



DOs

FOR SERVICE PROVIDERS

Do...

- Ask client's preferred name and gender pronouns and make note for future reference.
- If you use the wrong pronouns, apologize and correct the mistake.
- Respect individual's preferences when it comes to identity labels, particularly contentious ones (or ones with troubled histories).
- If a person shares their gender identity and/or sexual orientation, do check in about complaints regarding abuses related to gender and sexuality. If necessary, help transgender immigrants in detention find immigration attorneys, advocate for obtaining appropriate medical care, and obtain documentation that matches their gender identity.
- Ask about family members, including partners, children, and other family members who may be impacted by the issues bringing the client to your office. Provide resources and/or referrals to support affected family members.
- Develop and distribute "Know Your Rights" information pamphlets.
- Respect people's work choices regardless of your personal feelings and beliefs.
- Understand the complex combination of options and choices both available and unavailable to your client.
- Keep personal and confidential client files locked.
- Provide information pamphlets and resources, such as free condoms, safe sex information, and resources on accessing safe syringes.
- Prior to asking questions, let clients know about any limitations to confidentiality and what you are legally obligated to report.
- Provide the service the client has come for.
- Respect people's autonomy, intelligence, and experience regardless of language, accent, education, job, housing status, and/or employment status.
- Respect personal space.

BCRW

BARNARD CENTER FOR
RESEARCH ON WOMEN

From "Immigrants and Refugees Are Welcome Here: A Resource Guide with Best Practices for Service Providers Working with Immigrants who are LGBTQ, Sex Workers, and/or HIV-Positive," New Feminist Solutions, Volume 11, a publication of the Barnard Center for Research on Women. This resource is a project of Queer Survival Economies directed by Amber Hollibaugh with support from the Evelyn and Walter Haas, Jr. Fund.

Please note: These are not hard and fast rules. In some situations, your client's status as a trans person, or someone who is HIV-Positive, or someone who engages in sex work will be relevant to the services they are seeking, and your ability to provide those services competently and effectively. In other situations, this information will be unnecessary. Consider the situation before you ask.

DON'Ts

FOR SERVICE PROVIDERS

Don't...

- Don't assume pronouns. It is best to ask each person what gender pronoun(s) they use.
- Don't disclose someone's gender identity or sexual orientation without consent.
- If a person shares their gender identity and/or sexual orientation, don't assume reasons for why they told you. Always ask questions.
- Don't assume a client does not have family, including partners, children, and other family members, who also risk detention, separation, and/or deportation.
- Don't disclose a person's HIV status.
- Don't use harmful and offensive language when discussing transgender and gender nonconforming people (e.g. "biologically male," "biologically female," "genetically male," "genetically female," "born a man," "born a woman," "had the surgery"). If a person tells you they are not comfortable with you referring to them in a certain way or with a certain word, don't.
- Don't use harmful and offensive language when discussing immigration status (e.g. "illegal immigration").
- Don't criticize sex workers for their employment.
- Don't provide services on a conditional basis (e.g. "If you stop doing sex work, we'll help you with...").
- Don't provide unsolicited advice beyond what the client is seeking.
- Don't threaten clients with reporting to authorities under any circumstances. Before a client discloses anything, be clear and upfront about whether reporting is required, when and where, and who your client should expect to engage with.
- Don't assume that people are comfortable being touched or hugged, no matter your intentions.

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