazoo, MI 49008
(269) 387-5105
www.wmich.edu/cecpc/ccps

This program provides low cost services to anyone in the southwestern Michigan area regardless of social class, religious beliefs, sexual orientation, age, gender, race, ethnicity, disability, or level of education. Services are provided by graduate students supervised by faculty. When problems presented are not within the staff's scope of practice, appropriate referral sources are identified for clients.



Nutrition

Several nutrition programs are available to ensure that older adults have access to healthy and low-cost meals.

These programs range from providing cash assistance to purchase food, to low-cost food options, to dining at senior meal sites, to receiving meals at home.

SENIOR SERVICES SOUTHWEST MI

918 Jasper Street
Kalamazoo, MI 49001
(269) 382-0515
www.seniorservices1.org

Meals on Wheels: Volunteers deliver a hot meal during the lunch hour to individuals, ages 60+, who are homebound. A sack supper and/or frozen meals for the weekend may also be delivered. An alternative choice is the OPTIONS program. Frozen meals are delivered weekly to your home, and you may choose from a menu with a variety of choices for the meals. A suggested donation amount is based on your income.

Friendship Centers: Reserve one day ahead to join others for a lunchtime congregate meal at one of a variety of locations in Kalamazoo County (see website or call Senior Services for locations). Food, friendship and activities are all a part of attending one of the Friendship Centers. For individuals age 60+. Pricing is donation-based.

Food for All: This service will deliver hot meals to residents of Kalamazoo County (any age), as well as drop off a supply of frozen meals. Food for All can also supply you or someone you care for with a supply of Emergency Shelf Stable Meals. You may choose the frozen meals you prefer. Each meal includes a main course and vegetable in a microwaveable and oven proof package. This service requires pre-payment.

KALAMAZOO LOAVES AND FISHES (EMERGENCY FOOD)

901 Portage Street
Kalamazoo, MI 49001
(269) 343-3663
www.kzoolf.org

Loaves and Fishes is for Kalamazoo residents in need of emergency food. Call between 9am & 1pm weekdays to schedule a food pick-up. It is best to call early to assure an appointment the same day. Loaves and Fishes provides a four day supply of groceries for each person in the home, once every 30 days. Picture I.D. for all adults and some identification for children must be brought with you. There are many sites to choose from throughout Kalamazoo County in order to pick-up your food.

MICAFAE (MICHIGAN'S COORDINATED ACCESS TO FOOD FOR THE ELDERLY)

(877) 664-2233
www.elderlawofmi.org/micafe

Local volunteers from MiCAFE meet individually with adults age 60+ to help with applying for food assistance (bridge card) through the Michigan Department of Health and Human Services. Other services such as Medicaid and Medicare Savings Program can also be applied for at the same time. Call to determine your closest center and make an appointment. If you are able to apply for a bridge card without needing the assistance provided by MiCafe volunteers, you may apply here: www.mibridges.michigan.gov/access/

**KALAMAZOO COUNTY DEPARTMENT OF
HEALTH AND HUMAN SERVICES (DHHS)**

322 East Stockbridge

Kalamazoo, MI 49001

(269) 337-4900

<http://michigan.gov/md->

[hhs/0,5885,7-339-73970_5461_66819-](http://michigan.gov/md-hhs/0,5885,7-339-73970_5461_66819-288239--,00.html)

[288239--,00.html](http://michigan.gov/md-hhs/0,5885,7-339-73970_5461_66819-288239--,00.html)

If you are able to apply for a bridge card without needing the assistance provided by MiCafe volunteers, you may pick up a paper assistance application at DHS to complete. Online application is encouraged at www.mibridges.michigan.gov/access/.

**COMMODITY SUPPLEMENTAL FOOD PROGRAM
(CSFP)**

Salvation Army

1700 South Burdick Street

Kalamazoo, MI 49001

www.kzoolf.org/index.php/programs/

[commodity-supplemental-food-program](http://www.kzoolf.org/index.php/programs/commodity-supplemental-food-program)

Free food from CSFP is distributed once a month for those eligible (see website for date and time). A person must be 60 years of age or older and at 130% or less of the federal poverty income guideline to be eligible.

In order to apply, bring your Michigan State ID or Driver's License, Social Security card and proof of income. Contact Senior Services for more information at (269) 382-0515, ext. 316.

