

SCHUYLKILL HOPE CENTER FOR VICTIMS OF DOMESTIC VIOLENCE
(Schuylkill Hope Center)

INDIVIDUAL RECIPIENT'S RIGHTS

1. You shall not be deprived of any of your civil rights solely because of your participation in the program.
2. You have the right to non-discriminatory treatment regardless of race, color, national origin, ethnicity, gender, marital status, sexual preference, gender identity, gender expression, personal autonomy, Title IX, disability, creed or religion.
3. You have the right to considerate and respectful service.
4. You have the right to expect that within our capacity, we will make a reasonable response to a request for service.
5. Service provided by Schuylkill Hope Center staff shall remain confidential unless the client signs a consent to release information. The only circumstances under which confidentiality may be breached are cases of medical emergency, where information is required to save the life of the client or her children, if a client informs staff that she intends to commit a violent crime, and circumstances pursuant to the Child Protective Services Law.
6. You have the right to inspect your own record.
 - You may request the correction or removal of inaccurate, irrelevant, out dated, or incomplete information from your records.
 - You may add rebuttal data to your records.
 - Your file will be closed six months after termination of your services.
7. You have the right to file a complaint regarding particular services provided by the agency or its staff according to the procedure outlined in the agency's Grievance Procedure. A copy of the Grievance Procedure is posted in the shelter stairwell on the first, second and third floor landings and in the Administrative Building on the bulletin kiosk in the hallway or can be obtained by asking any staff member.
8. Any decision by program staff to reduce, terminate, or deny services can be appealed to the Pennsylvania Department of Human Services (DHS) or Pennsylvania Office of Victim Advocate (OVA), or Pennsylvania Commission on Crime and Delinquency (PCCD). Procedures for filing an appeal with DHS, OVA, and PCCD will be explained to you, and staff will assist you in completing the necessary forms if you so desire.
9. You have the right to know that our staff are interested in the outcome of your decisions, and with your Permission may try to contact you after your departure.