

**Guidelines for Quality Care of Transgender/Gender  
Diverse (TGD) Clients**

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**I. PURPOSE**

To provide guidance for staff interaction with transgender, nonbinary, gender questioning, and gender diverse clients who present for care to UCR Counseling and Psychological Services.

**II. SETTING**

UCR Counseling and Psychological Services (CAPS), on campus and remote settings.

**III. DEFINITIONS**

The following definitions were adapted from the University of California, San Francisco’s *Guidelines for the Primary and Gender-Affirming Care of Transgender and Gender Non-Binary People* (accessed February 25, 2020):

- **Gender Identity:** A person's internal sense of self and how they fit into the world, from the perspective of gender.
- **Sex:** Historically has referred to the *sex assigned at birth*, based on assessment of external genitalia, chromosomes and/or gonads. In everyday language, this is often used interchangeably with gender; however, there are differences which become important in the context of transgender people.
- **Gender Expression:** The outward manner in which an individual expresses or displays their gender. This may include choices in clothing and hairstyle, or speech and mannerisms. Gender identity and gender expression may differ; for example, a woman (transgender or non-transgender) may have an androgynous appearance, or a man (transgender or non-transgender) may have a feminine form of self-expression.
- **Lived Name:** A self-chosen or preferred personal and/or professional name used instead of a legal name. Sometimes called “preferred name.” (University of California’s Gender Recognition and Lived Name Policy, February 2020)
- **Transgender:** A person whose gender identity differs from the sex that was assigned at birth. May be abbreviated to *trans*. A transgender man is someone with a male gender identity and a female birth assigned sex; a transgender woman is someone with a female gender identity and a male birth assigned sex. A non-transgender person may be referred to as *cisgender* (cis=same side in Latin).
- **Non-Binary:** a person who does not identify exclusively as male or female. Other related terms include: genderqueer, agender, bigender, gender fluid, gender diverse, and more.
- **Gender Non-Conforming:** A person whose gender identity differs from that which was assigned at birth, but may be more complex, fluid, multifaceted, or otherwise less clearly defined than a transgender person. *Genderqueer* is another term used by some with a range of identities.

*Note: This guideline will use “TGD” as an umbrella term to describe all non-cisgender clients.*

#### **IV. PROCEDURE/RESPONSIBILITY**

When a TGD client presents for care, they will be addressed and referred to on the basis of their self-identified gender identity, using their pronouns and the name they would like to be called (i.e., lived name), regardless of their appearance, surgical history, legal name or sex assigned at birth.

##### **A. Protocol for Interaction with TGD Clients**

- i. If a client's pronouns are not in the electronic medical record (EMR), then gendered pronouns such as "he/him" and "she/her" should not be used. "They/them" or the client's lived name should be used instead.
- ii. If a client corrects a staff member when an incorrect lived name (sometimes referred to as "deadnaming") and/or pronoun (sometimes referred to as "misgendering") is used, then the staff member will immediately apologize and use the correct lived name and/or pronoun going forward.
- iii. Staff may only ask a client about their TGD status, sex assigned at birth or gender affirmation procedures when such information is directly relevant to the client's care.
- iv. Staff will comply with all privacy laws and affirm with client that information they provide regarding their gender identity is protected.
- v. If a client is covered under someone else's insurance in California and has privacy concerns, they will be informed that they can contact their insurance company to complete a Confidential Communications Request.

##### **B. Access to Hormone Replacement Therapy (HRT)**

- i. While not all TGD clients are interested in receiving hormone therapy, all clients will be provided with appropriate referral information.
- ii. Clients will be referred to SHS Insurance office for assistance navigating any insurance and billing issues that may arise.

##### **C. Updating Demographic Fields in EMR**

- i. UCR CAPS shares an EMR with UCR Student Health Services (SHS). CAPS and SHS mutually agree to make requested changes in a consistent manner.
- ii. Staff members with appropriate access will update patient demographic fields accordingly when they are corrected by a patient/client.
- iii. If a patient/client needs to change their demographic data (e.g., their race/ethnicity, gender identity, pronouns, lived name), then staff should guide the student through the appropriate process. Clients may also update their profile themselves via the [Patient Portal](#).