Spirituality

Welcome to the Senior Resources Guide provided by the Area Agency on Aging IIIA and the Kalamazoo Gay Lesbian Resource Center. Over time, as we watch our bodies, minds and spirits change, it's helpful to remember that our Creator loves us as we are and longs for us to be all we can become, whatever our age or shape, race or sexual orientation, gender or class. In Genesis, the first book of the Hebrew Scriptures, we read that God created humankind in God's own image and decided that all of creation was very good. The Divine loves us simply because we exist.

So embrace who you are: the wisdom from years of experience; the body that moves through the world; the humor from living and learning; and the knowledge of who you are because of where you've been, where you are now and where you're going. Trust that God rejoices in you.

— Rev. Mary Beth Sarhatt – 2012-2014 Chair, Faith Alliance (a sub-committee of the KGLRC)

Affirming Religious Organizations

The Faith Alliance of the Kalamazoo Gay Lesbian Resource Center is a gathering of concerned faith community leaders seeking full inclusion of, and justice for, lesbian, gay, bisexual, and transgender persons at all levels of public and religious life.

The following LGBTQ-affirming faith based organizations are official partners of the Faith Alliance:

FIRST CONGREGATIONAL CHURCH*°

(269) 343-1549
www.kazoofcc.org

FIRST UNITED METHODIST CHURCH*°

(269) 381-6340
www.umc-kzo.org

KALAMAZOO FRIENDS MEETING (QUAKERS)*

(269) 349-1754
sites.google.com/site/kzoofriends

PHOENIX COMMUNITY CHURCH UCC*°

(269) 383-3222
www.phoenixchurch.org

PORTAGE CHAPEL HILL UNITED METHODIST CHURCH*

(269) 327-6643
www.pchum.org/

SKYRIDGE CHURCH OF THE BRETHREN*°

(269) 375-3939
www.skyridge.org

* Participated in Kalamazoo Pride 2015.

° Website has rainbow imagery and/or explicitly LGBTQ-inclusive welcome statement

In addition, the following organizations have requested to be listed by the Kalamazoo Gay Lesbian Resource Center as LGBTQ-affirming faith based organizations. They may or may not be active in the Faith Alliance.

Please research these organizations for yourself as they vary widely in their public commitments and policies.

CONGREGATION OF MOSES

(269) 342-5463

www.congregationofmoses.org

FIRST BAPTIST CHURCH OF KALAMAZOO

(269) 345-2195

www.fbckazoo.org

FIRST CONGREGATIONAL UCC OF BATTLE CREEK°

(269) 965-1225

www.fccbc.org

FIRST PRESBYTERIAN CHURCH OF KALAMAZOO

(269) 344-0119

www.sanctuaryinthecity.org

KALAMAZOO COLLEGE CHAPEL

(269) 337-7362

www.kzoo.edu/studentlife/?p=chapel

LUTHERAN CHURCH OF THE SAVIOR*

(269) 342-0069

www.lcoskzoo.com

PEOPLE'S UNITARIAN CHURCH°

(269) 375-3262

www.peopleschurch.net

ST. LUKE'S EPISCOPAL CHURCH

(269) 345-8553

www.stlukeskalamazoo.org

ST. MARTIN OF TOURS*°

(269) 381-3188

<http://www.stmartinepiscopal.org>

ST. THOMAS EPISCOPAL CHURCH (BATTLE CREEK)

(269) 965-2244

www.stthomasbc.org

SAINT THOMAS MORE

(269) 381-8917

www.sttomskazoo.org

TEMPLE B'NAI ISRAEL°

(269) 342-9170

www.templebnaiisrael.com

TRINITY EVANGELICAL LUTHERAN CHURCH

(269) 344-6181

www.tlckzoo.com

TRINITY LUTHERAN CHURCH, BATTLE CREEK

(269) 963-5356

www.tlcbattlecreek.org

UNITARIAN UNIVERSALIST COMMUNITY CHURCH*°

(269) 324-7262

www.uucommunitychurch.org

UNITY CHURCH

(269) 385-2239

www.unitykalamazoo.com

WESLEY FOUNDATION

AT WESTERN MI UNIVERSITY

(269) 344-4076

wmu.miwesley.org

WESTMINSTER PRESBYTERIAN CHURCH

OF PORTAGE°

(269) 344-3966

www.wpcportage.org

* Participated in Kalamazoo Pride 2015.

