



Client Rights, Responsibilities, and Informed Consent

Rights: As a client of Veterans Outreach Center all services are voluntary, you have rights to prompt service, respect, and confidentiality.

Prompt Service. Your appointment today is the first step in the case management/counseling process. Your case manager/counselor will ask you questions about the nature of your concerns and your personal history. At the end of this first meeting you and your case manager/counselor will discuss the type of interventions/treatment that would be most helpful. You may continue to work with the same case manager/counselor that you see today or you may be referred to another staff member. If it is determined that your needs are beyond the scope of services provided by VOC's programs, you will receive referrals to other sources of assistance. Our goal is to provide the best possible service.

Respect. VOC staff members are committed to treat all clients with respect, regardless of race, age, gender, degree of disability, sexual orientation, national origin, or religion. Staff members demonstrate this respect by keeping appointments, by making every effort to notify you if a change in time is necessary, and by giving you their complete attention and avoiding interruptions during appointment time.

Rights & Responsibilities: In order to make progress with services offered, your active participation is essential. Fulfilling the responsibilities listed below is important in helping us to assist the many veterans and family members of veterans who seek our services. **Promptness.** Case management/counseling appointments are generally 50-60 minutes long. Arriving promptly for your appointment will allow you to make the most of the available time. If you know that you will be late for an appointment, please notify your case manager/counselor. **Attendance.** It is your responsibility to keep scheduled appointments. If you need to cancel an appointment, please call as soon as possible. If you decide to discontinue case management/counseling, please inform your provider or Program Manager as soon as possible. We also ask that you notify us of any changes in address, phone number, emergency contact information, and medication regimen.

Confidentiality. Case management/counseling involves the disclosure of sensitive personal and private information by clients. Professional ethics and several laws protect the confidentiality of information shared. No information about services you are receiving will be released to any outside agency or individual without your written permission or the permission of a parent/legal guardian, except as noted below:

- 1.) Staff Consultation and Supervision
- 2.) Abuse of Children or Endangered Adults
- 3.) Harm to Self
- 4.) Harm to Others
- 5.) When Required by a Court of Law
- 6.) For Performance Monitoring Audits

You have the right to terminate services or refuse services offered, unless you demonstrate an immediate danger to yourself or others. If at any time you have concerns about the quality of treatment you are receiving we encourage you to address this with your provider or Program Manager or file a formal complaint in writing. We ask this be attended to as soon as possible so that we can attempt to rectify the situation. In the event you would like to lodge a complaint you may file an agency Complaint Form with any staff member.

Effects of Case Management/Counseling: Most clients can expect to benefit from case management/counseling services, making positive change in their thoughts, feelings, and/or behaviors. Even the most successful case management/counseling interventions may at times be uncomfortable, as you deal with challenging life events and difficult choices. As you make personal changes, changes may also occur in your relationships with others.

If you have any questions or concerns about your rights and responsibilities, or any services you are receiving, you are encouraged to discuss them with your service provider.

VOC may use telephone and electronic communications of information between parties included on signed releases. I state that I have read and understand my rights and responsibilities as a client. I am aware of the risks and benefits of participating in counseling, and I agree to these terms.