



Laina Winters, MSW, LCSW

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Statement Of Clients Rights

Our Clients have the right to:

- **Services** – Service regardless of your race, sex, religion, ethnic background, linguistic preference, education, social class, economic status, sexual orientation, or handicap.
- **Respect and Freedom from Abuse** – Expect that our providers will be sensitive to your needs and feelings, and to be treated with respect and dignity as human beings
- **Privacy** – Consideration for your client privacy. Treatment is confidential and should in all cases, be conducted discreetly.
- **Information** – Know you diagnosis, treatment, prognosis, and probable consequences of treatment. To know any other significant information that would enable you to give informed consent.
- **Choice** – Be involved in planning the services you are to receive, and to consent to or refuse treatment.
- **Confidentiality** - Confidentiality in all personal matters, interpersonal relations, written records, and access to your mental health (medical) records.
- **Continuity of Care** – Referral to other services and agencies that are necessary for continuity of care.
- **Billing/Fees** – Obtain, discuss, and ask questions about all accounting charges for care provided, regardless of the payment source.
- **Rules and Regulations** – Know what rules and regulations apply to your conduct as a clients/patients, and to have opportunity to provide feedback related to the rules and regulations that will govern you as a client/patient.

- Communication – Have all communication in a language that you can clearly understand.
- Grievances – File a complaint about service-related issues or the treatment being provided. To request assistance in filing a complaint.

Clients of Changing Seasons Counseling and Laina Winters, MSW, LCSW will receive a complete copy of Clients Rights and Responsibilities