° Website has rainbow imagery and/or explicitly LGBTQ-inclusive welcome statement

Transgender Issues

Transgender seniors face additional challenges that are important to consider when seeking services for themselves or seeking services for loved ones who are transgender. Health challenges remain one of the biggest concerns for many transgender individuals. Medicare, Medicaid, Veterans Administration, and private health insurance generally do not cover transgender health services such as hormones and surgery. Without insurance coverage, the out-of-pocket cost of transgender surgery is unaffordable for many. Others do not have surgery because of opposition by family members, fear of surgery, other health complications, or belief that surgery is just not necessary to live life in the proper gender. This means that it is quite likely that a transgender woman will still have the anatomical features of a man, and transgender men may still have certain anatomical features of a female. It is important to know that just because an individual is transgender, this does not disqualify them from typical services (i.e. preventative health visits, screenings, and hospitalization days).

The health care system is generally unprepared to deal with the realities which transgender seniors face. Transgender seniors may deal with chronic health conditions from being refused help because of their transgender or gender non-conforming status, harassment in medical encounters, or medical providers simply not understanding how to treat transgender seniors. While this lack of understanding can be frustrating and discouraging, it is important to note that individuals can advocate for themselves or help educate the medical providers.

While health concerns are often the biggest hurdle for transgender seniors, discrimination can occur in other areas of life. That is why it is crucial to ask questions when determining where to live, where to receive medical attention, and how to access other services to ensure that either you or your loved one is being cared for in the best way possible.

Local Resources

TRANSCEND

629 Pioneer Street, Suite 102
Kalamazoo, MI 49008-1860
Phone: (269) 349-4234
<http://kglrc.org/services/transgender>

TransCend provides support and resources to the Southwest Michigan transgender community, their significant others, family, friends, and allies. TransCend is a program of the KGLRC. TransCend meetings are open to persons age 18 and older (ages 16 and 17 are welcome with parental/guardian permission). Meetings are on the second Wednesday of each month at 6:30pm and the fourth Sunday of each month at 4:30pm at The Kalamazoo Gay and Lesbian Resource Center.

State and National Resources

TRANSGENDER AGING NETWORK

6990 North Rockledge Avenue
Glendale, WI 53209
(414) 540-6456
www.forge-forward.org/tan

The Transgender Aging Network works to identify and promote communication among researchers, service providers, educators, advocates, elders and others who are interested in trans/SOFFA aging issues; promote awareness about the concerns, issues, and realities of trans/SOFFA aging; advocate for policy changes in public and private institutions; and provide communication channels through which trans/SOFFA elders can give and receive support and information. TAN offers training and workshops for researchers, service providers, educators, advocates, elders and SOFFAs, as well as online publications.

TRANSGENDER LAW CENTER

870 Market Street, Room 823
San Francisco, CA 94102
(415) 865-0176
www.transgenderlawcenter.org

Transgender Law Center works to change law, policy, and attitudes so that all people can live safely, authentically, and free from discrimination regardless of their gender identity or expression. Transgender Law provides information on areas of law including employment, family, and health for transgender individuals. In addition to their online resources, there is a helpline individuals can call for information at (415) 865-0176 x306 or by filling out the form provided online.

TRANSGENDER MICHIGAN

429 Livernois Street, rm 206
Ferndale, MI 48220
(800) 842-2954
<http://www.transgendermichigan.org/Index.html>

The goals of Transgender Michigan are to: educate Michigan about gender identity and expression as well as injustices faced by transgender individuals and significant others, families, friends, and allies (SOFFAs); to advocate for equality, social justice and inclusion of transgender individuals and SOFFAs, and those who are perceived as gender variant; to provide support for transgender individuals, SOFFAs, and those who are perceived as gender variant. Transgender Michigan also offers a help line at (800) 842-295 x 1 or (855) 345-8464.

Transportation

AMERICAN CANCER SOCIETY, SOUTHWEST MICHIGAN OFFICE

1400 West Milham Avenue
Portage, MI 49024
(800) 227-2345
<http://www.cancer.org>

The American Cancer society provides medical appointment transportation for cancer patients of all ages. Two business day notice are required; rides are not guaranteed but usually provided. Patients must be ambulatory. There is no fee.

METRO COUNTY CONNECT

530 North Rose Street
Kalamazoo, MI 49007
(269) 337-8477 (for an application or to ask about ADA eligibility)
(269) 337-8222
www.kmetro.org/transit-services/metro-county-connect

Metro County Connect is a county-wide origin to destination service with door-to-door services available with prior approval. Metro County Connect has reduced rates for age 62+ or persons with a disability (must register). All vehicles have wheelchair lifts. The only out-of-county service is to the VA Hospital in Battle Creek. One-way fare expected at time of boarding. There is no Sunday service.

