

Client Rights and Responsibilities

Getting Started and Meeting with Your Therapist

Thank you for choosing Pro Bono Counseling (PBC). We are dedicated to providing you with a positive counseling experience. Please review the information below about your rights, responsibilities, and how to get started with your therapist. Contact our office at 410.825.1001 if you have any questions or concerns.

Client Rights

As a participant with PBC, you have the right to:

- Be treated with respect, dignity, and compassion, and to receive services free from discrimination based on race, color, sex, gender, sexual orientation, ethnicity, national origin, religion, age, socioeconomic status, physical and/or mental ability, or limited English proficiency.
- Be fully informed about the services and treatment options available to you.
- Request to be re-matched with a therapist if you feel the current treatment approach is not a good fit.
- Withdraw your voluntary consent to participate in treatment at any time.
- Maintain confidentiality in your treatment, and your medical records are kept private. Information will only be shared with the treatment team to ensure you receive the best possible care.
- Have your information released only in the following circumstances:
 - When you provide written consent.
 - In the case of a medical emergency.
 - If there is an immediate and clear danger to yourself or others.
 - If there is suspected abuse of a child or vulnerable adult.
 - When required by a court order.
- File a grievance about the services you are receiving or a denial of services.
- Not be subjected to physical, sexual, verbal, or emotional abuse or threats.
- Express concerns about your treatment in writing or verbally. PBC staff members must report any concerns or grievances to their supervisor in accordance with PBC policies and procedures.

Client Responsibilities

As a participant with PBC, you have the responsibility to:

- Treat all PBC staff with respect and courtesy.
- Communicate any concerns or changes regarding your treatment to your therapist or PBC staff.
- Schedule and attend your appointments to the best of your ability. If you need to cancel or reschedule an appointment, please contact your therapist with as much notice as possible.
- Keep PBC staff and your therapist informed of any changes to your contact information (e.g., address, phone number).
- Respond to calls, emails, or letters from PBC staff and your therapist in a timely manner.
- Follow the guidelines set by your individual therapist.
- Not subject PBC staff or therapists to physical, sexual, verbal, or emotional abuse or threats.

Getting Started and Meeting with Your PBC Therapist

To get started with your counseling services:

- **Contact your therapist:** After receiving your therapist's contact information, please call within one week to schedule your first appointment and identify yourself as a client referred by PBC.
- **Ongoing scheduling:** Schedule all future counseling appointments directly with your therapist.
- **Appointment changes:** If you are unable to attend a scheduled appointment, please contact your therapist at least 24 hours in advance to reschedule. Failure to keep an appointment may result in termination of services, at the discretion of your therapist.
- **Discontinuing services:** If you decide to discontinue your therapy or are unable to continue counseling, please inform your therapist and PBC staff as soon as possible.
- **Grievances:** If you have any concerns or are dissatisfied with your referral, please contact Sherri Bloom, PBC Clinical Director, at 410.816.5056 or by email at Sherri@ProBonoCounseling.org.
- **Changes in personal information:** Notify PBC of any changes to your phone number, address, insurance, or income.

If you have any questions or need assistance connecting with your therapist, please call PBC at 410.825.1001.