

## How We Can Help

Our program is primarily focused on helping with substance use disorders with an added layer, gender-affirming healthcare. Our staff is trained and experienced in the explicit inclusion of LGBTQ+ patients, and we have zero tolerance for harassment and discrimination.

Here, you can expect:

- Confidentiality - no information will be shared without your permission
- Your correct pronoun learned and used
- Support, not judgment - we are focused on personalized care
- No wall of bias or incomprehension will obstruct your recovery
- Family services (couples and family counseling) that include your chosen family or anyone in your life who supports your recovery

Our expert, inclusive staff will work with you to decide what treatment options and services best fit your recovery needs and life goals.

## What to Expect

In order to develop your personalized treatment plan, we need to get to know you first. Your initial visit will be a thorough evaluation with our therapists. As we work with you to develop your plan, we will ask you questions like:

- Who are you? Tell us your story.
- What pain/trauma have you been through?
- What is important to you?
- How can we make this experience valuable?
- What does success look like to you?
- What are your goals? What do you want to accomplish?

The length of treatment is individual to each patient. Your therapist and support team will help you set expectations and goals, and define your success as we prepare you to overcome your substance use.

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### **SLH LGBTQ+ Liaison**

Leslie Wilson, 315-261-5954, x2312

### **Contact Information for St. Lawrence Health Substance Use Disorder Services**

Outpatient Services: 315-353-2572

Inpatient Services: 315-261-5954, x 5955

Website: [StLawrenceHealthSystem.org/Services/Substance-Use](https://StLawrenceHealthSystem.org/Services/Substance-Use)

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**DIVERSE  
INCLUSIVE  
ACCEPTING  
WELCOMING  
SAFE SPACE  
FOR EVERYONE**



**LGBTQ+  
AFFIRMING CARE**

**ST LAWRENCE  
HEALTH**

An Affiliate of  
Rochester Regional Health

Substance use disorder can be a major life hardship; getting help shouldn't be. Culturally competent care has not always been available to those who identify as lesbian, gay, bisexual, transgender, queer/questioning, and people of all sexual and gender identities who are part of the LGBTQ+ community.

We have created a program filled with inclusive recovery services that revolve around your needs, your goals, and who you are. Our safe, welcoming, and respectful space affirms every human's rich diversity of sexual orientation, gender identity, and gender expression, while offering unparalleled substance use care.

### **About the Program**

Our Behavioral Health program takes a firm stance on anti-discrimination and anti-harassment, and strives to support our patients in the safest possible environment. We are committed to providing gender-affirming services that focus on both individualized care and self-identification. We believe you matter, and our services are carefully designed to meet your unique needs and make you feel valued as an individual.

We personalize your care with the most flexible options available. At no point will we force you into doing things our way; we will work with you to identify what your success looks like, and shape your treatment plan around that.

We are dedicated to providing person-centered care, which focuses on individual and group therapy options, medication assistance, co-occurring services, and our LGBTQ+ specific services.

## **LGBTQ+ Substance Use Disorder Services**

The expert staff who will be by your side throughout your recovery have received specialty training to ensure they are welcoming and inclusive every step of the way.

You can choose to have LGBTQ+ affirmative care to support your recovery in individual sessions, group sessions, and peer recovery services. Our groups offer a curriculum that is specific to your unique healthcare and recovery needs, so you can explore sexual orientation, gender identity, and gender expression in a safe place.

We protect confidentiality at all stages of your recovery; whether you are an adolescent or adult. Our customized plans protect your information, and we only share information at your request.

We also offer:

- Program and room assignments that honor your gender identity
- Certified Safe Spaces
- Inclusivity through signage, art, and our displays
- Programming and a living environment that celebrates LGBTQ+ patients
- Zero-tolerance policies for harassment and discrimination

## **Group and Family Services**

Family does not always mean blood relations, and your chosen family is welcome to share in your care.

We offer peer services that are affirming and welcoming, and our services include your "chosen family." Anyone in your life who is supportive of your recovery is welcome at couple's counseling, family counseling, and so much more.

## **Gender-Affirming Healthcare**

Gender-affirming healthcare is our commitment to you. We will respect, protect, and celebrate your access to healthcare, while working to decrease inequity, bias, and discrimination.

From your very first visit, we will obtain information about your sexual orientation, gender identity, pronouns, and gender expression so we can better tailor our services to meet your individual needs. And, with the backing of a large health system, we can connect you to providers with Hormone Replacement Therapy, Gender Affirming Surgery, and providers who are skilled in helping LGBTQ+ patients.