

# Client Rights and Responsibilities - ENGLISH

## Client Bill of Rights

When you request services from the Trauma Recovery Clinic at The Rowan Center ("The Clinic"), you have the right:

- to compassion, respect, and equality regardless of your gender, age, ethnicity, nationality, sexual orientation, socioeconomic status, disabilities, or other circumstances.
- to services provided by therapists who have met the requirements necessary to be authorized to provide such services in the State of Connecticut, and that those services qualify as Trauma-Informed care.
- to privacy, confidentiality, and to receive accurate information.
- to continuous development of self-determination and empowerment.
- to know information shared with The Clinic will be kept confidential unless you give written permission to authorize the release of information, or you are deemed to be in danger of harming yourself or others.
- to know that the clinical team at The Clinic are mandated by law to report any suspected or known abuse to children, the elderly, and the disabled.
- to discuss any concerns or complaints regarding The Clinic or its staff members with the Clinical Director, Luke Robbins, LCSW, by calling 203-487-0675.
- to decline any and all referrals or recommendations for additional services offered by The Clinic staff, with an understanding that declining an additional service which is deemed integral to a client being appropriate for services at The Clinic may result in The Clinic being unable to continue serving you

As The Clinic is a program of The Rowan Center, the following statement applies: The Rowan Center is committed to social justice and supporting the emotional safety of all clients, staff, and volunteers. Clients are afforded all of the rights listed above. It is important to note that The Rowan Center has a "no tolerance" policy when it comes to violent, aggressive, or offensive acts and language directed towards staff and volunteers by clients. These acts include but are not limited to the use of racist, sexist, homophobic, or any other discriminatory language, threats of physical or emotional violence against a volunteer or member of staff, and sexual violence of any kind. Acts such as these by a client can result in termination of the offending client's services, at the sole discretion of The Rowan Center.

Your signature confirms that you have received this form and that you understand your rights and responsibilities as a client of The Clinic.