

**Purpose**

Per DVP Rule 12.202.3 B, funded programs must inform clients of the Open Heart Advocate’s policies.

**Notice of Your Rights as a Client of OPEN HEART ADVOCATES**

Individuals age 13 and older impacted by domestic violence, sexual assault, and stalking, and their children, are eligible for the services provided by OPEN HEART ADVOCATES. As a client of OPEN HEART ADVOCATES, you have the following rights.

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

- No conditions or pre-requisites will be placed on the clients seeking or involved in services.
- Advocates can help you make a safety plan and can give you resource information/referrals.
- You have the right to be treated with respect.
- Staff will show respect for your cultural, spiritual and personal values, beliefs, and preferences.

**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 your needs and will work to help you meet those needs.
- You have the right to request accommodations for any disability you may have.
- If the shelter facility doesn’t work for you, your advocate can help find alternative housing that may better suit your needs.

**You have the right to access 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 OPEN HEART ADVOCATES 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 for all interactions.

**You have the right to Confidential Communications with staff.**

- You may choose what information you want to provide to OPEN HEART ADVOCATES.
- The information that you provide to OPEN HEART ADVOCATES will be kept confidential.
- The information that you provide to OPEN HEART ADVOCATES will only be shared with other individuals or agencies if you give your written permission.
- There is only one exception to confidentiality:
  - Where staff has reason to believe child abuse 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 Sherry Kurz at 970-824-9709.

**Everyone at OPEN HEART ADVOCATES has the right to keep their presence at our offices and/or shelter facility confidential.**

- Clients are asked to keep confidential the identities of others accessing OPEN HEART ADVOCATES
- Clients are asked to keep confidential the location of the shelter facility.

**Everyone at OPEN HEART ADVOCATES has a right to a clean and physically safe environment in our offices and in the shelter facility.**

- Staff and clients are asked to clean up after themselves.
- Weapons are not permitted.
- Alcohol and illegal substances are not permitted. (This includes marijuana)
- Medications need to be kept out of the 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 Open Heart Advocates via anonymous surveys regarding your experience in the Open Heart Advocate’s programs.
- You have the right to grieve dissatisfaction with the care, treatment, or services you receive from OPEN HEART ADVOCATES. 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 the executive director, Meghan Francone, at OPEN HEART ADVOCATES, PO BOX 1050, Craig, CO 81626 or call OPEN HEART ADVOCATES 970-824-9709 to discuss the concern.
  - To submit a formal grievance, send your concerns to Executive Director, Meghan Francone, at OPEN HEART ADVOCATES, PO BOX 1050, Craig, CO 81626 or call OPEN HEART ADVOCATES. If your grievance is about the Executive Director, please address your letter to Board of Directors and mail to OPEN HEART ADVOCATES, PO BOX 1050, Craig, CO 81626
  - 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](http://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)

## Signatures

Both the Client and OPEN HEART ADVOCATES staff have read this Client Rights notice. Staff has provided the Client with answers to any questions and has further explained this notice to the satisfaction of the Client. The Client has also been given a copy of the Client Rights notice.

Client: I have received notice of my rights at OPEN HEART

ADVOCATES. Client Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Advocate: I have explained this notice of rights to the client.

Advocate Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_