

## Local LGBTQ+ Community Resources

Youth Link & Be PrEPared Programs  
Kaleida Health – Oishei Children's Hospital  
**(716) 768-7572**

Leaving Our Legacy  
**(716) 821-7511**

MOCHA Center  
**(716) 541-0675**

Center for Plastic Surgery  
**(716) 859-4069**

Center for Psychosexual Health  
**(716) 265-4935**

Family Justice Center  
**(716) 558-SAFE (7233)**

Pride Center  
**(716) 852-7743**

Gay & Lesbian Youth Services (GLYS) WNY, Inc.  
**(716) 855-0221**

The Erie County Bar Association Volunteer  
Lawyers Project, Inc.  
**(716) 847-0662, ext. 315 and 319**

Crisis Services  
**(716) 834-3131**



To learn more about Kaleida Health's commitment to providing health care to the LGBTQ+ community visit:

[kaleidahealth.org/lgbtq](https://kaleidahealth.org/lgbtq)



ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Please ask your care team.

### Spanish

ATENCIÓN: Si habla español, los servicios de asistencia lingüística están disponibles, de forma gratuita, para usted. Por favor, pregunte a su equipo de atención.

### Arabic/Sudanese

تنبيه: إذا كنت تتحدث العربية، فسوف تتوفر لك خدمات مساعدة لغوية مجانًا. يرجى أن تسأل فريق العناية الخاص بك.

Kaleida Health does not discriminate on the basis of race, color, religion, sex, national origin, disability, sexual orientation, gender identity or expression, physical appearance, source of payment, or age.



## A Guide for LGBTQ+ Patients and Families

Committed to providing compassionate care

## Leader in LGBTQ Healthcare Equality

At Kaleida Health, we believe that all patients deserve respectful and compassionate health care, inclusive of sexual orientation or gender identity or expression. Like all patients, we recognize that lesbian, gay, bisexual, transgender, non-binary, asexual, intersexual, queer and questioning individuals need high-quality, culturally competent health care from providers who know, respect and understand them.

Kaleida Health is proud to have been recognized by the Human Rights Campaign (HRC) Foundation as a Leader in LGBTQ Healthcare Equality since 2016. This honor is given to facilities that meet LGBTQ-inclusive benchmarks contained within the Healthcare Equality Index that evaluates inclusive policies and practices like nondiscrimination policies, guarantee of equal visitation for same-sex partners and continuing education related to LGBTQ+ patients, visitors and employees.



## Our Policies and Progress

As a Kaleida Health patient, LGBTQ+ individuals will be treated with the respect they deserve.

- Our nondiscrimination policy is inclusive of sexual orientation, gender identity and gender expression.
- Our visitation policy grants same-sex couples and parents the same access as different-sex couples and parents.
- We will recognize same-sex partners as the patient's family, even if the partners are not legally married.
- We have the ability to add pronouns (i.e. "she", "he", "they", "ze") in our electronic medical record to create a more inclusive and comforting healthcare environment.
- Kaleida Health recognizes that New York State residents have the right to appoint a health care agent of their choice – including a same-sex partner – with a Health Care Proxy document. This proxy you choose to designate will be able to make decisions about your health care when you cannot do so.
- Kaleida Health has started an LGBTQ+ Employee Resource Group (ERG) to continue educating our staff about the unique needs of the LGBTQ+ community.

## Tips for Your Visit

To receive the best care, we encourage all of our patients to be open and honest with us about sexual orientation and gender identity. Please know all patient information, including your sexual orientation, gender identity and HIV-related information, is kept strictly confidential.

*Here are some tips for your upcoming visit:*

### **Bring support**

If you are feeling nervous about coming out during your visit, bring a partner, family member or friend for support.

### **Try to be open**

It is our responsibility to offer you a safe space for your healthcare needs. When you feel comfortable disclosing your sexual orientation and gender identity, our staff is ready to listen and be understanding.



### **Be direct and honest**

If your provider uses the wrong terms or pronoun when referring to you or your partner, please correct them and share which terms you prefer. Let your provider know how you identify when you feel comfortable doing so as honesty is key to great health care.

## Let Us Know How We Are Doing

If you feel that you are not being treated with respect and dignity, or if your needs are not being met, please email [KaleidaLGBTQInfo@KaleidaHealth.org](mailto:KaleidaLGBTQInfo@KaleidaHealth.org) or call us anonymously at our Civil Rights Hotline (716) 859-8020.