

Western Psychological and Counseling Services, PC
Statement of Client Rights

1. Every client will be admitted to treatment without regard to race, color, creed, national origin, religion, sex, sexual orientation, age, or disability, except for pre-determined clinical or program criteria.
2. Every client may expect a holistic approach to overcome barriers to treatment. Possible barriers might be sensory or physical disabilities, limited ability to communicate, limited English proficiency, diminished reading abilities, and cultural differences. Examples of reasonable modifications to barriers might be interpreters, translation of written materials, or assistive devices necessary to minimize the barrier. Clients will not be charged for these accommodations and when accommodations cannot be obtained referral to another provider will be offered.
3. Every client will be treated in a manner sensitive to his/her needs, which promotes dignity and self-respect, and honors cultural and other values important to the client.
4. Every client will be protected from invasion of privacy with the exception of situations in which WPCS employees may conduct reasonable searches to detect and prevent possible possession or use of contraband on the premises.
5. Every client will have all clinical and personal information treated in accordance with state and federal confidentiality regulations and statutes.
6. Every client has the opportunity to have clinical contact with a same-gender counselor, if requested and if determined appropriate by the WPCS program supervisor, either at the agency or by referral.
7. Every client has the opportunity to review his/her own treatment records in the presence of the WPCS Program Administrator or designee within 5 days of a request with payment received, unless the clinical supervisor has determined that the disclosure would be detrimental to the client, or confidential information has been provided to WPCS requesting non-disclosure.
8. Every client shall be fully informed regarding fees charged, including fees for copying records to verify treatment compliance, and methods of payment available.
9. Every client will be provided reasonable opportunity to practice the religion of their choice as long as the practice does not infringe on the rights and treatment of others or the treatment service. The client has the right to refuse participation in any religious practice.
10. Every client will be allowed all necessary communication between a minor and a custodial or legal guardian, with an attorney, or in an emergency situation.
11. Every client will be protected from abuse by employees of WPCS and from other clients who are on the agency premises, including sexual abuse or harassment, sexual or financial exploitation, racism or racial harassment and physical intimidation, abuse, or punishment.
12. Every client will be fully informed and receive a copy of the counselor disclosure requirements described under RCW 18.19.060.
13. Every client will receive a copy of the client grievance procedure and explanation of the grievance process at intake.
14. Every client will be given 30 days notice, assistance with relocation, refunds if entitled, and access to records when entitled in the event of an agency closure.
15. WPCS staff shall obtain client consents for each release of information to any person or entity.
16. WPCS staff shall notify clients that outside persons or organizations which provide services to the agency are required by written agreement to protect patient confidentiality.
17. Each client shall receive a copy of the client rights at the time of evaluation, upon admission to the program, and in case of disciplinary discharge.
18. The WPCS Administrator shall post a copy of client rights in a conspicuous place in the facility that is accessible to all patients and staff.
19. Each client shall have reasonable access to the primary care practitioner regarding diagnosis, treatment, and prognosis or any decisions involving care including risks, side effects, and benefits of all medications or treatments, information regarding alternatives to care and authorized providers of all care communicated in language that the client understands.
20. Each client will participate in planning their receipt of and involvement in treatment services, including significant procedures and review of progress toward treatment goals.
21. Each client has the right to refuse treatment to the extent permitted by law. In this event WPCS staff must explain the possible consequences of this refusal to the client verbally and in writing.

I hereby acknowledge that I have received a copy of my rights and understand the statement of client rights.

Client, guardian, legal representative/date

Staff/witness/date