#### **D. Restroom Access**

i. All clients at CAPS may use the restroom that best aligns with their gender identity, regardless of gender expression or whether or not they are pursuing gender affirmation processes or procedures.

ii. Locations of gender-inclusive restrooms:

##### **Health Services Building: Counseling and Psychological Services and Student Health Services**

- CAPS office- Health Services Building, North Wing
- SHS office – Health Services Building, South Wing

iii. To find gender-inclusive restrooms, visit the [UCR campus map](#) and zoom in until you see the circle-triangle symbol. Click on the symbol and room number details will become visible on the left-hand side of the window. ADA-compliant facilities information is also available on the UCR campus map.

#### **E. Resource Access:**

i. When appropriate and available, staff will provide TGD clients with TGD-specific resources.

ii. Clients may also be referred to access the UCR's LGBT Resource Center Trans Guide to learn more about campus resources, supportive programs, and special events connected to gender identity and expression at UCR.

<https://out.ucr.edu/resources/ucr-trans-guide>

### **V. FURTHER GUIDANCE**

#### **A. Do:**

- i. Remember that *systems* and *environments* contribute to a person's health status more than their individual behaviors.
- ii. Recognize that healthcare experiences can traumatize or retraumatize clients, and that trauma-informed practice is essential.
- iii. Remember that TGD clients are generally presenting for the same types of issues/concerns as other clients.
- iv. Be responsible for using professional language and demeanor at all times.
- v. Ask the client what name and pronoun they use.
- vi. Introduce yourself with your pronouns if you are comfortable doing so.
- vii. Continue to check in with clients regarding gender-affirming care when appropriate.
- viii. Proactively educate yourself on the specific health care needs of TGD people as it relates to you professional or clinical role.
- ix. Consult with knowledgeable colleagues.

**B. Do Not:**

- xi. Assume a client's goals around gender-affirming care.
- xii. Use excessive precautions beyond what is medically necessary or refuse to touch the patient (medical providers).
- xiii. Make assumptions regarding what name or pronoun the patient/client uses.
- xiv. Prohibit or challenge restroom use.
- xv. Ask inappropriate questions or perform unnecessary exams.

**VI. RESOURCES**

- **Client Resources:**
  - o UCR LGBT Resource Center and website: <https://out.ucr.edu/>
  - o UCR Trans Guide: <https://out.ucr.edu/resources/ucr-trans-guide>
- **Staff Training Resources:**
  - o UCR LMS Gender Recognition: A focus on Transgender, Nonbinary and Intersex awareness. R1-SAECO0032 <https://ucrllearning.ucr.edu>
  - o Pronouns Matter: <https://out.ucr.edu/pronouns-matter>
  - o Transgender & Gender Non-Binary (TGNB) Adult Clients: Culturally-Competent Strategies Every Clinician Should Know (Digital Seminar in UCR CAPS library)
  - o Transgender and Non-Binary Youth: Advanced Practice Gender-Affirming Interventions to Help Clients Live an Authentic Life (Digital Seminar in UCR CAPS library)
  - o Social Justice, Ethics and Multicultural Issues for Mental Health Professionals: Clinical Strategies for Inclusivity, Empowerment and Improved Treatment Outcomes (Digital Seminar in UCR CAPS library)
  - o Becoming a Social Justice Informed Clinician: Embodying Equity, Inclusion and Liberation to Enhance Treatment with Minoritized Clients (Digital Seminar in UCR CAPS library)
  - o UCR LGBTRC Trainings: <https://out.ucr.edu/educational-trainings>
  - o UCSF Center of Excellence for Transgender Health: <https://prevention.ucsf.edu/transhealth>
  - o Trans-Inclusive College Health Programs, American College Health Association: [https://www.acha.org/documents/resources/guidelines/transinclusive\\_college\\_health\\_programs.pdf](https://www.acha.org/documents/resources/guidelines/transinclusive_college_health_programs.pdf)
  - o World Professional Association for Transgender Health (WPATH): <https://www.wpath.org>
  - o UCOP Gender Recognition and Lived Name policy: <https://policy.ucop.edu/doc/2700693/GRLN>