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FROM THE AMERICAN PEOPLE



HO 1: Key Messages on Rights and Entitlements

Your rights

Do you get assistance or other services from organizations and local governments? If so, you should know:

Emergency assistance and services are always free

- The types of assistance and services you get are based on your needs.
- No one should use their power to control you or your community.
- If any services are not free, the government or organization should clearly say the reason why and the amount of the fees.
- It is never okay if people working for organizations or local governments abuse their power, harm you or treat you inappropriately. For example, no one should ever ask you for favors in exchange for assistance or services.

Your right to information

- You have the right to be told about the assistance and services available to you.
- You have the right to know how people are chosen to get assistance or services (this is called “selection criteria”).
- You have the right to ask questions and raise concerns about the assistance or services you get. Raising any concerns will not affect your right to assistance and services.

You have the right to be safe and to be respected

The people giving assistance and services who work for organizations and local governments:

- **Should always** treat you with respect and dignity.
- **Should always** keep you safe from harm.
- **Should never** ask you for any kind of sexual favor in exchange for assistance or services
- **Should never** harm, hurt or abuse you.
- **Should never** have any sexual contact or relationships with you, other people getting assistance or services, or with anyone under 18 years of age.

If any of these rules are broken, please report this to someone. This will help keep you and other people safe.

Has a person who gave assistance harmed, hurt or abused you or someone else?

If anyone hurts or harms you, **it is never your fault**. It is the responsibility of organizations and local governments to keep you safe and treat you with respect and dignity.

- You have the right to make a complaint and report this person in a safe and private way. Your safety is the priority! All complaints are kept confidential and private.
- You have the right to get a response to your complaint or concern.

Do you want to make a complaint about a person who gave you assistance/services and who works for an organization or local government? Report it to *[insert reporting mechanisms]*.

It is important to make a complaint. You may be the only person to speak up. You may be the only person to help yourself or others.

Do you need support after being harmed, hurt or abused?

It is important to get support. You can contact *[insert name of organization or local government]*. There you can get more information about people who can support you.

Seek medical attention immediately if you experience sexual abuse. You deserve care and support.