METRO TRANSIT

530 North Rose Street
Kalamazoo, MI 49007
(269) 337-8222
kmetro.org

Provides fixed route bus transportation throughout the Kalamazoo area. Bus hours may vary, please call Metro Transit or visit their website. If you are interested in learning how to use the bus system, consider using the Travel Training Program. More information can be found here: www.dnswm.org/attachments/article/74/Basic%20Travel%20Trainer%20Handout.pdf

PORTAGE SENIOR CENTER

320 Library Lane
Portage, MI 49002
(269) 329-4550
www.portagemi.gov/Departments/PRSCS/SeniorCitizenServices/Services.aspx

Transportation to and from the Center is available to City of Portage residents who are members of the Center. Members are asked to call at least one day in advance to make arrangements. Transportation is also provided for local weekly shopping excursions.

SENIOR SERVICES SOUTHWEST MI

918 Jasper Street
Kalamazoo, MI 49001
(269) 382-0515
<http://www.seniorservices1.org>

Senior Services has various programs that provide limited transportation services. The van is not wheelchair accessible. Donations are accepted.

SHEPHERD'S CENTER

1833 South Burdick Street

Kalamazoo, MI 49001

(269) 383-1122

www.shepherdscenterkalamazoo.com/

transportation.php

Volunteer drivers provide medical rides Monday through Thursday and non-medical rides on just Wednesdays and Thursdays. This service can accommodate canes and walkers but not wheelchairs. A donation is requested.

SOUTH COUNTY COMMUNITY SERVICES

105 South Kalamazoo Street

Vicksburg, MI 49097

(269) 649-2901

www.southcountycs.us

Call the listed number for more information. SCCS now has access to a Community Service Van through Metro County Connect.

Transportation For Veterans Only

AMERICAN RED CROSS

5640 Venture Court

Kalamazoo, MI 49009

(269) 353-6180

www.redcross.org/local/mi

The American Red Cross offers rides to the VA Hospital in Battle Creek for eligible veterans. Those who are interested may call Monday or Tuesday to schedule a ride on Thursday with volunteer drivers. Veterans must have an appointment scheduled and be able to get in and out of a small van. There is no fee for this service.

VA HOSPITAL IN BATTLE CREEK

5500 Armstrong Road

Battle Creek, MI 49037

(269) 373-5304 (Volunteer Service)

(269) 966-5600 (Veterans Transportation Service)

www.battlecreek.va.gov/services/

Veterans_Transportation_Service.asp

A van or car with a volunteer driver will transport any veteran on Wednesdays to the VA Hospital. The veteran must be at Ministry with Community (440 North Church Street) by 8 am Wednesday morning. Advance notice is not required; however the veteran must show proof of scheduled appointment that same day. The van or car will return to Kalamazoo after the last appointment is complete.

Veterans Transportation Service also provides shuttle services that run twice a day from the Battle Creek VA Medical Center to the VA Medical Centers in Ann Arbor and Detroit and once per day from the Battle Creek VA Medical Center to the Health Care Center in Wyoming and the Community Based Outpatient Clinic in Muskegon.

Long-Term Care Supportive Services & Facilities

We asked long-term care service providers a series of questions to help determine how affirming their agencies are in terms of serving LGBTQ individuals (to see the questions, please look to last pages of this guide book). The providers were scored in the following areas: LGBTQ specific training and development requirements for staff; affirming environment; anti-discrimination policies and practices; and LGBTQ specific marketing efforts.

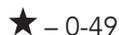
Of the 25 agencies that returned the surveys in 2012 or 2015, a majority were interested in improving their policies and learning more about the unique needs and concerns of the LGBTQ community. We intend to follow up with training opportunities. Below, it is noted if the agency completed the survey in 2012, 2015, or both. Please note that some agencies that completed the survey in 2012 may no longer be providing a service and are not listed.

If a provider in the list below does not have an icon, that means they were not surveyed.

KEY:



Did not respond to survey.



Lowest equality and affirming practices score.



A moderate score indicating they have taken or are planning to take steps toward equality and implementing affirming practices.



Highest score for equality and being most affirming to LGBTQ individuals.

