

ADVOCATE SAFEHOUSE PROJECT (ASP)

Policies and Procedures

SURVIVOR CONFLICT MANAGEMENT POLICY

PURPOSE – Problem Solving: Advocate Safehouse Project welcomes the opportunity to improve its services, and recognizes the right of all survivors to have their concerns appropriately addressed. We encourage survivors we work with who have concerns regarding our program, program services, or interactions with other survivors to bring them to Advocate Safehouse Project staff. It is the policy of Advocate Safehouse Project to give all survivors residing in the Safehouse a written copy of their rights, including the problem solving procedure. A copy of each will be given to all other survivors, upon their first face-to-face contact with Advocate Safehouse Project staff and volunteers.

RIGHTS OF SURVIVORS:

Advocate Safehouse Project shall prominently display the following list of survivor's rights at Advocate Safehouse Project's office, Safehouse and website locations:

- Advocate Safehouse Project strives to provide services to all survivors, regardless of gender, age, health status (including HIV-positive), physical, mental or emotional disability, sexual orientation, sexual preference, sexual identity, socio-economic status, race, national origin, immigration status, or religious or political affiliation. This infers a thoughtful plan for outreach to diverse communities, i.e. outreach is a service to which all prospective survivors have a right.
- You have the right to respectful treatment.
- You have the right to have your individual information/records kept confidential according to CRS 13-90-107 (K)(I). You can ask Advocate Safehouse Project staff about your confidentiality rights under CRS 13-90-107 (K)(I).
- You have the right to access your individual records.
- You have the right to make your own decisions, within the guidelines and policies of Advocate Safehouse Project.
- You have the right to know and understand all the guidelines of Advocate Safehouse Project so that you can knowingly follow them.
- You have the right to offer suggestions and input concerning Advocate Safehouse Project.
- You have the right to make a complaint about Advocate Safehouse Project's services. The first step is to take the complaint to Advocate Safehouse Project staff. If no resolution is reached, you have the right to address your complaint through the grievance procedure of Advocate Safehouse Project.

Reviewed: June 11, 2018

Revised:

Problem Solving Procedure: Any survivor having concerns or grievances should first address them with an Advocate Safehouse Project staff person. If the issue cannot be resolved satisfactorily, the staff person should inform the survivor of her/his right to bring her/his concerns, in writing, to the Executive Director. If the concerns are still not resolved, the letter of grievance or problems/concern will then be directed to Advocate Safehouse Project Board of Directors who have the final decision of resolution of the grievance or problem/concern.

In addition, any individual has the right to submit an unresolved grievance or problem/concern in writing to:

Colorado Department of Human Services | Domestic Violence Program
Office of Behavioral Health & Housing
1575 Sherman Street, 2nd Floor
Denver, CO 80203
Office: 303.866.2855 | Fax: 303.866.5488

Problem Solving Procedure Publication: The problem solving procedure will be prominently displayed in the office and Safehouse, as well as on Advocate Safehouse Project's` website.