



Client's Rights and Responsibilities and Getting Started/Meeting with your Therapist

Thank you for choosing Pro Bono Counseling. Please review the following Client's Rights and Responsibilities and Getting Started/Meeting with your Therapist. We hope this information assists you in having a positive experience with counseling. We are happy to answer any questions you may have.

Client Rights

As a participant with Pro Bono Counseling (PBC), you have the right to be treated with respect, dignity, consideration, and compassion, and to receive services free of discrimination on the basis of race, color, sex, gender, sexual orientation, ethnicity, national origin, religion, age, class, physical and/or mental ability, or limited English proficiency.

You have the right to be informed about services and options available to you. To be re-matched with a therapist if the treatment approach is not a therapeutic fit. To withdraw your voluntary consent to participate in treatment.

You have the right of confidentiality in your treatment and privacy of your medical record. Your information will be shared with treatment team members only for the purpose of providing you with optimal treatment. Your private medical information will be kept in a private medical record.

You have the right to have information released only in the following circumstances: When you sign a written release of information. When there is a medical emergency. When a clear and immediate danger to you or to others exists. When there is suspected abuse of a child or a vulnerable adult. When ordered by a court of law.

You have the right to file a grievance about services you are receiving or denial of services. To not be subjected to physical, sexual, verbal and/or emotional abuse or threats. You have a right to express your concerns about your treatment from PBC in writing or verbally. The PBC staff member is required to pass your concerns/grievances onto their supervisor in accordance with PBC policies and procedures.

Client Responsibilities

As a participant with Pro Bono Counseling, you have the responsibility to treat staff of this agency with respect and courtesy. To let staff of PBC and your therapist know of any concerns you have about your treatment or changes in your needs.

You have the responsibility to set up and attend appointments to the best of your ability, and if possible, to contact your therapist to cancel or change a scheduled appointment time with as much notice as possible.

You have the responsibility to stay in communication with staff of PBC and your therapist by informing them of changes in your address or phone number and responding to PBC's and therapist's calls, emails, or letters to the best of your ability.

You have the responsibility to follow the guidelines of your individual therapist.

You have the responsibility to not subject PBC staff or therapists to physical, sexual, verbal and/or emotional abuse or threats.



Getting Started and Meeting with Your PBC Therapist

- Please call your therapist within one week of receiving their contact information to schedule your first appointment and identify yourself as having been referred from PBC.
- Please schedule all future counseling appointments directly with your therapist.
- If you cannot keep an appointment, please contact your therapist at least 24 hours prior to your scheduled appointment time to reschedule. Failure to keep an appointment may result in termination of services at the discretion of your therapist.
- Please notify your therapist and PBC staff if you decide to discontinue the relationship or if you are unable to continue counseling.
- If, for any reason, you are dissatisfied with your referral or have a grievance, please contact the PBC Clinical Director Sherri Bloom at 410.816.5056 or Sherri@ProBonoCounseling.org.
- Please notify PBC of any change in your telephone number, address, insurance, or income.

If you have any questions or need assistance connecting with your therapist,
please call Pro Bono Counseling at 410.825.1001.