

ASK FOR PRONOUNS & CHOSEN NAME

INITIAL COMMUNICATION METHODS

Email messages

Brainstorm how you can begin to share and ask for pronouns:

Brainstorm how you can ensure you are using gender neutral language:

Text messages

Brainstorm how you can begin to share and ask for pronouns:

Brainstorm how you can ensure you are using gender neutral language:

In-person (consultation or 1st session)

Brainstorm how you can begin to share and ask for pronouns:

Brainstorm how you can ensure you are using gender neutral language:

ASK FOR PRONOUNS & CHOSEN NAME

INTAKE PAPERWORK/ELECTRONIC HEALTH RECORDS (EHR)

- Option given for chosen name/name client goes by
- Option given for gender identity
- Option given for pronouns
- When asking for names of others in the client's life: ask for pronouns
- Greetings message: need to mention limitations of the EHR system?
- EHR: Create your own question to ask client to describe gender identity in (if option is not given by the EHR)
- EHR: Create your own question to ask client for pronouns (if option is not given by the EHR)
- EHR: Create your own question to ask client for pronouns of other persons in their life (if option is not given by the EHR)
- If you have waiting room/staff, ask client what name and pronouns they want used during check-in, when their name is called, etc.

CHECKING IN / WAITING ROOM

- Review new client paperwork to refer to the client's preferences re: pronouns and name, and, if needed, share with your staff
- Be sure your staff is aware of clients' chosen name and pronouns
- Be sure your staff takes note of clients' chosen name and pronouns
- Be sure clients' chosen name and pronouns are used at every visit, and updated as needed
- Be sure your staff members aren't making gender assumptions based on appearance, mannerisms, voice, etc. (phone, waiting room, front desk)
- Conduct trainings with your staff regarding:
 - Not making assumptions of gender based on appearance, mannerisms, voice, etc.
 - Using gender neutral language
 - Pronoun usage
 - Keeping track of clients' pronouns and chosen name
 - Consistent use of clients' pronouns and chosen name
 - How to respectfully navigate accidental misgendering
- Create nametags for your staff with their pronouns listed