



## Guidelines to having affirming conversations with transgender clients

- Ask people what they would like to be called, and then call them that.
- Call transgender people by their preferred name, even if it doesn't match their documentation.
- Use the pronoun (he/him/his, she/her/hers, or something else) that the client prefers.
- It's always important to ask, "Do you want me to use your preferred name only in private, or only with specific people? If so, which people?"
- If you accidentally use a wrong name or pronoun, apologize, use the right name or pronoun, and move on.

These pointers work well with all clients. With transgender people, they signal safety and respect. If a client requests evaluation or medical treatment for gender transition, refer them to a provider that specifically serves that community, such as Callen-Lorde Community Health Center (212-271-7200, [www.callen-lorde.org](http://www.callen-lorde.org)).



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