

Client Rights and Responsibilities

Client Rights

In all mental health services, wherever and however they are delivered, clients have the right to be treated with dignity, consideration and respect at all times. Clients have the right:

- To expect quality service provided by concerned, trained, professional and competent staff.
- To expect complete confidentiality within the limits of the law, and to be informed about the legal exceptions to confidentiality: and to expect that no information will be released without the client's knowledge and written consent.
- To clear working contract in which business items, such as time of sessions, payment plans/fees, absences, access, emergency procedures, third-party reimbursement procedures, termination and referral procedures, and advanced notice of the use of collection agencies, are discussed.
- To a clear statement of the purpose, goals, techniques, rules, limitations and all other pertinent information that may affect the ongoing mental health counseling relationship.
- To appropriate information regarding the mental health counselor's education, training, skills, license and practice limitations and to request and receive referrals to other clinicians when appropriate.
- To full, knowledgeable, and responsible participation in the ongoing treatment plan to the maximum extent feasible.
- To obtain information about their case record and to have this information explained clearly and directly.
- To request information and /or consultation regarding the conduct and progress of their therapy.
- To refuse any recommended services and to be advised of the consequences of this action.
- To a safe environment for counseling free of emotional, physical, or sexual abuse.
- To a client grievance procedure, including request for consultation and/or medication; and to file a complaint with the mental health counselor's supervisor (where relevant), and /or the appropriate credentialing body.
- To clearly defined ending process, and to discontinue therapy at any time.

Counselor Responsibility and Integrity

Competence

The maintenance of high standards of professional competence is a responsibility shared by all mental health counselors in the best interest of the client, the public, and the professional mental health counselors;

- Recognize the boundaries of their particular competencies and the limitations of their expertise.
- Provide only those services and use only those techniques for which they are qualified by education, techniques or experience.
- Maintain knowledge of relevant scientific and professional information related to the services rendered, and recognize the need for on-going education.
- Represent accurately their competence, education, training and experience including licenses and certifications.
- Perform their duties, as teaching professionals, based on careful preparation in order that their instructions are accurate, up-to-date and educational.
- Recognize the importance of continuing education and remain open to new counseling approaches and procedures documented by peer-reviewed scientific and professional literature.

Client Signature _____ Date _____