



## CLIENT RIGHTS AND RESPONSIBILITIES

### **Your Rights:**

1. **Respect:** You and your family will be treated with respect by all Collaborative Solutions staff.
2. **Anti-Discrimination:** Your religious and cultural beliefs will be respected. You will not be treated differently based on your age, race, sex, or ethnic group.
3. **Terminating Services:** You may decide to stop any or all services at any time.
4. **Confidentiality:** Information about you will not be shared with other people without your permission (or your parent's, if you are under 18). There are exceptions to this rule, including if we have report suspected abuse or neglect, if we believe someone's life is in danger, or if a judge orders it. Information shared in an individual session with a child may have to be shared with a parent, but the clinician will only share information if it is necessary for treatment.
5. **Records:** You have the right to read and have copies of your chart information. We might require that we be present to explain what is written, however.
6. **Grievances:** You can make a complaint by contacting the Program Administrator. Your services will not be terminated or affected in any way if you make a complaint

### **Your Responsibilities:**

1. **Attendance:** You and your family will keep appointments made with the clinician. If you cannot keep an appointment, call your clinician ahead of time to reschedule.
2. **Participation:** You and your family will participate in treatment and will follow through with the clinician's recommendations. Family sessions are required if school-based treatment is being provided.
3. **Notification:** You will inform the clinician of any changes to your address or phone number so we can contact you, if we need to.
4. **Payment:** You are responsible for any co-payments or deductibles not paid by your insurance.

### **Agency Rights & Responsibilities:**

1. We will provide consistent, high quality treatment to you and your family. If a session has to be cancelled, the clinician will notify you in advance.
2. We will keep an accurate written record of the treatment we provide.
3. We have the right to terminate services if you fail to follow through on your responsibilities (listed above) or if we believe that maximum benefit has been reached. If your treatment is discontinued and you still need help, you will be given a referral to another agency that can help.