



CATHOLIC CHARITIES
of St. Paul and Minneapolis

Counseling Services Rights and Responsibilities

Counseling Services are provided by professionally trained counselors who strive to ensure that client rights and civil liberties are safeguarded during their association with our program. We also expect our clients to assume certain responsibilities during the counseling process.

Clients have rights:

1. To clinical service that is respectful, competent and appropriate for your needs.
2. To determine what information you will share, and participate actively and honestly in developing your treatment plan, including the frequency and duration of counseling.
3. To be aware of the policies and procedures of Counseling Services and receive whatever information you need to understand your counseling experience.
4. To know that the information you share will be held in confidence and will not be disclosed outside the agency without your informed, written consent. Exceptions to this policy include the following:
 - a. When a court of competent jurisdiction orders release of your records;
 - b. When there is knowledge of, or reasonable cause to believe a minor or vulnerable adult is being neglected, physically or sexually abused;
 - c. When it is believed there is serious, foreseeable and imminent danger of physical harm or violence to the client, other identified persons or the community;
 - d. For quality assurance reviews, licensing and agency accreditation.
5. To know that Catholic Charities Counseling Services electronically transmits and stores client records.
6. To be notified as soon as possible when an appointment cannot be kept.
7. To file a complaint or grievance by contacting your counselor's supervisor or administrator.
_____ Supervisor or _____ Administrator at 651-222-3001.

Clients have responsibilities:

1. To be open and straightforward about the concerns and circumstances that bring you to counseling.
2. To devote reasonable time and energy to your counseling sessions, assigned tasks and contractual commitments.
3. To respect other clients' confidentiality by not disclosing names or information about other recipients of agency services.
4. To give your counselor 24-hour notice when an appointment cannot be kept. A fee will be assessed for failure to provide cancellation notice. Exceptions can be discussed with your counselor.
5. To keep current in paying your fees at the time you receive your service unless other arrangements have been made.
6. To notify your counselor if your income changes so that your fee can be adjusted accordingly.
7. To complete a survey, when requested, to evaluate the extent to which you were satisfied with the counseling service and outcomes you achieved.

Client Signature(s) _____ Date: _____

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