Adult Day Programs

2015 ★★

ADULT DAY SERVICES AT OAKLAND CENTRE

2255 West Centre Avenue
Portage, MI 49024
(269) 373-3200
www.oaklandcentre.org

2012 ★★ | 2015 ★★★

WMU SENIOR DAY SERVICES

(FORMERLY WMU - ALLIANCE SENIOR DAY SERVICES)
1515 Helen Avenue
Portage, MI 49002
(269) 553-3370
www.wmich.edu/agingservices

Assisted Living Facilities

- AMBER PLACE**
600 Golden Drive
Kalamazoo, MI 49001
(269) 226-6321
(269) 488-8230
www.heritagecommunity.com/index.php/communities/amber-place
-
- AMBER WAY**
300 Golden Drive
Kalamazoo, MI 49001
(269) 383-6822
www.heritagecommunity.com/index.php/communities/amber-way
-
- BROOKDALE PORTAGE: ASSISTED LIVING**
(FORMERLY WYNWOOD OF PORTAGE)
3150 Old Centre Avenue
Portage, MI 49024
(269) 601-7330
www.brookdale.com/communities/wynwood-of-portage/
-
- BUTTERFLY OASIS**
3113 Parchmount Avenue
Kalamazoo, MI 49004
(269) 342-5772
www.butterflyoasishome.com
-
- BROOKDALE PORTAGE: MEMORY CARE**
(FORMERLY CLARE BRIDGE OF PORTAGE)
3150 Old Centre Avenue
Portage, MI 49024
(269) 601-7325
www.brookdale.com/communities/clare-bridge-of-portage/
-
- COMFORTS OF HOME**
118 East Westwood Drive
Kalamazoo, MI 49006
(269) 388-8863
www.dleg.state.mi.us/brs_afc/sr_afc.asp
-
- CRYSTAL WOODS**
2924 Crystal Lane
Kalamazoo, MI 49009
(269) 544-2000
www.parkvillagepines.org/crystal-woods.php
-
- DIRECTORS HALL**
600 Golden Drive
Kalamazoo, MI 49001
(269) 343-4375
www.heritagecommunity.com/index.php/communities/directors-hall
-
- FOUNTAIN VIEW RETIREMENT VILLAGE**
7818 Kenmure Drive
Portage, MI 49024
(269) 327-9595
www.fountainviewofportage.org
-
- GULL ARBOR SENIOR LIVING, INC.**
7788 East DE Avenue
Richland, MI 49083
(269) 629-3178
www.dleg.state.mi.us/brs_afc/sr_afc.asp
-
- LAKWOOD ASSISTED LIVING**
16396 M-89 (or Gull Road)
Augusta, MI 49012
(269) 731-5444
www.lakewoodassistedcare.com
-

□
NEW FRIENDS DEMENTIA COMMUNITY

3700 West Michigan Avenue
Kalamazoo, MI 49006
(269) 372-6100
newfriendsmemorycare.com

□
OAKVIEW TERRACE

2920 Crystal Lane
Kalamazoo, MI 49009
(269) 372-1928
www.parkvillagepines.org

□
PARK PLACE ASSISTED LIVING

4222 South Westnedge Avenue
Kalamazoo, MI 49008
(269) 388-7303
www.parkplaceliving.org

□
PARK VILLAGE PINES

2920 Crystal Lane
Kalamazoo, MI 49009
(269) 372-1928
www.parkvillagepines.org

2015 ★
PORTAGE BICKFORD COTTAGE

4707 West Milham Avenue
Portage, MI 49024
(269) 372-2100
www.enrichinghappiness.com

□
SUE'S LOVING CARE

2827 Courtlandt Avenue
Kalamazoo, MI 49004
(269) 226-9165
(269) 808-8954 (Sue's direct #)
www.sueslovingcare.com

□
THE FOUNTAINS AT BRONSON PLACE - THE INN

1700 Bronson Way
Kalamazoo, MI 49009
(269) 382-3546
www.bronsonplace.watermarkcommunities.com

□
WHITE OAKS

300 White Oaks Road
Lawton, MI 49065
(269) 624-4811
www.randallresidence.com/assisted_living/Lawton_MI/zip_49065/randall_residence/4182

