

CLIENT RIGHTS

Counseling of Southwest Florida (CSWFL) respects the rights of all its clients and has written policies and procedures in place to ensure these rights are protected and exercised. Below are your basic rights as a client at CSWFL:

1. Access to counseling services at CSWFL is available to all persons, without regard to race, religion, sex, ethnic, or national origin, age or disability.
2. You have the right to considerate and respectful care while at CSWFL.
3. You have the right to an individualized treatment plan that will be developed with you, specifically designed to enhance your personal recovery.
4. You have the right to respect, privacy, and confidentiality, as it relates to the counseling services you receive at Counseling of Southwest Florida.
5. You have the right to request to see your records or CSWFL can choose to prepare a treatment summary unless we believe that seeing them would be emotionally damaging, in which case CSWFL will be happy to send them to a mental health professional of your choice.
6. You have the right to know the name and qualifications of the counselor responsible for the coordination of your care while receiving services at Counseling of Southwest Florida.
7. You have the right to every consideration in respect to privacy and individuality, as it relates to social, religious and psychological well-being.
8. You have the right to expect reasonable continuity of care, which shall include, but not limited to the timely scheduling of appointments with your counselor, timely referrals to outside providers when appropriate, and coordination with those services to ensure your treatment needs are met.
9. If after careful deliberation with your counselor, you feel the counseling services at CSWFL aren't beneficial to you, you have the right to withdraw from services at any time.
10. You have the right to voice your opinions, recommendations and grievances in relation to the services you are receiving, or the policies of Counseling of Southwest Florida, without the fear of prejudice or reprisal.
11. You have the right to file a grievance and be informed of the process to do so.

All clients at PCG have the right to file a grievance for any reason with cause, and without fear of reprisal. It is a requirement of this state to review this policy with you. PCG has developed a grievance system for resolution of conflicts, this system will be discussed with you during orientation, and access to the grievance forms will be made available upon request.

I have read, understand, and have been provided a copy of the Client's Rights.

_____	_____	_____	_____
Client Signature	Date	Counselor Signature	Date
_____	_____		
Parent/ Guardian Signature	Date		