



Clients' and Victims' Rights Policies

Clients' Rights Policy

Purpose: The rights and dignity of individuals seeking services from the Legal Advocacy Hotline are respected.

Individuals seeking services from the Legal Advocacy Hotline have the right to:

- Live life free from abuse, neglect and exploitation;
- Fair treatment that does not discriminate because of race, religion, national origin, gender, sexual orientation, age, citizenship, political affiliation, language, marital status, or disability, including the right of qualified persons with a disability to receive material in alternate format as appropriate.
- Quality and respectful phone based advocacy/legal advocacy;
- Confidentiality, privacy and anonymity;
- Refuse or terminate advocacy support at any time;
- Refuse to participate in evaluating the services provided;
- Request to speak to a different advocate;
- Place a complaint about services without fear of retribution;
- Be treated with dignity and respect;
- Be informed about what services are available;
- Express your own views and ideas;
- Make choices about your life; and to
- Be referred to other requested resources.

Distribution: The Lay Legal Advocacy Hotline is a phone based service; therefore, a copy of the clients' right policy cannot be distributed or signed by each caller. The clients' right policy is available upon request and on the ACESDV website at www.acesdv.org .

Crime Victims' Rights Policy

All callers to the Lay Legal Advocacy Hotline, with the exception of referral only calls, will be informed that if they are a victim of crime they have rights as a victim of crime and will be offered more information about those rights and/or victim compensation.