□
WILLIAM CRISPE COMMUNITY HOUSE

203 West Bridge Street
Plainwell, MI 49080
(269) 685-5296
http://www.dleg.state.mi.us/brs_afc/sr_afc.asp

□
WOODSIDE AT FRIENDSHIP VILLAGE

1390 North Drake Road
Kalamazoo, MI 49006
(269) 381-8837
www.woodsideFVK.com

□
WYNDHAM WEST

620 Phillips St
Kalamazoo, MI 49001
(269) 385-9740
www.heritagecommunity.com/index.php/communities/wyndham-west

Continuing Care Retirement Communities



THE FOUNTAINS AT BRONSON PLACE — THE TOWN CENTER

1700 Bronson Way
Kalamazoo, MI 49009
(269) 382-3546
www.bronsonplace.watermarkcommunities.com



FRIENDSHIP VILLAGE

1400 North Drake Road
Kalamazoo, MI 49007
(269) 381-0560
www.friendshipvillagemi.com



WYNDHAM APARTMENTS

2300 Portage St
Kalamazoo, MI 49001
(269) 385-2040
www.heritagecommunity.com/index.php/communities/wyndham-apartments

Home Care Agencies

2012 ★★★ | 2015 ★★★

A+ NURSING, INC.

1125 East Milham Avenue, Suite C
Portage, MI 49002
(269) 383-9112
www.aplusnursinginc.com



ABSOLUTE HOMECARE AND MEDICAL STAFFING

8080 Moorsbridge Road
Portage, MI 49024
(269) 324-8080
www.absolutehomecare.info

2015 ★

ADL HOME CARE, INC.

4230 South Westnedge Avenue, Suite 4
Kalamazoo, MI 49008
(269) 373-5444
www.adlhomecareinc.com

2012 ★ | 2015 ★★★

ADVANTAGE PRIVATE NURSING SERVICES, INC.

524 West Centre Avenue
Portage, MI 49024
(269) 324-1180
<http://www.advantageprivatenursingservices.com>



ARCADIA HOME CARE AND STAFFING

669 Romence Road
Portage MI 49024
(888) 771-6400
www.arcadiahomecare.com

2012 ★★

CARE N ASSIST

1821 Whites Rd Suite B
Kalamazoo, MI 49008
(269) 312-5369
www.carenassist.com

2015 ★★

COMFORCARE HOME CARE

6100 Newport Rd. Suite 208
Portage, MI 49002
(269) 359-4141
www.comforcare.com

2012 ★★

COMFORT KEEPERS #687

1350 West Centre Avenue, Suite 130
Portage, MI 49024
(269) 375-5466
www.comfortkeepers.com

KEY: = Did not respond to survey | ★ = 0-49 | ★★ = 50-79 | ★★★ = 80-100

2012 ★★★

FRESH PERSPECTIVE HOME CARE

7127 S Westnedge Suite 5A
Portage, MI 49002
(269) 329-4717
www.freshperspectivehomecare.com

2015 ★

HOME HELPERS

111 South Farmer Street
Otsego, MI 49078
(269) 692-2074
www.homecarekalamazoomi.com

2012 ★★★

HOME WATCH CAREGIVERS OF SW MICHIGAN

810 West Kilgore Road, Suite 4
Kalamazoo, MI 49008
(269) 216-9044
www.homewatchcaregivers.com

MEDICAL RESOURCE MANAGEMENT, INC.

3408 Miller Road, Suite 301
Kalamazoo, MI 49001
(269) 385-4698
www.mrmhomecare.com

RIGHT AT HOME

2990 Business One Drive
Kalamazoo, MI 49048
(269) 762-6110
www.rahhelps.com

2012 ★★★ | 2015 ★★★

SENIOR HOME SUPPORT

600 South Lincoln Street
Augusta, MI 49012
(269) 731-5787
www.seniorhomesupport.org

2012 ★★★

SENIOR SERVICES, INC.

918 Jasper Street
Kalamazoo, MI 49001
(269) 382-0515
www.seniorservices1.org

STAY HOME COMPANIONS

6623 East H Avenue
Kalamazoo, MI 49048
(269) 382-3355
www.stayhomecompanions.com

2012 ★★★

UNS HOME HEALTH AGENCY, INC.

2925 Portage Road
Kalamazoo, MI 49001
(269) 226-9363
www.unitednursing.com

Hospice Care

GRACE HOSPICE
2725 Airview Blvd Suite 101
Portage, MI 49002
(269) 743-4680
www.ghospice.com

GREAT LAKES CARING
6120 Stadium Drive, Suite 100
Kalamazoo, MI 49009
(269) 372-8555
www.greatlakescaring.com

HEARTLAND HOSPICE
8075 Creekside Drive, Suite 120
Portage, MI 49024
(269) 324-5705
www.hcr-manorcare.com

2015 ★★
HOSPICE CARE OF SOUTHWEST MICHIGAN
222 North Kalamazoo Mall, Suite 100
Kalamazoo, MI 49007
(269) 345-0273
www.hospiceswmi.org

