

Statement of Client Rights

Centennial Counseling Center (“Centennial”) is committed to providing you with competent and humane care in a manner that protects your dignity and promotes your self-worth. To this end, the following Statement of Client Rights has been formulated:

1. You and/or your family members have the right to receive services that are respectful, considerate and free of abuse, exploitation, and neglect.
2. You have the right to know the qualifications of the staff that provide services to you. Qualifications for each clinician are available for your inspection on the Centennial web site.
3. You have the right to be treated in a professional, competent and ethical manner consistent with all applicable state laws and the following professional ethical standards:
 - a. For clinical social workers, the National Association of Social Workers
 - b. For clinical counselors, the American Mental Health Counselor Association
 - c. For marriage and family therapists, the American Association for Marriage and Family Therapists
 - d. For psychologists, the American Psychological Association
4. You have the right to have the information you disclose to your mental health provider kept confidential within the state and federal laws of HIPAA (Health Information Portability and Accountability Act) and the Illinois Mental Health Code and Developmental Disabilities Confidentiality Act unless the law requires disclosure. Examples of such exceptions include but are not limited to: abuse of a child, abuse of an older adult, court orders, significant threat to self or others, and third party financial coverage.
5. You have the right to participate meaningfully in the planning, implementation, and termination or referral of your treatment.
6. You have the right to review and, if you wish, receive a copy of those materials in your case record that pertain to the services you have received at Centennial Counseling Center within 30 days upon written request (except as otherwise provided by law). Centennial may assess a reasonable fee for copying services.
7. You have the right to documented informed consent: to be informed of the risks and benefits of treatment, the risks and benefits of alternative treatments, and the risks and benefits of refusing treatment. In addition, you have the right to be informed of your mental health provider’s practice policies regarding office hours, fees, missed appointments, billing procedures, and other relevant matters except as otherwise provided by law. This information is available for your inspection at any time on the Centennial web site.
8. You have the right to present grievances or to appeal adverse decisions related to your services. You have the right to make such grievances or appeals up to the highest levels possible in the agency and may exercise this right through the procedure outlined below. Your filing and pursuit of a grievance will not, by itself, preclude or limit your access to the services of this agency.

Centennial Counseling Center provides internal procedures to address client complaints. We encourage you to express any concern about the services you receive to your service provider as soon as they arise. Your provider will issue a response within a reasonable period of time. If your grievance could not be addressed by your provider, you may contact your provider’s supervisor. If the matter cannot be addressed by a supervisor, you may present your grievance to the then acting chief operating officer of Centennial.

Access to Advocacy and Rights Organizations in order to safeguard your rights as a recipient of mental health services may be obtained by contacting any or all of the following agencies:

Equip for Equality, Inc.
11 East Adams Street, Suite 1200
Chicago, Illinois 60604
312-341-0022

Guardianship and Advocacy Commission
160 North LaSalle Street
Chicago, Illinois 60601
312-793-5900

Illinois Department of Children and Family Services
100 West Randolph Street, 6th Floor
Chicago, Illinois 60601
312-814-4650

U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201
202-619-0257
Toll Free: 1-877-696-6775

Illinois Department of Human Services/Office of Mental Health
160 North LaSalle Street, 10th Floor
Chicago, Illinois 60601
312-814-4964