As a client of the MMFRC you can expect to:

- Be treated with respect, dignity, and courtesy regardless of age, disability, cultural and linguistic background, gender, sexual orientation, socio-economic status, and religious or spiritual beliefs.
- Be informed of the qualifications of your counselor: education, experience, professional counseling certifications, and license(s).
- Receive an explanation of your time commitments, payment policies, if necessary, and services offered including the purposes, goals, and benefits of the counseling services that you will receive.
- Be informed of the limitations of the counselor's practice to special areas of expertise (career development, ethnic groups, etc.) or age group (adolescents, older adults, etc.).
- Have all that you say treated confidentially and be informed of any state laws placing limitations on confidentiality in the counseling relationship.
- Be provided access to privacy practices and disclosure of information during the counseling process.
- Ask questions about the counseling techniques and strategies and be informed of your progress.
- Participate in treatment planning and setting goals and evaluating progress toward meeting them.
- Have access to information about your counseling and treatment options and be involved in decision-making regarding these options.
- Be informed of appropriate contacts for 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.
- Provide access to a copy of the code of ethics to which your counselor adheres upon request.
- Contact the appropriate professional organization if you have doubts or complaints relative to the counselor's conduct.
- Terminate the relationship at any time.

Client Responsibilities

- Setting and keeping appointments with your counselor.
- Helping plan your goals and follow through with agreed upon goals.
- Keeping your counselor informed of your progress towards meeting your goals.
- Treating other MMFRC clients and staff in a respectful manner.
- Ensuring that you are not under the influence of alcohol or other drugs, and/or behaving in a way which makes delivery of service difficult or dangerous.
- Respecting MMFRC property.
- Terminating your counseling relationship before entering into arrangements with another counselor.

Dissatisfaction with the Services of a Counselor

Remember that a counselor who meets the needs of one person may be wrong for another. If you are dissatisfied with the services of your counselor:

- Express your concern directly to the counselor, if possible.
- Express your concerns to the Resource Center Director, Tina Meier. Phone number: 636-757-3501.
- Terminate the counseling relationship, if the situation remains unresolved.
- Contact the appropriate state licensing board, national certification organization, or professional association, if you believe the counselor's conduct to be unethical.

Ethical Practices

Career professionals adhere to professional ethical principles. Ethical standards are designed to serve the best interests of the clients. These standards govern topics such as professional practices, counselor-client relationships, the provision of services, and the use of assessment and evaluation in counseling. The Megan Meier Foundation’s on-site therapists abide their professional guidelines (i.e. American Association for Marriage and Family Therapy (AAMFT), American Counseling Association (ACA), and National Association of Social Workers (NASW). You may find these ethical codes of conduct on the web or ask the counselor for a copy.

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