



CLIENT RIGHTS AND RESPONSIBILITIES

At the Village Counseling Center, we strive to provide high-quality mental health care that recognizes the experiences, values, and needs of the individuals who make up the diverse community that relies on us for services. We believe that a **confidential, mutually respectful partnership** between health care providers and clients is the best way to develop and maintain optimal health. Understanding your rights and responsibilities as a client of the Village Counseling Center (VCC) is central to this partnership.

AS A CLIENT, PLEASE KNOW THAT YOU HAVE THE RIGHT:

- To be treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic or veteran status.
- To receive complete information regarding diagnosis, treatment, and prognosis of your health concern in language you can understand.
- To receive information you need to participate in decisions about your care, and to give consent before any diagnostic or treatment procedure is performed.
- To decline treatment, to the extent permitted by law, and to be informed of the consequences of making this decision.
- To expect that your privacy will be respected and confidentiality protected to the greatest extent permitted by law. Our agency or staff will not release information outside of the Village Counseling Center without your written permission, except upon court order, as required by law (as in the case of certain communicable diseases and reports of child abuse), or as required, in our judgment, to protect you or others from physical danger.
- To ask for and receive an explanation of any fees billed by VCC.
- To raise concerns and recommend changes regarding service delivery, to any person without fear of interference, coercion, discrimination or retaliation.

AS A CLIENT, PLEASE KNOW THAT YOU HAVE THE RESPONSIBILITY:

- To provide accurate and complete information about current and past health issues, medications, and other matters pertaining to your health.



- To ask questions in order to make sure you understand your diagnosis, treatment, expected outcome, and any instructions.
- To be involved in treatment planning and to follow a mutually agreed upon plan, including completing treatment assignments and returning for follow-up appointments.
- To keep your appointment, or change or cancel with at least 24 hours' notice, to allow others to have access to treatment.
- To use services wisely, be aware of costs, and pay for all services at the time they are delivered or billed.
- To sign the releases and consents necessary in order to determine, coordinate and authorize particular treatment services.
- To be respectful and courteous of others, including Village Counseling Center staff, interns, volunteers, visitors and other clients.

EFFECTS OF COUNSELING

Most clients can expect to benefit from counseling, making positive change in their thoughts, feelings, and/or behaviors. Some however, may not find counseling of assistance, and a very few may have a negative counseling experience. Even the most successful counseling and therapy may at times be uncomfortable, stressful and emotionally painful, as you deal or your family members deal with difficult issues. As you make personal adjustments in your thoughts and behavior, changes may also occur in your relationships with others.

QUESTIONS, CONCERNS OR GRIEVANCES

If you have any questions or concerns about your rights and responsibilities, the possible effects of counseling, or any services you are receiving, you are encouraged to discuss them with your Counselor. Please also direct any grievances first with your Counselor. If this does not meet your satisfaction you may visit the Village Counseling Center website at villagecounselingcenter.net and complete a confidential Client Complaint Form which is sent directly to a supervisor who will address your concerns.