



CORNERSTONE
REBUILDING LIVES, RESTORING HOPE

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Approved By: QI Committee
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Participant Rights and Responsibilities

Welcome to Cornerstone Advocacy Service! Cornerstone is a non-profit organization serving survivors of domestic violence, sexual violence and human trafficking. We provide services for children, adults, and families. If you would like more information about Cornerstone services, please call our office 952-884-0376 or visit our website at www.cornerstonemn.org.

Thank you for taking the time to read these guidelines. As a participant of Cornerstone, you have certain rights and responsibilities. If you have any questions about this information, please feel free to ask a staff member.

My Rights

I understand that as a participant my rights include:

- 1) The right to services and to be treated with respect and dignity. I have the right to the same consideration and treatment as anyone, regardless of my race, religion, color, national or ethnic origin, gender identity, sexual orientation, citizenship status, marital status, spoken language, economic status, age, ability or beliefs.
- 2) The right to privacy and that my records be kept confidential. Confidentiality means that Cornerstone will not tell anyone that I am a client or have been a client. Cornerstone does not have the right to share information about me without my written permission except in the following cases:
 - a. My records are court ordered.
 - b. There is a suspicion of child abuse.
 - c. I am minor, in which case my parents/legal guardians have the right to access my file.
 - d. There is threat of or suspected harm to specific others.
 - e. There is threat of suicide or harm to self.
- 3) The right to discuss with Cornerstone staff what information is in my record, and if I sign a Release of Information authorizing Cornerstone to share information with outside sources, I have the right to specifically state what information will be released. I have the right to revoke a signed Release of Information at any time.
- 4) The right to review and obtain copies of my records. Review of records must be done in the presence of a staff person. If I wish to obtain copies of my records, I must put the request in writing. Cornerstone has up to 30 days to fulfill my request.
- 5) The right to make my own decisions. I may reject or accept staff recommendations or services offered.
- 6) The right to services that are individualized to my needs. I have the right to participate in the development of my goals and service plans. I have the right to be informed of staff's ideas and plans for helping me and/or my children. I have the right to refuse services at any time.
- 7) The right to meet with staff in a private space.
- 8) The right to a Spoken Language or ASL interpreter if needed.
- 9) The right to any reasonable accommodations based on my abilities.
- 10) The right to refuse to take part in any special projects/activities that may include film, research, fundraising, television, radio and interviews with media. My refusal will not affect services offered to me.
- 11) The right to have all policies, procedures, rights, responsibilities and other necessary information/paperwork explained to me in an understanding manner.

1000 E. 80th St.
Bloomington, MN 55420
952.884.0376

7051 Brooklyn Blvd.
Brooklyn Center, MN 55429
952.884.0376

2249 E. 38th St.
Minneapolis, MN 55407
612.374.9077

- 12) If I am dissatisfied about any matter including quality of care, services provided, program policies or procedures, staff or facilities, I understand I have a right to file a grievance. See Grievance Procedure below.
- 13) If you are unable to provide me the needed service, I understand you will make every effort to refer me to another community organization.

My Responsibilities

I understand that as a participant my responsibilities include:

1. The responsibility to respect the confidentiality and privacy of all other participants and staff.
2. The responsibility to respect that Cornerstone is a non-violent and safe location. I will take part in services in a non-violent manner. While in a Cornerstone location I will not physically discipline my children.
3. The responsibility to keep appointments that I make or to cancel at least 24 hours in advance if possible.