



CLIENT RIGHTS

- ALIVE provides supportive services to survivors of partner abuse regardless of age, gender, gender identity, ethnicity, national origin, religion, political beliefs, income, disability, sexual orientation, or marital status. These services include shelter, individual and group supportive counseling that focuses on issues related to intimate partner violence, referrals, and advocacy. All services provided are free of charge. These supportive services are provided by a trained advocate, either staff, intern or volunteer, and are provided to aid survivors in their healing process. How these services are incorporated in the client's healing process is left to the client's discretion.
- ALIVE therapists' working hours and days vary. Determine with your therapist the best way to communicate between sessions. Our 24-hour crisis line is always available via chat at alivestl.org or via phone at 314-993-2777.
- Everyone affiliated with ALIVE has made a commitment to safety and confidentiality. All information obtained during client contact with this agency is confidential within the limits of the law. Unlike a typical counseling agency or general shelter, ALIVE is a domestic violence agency, which means we will not disclose any information that could identify you or your children to someone outside of ALIVE unless we are required by law. ALIVE must disclose client information when:
 1. we suspect a child or vulnerable adult is being abused or neglected.
 2. a client may harm themselves or someone else.
- ALIVE will consider disclosing client information when:
 1. a formal, written request for testimony is submitted, and
 2. a current written release of information is signed by the client, and
 3. all components of the request are reviewed by ALIVE staff and ALIVE attorney

ALIVE does not release information for work release, disability requests, or other non-essential communication. We discourage clients from telling others that they are receiving services from ALIVE in order to protect their information as well as persons associated with ALIVE.

Clients of ALIVE have the following rights:

- To be treated with respect at all times.
- To refuse or stop participating in any services offered in this program.
- To provide feedback or file a grievance about their services without interference or retaliation.
- To request changes to their services or service provider.

Rules & Expectations that Could Result in Discharge or Termination:

- Do NOT reveal ALIVE's address or location to anyone.
- Do NOT disclose the identity of any other client receiving services.
- Do NOT use physical/verbal violence, or threaten physical violence, toward anyone associated with ALIVE.
- Do NOT bring weapons, light cigarettes, or vapes onto ALIVE premises.
- Do NOT discuss what is said by group members (if attending groups) outside of ALIVE.
- Will give 24-hour notice, when possible, when cancelling or rescheduling appointments.
- Will understand that ALIVE services may be terminated after 3 missed appointments (no show, no call).
- Will provide honest information about myself and my situation so I can be served with the appropriate services.
- Will honor all ALIVE health policies and procedures, as posted, when receiving in-person services.



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