

Rights & Responsibilities – Non-Resident Services

Everyone at the Harris County Domestic Violence Coordinating Council (HCDVCC) has the following rights and responsibilities:

- Participate in creating a safe environment. We ask that you help prevent abuse and violence by not committing physical, emotional, or verbal abuse with staff, volunteers, or other clients. We also ask that you not bring drugs, alcohol, weapons, or other unsafe items onto HCDVCC property.
- Receive respect without discrimination on the basis of national origin, language, religion, race, color, gender identity, gender expression, or sexual orientation.
- Have your interests and personal choices recognized without blame or judgement. We are here to support you in making your own decisions.
- Have your civil and legal rights honored and upheld.
- With the exception of mandatory reporting as required by law or a court order, to have information that would identify you kept confidential and only released with your specific written consent. We ask that you respect the private information and safety of other clients by not discussing names of, or information about, other clients, except with HCDVCC staff, if necessary.
- Have all policies, procedures, expectations, client rights, and other relevant information, especially any document requiring your signature, explained to you in your chosen primary language.
- Be responded to respectfully without opinion or judgment when offering your statement of events. If a conflict with a staff member arises that you feel cannot be resolved, you can speak with the Director of Services, as outlined in HCDVCC's Grievance Policy.
- Have an advocate, when requested and when possible, advocate on your behalf.
- Be provided with personalized services, including referrals that are in your best interest. You also have the right to refuse any services offered in this agency and to discuss with staff any concerns or disagreements regarding services.
- Ask for what you want and need, to change your mind, and to choose not to answer a question.
- View or request a copy of your client file anytime you ask for it.
- Not be exploited or abused in any way by a staff, volunteer, or board member of this organization.

Nondiscrimination Statement

HCDVCC is committed to serving any survivor of family violence without discrimination. In determining the eligibility of individuals seeking services, HCDVCC bases its screening procedures solely on the individual's status as a victim of family violence as defined by Chapter 51 of the Human Resources Code. According to this and Texas Administrative Code §379.605 or §379.2005, you are eligible for services if you have experienced family violence, dating violence, or been in the same household as someone who has experienced family violence.

We will not discriminate against anyone seeking services based on the following:

- Type of abuse
- HIV status
- Having a primary language that is not English
- Income
- Number of previous times services have been sought from this organization or other family violence programs
- How long it has been since the family violence happened
- Geographic location, such as the county you are from
- Number of children accompanying the victim
- Race, religion, language, color, sexual orientation, gender identity, or gender expression
- Mental or physical disability
- Mental health or substance abuse issue
- Immigration status or national origin
- Age – including minors with some considerations

These are based off the values of HCDVCC and the following state and national regulations: Civil Rights Act of 1964, Title VI; Texas Administrative Code Chpt. 395; 42 USC Chpt. 110; Rehabilitation Act of 1973; Americans with Disabilities Act; Age Discrimination Act; Texas Family Code 32. 004; Human Resources Code, Chpt. 31; Texas Health and Safety Code §85. 113 and §85. 114.

If you have any questions, please let a staff member know.