



## GUIDELINES TO HAVING AFFIRMING CONVERSATIONS WITH TRANSGENDER CLIENTS

- Ask your clients what they would like to be called, and then call them that.
- Call transgender clients by the name they request, whether or not it matches their ID documents.
- Use the pronoun (he, she, they, or something else) that a client says is right for them.
- If you accidentally use the wrong name or pronoun, apologize, use the right name or pronoun and move on.
- It's very important to ask if you may use someone's chosen name in ALL settings (like in groups and when you call their residence), only with specific people or only in private.
- Language evolves all the time. If a client uses a term you aren't familiar with, you can ask what it means. You could say, "That's a new word for me, and I want to understand and support you. So what does that word mean to you?"

If you have questions or would like to schedule an E/Quality Care training for your organization, please reach out to [parkerjordan@rainbowheights.org](mailto:parkerjordan@rainbowheights.org). E/Quality Care trainings are made possible by the generous support of the New York City Council.

**E/QUALITY  
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# SUPPORTING TRANSGENDER CLIENTS IN UPDATING THEIR ID DOCUMENTS

Over half of transgender and gender non-conforming people in the United States do not have an ID that correctly reflects their gender identity or name, and the process to update one's identification documents can be overwhelming and inaccessible.

## Familiarize yourself with the basic steps for ID updates so you can offer referrals and encouragement to clients:



Sylvia Rivera Law Project offers a step-by-step guide to legally changing your name and updating your ID documents in New York: [www.srlp.org/changeid](http://www.srlp.org/changeid)



National Center for Transgender Equality provides guidance on correcting birth certificates issued by other states: [www.transequality.org/documents](http://www.transequality.org/documents)

## Be sure to let your client know that correcting their New York City or New York State birth certificate is now simpler than ever!

Many forms of identification require a letter from a licensed medical doctor in order to change the gender marker listed, as though trans and gender non-conforming people cannot be trusted to speak for themselves about their gender identity.

However, recent legislation in New York City and New York State has made it possible for transgender and gender non-conforming people to correct the gender marker on their birth certificates through simple self-attestation. People born in New York City also have the option of requesting a gender marker of "X" rather than male or female.

To correct the gender marker on their New York City or New York State birth certificate, your client must submit a completed application form, processing fee and a notarized form on which they attest their true gender identity.\*

## Refer eligible clients to the Name Change Project at Transgender Legal Defense & Education Fund (TLDEF)

TLDEF's Name Change Project provides pro bono legal name change services to low-income transgender, gender non-conforming, and non-binary people through partnerships with prestigious law firms. TLDEF accepts clients from all five NYC boroughs, Suffolk County and Nassau County.

Visit [www.transgenderlegal.org](http://www.transgenderlegal.org) for more info or to complete the intake form.

\*Gender marker correction for minors requires notarized attestation from their parent/legal guardian. For more details and to easily access all required forms, please visit the Sylvia Rivera Law Project URL listed above.



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