



Southwest Iowa Families, Inc.
215 E. Washington St., Clarinda, IA 51632
Phone: (712) 542-3501 Fax: (712) 542-4725

CLIENT RESPONSIBILITIES

As a client, it is your responsibility to:

- Show us your insurance cards or fill out a sliding scale request for a lower rate. Let staff know if/when there are changes for any of your insurance.
 - Give us your current address and phone number so that we can get ahold of you for appointments or about billing.
 - Know that your therapist might not be able to talk to you all the time. Support staff will give messages to your therapist as soon as possible.
 - Be on time, or cancel or change appointments 24 hours before the time.
 - You might be billed \$50 if you don't. No insurance pays for this. The only exception to this rule is if you would be in danger if you came or if someone you take care of is sick.
 - If you miss more than 2 time in a row, are more than 10 minutes late to two appointments in a row, or have missed more than 5 appointments, we may only let you schedule certain times until you come most of the time.
 - If you are late, session must still end on time.
 - Ask if you would like to talk to someone else or get information about other places. Not every therapist will be a good fit for you. This doesn't mean that there is something wrong with you or the therapist.
 - Know that staff will not text or email or return texts or email with personal information. Staff may use them to check on your appointment time.
 - Know that therapy is a process that happens in our office and between sessions that helps you work on concerns that keep you from feeling and acting your best. Also, that therapy with us not the only option. (See What is Therapy/Counseling? on page 3)
 - Read the crisis sheet. Use it and the Action Plan made with your therapist to keep from hurting yourself or others.
- ❖ ***Being responsible for your recovery helps you get the most improvements. Our goal is to help you be less upset with the thoughts, feelings, and memories you don't want, so you can do what is important to you.***
- ❖ ***If you are having a hard time, use the Crisis Instructions you received and the Action Plan you made with your therapist.***



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CLIENT RIGHTS

You have the right to:

- Be in a safe space, free from sexual, physical, and emotional abuse.
- Get respectful help & to know what treatment you will receive & why.
- Get information about costs, ways to pay, what insurance pays for, how many sessions, switches, and cancellation policies before starting therapy.
- Know the limits of confidentiality and when a therapist may share information about you with others. (see Notice of Privacy Practices)
- Not answer any questions or to share any information you choose.
- Know the diagnosis used by your therapist to help you take an active role in working on your symptoms.
- Ask that the therapist tell you about your progress.
- Get a specific type of treatment or end treatment without being bothered or having to do something else. Please talk about stopping treatment with your therapist.
- Get warning if we plan to end services and options for other services.
- Say no to recordings or ask for them.
- Get information about your therapist's work background, including licensure, education, training, experience, professional associate membership, specialization, and limitations.
 - All of our therapists are licensed to practice in Iowa by the Iowa Department of Public Health.
 - Therapists who are independently licensed are required to supervise therapists with less experience, including students, therapists waiting on licensure, as well as LMSWs, TLMHCs. LISWs – Licensed Independent Social Workers, usually Clinical Director, Berneeta Wagoner, LISW, oversee diagnosis, treatment planning, and services done by therapists. Sometimes, the LISW supervising your therapist may be the person who shows up on your billing.
- Report unethical and illegal behavior by a therapist.
 - A copy of the Agency's complaint/grievance policy may be requested from the Administrative Director, Sandy Geer, at (712) 542-3501.
 - Questions, complaints, or concerns related to services may be directed to the Clinical Director, Berneeta Wagoner, LISW, (712) 542-3501 or by directing them in writing to the Board of Directors Chairperson, Carl Sonksen, Atty, 215 E. Washington St., Clarinda, Iowa 51632. The Board meets monthly and will address concerns at the next scheduled meeting.

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What is Therapy/Counseling?

- ❖ Therapy is a process which occurs when a person recognizes the need for emotional, relationship, and/or situational change and asks for help better understanding themselves, others, or their life. At some point, every person may benefit from the services of a therapist. Your therapist may make other suggestions to help you make changes. The major goal is to help you figure out and cope better with problems in daily life and to deal with inner conflicts which may make it harder to be your best. You will work with your therapist to develop a Treatment Plan to work on what you hope to get from therapy.
- Your therapist will work with you in exploring your thoughts, feelings, and behaviors in an effort to better understand you and your concerns. Your therapist can help you gain comfort in the process and will be able to explain the steps s/he plans to take to help you make the progress you want.
- - You will work to explore options, alternatives, feelings, relationships during sessions, but most of the work will happen outside our office. You will be given homework to help you use new skills and strategies into your daily life.
 - Your therapist will use therapy to help with any mental health symptoms and counseling to help you make the best decisions for you.
 - There is no guarantee that you will feel better. Sometimes what we talk about might upset you. Sometimes uncomfortable feelings will happen during sessions. This is normal, ok, and important for us to talk about.
 - Depending on the day and location, therapy appointments are available
 - 9 A.M. to 7 P.M.
 - Monday through Friday in
 - Clarinda, Bedford, Lenox, Villisca, Schools, Waiver Homes, Care Centers.
 - They may be 20 minutes, 40 minutes, or 50 minutes long.
- Know that therapy is not a quick fix, nor is there a magic answer or solution to problems.
- There are alternatives to the changes and discomfort possible with therapy. These include, and are not limited to,
 - medication through a prescriber,
 - therapy with another therapist and/or agency,
 - asking for a different type of therapy, or
 - choosing to not do anything.
- ❖ ***If you are having a hard time, use the Crisis Instructions you received and the Action Plan you made with your therapist.***