



CLIENT BILL OF RIGHTS

You have the right to:

- Get respectful treatment that will be helpful to you. You may request a referral for a second opinion for any reason.
- Have a safe treatment setting, free from sexual, physical and emotional abuse.
- Report immoral and illegal behavior by a counselor.
- Terminate the counseling relationship at any time.
- Ask for and receive information about a counselor's qualifications, including license, education, training, experience, membership in professional groups, special areas of practice and limits on practice.
- Have information before entering therapy about fees, method of payment, insurance coverage, number of sessions therapist estimates will be needed, and cancellation policies.
- Refuse to answer any question or give any information you choose not to answer or give.
- Have all that you say treated confidentially and be informed of any state laws placing limitations on confidentiality in the counseling relationship. Know if your counselor will discuss your case with others, i.e. supervisors, consultants, or students.
- Ask that the counselor will include you in setting goals, inform you of progress, and have the freedom to discuss the counseling techniques and strategies the counselor employs.
- Be given a copy of your treatment plan and view your case file.
- Receive a copy of the Code of Ethics for LFS Counselors.

Appeals/Grievance Process

Clients who feel they have been treated unfairly, unjustly, or have been the object of discrimination based upon sex, national origin, or handicap by any member of LFS Staff in providing services may file a grievance. Any client who wishes to file a formal grievance should request a copy of the form "Resolution of a Formal Grievance - Client". A copy of the grievance form may be obtained from any LFS office. It is the responsibility of all staff members with supervisory responsibilities to hear promptly and courteously all grievances registered in good faith by clients, to try to clarify misunderstandings, and resolve any complaints. A resolution will be formulated by the supervisory staff member within twenty days of receiving a written grievance, and communicated to the client. If the client is not satisfied with the resolution from the supervisory staff member, they have ten days to update their grievance and present it to the Executive Director for resolution. The decision of the Executive Director is final. It is the responsibility of clients who believe they have been treated unfairly to initiate the grievance process in order to resolve any dispute which, if left unresolved, may result in the registering of such complaints with another entity.

PHONE CONTACT & EMERGENCY POLICY

You may contact LFS at **515-573-3138**. Messages are checked regularly. We are not available for 24-hour emergency care. A client cannot assume we will be available at all times. In case of emergency and the inability to reach your counselor, immediate contact should be made to your local emergency room or by dialing 911 on your telephone.

(Over)

You have the responsibility to:

- Set and keep appointments with your counselor. Provide him/her with at least 24 hours notice if you cannot keep a scheduled appointment.
- Help plan your goals.
- Follow through with agreed upon goals.
- Keep your counselor informed of your progress toward meeting your goals.
- Terminate your counseling relationship before entering into arrangements with another counselor.

By signing this form, I agree that I have read and understand the Client Bill of Rights.

Client Signature

Counselor Signature

Date

Date