KAIROS DWELLING
2945 Gull Road
Kalamazoo, MI 49048
(269) 381-3688
www.kairosdwelling.com

REVERENCE HOME HEALTH & HOSPICE
348 North Burdick Street
Kalamazoo, MI 49007
(888) 246-6322
www.reverencehomehealth.org/borgess

2015 ★★
ROSE ARBOR HOSPICE RESIDENCE
5473 Croyden Avenue
Kalamazoo, MI 49009
(269) 345-8910
www.hospiceswmi.org

SOUTHERNCARE
1911 West Centre Avenue Suite 1
Portage, MI 49024
(269) 342-9308
www.southerncareshospice.com

Nursing Homes

2012 ★★★ | 2015 ★★★
ALAMO NURSING HOME
8290 West C Avenue
Kalamazoo, MI 49009
(269) 343-2587
www.alamonursinghomeandrehabilitation.com

2012 ★★
BORGESS GARDENS
3057 Gull Road
Kalamazoo, MI 49048
(269) 552-6500
www.borgess.com/default.aspx?pld=85

BRONSON COMMONS
23332 Red Arrow Highway
Mattawan, MI 49071
(269) 283-5200
www.bronsonhealth.com/locations/
bronsoncommons/

FRIENDSHIP VILLAGE
1400 North Drake Road
Kalamazoo, MI 49007
(269) 381-0560
www.friendshipvillagemi.com

2012 ★★★

HAROLD AND GRACE UPJOHN COMMUNITY CARE CENTER

2400 Portage Street
Kalamazoo, MI 49001
(269) 381-4290
www.heritagecommunity.com/index.php/communities/upjohn-community-care-center/

□

HEARTLAND HEALTH CARE CENTER

3625 West Michigan Avenue
Kalamazoo, MI 49006
(269) 375-4550
www.heartland-manorcare.com/find-a-location/locations/heartland-health-care-center-kalamazoo

2015 ★

LAURELS OF GALESBURG

1080 North 35th Street
Galesburg, MI 49053
(269) 665-7043
www.laurelsofgalesburg.com

2015 ★

PLAINWELL PINES NURSING AND REHABILITATION CENTER

3260 East B Avenue
Plainwell, MI 49080
(269) 349-6649
<http://www.atriumlivingcenters.com/Community/Michigan/plainwell-pines.aspx>

2015 ★

MEDILODGE OF KALAMAZOO

(FORMERLY TENDERCARE)
1701 South 11th Street
Kalamazoo, MI 49009
(269) 375-2020
www.medilodgeofkalamazoo.com

2015 ★★

MEDILODGE OF WESTWOOD

(FORMERLY TENDERCARE)
2575 North Drake Road
Kalamazoo, MI 49006
(269) 342-0206
www.medilodgeofwestwood.com

2015 ★

MEDILODGE OF PORTAGE

(FORMERLY TENDERCARE)
7855 Currier Drive
Portage, MI 49002
(269) 323-7748
www.medilodgeofportage.com

2012 ★

REHABILITATION AND SKILLED NURSING AT THE SPRINGS

(FORMERLY THE SPRINGS AT THE FOUNTAINS)
1451 Bronson Way
Kalamazoo, MI 49009
(269) 567-5904
www.bronsonplace.watermarkcommunities.com/living-choices/rehabilitation-skilled-nursing

Medicare Certified Skilled Home Health Care



BRONSON AT HOME

(FORMERLY BRONSON HOME HEALTH CARE)

6938 Elm Valley Dr
Suite 101
Kalamazoo, MI 49009
(844) 241-4663
www.Bronsonathome.com



CARE ONE HOME HEALTH SERVICES, INC.

2660 44th Street SW Suite 500
Wyoming, MI 49519
(269) 251-9364
www.careonehhs.com



GENTIVA HEALTH SERVICES

5148 Lovers Lane Suite 210
Portage, MI 49002
(269) 381-5620
www.gentiva.com



GREAT LAKES CARING

6120 Stadium Drive, Suite 100
Kalamazoo, MI 49009
(269) 372-8555
www.greatlakescaring.com



KALAMAZOO HOME HEALTH CARE

834 King Hwy Suite 104
Kalamazoo, MI 49001
(269) 532-1801
www.kalamazoohomehealthcare.com

2012 ★★ | 2015 ★★

SENIOR HOME SUPPORT

600 South Lincoln Street
Augusta, MI 49012
(269) 731-5787
www.seniorhomesupport.org



PARAGON HOME HEALTHCARE, INC.

