



Thank you for registering with SAGEConnect! We know that many people are feeling less connected, so we are happy you have reached out. We will soon share your information with a SAGE Connect caller who is either LGBTQ themselves or an ally to our community.

Your SAGEConnection will call you at a time that works for both of you. Together you can discuss if you want to try to connect more often than that, and also by text message or video chat. Please read the rest of this document for some important safety information.

We hope that your SAGEConnection helps you in this difficult time. As always, SAGE is here for you. If at any time you want to be connected to a different person, or have other concerns or questions, please contact SAGE at connect@sageusa.org. If you know someone who would like to register to receive a call but they don't have access to the internet, please have them call 929-484-4160 to get enrolled.

Ground Rules and Boundaries

SAGEConnect is a social program, and the reason for your calls is to help everyone feel more connected. This program is strictly social in nature and SAGEConnect callers will not engage in case management, exchange money, supplies, or gifts, or act as a mental health counselor. If you are experiencing a crisis or in need of assistance, please call the national 24/7 SAGE LGBTQ Elder Hotline at 877-360-LGBT (5428) or call the SAGE office at 212-741-2247 during business hours (9AM – 5 PM EST).

Both parties have the right to be free from disrespectful, abusive, harmful, or sexual comments, and everyone is expected to use one another's correct name and pronouns. If at any point you feel the conversation has become inappropriate or transgressed these boundaries, it is appropriate to end the call and contact the SAGEConnect line at 929-484-4160.

Callers should not ask for your personal or financial information. Do not share any of the following information: your full name, address, social security number or other identifying information, financial or banking information, or other personal information. If your SAGEConnection asks you for any of this information, please contact SAGE immediately at 929-484-4160 or connect@sageusa.org.

Additional Resources

SAGE LGBTQ Elder Hotline 877-360-LGBT (5428): The staff at the hotline are certified in crisis response and offer support without judgment, answer questions factually and confidentially, and can provide information about community support resources such as healthcare, transportation, counseling, legal services, and emotional support programs.

Area Agency on Aging: Staff at your local Area Agency on Aging (AAA) or Department on Aging can assist you with finding local resources, such as home-delivered meals or in-home care. You can find your local AAA and other resources at eldercare.acl.gov/Public/About/Aging_Network/AAA.aspx.

Local Senior Centers: Local senior centers are closed during social distancing, but most are still operating via phone or email to provide technical assistance and connect older people with local services. Most centers can be found through an online search or your local Area Agency on Aging or Department of Aging can provide you with a directory.

Local LGBT Center: LGBT centers are another resource for local support. You can find your local center at lgbtcenters.org/.

SAGE Affiliate Network: LGBT older people live in every region of our country, from urban neighborhoods to rural counties—and everywhere in between. Find local groups that provide services and programs to LGBT older people through SAGENet, our national affiliate program. Nationally, there are 30 affiliates in 22 states plus Puerto Rico. Find out if there is one near you by visiting this link: www.sageusa.org/affiliates.