

Client Rights and Responsibilities

REST Counseling Services maintains that those who are informed make better choices to meet their needs. Counseling is a professional relationship that empowers individuals, couples, and families to accomplish their goals in life to include mental health, wellness, education, career, relationships, and personal growth. Our client's concerns include family, significant relationships, trauma, grief, stress, and sometimes clinical mental health matters. REST counselors have successfully completed a graduate degree program in counseling that includes a practicum and have completed or are in a clinical internship under supervision in which skills and techniques are practiced and developed. Seeking and selecting a counselor can be daunting.

REST Counseling Clients have the right to:

1. Select a professional counselor who meet their needs.
2. Be informed about their counselor's qualifications, including education, experience, national counseling certifications, and state licensure.
3. Obtain a copy of the code(s) of ethics your counselor must follow.
4. Receive a written explanation of services offered, time commitments, fee scales, and billing policies prior to receipt of services.
5. Understand their counselor's areas of expertise and scope of practice (e.g., career development, adolescents, couples, etc.).
6. Ask questions about confidentiality and its limits as specified in state laws and professional ethical codes.
7. Receive information about emergency procedures (e.g., how to contact your counselor in the event of a crisis).
8. Ask questions about counseling techniques and strategies, including potential risks and benefits.
9. Establish goals and evaluate progress with your counselor.

10. Request additional opinions from other mental health assessment professionals.
11. Understand the implications of diagnosis and the intended use of psychological reports.
12. Obtain copies of records and reports.
13. Terminate the counseling relationship at any time.
14. Share any concerns or complaints you may have regarding a professional counselor's conduct with the appropriate professional counseling organization or licensure board.

Client Responsibilities

For REST Counseling Services to provide the highest quality of services, it is important that clients:

- Adhere to established schedules. If you must miss an appointment, contact your counselor as soon as possible.
- Pay your bill in accordance with the billing agreements.
- Follow agreed-upon goals and strategies established in sessions.
- Inform your professional counselor of your progress and challenges in meeting your goals.
- Participate fully in each session to help maximize a positive outcome.
- Inform your counselor if you are receiving mental health services from another professional.
- Consider appropriate referrals from your counselor.
- Avoid placing your counselor in ethical dilemmas, such as requesting to become involved in social interactions or to barter for services.

Client Responsibilities Remember that a counselor who meets the needs of one person may not meet the needs of another. If you are dissatisfied with the services of your counselor:

- Express concerns directly to the counselor, if possible.
- Seek the advice of the counselor's supervisor if the counselor is practicing in a setting where he or she receives direct supervision.
- Terminate the counseling relationship if the situation remains unresolved.
- Contact the appropriate state licensing board, national certification organization, or professional association if you believe the counselor's conduct to be unethical.

Texas LPC Board 1-800-821-3205

Texas Health Human Services 1-800-942-5540

American Counselor Association 1-800-347-6646

National Board for Certified Counselors, Inc. (336) 547-0607