Mansfield University

Counseling Center

**Client Rights and Responsibilities**

We want you to be aware of your rights and responsibilities as a client of our service. We have outlined these below, and invite you to ask your counselor if you have any questions about these rights.

**I. Your Rights**

1. Confidentiality: In the usual course of events, you have the right to keep your counseling here completely private. This means that, without your written permission, no information about your contact with the Counseling Center is available to anyone outside of the Counseling Center, including university personnel, parents, family members, friends, or outside agencies. However, there are certain exceptions, noted below, with which you should be aware before you enter into a counseling relationship. Please read carefully through these exceptions, and be sure to ask your counselor if you have any questions.

**Exceptions to Confidentiality**

• If you pose a threat of harm to yourself, to another person, or to the University community, we will take whatever steps are required by law, or permitted by law, to help prevent the potential harm from happening. This may include contacting your family and/or Mansfield University officials;

• In the event of a psychiatric hospitalization;

• If you report information indicating that a child, disabled, or elderly person is suffering abuse or neglect;

• A court order, issued by a judge, could require us to release information contained in your records, or could require a therapist to testify;

• If you have been mandated by a Mansfield University administrator to seek an evaluation.

2. Release of Information: You have the right to discuss with your counselor what information is in your record, and if you sign a release of information authorizing the Counseling Center to share information with outside sources, you have a right to discuss specifically what information will be released. You can cancel your consent to release information at any time.

3. You have the right to end your counseling at any time

4. You have the right to request a different counselor if you are dissatisfied with the initial assignment. Reassignment will depend upon availability of alternate counseling staff.

5. You have the right to obtain an evaluation for the issue that brings you here. If we are unable to be of help, we will make every effort to refer you to appropriate outside treatment.

6. You have the right to be informed about the services available to you here, and, unless it is an emergency, to participate in the process of deciding whether or not to utilize these services.

7. You have the right to work with your counselor to identify treatment goals and to determine when those goals have been met.

8. You always maintain the right to question the focus of your sessions.

9. You have the right to know the credentials of your therapist.

10. You have the right to ask for a second opinion.

11. You have the right to present a complaint, knowing that your care will not be compromised in any way. If you have a problem concerning your care that you cannot solve with your counselor, contact Jolene Meisner, Director of the Counseling Center, at (570) 662-4436/4695 or jmeisner@mansfield.edu.

**II. Your Responsibilities**

1. Keep your scheduled appointments and let us know as soon as possible if you cannot keep one. Please call the Counseling Center at (570)662-4436/4695 or email your counselor to cancel or reschedule an appointment. Future session may be cancelled if you miss two appointments without cancelling.

2. Be as honest and open as possible with your counselor.

3. Please turn off your cell phone and put it away during sessions.

4. Follow through on treatment recommendations: This includes reflecting, practicing skills, and completing “homework” between sessions.

5. We ask that you end your work with us in a termination session, rather than not keeping your appointment. This way you can share and discuss with your counselor what was useful and what could have been improved.

**III. Session Limits**

Due to high demand for service and limited resources, the counseling center has instituted a session limit for counseling services. This limit will be a maximum of 8 sessions per student, per semester. In the event additional services are desired/necessary students may apply for an extension of services which will be granted based on need and availability.

**If you feel that you might harm yourself or others, contact the Counseling Center immediately at (570-662-4436/4695 during business hours (8:30am – 4:00pm), or after hours contact the Mansfield University Police at 570-662-4900.**