

**WELCOME!**

We are glad that you have chosen Safe Alliance—an agency dedicated to helping those in crisis find hope and healing. We offer a wide variety of services that can address both your short and long-term needs. Safe Alliance wants to be sure that we are the best place for you to receive help. We will make that decision based on our mission, capacity and resources, and on your unique situation and your behavior and actions when you are here.

As you begin this relationship with us, we think it is helpful to outline the expectations you should have of us as well as those we have of you. Please read carefully through the following information. If you have any questions or concerns, do not hesitate to ask.

**CLIENT RIGHTS AND RESPONSIBILITIES**

	<b>You can expect that we will...</b>	<b>We expect you to...</b>
Respect	<ul style="list-style-type: none"> <li>offer services to all, regardless of their race, color, gender, age, national origin, religion, creed, disability, veteran’s status, sexual orientation, gender expression, or gender identity.</li> <li>offer services from highly qualified, professional staff, who will keep your information private and confidential.</li> </ul>	<ul style="list-style-type: none"> <li>respect the rights of other people who receive services here and keep their information—including the fact you even saw them—private and confidential.</li> <li>display tolerance when you are with us.</li> </ul>
Safety	<ul style="list-style-type: none"> <li>provide services in a safe environment free of alcohol, drugs and weapons.</li> <li>protect children’s emotional and physical safety by reporting suspected abuse or neglect as required by North Carolina law.</li> </ul>	<ul style="list-style-type: none"> <li>display safe, non-violent and cooperative behavior.</li> <li>help us keep your children safe. If you suspect your child has been physically or sexually abused, we ask that you report that abuse.</li> </ul>
Healing	<ul style="list-style-type: none"> <li>work with you to determine the best approach to resolving your problems.</li> <li>respect your right to make the best decisions for you and your family.</li> <li>help you find other resources and providers if we are not your best option.</li> <li>be honest with you about what we can and cannot do.</li> <li>begin and end appointments on time, return your calls promptly, and do what we promise.</li> </ul>	<ul style="list-style-type: none"> <li>be an equal partner with our staff in your own healing process.</li> <li>be an active participant in deciding which services you will receive. Tell us what goals you hope to achieve as a result of those services.</li> <li>tell us what you don’t like, either informally or through our formal grievance process. You may refuse services at any time.</li> <li>be honest with us. We need you to give full and accurate information about your own personal and financial situation.</li> <li>value the services you receive by showing up for appointments on time and paying for required fees.</li> </ul>

If you are concerned or dissatisfied with your services at Safe Alliance, you may let us know verbally or in writing. And you have the right to express concerns to a staff member with whom you feel comfortable. All concerns will be addressed in a direct, non-judgmental and timely manner. If you are interested in our detailed Grievance Policy, please ask a staff member for a paper copy.