

Best Practices for a Trans-Affirming Environment

Best Practices	Examples
When addressing clients, avoid specific gender markers like “sir” or “madam”	“How may I help you today?”
Politely ask if you are unsure about a client’s preferred name or pronoun.	“I would like to be respectful – how would you like to be addressed?” “What name and pronoun would you like me to use?”
Ask respectfully about names if they do not match your records.	“Could your chart be under another name?” Avoid: “What is your legal name?” “What is your real name?”
Did you goof? Politely apologize.	“I apologize for using the wrong pronoun. I did not mean to disrespect you.”
When talking about clients, avoid pronouns and other gender terms.	“Your client is in the waiting room.” “They are here for their 3 o’clock appointment.”
Only ask information that is required	Ask yourself: What do I want to know? What do I need to know? How can I ask in a sensitive way?