



SOLACE

CRISIS TREATMENT CENTER

Solace Crisis Treatment Center

Client Rights and Responsibilities

At Solace, we are committed to providing opportunities for healing to people who have experienced trauma. In no case will services be denied to any individual or family based on race, age, religion, color, gender, sexual orientation, ancestry, national origin, medical condition, or physical or mental disability.

As a client of Solace Crisis Treatment Center, you have the right:

- ❖ To receive services that are confidential, within the limits of confidentiality.
- ❖ To be treated with respect, dignity and privacy.
- ❖ To be informed about your treatment, and fully participate in the treatment process, with the right to refuse or discontinue treatment at any time.
- ❖ To ask questions if there is anything about your therapy that you don't understand.
- ❖ To be informed of the credentials and experience of the clinical staff.
- ❖ To request a change of therapist or treatment at Solace and have the opportunity to discuss such changes with the current therapist.
- ❖ To know that your file is maintained and kept in secure conditions to be used by clinical staff for legitimate agency purposes only.
- ❖ To grieve problems or concerns through the Solace Crisis Treatment Center's formal problem resolution procedure and receive information about the grievance procedure.
- ❖ To receive information regarding legal options available to you so you can make informed and rational choices about prosecuting the offender (if applicable).

I have read, understood, and agree to Solace Crisis Treatment Center's Client Rights. I acknowledge that I have received a copy for my records.

Client's Signature: _____ **Date:** _____

Witness: _____ **Date:** _____



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CRISIS TREATMENT CENTER

Important Client Information

CONFIDENTIALITY: There are some exceptions to the general rule of client confidentiality. If during therapy, the client becomes a danger to him/herself or to others, this information must be reported to the proper authorities. Also, any knowledge or **suspicion** of child physical/sexual abuse or neglect must be reported to the Department Of Human Services or the police within 24 hours.

RELEASE OF INFORMATION: No client information or records will be released without a signed "Release of Information" giving permission to do so. Without permission, your case will not be discussed with anyone, including your family members, except agency staff in clinical supervision. You have the right to request a copy of your file. Reasons for this request should be discussed with your therapist who will consult with the Clinical Supervisor. **However, any records subpoenaed by a court must be released with or without your permission.**

PARENTS OF CHILDREN IN TREATMENT: Information regarding the treatment of a minor is confidential and will be released to a child's parent/guardian only with the child's permission unless the child is a danger to self or others, if the information is essential for the child's treatment, or is the child is incapable of giving or withholding consent. This does not mean that parents are not involved in the child's treatment process. The therapist will inform you of your child's progress, consult with you regarding your observations and concerns, and/or schedule family sessions.

THERAPY SESSIONS: Once assigned a therapist, an appointment will be scheduled. Each therapist schedules her/his own sessions. Unless you and your therapist make other arrangements, regular office hours are Monday-Friday from 8am –5 pm. Therapy sessions generally last between 50-90 min. The first therapy sessions provide an opportunity for you or your therapist to get to know one another and to further assess your needs.

CANCELLED/MISSED APPOINTMENTS: If you are not able to attend a scheduled session, please give your therapist at least 24 hours notice. Should your therapist need to cancel a session, every effort will be made to give you 24 hours notice. Should you miss three sessions without giving prior notice we will close your file.

SNOW CLOSURES OR DELAYS: Solace follows Santa Fe Public Schools (SFPS) for snow delays and closures. If your appointment falls on a day when there is wintery weather, please check SFPS online to be alerted if there are any delays. <http://www.sfps.info/>
During school holidays when SFPS is closed (e.g. winter break, spring break) Solace will follow the State of New Mexico for delays and closures. <http://www.newmexico.gov/>

MEDICATION: clients needing medication evaluation will be referred out to prescribing physicians.

EMERGENCIES: In case of an emergency pertaining to your mental health issues, the Solace Crisis Treatment Center hotline (986-9111) is available 24 hours a day to speak to a trained crisis advocate.

I have read, understood, and agree to Solace Crisis Treatment Center's IMPORTANT CLIENT INFORMATION. I acknowledge that I have received a copy for my records.

Client's Signature: _____ **Date:** _____

Witness: _____ **Date:** _____