

Notice of Your Right as a Client of ALC

Individuals impacted by domestic violence, sexual assault, and stalking and their children, are eligible for the services provided by ALC. As a client of ALC, you have the following rights.

You have the right to free, voluntary, confidential services.

- Advocates can help you make a safety plan and can give you resource information/referrals.
- If the client is a teen dating violence survivor, they will receive confidential advocacy service if they are age 13 or older, in accordance with the recommendation of the Colorado Coalition Against Domestic Violence.
- You have the right to be treated with respect.
- Staff will show respect for your cultural, spiritual and personal values, beliefs, and preference's.

You have the right to make your own decisions

You have the right to receive services that work for you.

- An advocate will ask about you needs and will work to help you meet those needs.
- If the shelter facility doesn't work for you, your advocate can help alternative housing that may better suit your needs.

You have the right to receive services without discrimination

- Services are provided regardless of race, age, religion, color, national origin, sex, sexual orientation, gender identity, gender expression, military or veteran status, or physical or mental disability.

You have the right to meaningful language access for ALC services

- If you need interpretation services, such as sign language or a language other than English, your advocate will take steps to provide meaningful language access.

You have the right to Confidential Communications with staff

- You may choose what information you want to provide to ALC
- The information that you provide to ALC will be kept confidential.
- The information that you provide to ALC will only be share with other individuals or agencies if you give written permission.
- There is only one exception to absolute confidentiality
 - Where staff has reason to believe child abuser or neglect is occurring or has occurred, a report must be made to human services either via the statewide hotline or the local human service department.

You have the right to obtain a copy of your file.

- To request a copy, please contact Jenny Abbott, Executive Director at (719)486-3530

Everyone at ALC has the right to keep their presence at our offices and/or shelter facility confidential.

- Staff and clients are asked to clean up after themselves.
- Weapons are not permitted
- Alcohol and illegal substances are not permitted
- Medications need to be kept out of reach of children and other clients

You have the right to be heard, including if there is a conflict.

- You have the right to provide feedback to the organization via anonymous surveys regarding your experience in the organization's programs.
- You have the right to grieve dissatisfaction with the care, treatment, or services you receive from ALC. We will not discriminate, in any way, against any client who participates in a grievance process.
- If you believe that you have been denied services because of race, age, religion, color, national origin, sex, sexual orientation, gender identity, status as a veteran or physical or mental handicap, you may contact Executive Director at PO Box 325 Leadville, CO 80461 or call (719)486-3530 to discuss the concern.
 - To submit a formal grievance, send your concerns to Executive director at PO Box 325 Leadville, CO 80461. If your grievance is about the Executive director, please address your letter to Board of Directors and mail to PO Box 325 Leadville, CO 80461
 - You also have the right to report an unsatisfied grievance to the Colorado Department of Human Services; Office of Children, Youth and Families; Domestic Violence Program at www.colorado.gov/cdhs/dvp or 303-866-3150. You can also complete an online grievance form. (You can search for "Report a Problem CDHS DVP" in a search engine such as Google.com)