



## CLIENT'S RIGHTS

You have the right to:

- Get respectful treatment that will be helpful to you/your child.
- Have a safe treatment setting, free from sexual, physical, and emotional abuse.
- Report immoral and illegal behavior by a therapist to his/her supervisor, who will take the report seriously and investigate the matter.
- Ask for and get information about the therapist's qualifications, including his/her license, education, training, experience, membership in professional groups, special areas of practice, and limits on practice.
- Have written information, before entering therapy, about fees, method of payment, insurance coverage, number of sessions the therapist thinks will be needed, substitute therapist (in case of vacation and emergencies) and cancellation policies.
- Refuse audio/video recording of the session (but you may ask for it if you wish).
- Refuse to answer any question or give any information you choose not to answer or give.
- Know if your therapist will discuss your case with others (supervisors, consultants or students).
- Ask the therapist to inform you of your progress.
- File a grievance against A New Beginning Wellness Center and/or your therapist within a reasonable period of time from the date of occurrence; be heard by an impartial decision-maker, and the resolution to not exceed 20 working days. Written explanation of the resolution of the grievance will be provided to the client/parent/guardian.
- Have assistance in filling out the grievance, an explanation of the process, an investigation of the grievance on your behalf, a hearing, and a representative for yourself at the hearing if desired by you. Stephanie Pearl, Executive Director, is the Privacy Officer and Client's Rights Officer at A New Beginning Wellness Center. You are encouraged to talk with her about any complaints, problems or grievances. She will make attempts to resolve the grievance to your satisfaction. If the grievance is unable to be resolved informally, she will assist you in filing the grievance. You may contact Stephanie Pearl at A New Beginning Wellness Center for assistance in all parts of the process. If Stephanie Pearl is the subject of the grievance, then the clinical staff person with the most experience will offer assistance.
- Have advocacy services or legal services in the filing of your complaint.
- Initiate a complaint with the Idaho Department of Health and Welfare and/or appropriate professional licensing or regulatory association. A New Beginning Wellness Center's staff will willingly assist you with the address or phone number of any of these agencies.

I have read and understand and/or my therapist has explained these rights to me. I can request a copy of them at any time. A copy of this is available in plain sight in the waiting room.

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Client or Parent or Guardian

Date

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Client or Parent or Guardian

Date