601 East Centre Avenue
Portage, MI 49002
(269) 343-0900
www.paragonhhc.com



PINNACLE SENIOR CARE

2725 Airview Blvd Suite 101
Portage, MI 49002
(269) 276-5430
www.pinnaclesenior.com



REVERENCE HOME HEALTH & HOSPICE

348 North Burdick Street
Kalamazoo, MI 49007
(888) 246-6322
www.reverencehomehealth.org/borgess

2012 ★★

UNS HOME HEALTH AGENCY, INC.

2925 Portage Road
Kalamazoo, MI 49001
(269) 226-9363
www.unitednursing.com

Aging Service Provider Equality Survey 2015

Agency Name: _____

Agency Contact: _____ Phone Number: _____

1. Does your intake process include a question that allows for individuals to self identify as LGBTQ?
 - Yes (10)
 - No (0)
 - No, but plan to in the next one year (5)
 - Do not know (0)
2. Does your intake process/forms use inclusive language including partner, or significant other, and preferred name?
 - Yes (10)
 - No (0)
 - No, but plan to in the next one year (5)
 - Do not know (0)
3. Does your organization do any of the following to make lesbian, gay, and bisexual individuals feel comfortable?
 - Provide magazines, books, or other materials that represent LGBTQ individuals
 - Post your non-discrimination policy in prominent places
 - Post safe space or affirming symbols (e.g., HRC equal sign, rainbow, or pink triangle)
 - Provide materials or services that are specific to issues LGBTQ individuals face
 - Yes (10)
 - No (0)
 - No, but plan to in the next one year (5)
 - Do not know (0)
4. Does your organization do any of the following to make transgender individuals feel comfortable?
 - Provide magazines, books, or other materials that represent transgender individuals
 - Post your non-discrimination policy in prominent places
 - Post safe space or affirming symbols (e.g., HRC equal sign, rainbow, or pink triangle)
 - Provide materials or services that are specific to issues transgender individuals face
 - Yes (10)
 - No (0)
 - No, but plan to in the next one year (5)
 - Do not know (0)
5. Does your primary non-discrimination or equal employment opportunity policy include the term "sexual orientation"?
 - Yes (10)
 - No (0)
 - No, but plan to in the next one year (5)
 - Do not know (0)
6. Does your primary non-discrimination or equal employment opportunity policy include "gender identity" and/ or "expression"?
 - Yes (10)
 - No (0)
 - No, but plan to in the next one year (5)
 - Do not know (0)

Continued on next page

Aging Service Provider Equality Survey 2015

Continued from previous page

7. Does your organization have affirming symbols (e.g., HRC equal sign, rainbow, or pink triangle) located on literature or hand-outs for prospective clients/residents?
- Yes (10)
 - No (0)
 - No, but plan to in the next one year (5)
 - Do not know (0)
8. During the past year, has your business engaged in marketing or advertising to the LGBTQ community by doing any of the following:
- Sponsorships of LGBTQ organizations/events
 - Specific use of images that include LGBTQ people in marketing brochures or other media
 - Use of other affirming images or text in marketing materials
- Yes (10)
 - No (0)
 - Do not know/Info not available (0)
9. Do you require all employees, including new hires to complete a diversity or cultural competency training that includes all the topics of gender identity, sexual orientation and specific review of your non-discrimination policy?
- Yes (10)
 - No (0)
 - No, but plan to in the next one year (5)
 - Do not know (0)
10. If an LGBT consumer has been discriminated against due to the sexual identity and/or gender identity in services provided by your organization, do you have a grievance reporting system in place that responds to these types of issues in a serious manner and acts accordingly?
- Yes (10)
 - No (0)
 - No, but plan to in the next one year (5)
 - Do not know (0)
11. Are you interested in having AAALIA and the Kalamazoo Gay Lesbian Resource Center (KGLRC) come to your organization to provide a LGBTQ Training?
- Yes
 - No



Area Agency on Aging IIIA

3299 Gull Road, PO Box 42 | Kalamazoo, MI 49048
Phone: (269)373-5147 | www.kalcounty.com/aaa



the resource center

serving the lesbian, gay, bisexual, transgender community
of greater kalamazoo and its friends and allies

629 Pioneer Street | Kalamazoo, MI 49008
Phone: (269)349-4234 | www.kglrc.org