



Client Bill of Rights

Jessie Cylkowski, LICSW (Founder); Kylie Davis, LICSW; John Adams, LICSW; Anna Steinmetz, LICSW; Sadie Clarke, LGSW
Hope & Outreach Therapy Services, LLC
Business Mailing Address: 275 East 4th Street, Suite 570, St. Paul, MN 55101
Direct: 651-605-6370
Email Address: jessie@hopeandoutreach.com
Website: <https://hopeandoutreach.com>
Member: Minnesota Board of Social Work, National Association of Social Workers

This document provides you with information about the practice. It is designed to assist you in making an informed decision about seeking therapy sessions from Hope & Outreach.

Professional Training and Credentials:

All providers have a Master's Degree in Social Work, and all except Sadie carry a clinical license from the Board of Social Work in Minnesota (LICSW) to provide individual, couple, family and group therapies. Sadie Clarke has her Masters degree and is a clinical trainee carrying an LGSW while working under the supervision of Jessica Cylkowski, LICSW. All providers have been trained in cognitive (CBT), psychodynamic, and family systems. Jessica, John, Anna and Sadie are trained and certified in Accelerated Resolution Therapy.

Complaints:

You, the client, have the right to file a complaint with the Minnesota Board of Social Work (BOSW). To file a complaint, you can:

- Call the MN BOSW at (612) 617-2100
- Go to the BOSW website at www.socialwork.state.mn.us and download the "Social Worker Report Form"; mail the completed form to :
State of Minnesota
Board of Social Work
2829 University Ave SE, Ste 340
Minneapolis, MN 55414-3239

Client Rights:

- You, the client, have the right to complete and current information concerning the provider's assessment and recommended service that is to be provided, including the expected duration of the service to be provided;
- You, have the right to expect courteous treatment and to be free from verbal, physical, or sexual abuse by the provider;
- Your records and transactions with the provider are confidential, unless release of these records is authorized in writing by the client, or otherwise provided by law;
- You have the right to be allowed access to records and written information from records;
- You have the right to choose freely among available providers and to change providers at any time;
- You have the right to coordinate transfer when there will be a change in the provider of services;
- You may refuse services or treatment unless otherwise provided by law;
- You may assert your rights as the client without retaliation.

Limits of Confidentiality:

I, the client, understand that my provider, Jessie Cylkowski, LICSW, Kylie Davis, LICSW, John Adams, LICSW, Anna Steinmetz, LICSW or Sadie Clarke, LGSW, may be compelled to break the confidentiality in the situations below for the purpose of maximizing my safety and the safety of others:

- If he/she has reasons to suspect that I am at risk for harming myself, others, and/or other people's properties,
- If he/she has reasons to suspect that a child younger than 18 is at risk for being harmed and/or has been harmed;
- If he/she has reasons to suspect that an elderly and/or a dependent adult is at risk for being harmed and/or has been harmed;
- If he/she is required by law.