



Creating a welcoming home health care environment for LGBT older adults

Caring for LGBT older adults with dignity and respect.

At the Visiting Nurse Service of New York (VNSNY), we are committed to treating every patient with empathy, courtesy, and respect.

Our staff has received training on working with LGBT communities from the LGBT senior advocacy organization SAGE (Services and Advocacy for GLBT Elders), ensuring that all of our staff are aware of and sensitive to the needs and concerns of LGBT older adults. In fact, VNSNY is the largest home- and community-based health care organization in the New York City metropolitan area with the SAGECare Platinum level LGBT cultural competency credential. SAGE is the country's largest and oldest organization dedicated to improving the lives of lesbian, gay, bisexual, and transgender (LGBT) older adults.



Our promise to LGBT patients:

- Our staff will treat you in a **friendly and professional manner** and with the **highest level of confidentiality**.
- We are dedicated to providing **a welcoming and bias-free environment** to all of our LGBT patients.
- We want our patients to feel **free and safe and to be open** about their sexual orientation and gender identity with their VNSNY caregivers and to expect nothing less than **utmost respect and encouragement** in return.
- We will give **special attention to protocols and procedures** around gender identity so that insurance coverage is not affected.
- We will help identify **safe and trusted resources in the community** to help support your health care needs.

At VNSNY, we value diversity and are committed to upholding discrimination-free ethics for both our employees and our patients.



Over 125 years as a safe harbor for all New Yorkers in need.

VNSNY provides a wide range of welcoming, safe home- and community-based health care services to LGBT community members from staff who have received SAGE training.

- Nursing services provided by registered nurses
- Rehabilitation therapy provided by physical therapists, occupational therapists and speech language pathologists
- Help with social, emotional or mental health needs, provided by nurses and social workers
- Assistance with personal care and activities of daily living, provided by certified home health aides
- Hospice and palliative care provided by specially trained experts. For more information, call **212-609-1920**.
- Private pay home care services, including nursing and home health aide personal care, available through Partners in Care. For more information, call **1-888-9-GET-HELP**.
- Medicare and Medicaid health plans as well as a special needs plan for HIV/AIDS provided by VNSNY CHOICE Health Plans. For more information, call **1-855-AT-CHOICE**.

For more information about any of VNSNY services, please call the VNSNY Customer Care Center at **1-888-VNS-1-CALL** (1-888-867-1225) or visit our website at **vnsny.org**.





We're here for you.

Our goal at the Visiting Nurse Service of New York is to comprehensively support the home health care needs of LGBT older adults. We are committed to providing high quality, culturally-sensitive care, and are proud to have an LGBT Advocacy Group that includes staff from all parts of our organization to ensure the best possible home care support for LGBT older patients.

To learn more about the Visiting Nurse Service of New York, ask your doctor or contact the VNSNY Customer Care Center 24/7 at: **1-888-VNS-1-CALL** (1-888-867-1225) or visit our website at vnsny.org.

VNSNY serves all five boroughs of New York City, Nassau, Suffolk and Westchester Counties. For our VNSNY CHOICE Health Plans service area, please go to vnsnychoice.org.



Visiting Nurse Service of New York

220 East 42nd Street, New York, NY 10017 | vnsny.org