Ali Forney Center is dedicated to keeping our program sites as safe as possible for all of our clients.

- You have the right to be called by your chosen name and personal gender pronouns (PGP) and for your race, ethnicity and sexual orientation to be respected.
- You have the right to know about any staff changes made to your care team.
- You have the right to be referred to another provider if AFC cannot provide the service you need.
- You have the right to be informed of rules, regulations and other program procedures.
- You have the right to confidentiality as outlined in the Confidentiality Policy at intake.
- You have the right to have someone advocate on your behalf.
- You are responsible for updating information needed for your service plan.
- You must respect the rights and confidentiality of others.
- You have the right to be respected by staff and other clients. You also have the responsibility of respecting staff and other clients.

What to do if your rights have been violated:

1. File a grievance! You can find this form at any AFC program site, or by going to: [http://bit.ly/2AhihQJ](http://bit.ly/2AhihQJ)

2. Speak to the AFC Client Liaison. They hold office hours on Mondays and Fridays from 12PM – 2PM at the drop-in center.

3. Speak to your Case Manager about the issue to see what they think you should do.

Download QR App to scan!
**Client Rights**

All clients have the right to receive services in a safe and clean environment. All clients have the right to be treated with respect regardless of race, sexual orientation, gender identity, or ability.

All clients have the right to the following services*:

1. Case Management
2. Food
3. Showers
4. Housing Referrals
5. Medical Services
6. Mental Health Services
7. Open Lab

*You may lose your access to services if you have not followed the guidelines of program. Refer to the “Rules of Conduct” signed upon intake and within each Housing Handbook.

*Everyone deserves a clean space; it is the responsibility of clients and staff.

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**Staff, Intern & Volunteer Interactions**

You have the right to be treated with respect and dignity. You can expect professional behavior from all staff, interns and volunteers. Staff, Interns and Volunteers should only spend time with you at AFC program sites and AFC outings or escorts.

**Examples of what is okay:**
- Appropriate jokes
- Consensual hugs
- High fives, hand-shakes, fist bumps
- Touching shoulders with consent

**Examples of what is NOT okay:**
- Any unwanted physical contact
- Name-calling
- Mean or inappropriate language
- Yelling at you
- Language that makes you uncomfortable

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**Client Interactions**

You have the right to expect respect from your peers. You do not have to be friends with everybody at AFC, but you must respect your peers, which includes calling them by their chosen name and their personal gender pronouns (PGP).

Behavior that puts you or your peers in danger is not allowed. Speak with staff if you need further clarification.

**Examples of what is NOT okay:**
- Any unwanted physical contact
- Name-calling
- Mean or inappropriate language
- Yelling at others
- Verbal threats or intimidation
- Cyber-bullying
- Physical Violence (pushing, shoving, spitting, punching, etc.)
- Sexual misconduct
- Soliciting others for sexual favors or sex work or drugs
- Purposefully misgendering or calling someone by a name they do not go by

If at any time you feel unsafe or are experiencing any of the above examples, please speak with a staff member immediately. See backside for grievance procedure.

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*group topics subject to change*