



## Student Advocacy Program Recipient Rights

### You have a right to know:

- That your involvement with the Student Advocacy Center is voluntary and you can end your involvement at any time without fear of retaliation. You may, however, be contacted for follow-up questions. If you choose, you may ask that your case be closed and that no one contact you.
- The names, professional status, and roles of all individuals involved in your case.
- If you, or information about you, will be used in any research, publications, or experiments.
- That you may refuse to participate in any research, publications, or experiments.
- How much our services cost and how much you must pay.
- That you can request a copy or summary of your client record unless the Executive Director recommends otherwise.
- If you have any questions about your rights or if you feel that your rights have been violated you should contact Peri Stone-Palmquist, SAC Executive Director, at 734-482-0489. You may request an appeal to the board's Executive Committee through the Executive Director.

### You have the right to:

- Expect to receive fair and respectful treatment from all staff.
- All civil rights guaranteed by state and federal law.
- Suggest changes in our services.
- Expect us to look into your complaints in a thorough and timely manner.
- Present grievances without fear of retaliation.
- Help create your own goals and plan for services.
- Be told what your case plan is, periodically update and review case plan, and to ask questions about your case plan and ask for a change if you are unhappy with any aspect of your case plan.
- Stop in unexpectedly when SAC staff is working with your child.

### You have a right to expect that staff WILL NOT:

- Abuse or neglect you or your children.
- Give out information about you without your permission and prior notice unless disclosure is mandated by law (e.g., when you are being, or have been harmed by someone; when you are in danger of harming yourself; or when someone else is in danger of being harmed by you).

### Your Responsibilities (Failure to do the following could result in case closure)

- Provide complete and accurate information when requested to do so (including income). SAC's case advocacy services are grant funded and intended for low-income students. Tell your worker(s) if you don't understand what you are expected to do or are confused about any aspect of your case plan.
- Communicate any appointments, case updates, needs, or concerns with your worker(s).
- Work cooperatively and respectfully with your SAC advocate.
- Maintain regular contact with your worker and respond promptly when SAC contacts you.
- Notify SAC if you begin working with another advocate or an attorney. SAC will not remain on cases when other advocates or an attorney is hired.