Student Advocacy Program Recipient Rights

You have a right to know:

- That working with the Student Advocacy Center is voluntary and you can end services at any time. You may, however, be asked 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 be a part of any research, publications, or experiments.
- How much our services cost and how much you must pay.
- That you can request a copy of your client record unless the Executive Director recommends otherwise.
- That SAC uses electronic sources to store your information and communicate with you. SAC has staff policies in place to limit the risk to your personal information, as well as notify you in the event of a breach.
- If you have any questions or feel 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 given by state and federal law.
- Suggest changes in our services.
- Expect staff to answer you in a thorough and timely manner during office hours (Mon -Fri 9-5) as well as some events. Staff may communicate after hours, but they do so at their discretion.
- Present complaints without fear of retaliation.
- Help create your own goals and plan for services.
- Be told what your case plan is, update and review case plan, and to ask questions about your case plan and ask for a change if you are unhappy with any part of your case plan.
- Stop in unexpectedly when SAC staff is working with your child.
● Discuss your preferred method of talking to SAC. While SAC staff are not obligated to share their personal phone number, social media, etc., they will work with you to meet your needs.

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 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).
● Search for or gather client information online without asking you, unless there is a safety issue. In the event of a safety issue, staff will ask a supervisor and wait for written consent.

Your Responsibilities (failure to do the following could result in case closure)
● Provide complete and accurate information when asked 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 part of your case plan.
● Communicate any appointments, case updates, needs, or concerns with your worker(s).
● Work respectfully with your SAC advocate.
● Regularly 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.