



## **Consumer Rights and Responsibilities**

### **Consumer Rights**

- Be informed of the qualifications of your counselor: education; experience; and professional counseling certifications and state licenses.
- Receive an explanation of services offered, your time commitments, fee scales, and billing policies prior to receipt of services.
- Be informed of the limitations of the counselor's practice to special areas of expertise (e.g., career development, ethnic groups, etc.) or age group (e.g., adolescents, older adults, etc.).
- Have all that you say treated confidentially and be informed of any state laws placing limitations on confidentiality in the counseling relationship.
- Ask questions about the counseling techniques and strategies and be informed of your progress.
- Participate in setting goals and evaluating progress toward meeting them.
- Be informed of how to contact the counselor in an emergency situation.
- Request referral for a second opinion at any time.
- Request copies of records and reports to be used by other counseling professionals.
- Receive a copy of the code of ethics to which your counselor adheres.
- Contact the appropriate professional organization if you have doubts or complaints relative to the counselor's conduct.
- Terminate the counseling relationship at any time.

### **Consumer Responsibilities**

- Set and keep appointments with your counselor. Let him/her know as soon as possible if you cannot keep an appointment.
- Pay your fees in accordance with the schedule you pre-established with the counselor.
- Help plan your goals.
- Follow through with agreed upon goals.
- Keep your counselor informed of your progress toward meeting your goals.
- Terminate your counseling relationship before entering into arrangements with another counselor.

If you have questions about any of these consumer rights and responsibilities, please discuss them with your counselor.

Thank you for allowing us the privilege to serve you.