



## VICTIM SERVICES POLICIES & INFORMATION

**Confidentiality:** All sessions and records are strictly confidential with a few exceptions. State law requires us to report threats of violence to self or others, or child abuse and neglect (from evidence or suspicion). We may also be required to break confidentiality if your information is subpoenaed or court-ordered by a judge. If you have any questions or concerns about this policy, don't hesitate to ask a staff member.

**Risks and Limitations:** As you begin your hope and healing process, please be aware that there is potential for emotional strains, stresses, and life changes as a result of receiving services. Depending on your individual issues, you may remember unpleasant events and experience difficult or intense emotions. Symptoms may be intensified or new information may surface. Safe Alliance cannot guarantee any particular results or outcomes from the process, but we are committed to helping you find hope and healing.

**Fees:** There are no fees for victim services through Safe Alliance, including advocacy, court accompaniment. Our Domestic Violence Shelter also offers services to victims at no cost. If you decide to use our counseling services there may be a fee. We can give you more information at your request.

**Privacy Policy:** Federal and state law gives Safe Alliance permission to use or disclose your personal health information (PHI) for the purposes of carrying out treatment, obtaining payment, and/or conducting agency operations. There is an exception: for treatment related to substance abuse and/or HIV, we must have your authorization before using or disclosing PHI. To learn more about client rights and how Safe Alliance may use or disclose your PHI, please read our full Notice of Privacy Practices. You may request a paper copy of our Privacy Practices for your records from our front desk staff. Alternatively, you can find our Privacy Practices online at [www.safealliance.org](http://www.safealliance.org).

**No Weapons Policy:** While we understand that you are concerned for your safety, Safe Alliance has a strict No Weapons policy. **Please DO NOT bring weapons into our offices**. This includes any gun or firearm, knife, box cutter, Taser, or any other object that could be used as a weapon. Because we must provide safety for other clients and ourselves, any client carrying a weapon will be asked to leave the property. We will continue providing services if you decide to return without a weapon.



**Safe Alliance operates four crisis hotlines: Mecklenburg – 704-375-9900 (*Rape Crisis*) and 704-332-2513 (*Domestic Violence*); Cabarrus – 704-721-0110 (*Rape Crisis*) and Union – 704-283-7770 (*Rape Crisis*). If you have a mental health crisis, you can call Cardinal Innovations in Union or Cabarrus counties (1-800-939-5911), MeckLINK Behavioral Healthcare in Mecklenburg County (704-336-6404), or Partners Behavioral Health Management in Iredell County (1-800-235-4673). You may also call our Protocol Answering Service (1-800-345-0441).**

