



Client Name: \_\_\_\_\_

DOB: \_\_\_\_\_

**Phoenix Counseling Services, LLC  
Client Rights**

**Right to communicate**

- Every client has the right to receive an orientation to Phoenix Counseling Services, LLC, which includes the responsibilities of the staff and client.
- Every client has the right to communicate freely and privately with others, included their therapist, the supervisor of the therapist, and any administrative staff.
- Every client is encouraged to freely communicate their needs and opinions regarding their treatment and the operation of the facility to the owner or his/her designee. This includes the use of evaluation forms.

**Right to confidentiality**

- Every client has the right to expect that all records concerning his/her treatment shall be kept confidential and shall only be released by the written permission of the patient except in the circumstances outlined on the consent to treat form.
- Every patient has the right to have their issues heard within a confidential relationship and to leave treatment should they feel treatment is not safe or useful.

**Right to Humane Physical and Psychological Environment**

- Every client has the right to treatment in a setting, which preserves and promotes physical and psychological dignity.
- Every client has the right to be treatment humanely, respectfully, and with consideration by all staff members.

**Right to Treatment**

- Every client has the right to be treated as an individual and evaluated according to his/her individual needs.
- Every client has the right to receive treatment designed to aid and promote recovery, including receiving an appropriate needs-based individualized treatment plan. The client has the right to participate in development of his/her treatment plan.
- This treatment shall be in the least restrictive setting to provide adequate treatment.
- Every client has the right to expect that he/she will be treated by competent staff.
- Every client has the right to refuse any treatment or procedure offered by the facility. Staff shall inform the client that he/she may be discharged or referred for refusal to fully participate in treatment.
- Every client has the right to be discharged as soon as treatment is no longer necessary. Every client shall assist in planning activities following discharge that provide continued recovery and emotional health.
- Every client has the right to examine his/her personal records, subject to the limitations as discussed with your counselor.
- Every client has the right to receive a copy of any consent form that he/she has signed.
- Every client has the right to examine and receive an explanation of his/her balance due statement.
- Every client has the right to request reconsideration of any decision to terminate his/her treatment.



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### **Right to Religious Freedom**

- Every client has the right to follow and practice his/her religion. Substantiated ethical convictions held independently of a belief in any religion shall be accorded the same respect as a religious belief.
- Every client has the right to refuse medication, comply with dietary regimen, and to abstain from religious practice.

### **Nondiscrimination**

- Admissions, the provision of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, marital status, sexual orientation, ethnicity, national origin, age, sex, or Limited English Proficiency. Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. Accessibility for language needs will be provided where reasonably feasible and available. These methods include, but are not limited to, equipment redesign, the provision of an aide, interpreter, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort.
- Every client shall retain all civil rights and liberties except as provided by law. No client shall be deprived of any civil rights solely by reason of being a client.

### **Grievance and Appeal Procedures**

- Any client has the right to initiate a complaint orally or in writing, concerning the exercise of these right or the quality of the services and treatment. The client may first deliver the complaint to the therapist, secondly to the owner of Phoenix Counseling Services, LLC. The client will be informed as to the disposition of the complaint within 10 working days of each level of the appeal.

If the complaint is in reference to discrimination, complaints may be filed to any of the following:

Phoenix Counseling Services, LLC  
2311 Fairfield Rd, suite F  
Gettysburg, PA 17325

Bureau of Equal Opportunity  
Room 223 Health and Welfare Building  
PO Box 2673  
Harrisburg, PA 17105

U.S. Dept. of Health & Human SVCS  
Suite 372, Public Ledger Bldg.  
150 S. Independence Mall West  
Philadelphia, PA 19106-9111

PA Human Relations Commission  
Harrisburg Regional Office  
Riverfront Office Center  
1101 S. Front St., 5<sup>th</sup> Floor  
Harrisburg, PA 17104