



someplace safe
SAFETY. OPTIONS. HOPE.

Crime Victim Advocacy, Parenting Time Centers, and Community Thrift Stores

CLIENT BILL OF RIGHTS & GRIEVANCE PROCEDURE

Anyone accessing Someplace Safe services has rights to:

CONFIDENTIALITY: Someplace Safe staff and volunteers have an obligation to keep my personal information, identifying information and my records confidential. **The exception to this is that Someplace Safe personnel are mandated by law to report incidents of child abuse or abuse to vulnerable adults, threats to self or others, or under court subpoena.**

INFORMED CONSENT: As an advocacy client, you may have the right to choose to release information by giving permission to Someplace Safe through a **Release of Information** in writing or verbally. You have the right to **choose** what information you would like Someplace Safe to release to certain individuals or agencies. Any release of information must be limited in time and scope as well as revocable by you (the client). Someplace Safe cannot guarantee what another entity does with the information nor that another entity will keep that information confidential.

FEES: Advocacy services are provided free of charge. Parenting Time Center services are provided on a sliding fee scale basis.

CONFLICT OF INTEREST: Someplace Safe staff will avoid conflicts of interest. Staff are not to provide any services to family members or close friends. In cases involving family members and close friends a conflict of interest may not be waived by the client. In an instance where both parties are receiving services from Someplace Safe, information may not be shared between staff members providing services to the other party.

DISCRIMINATION: Someplace Safe will provide non-judgmental, respectful services without regard to race, color, creed, ability, religion, national origin, place of residence, political affiliation, disability, marital status, status with regard to public assistance, social status, economic status, gender, sexual orientation, age, or physical ability in all aspects of its personnel policies, programs, practices, or operations.

SEXUAL OR FINANCIAL EXPLOITATION: Someplace Safe Staff and volunteers will not be in a financial or a sexual relationship with a person who has used Someplace Safe's services for two (2) years after last receiving services. Staff ***should not under any circumstances*** suggest, be, or become involved with you in a sexual or financial manner.

Mission statement: **Someplace Safe works to create safer communities in West Central Minnesota by providing high quality crime victim services.**

Vision Statement: **Safer Families, Safer Communities**

Core Values: **Respect, Collaboration, Integrity, Dedication, Strategic Innovation**



3.2017

GRIEVANCE PROCEDURE: Any person who has a concern with a Someplace Safe staff person, a decision made by staff concerning you, or you believe you have been a victim of discrimination based on race, color, economic status, religion, familial status, parenthood, national origin, place of residence, political affiliation, disability, marital status, status with regard to public assistance, social status, gender, sexual orientation, age, or physical ability you may file a grievance with Someplace Safe. If you need help with this, an impartial volunteer can be called to assist you.

1. A grievance should be sent to the Director of Advocacy in writing, including relevant information regarding the grievance, your contact information, and the resolution being sought. The Director of Advocacy has seven working days to respond to the complaint. No action will be taken until a grievance is received in writing.
2. If the response by the Director of Advocacy is unacceptable, the Director of Advocacy will state the disagreement in writing with signatures from all parties involved. The written statement will then be given to the Someplace Safe Executive Director. The Someplace Safe Executive Director will review and respond to the grievance in writing within seven working days.
3. If no resolution is reached at this point, the grievance will be submitted to the Executive Committee of the Someplace Safe Board of Directors. The Executive Committee of the Board of Directors shall review the grievance at the next regularly scheduled Board meeting. Final grievance decisions rest with the Executive Committee of the Board of Directors.
4. If no satisfactory agreement can be reached, you can contact the Minnesota Office of Justice Crime Victim Justice Unit.

PROGRAM INFORMATION/RECORDS: Someplace Safe and its subsidiary programs are required to maintain certain client information to document services received for seven years after services cease. This documentation may include: releases of information, client service sheets, agency correspondence, etc. This essential information will be kept confidential and released only with your permission or by court order. At the end of the required time, records will be destroyed in accordance with the records retention documents or agency policy.

I have been informed of my rights as a recipient of Someplace Safe services and have been informed of the grievance procedures.

 Client Signature

 Date

Provided client with a copy of the signed form.

Staff initials: _____

Date: _____

Someplace Safe is an Equal Opportunity Employer

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