

**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>

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!**



**LET YOUR VOICE BE HEARD!**

A hand in a red sleeve is shown dropping a white envelope labeled "GRIEVANCE" into a brown ballot box. The box features a QR code on its front. The entire graphic is set against a blue background with a white spotlight effect.

**AFC ELECTRONIC GRIEVANCE PROCESS**

1. Scan the QR code above using your phone or go to the website: <http://bit.ly/2AhIHQJ>
2. Choose the AFC Program you wish to file a grievance about. If your grievance is about a supervisor, use the Supervisor form and please include the following:
  - Name of staff
  - How long you've been receiving services
  - How long you've been receiving services at this location
  - Staff's role
3. Once the grievance form is completed, click Submit. All supervisor contact information will then be provided to your grievance and assigned to your grievance and be sent to you. If you have not received any response within 72 hours from staff or supervisors, you are invited any of the Program Supervision Sites to follow up.

**Please Note:** Your responses and questions will be processed and your questions will be processed and your questions will be processed. All staff are within our obligation to do so during your concerns and work to find the best solution.

Thank You.

# Ali Forney Center Client Rights




[REDACTED]



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8-10	...	...	...	...	...	OVERNIGHT PROGRAM
10-11	...	...	...	...	...	OVERNIGHT PROGRAM
11-11:30	...	...	...	...	...	OVERNIGHT PROGRAM
11:30-12:00	BREAK	BREAK	...	...	...	OVERNIGHT PROGRAM
12:00-12:30	LUNCH	LUNCH	...	...	...	OVERNIGHT PROGRAM
12:30-1:00	...	...	...	...	...	OVERNIGHT PROGRAM
1:00-1:30	...	...	...	...	...	OVERNIGHT PROGRAM
1:30-2:00	...	...	...	...	...	OVERNIGHT PROGRAM
2:00-2:30	...	...	...	...	...	OVERNIGHT PROGRAM
2:30-3:00	...	...	...	...	...	OVERNIGHT PROGRAM
3:00-3:30	...	...	...	...	...	OVERNIGHT PROGRAM
3:30-4:00	...	...	...	...	...	OVERNIGHT PROGRAM
4:00-4:30	...	...	...	...	...	OVERNIGHT PROGRAM
4:30-5:00	...	...	...	...	...	OVERNIGHT PROGRAM
5:00-5:30	...	...	...	...	...	OVERNIGHT PROGRAM
5:30-6:00	...	...	...	...	...	OVERNIGHT PROGRAM
6:00-6:30	DINNER	DINNER	DINNER	DINNER	DINNER	OVERNIGHT PROGRAM
6:30-7:00	...	...	...	...	...	OVERNIGHT PROGRAM
7:00-7:30	...	...	...	...	...	OVERNIGHT PROGRAM
7:30-8:00	...	...	...	...	...	OVERNIGHT PROGRAM
8:00-8:30	...	...	...	...	...	OVERNIGHT PROGRAM

\*group topics subject to change

### 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.

### 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

**Staff/volunteers/interns and clients may not communicate on personal social media accounts or mobile devices (only through AFC approved communication devices.)**

### 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.**

