# Vocational Rehabilitation Services Manual C-100: Counseling and Guidance

Revised on January 15, 2020

…

## C-105: Essential Aspects of Counseling and Guidance

…

### C-105-3: Counseling and Guidance Ethics

For more information about C&G ethics and the role of the VR counselor, refer to the [Code of Professional Ethics for Rehabilitation Counselors](https://www.crccertification.com/filebin/pdf/ethics/CodeOfEthics_01-01-2017.pdf).

### C-105-4: Counseling and Guidance Based on Gender Expression and Identity

Requirements related to the prohibitions on discrimination in the workforce development system are described in [US Department of Labor Employment and Training Administration, Training and Employment Guidance Letter No. 27-14, issued May 29, 2015.](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=7158)

The VR counselor must not counsel or encourage a customer to change his or her gender presentation in order to find work. The VR counselor must acknowledge the gender identity and work toward removing any barriers that may have a negative impact on employment opportunities.

#### Names and Pronouns

VR staff must always refer to each customer by the name and the gender-specific pronoun the individual prefers (for example, he, his, him, she, hers, her, they, them, theirs). If staff members do not know an individual’s pronoun preference, they may ask tactfully and respectfully. Continued intentional misuse of a customer’s name and pronouns may breach the individual’s privacy, put the individual at risk of harm and, in some circumstances, constitute harassment.

…