



# Arrow Counseling Services LLC

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## Client Rights and Responsibilities

As a client of Arrow Counseling Services, you have the following **rights**:

1. To be treated with dignity and respect at all times. You will not be subjected to harsh or unusual treatment or be deprived of any civil rights while a client at Arrow Counseling Services;
2. To expect that a licensee has met the minimal qualifications of training and experience required by state law;
3. To examine public records maintained by the Board and to have the Board confirm credentials of a licensee;
4. To obtain a copy of the Code of Ethics;
5. To report complaints to the Pennsylvania State Board of Social Workers, Marriage and Family Therapists and Professional Counselors ;
6. To be informed of the cost of professional services before receiving the services;
7. To be assured of privacy and confidentiality while receiving services as defined by rule and law, including the following exceptions:
  - 1) Reporting suspected child abuse;
  - 2) Reporting imminent danger to client or others;
  - 3) Reporting information required in court proceedings or by client’s insurance company, or other relevant agencies;
  - 4) Providing information concerning licensee case consultation or supervision; and
  - 5) Defending claims brought by client against licensee;
8. To be free from being the object of discrimination on the basis of race, religion, gender, or other unlawful category while receiving services.

As a client of Arrow Counseling Services, you have the following **responsibilities**:

1. To provide accurate and complete information concerning your present complaints, present/past medical/personal history, and other matters relating to your current condition and life circumstances.
2. To make it known to the therapist whether she comprehends clearly the course of treatment and what is expected from her.
3. To read all handouts: Client Counseling Agreement, Client Notice of Privacy Practices, Client Rights and Responsibilities, The Therapy Process: What to Expect, and Client Release of Information Forms.
4. To keep appointments and notifying the therapist at least 48 hours in advance at 318-3401 if you are unable to make your appointment.
5. To adhere to treatment recommendations. While entering into therapy is voluntary, during the course of your care, your therapist will make recommendations that are specific to your presenting problem and circumstance. While there are benefits to following these recommendations, choosing not to adhere to them could result in consequences. Those consequences will be discussed in greater detail during the session.
6. To pay all fees incurred for treatment services at the time of service.

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

Client Signature \_\_\_\_\_ Date \_\_\_\_\_