CLIENT INFORMATION SHEET

Consumer Rights

• Be informed about the qualifications of your counselor, including his or her education, experience, and professional licensure
• Receive an explanation of services offered, your time commitments, and fees and billing policies prior to receipt of services
• Be informed of limitations of the counselor’s practice to special areas of expertise
• Have all that you say treated confidentially and be informed of any state laws placing limitations on confidentiality in the counseling relationship
• Ask questions about the counseling techniques and strategies and be informed of your progress
• Participate in setting goals and evaluating progress toward meeting them
• Be informed of how to contact the counselor in an emergency situation
• Request referral for a second opinion at any time
• Request copies of records and reports to be used by other counseling professionals
• Receive a copy of the code of ethics to which your counselor adheres
• Contact the appropriate professional organization if you have doubts or complaints relative to the counselor’s conduct
• Terminate the counseling relationship at any time

Consumer Responsibilities

• Set and keep appointments with your counselor and let him/her know as soon as possible if you cannot keep an appointment
• Help plan your goals
• Follow through with agreed upon goals
• Keep your counselor informed of your progress toward meeting your goals
• Terminate your counseling relationship before entering into arrangements with another counselor

QUALIFICATIONS
Therapy services will be provided by a graduate student therapist enrolled in the MidAmerica Nazarene University Master of Arts in Counseling program. The student therapist is under close supervision of a clinical faculty member and is in the final year of graduate training. All clinical supervisors are licensed in the state of Kansas by the Kansas Behavioral Sciences and Regulatory Board.

FEES
The MNU Community Counseling and Play Therapy Center is a nonprofit, educational and training facility. The costs for operating the Center are subsidized by MidAmerica Nazarene University. The student therapists receive no income for their services. Our fees are based on a sliding fee scale and your fee will be determined with your therapist during the first session. Clients are expected to pay for each

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**session at the time of their appointment** unless other arrangements have been made. **If you become more than two sessions behind in your payments, additional appointments will not be scheduled until your account is paid in full.** If you are involved with a court referral for therapy or anticipate the need for written reports for the court system or another agency, it is important that you let your student therapist know as soon as possible. There are additional fees charged for court appearances by a student therapist and their supervisor. Your student therapist can provide you with information regarding these additional services. A statement of your account will be provided for you upon your request.

**SESSION FORMAT**

Research has shown that the nature and severity of the client’s presenting problems usually determine the length of therapy. Treatment can range from a few sessions to several months of therapy. The estimated length of your treatment will be determined in a collaborative discussion between you and your student therapist. Regular reviews of your progress and continuing need for therapy will be discussed with you. You may leave therapy at any time, but we ask that you agree to discuss the termination of therapy with your student therapist at a regular therapy session, rather than by phone.

**CONFIDENTIALITY**

The information clients share in therapy and all documents relating to therapy services are kept confidential, unless the client requests in writing that the records be released. Some specific confidential information may be disclosed for the purpose of professional consultation and guidance in treatment, or when mandated by law. Kansas law mandates that confidentiality be broken if you are found to be a clear and imminent danger to self or others, if you report current abuse of a child or dependent adult, or if your student therapist receives a court order to release your records.

**BENEFITS AND RISKS**

Any time you seek therapy to work on your personal struggles or relationship difficulties there are benefits and risks involved. The benefits can include the ability to handle or cope with your specific concerns and/or your interpersonal relationships in a healthier way. You may also gain a greater understanding of personal, interpersonal, or family goals and values. This new understanding may lead the way to greater maturity and happiness as an individual, couple, or as a family. There may also be other benefits that come as you work at resolving your specific concerns.

However, therapy can be challenging and uncomfortable at times. Remembering and resolving an unpleasant event may cause intense feelings of fear, anger, depression, and frustration. As you work to resolve personal issues or issues between family members, marital partners, and other persons, you may experience discomfort and an increase in conflict. There may be changes in your relationships, which you had not originally anticipated.

Your student therapist will discuss with you the benefits and risks involved in your particular situation. We encourage you to discuss with him or her any concerns you have as you progress with your student therapist.

**PHONE CONTACT & EMERGENCY POLICY**

You may contact the MNU Community Counseling and Play Therapy Center at (913) 971-3733. A secretary will be on duty from approximately 9:00am to 1:00pm and 4:00pm to 8:00pm, Monday through Friday. A phone voice mail system is available to take your message after hours or when a secretary is unavailable. A message will be returned to you as soon as possible.

The Community Counseling and Play Therapy Center DOES NOT provide 24 hour crisis response. In case of a life threatening emergency, please call 9-1-1, or go to your nearest emergency room. Below is a list of other resources that can be utilized in the case of other emergencies.

**Hospitals:**
- Crittendon (ages 4 – 18 years) 816-767-4157
- Research Psychiatric (6 years – adulthood) 816-276-4155
- Two Rivers (6 years – adulthood) 816-382-6300
- Shawnee Mission Medical Center 913-789-3218
- KU Medical Center Emergency Room 913-588-6500

**Hotlines:**
- Child Abuse Hotline (MO) 1-800-392-3738
- Child Abuse Hotline (KS) 1-800-922-5330
- Battered Persons Hotline 816-468-5463
- Suicide Prevention Lifeline 1-800-273-8255
- Tri-County Mental Health 816-468-0400
- Jo Co Mental Health Crisis Response 913-384-3535

In **NON-EMERGENCY** situations, you can leave a message for your student therapist by calling 913-971-3500, ext ____

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