

Yvette Brindle-Decancq, LMHC, CBC
Licensed Mental Health Counselor
Certified Behavioral Consultant

Consumer Rights

- Be informed of the qualifications of your counselor: education, experience and professional counseling certification(s) and state license(s).
- Receive an explanation of services offered, your time commitments, and fee scales and billing policies prior to receipt of services.
- Be informed of 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. **If appointment is not cancelled within 48 business hours of scheduled time, you will be charged per Financial Agreement signed at intake.** (Please note this does NOT apply to those individuals utilizing EAPs)
- 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.

I have read and understand my Consumer Rights & Responsibilities and am in agreement:

Signature

Date