



Notice of Client Rights, Non-Discrimination & Confidentiality

Advocate Safehouse Project (AS) is a not-for-profit agency. ASP accepts clients who can benefit from our support and advocacy services regarding domestic violence, sexual assault and general information regardless of age, race, gender, color, military status, religion, sexual orientation, national origin or ancestry, marital status, political affiliation, disability or any other status protected by state or local law.

All clients will be treated with dignity, courtesy, and respect for their cultural, psychosocial, spiritual and personal values, beliefs and preferences and their right to self-determination.

If you need interpretation services, such as sign language or some language other than English, please request it and ASP will provide this service.

If you believe that you have been denied services because of age, race, gender, color, military status, religion, sexual orientation, national origin or ancestry, marital status, political affiliation, disability or any other status protected by state or local law, you may contact Julie Olson, Executive Director, at PO Box 2036, Glenwood Springs, CO 81602 or call her at 970-928-2070 to discuss the situation.

As a client of ASP, you have the following rights regarding the confidentiality of your personal information and communications with ASP staff and volunteers:

- The information that you provide ASP will be kept confidential to the greatest extent allowed by law.
- You may choose what information you want to provide ASP. You will not be denied access to services if you choose to not provide certain identifying information. However, we do need your name at the very least.
- The information that you provide to ASP, including name, address, phone number, and other personal information will not be shared with other individuals or agencies without your written permission.
- Some general information about the types of services provided and overall demographics (e.g., age and income ranges, number of children, ethnicities) of people that use ASP services must be shared with the agencies that fund ASP. However, information that specifically could identify you as someone who used ASP services will never be shared unless specifically authorized in writing by you.
- After your intake with ASP, you may choose to be referred to other agencies for additional help and support. For more information on agencies we partner with, please consult your Client Advocate.
- You can decide how much or how little of your personal information ASP will or will not share with each partner agency. If you choose to have ASP share some of your personal information with an agency we partner with, you will be told exactly how and what information will be shared. If you later decide that you do not want the information you have provided to be shared

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with any of ASP partners, let us know and we will not share any more information with those partners.

- You have the right to obtain a copy of your own file. Our notes/files contain broad information and little detail. For example, a contact note may say, "Met with client. Discussed DV 101." To request a copy of your file, please contact Crystal Young, Advocacy Director, at 970-928-2071. Please note, we are unable to guarantee confidentiality of the copied file once it is in your possession. You are responsible for the confidentiality of the file in your possession.
- If you have any questions or concerns about this notice or your rights, or if you have a concern that your confidential information was not treated appropriately, please contact Julie Olson, Executive Director at 970-928-2070.

EXCEPTIONS INCLUDE: MANDATORY CHILD ABUSE REPORTING AND CREDIBLE AND IMMINENT THREAT BY CLIENT OF DANGER TO SELF OR OTHERS.

- ASP staff and volunteers may be required by law to report certain situations even if you do not give them permission to share or report the situations. This happens in the case of suspected child abuse or neglect. Staff and volunteers will tell you when they must make a report and what information will be shared. Even when these reports are made, ASP will not share information beyond what is required by law.

Client Document Retention Policy/Procedures:

- No written file of client involvement with ASP shall be retained beyond three years after the client's last contact with ASP.
- The destruction of all clients' records must be completed by an ASP employee.
- Non-personally identifying, aggregate information regarding services provided to clients, and non-personally identifying demographic data will be kept for not more than seven years, as may be required by any specific funder. Such non-personally identifying, aggregate data will not be maintained in any way that could inadvertently identify any individual client.

Client Signature

I, _____, have received notice of my client rights with rights to non-discrimination and to confidentiality.

Date: _____

ASP Staff or Volunteer Advocate Signature

I, _____, have explained this notice to the client.

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Revised: