



## **Client Bill of Rights** Revised July 1, 2011

As a client of the Counseling Hut, you have the following rights in addition to your rights as required by law and codes of ethics. These rights belong to every client; the Counseling Hut shall not hold any client to be an exception to the rights outlined in this bill of rights.

1. Every client has the right to receive accurate, easily understood information about the counselor in the form of a professional disclosure statement. Every client has the right to request further information needed to make informed decisions about their counseling experience, including the counselor's qualifications, the counselor's counseling methods, possible benefits and risks of counseling, alternative counseling methods, alternatives to counseling, and applicable laws, regulations, and codes of ethics. The counselor shall provide the client with any assistance needed to understand all such information and to make informed decisions about their counseling experience, including alternative forms of information.

2. Every client has the right to choose their counselor and to have access to services they need, including services that ensure continuity of care. Every client has the right to refuse counseling. The counselor shall provide the client with appropriate referrals if the counselor cannot meet the client's need.

3. Every client has the right to emergency services. The counselor shall provide information on other available emergency services in cases where counselor cannot provide emergency services.

4. Every client has the right and responsibility to participate in all decisions regarding their counseling experience. Clients who are not able to fully participate in such decisions have the right to be represented by another person who is.

5. Every client has the right to considerate, respectful care from the counselor at all times and under all circumstances. In delivering counseling services and in making marketing, outreach, and enrollment decisions, the counselor shall not discriminate against any client on the basis of race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, gender identity, genetic information, or source of payment.

6. Every client has the right to communicate with the counselor in confidence, and to have the confidentiality of their individually identifiable information protected. Every client has the right to be informed of legal, ethical, and practical limitations to their right to confidentiality. Every client has the right to review and copy their own counseling records and to request amendments to their records.

7. Every client has the right to a fair and efficient process for resolving differences with the counselor. The counselor shall provide the client with information on how to access this process, and shall not retaliate against the client for accessing this process.

8. Given these clients' rights, the counselor shall expect and encourage every client to assume reasonable responsibilities that will increase the likelihood of achieving best outcomes with available resources.