

Client Rights and Responsibilities

Life of Wellness Counseling, LLC
Ashley Kopp, LCSW – Missouri Licensed Clinical Social Worker

At Life of Wellness Counseling, we believe that a trusting, respectful therapeutic relationship is the foundation for healing and growth. As our client, you have specific rights and responsibilities to ensure you receive ethical, quality care.

Your Rights as a Client

- 1. Respectful and Professional Care** – Receive services without discrimination and be treated with dignity, respect, and compassion.
- 2. Informed Consent** – Receive clear information about your therapist's qualifications, treatment methods, and participate actively in your treatment plan.
- 3. Confidentiality and Privacy** – Expect that your information remains confidential except as required by law.
- 4. Access to Records** – Request to review or obtain copies of your records as permitted by law.
- 5. Refusal or Discontinuation of Services** – You may withdraw from treatment at any time and request referrals as needed.
- 6. Competent and Ethical Practice** – Receive care consistent with Missouri licensing standards and the NASW Code of Ethics.
- 7. Financial Transparency** – Receive clear information about fees and request a Good Faith Estimate under the No Surprises Act.
- 8. Emergency and Crisis Resources** – If you are in crisis, call or text **988** or go to your nearest emergency department.

Complaints may be directed to:

Missouri Division of Professional Registration
State Committee for Social Workers
P.O. Box 1335, Jefferson City, MO 65102
Phone: (573) 751-0885 | <https://pr.mo.gov/socialworkers>

Your Responsibilities as a Client

- 1. Participate Actively** – Engage openly and communicate your goals and concerns.
- 2. Respect the Therapeutic Relationship** – Arrive on time and provide 24-hour notice for cancellations.
- 3. Follow Treatment Recommendations** – Collaborate on agreed-upon goals and practice skills between sessions.
- 4. Financial Responsibility** – Pay fees or copays as agreed and keep your payment method updated.
- 5. Honesty in Information** – Provide accurate and complete information about your history and needs.

Life of Wellness Counseling is dedicated to creating a safe, supportive, and empowering environment for growth and healing. We are honored to walk alongside you in your journey toward wellness.