

### **CLIENT BILL OF RIGHTS**

1. Each client has the right to be treated with respect and dignity. RU Counseling Services will promote basic human dignity and respect for the individual who is receiving services.
2. Every client shall have a right to a safe, sanitary, and humane treatment environment that protects them from harm, abuse, and neglect. The client has a right to an environment that provides privacy, promotes personal dignity and provides opportunity for improved functioning.
3. Every person shall receive services or appropriate referral without discrimination as to race, age, gender, identity, marital status, pregnancy, religion, national origin or degrees of ability.
4. The client's case record may be made available upon their express written consent in cases requiring verification of services which include, but are not limited to legal cases, military service, or physical health evaluations.
5. The client has the right to refuse services at any time.
6. An individual can expect an explanation concerning the reason they refused certain services.
7. All information will be held in confidence according to policies and procedures of RU Counseling Services and the federal guidelines of HIPAA. The client is assured of their rights against current or future disclosure or unauthorized information.
8. The client shall participate in treatment and service planning to the extent of their ability.
9. The client has the right to file a grievance in the event that the person feels that they have been treated unfairly.

### **ELIGIBILITY FOR SERVICES**

The following persons are eligible to receive services:

Full and part-time students in good conduct standing with active enrollment at the time of services. Full and part-time faculty, staff, and employees may participate in outreach education and training but will be referred to outside resources for counseling services.

### CANCELLATION POLICY:

If you need to cancel, please do so within 24 hours of the scheduled appointment. If you need to cancel, an email to our office is appreciated. The email is [counselingservices@ru.edu](mailto:counselingservices@ru.edu).

1. Please be on time for sessions. Should you miss more than 2 consecutive sessions, your file may be closed and a referral to an outside provider may be provided.

**A \$50 “no show” fee will be incurred on your student account, should you miss 2 consecutive sessions. If you are more than 15 minutes late for a session, and you have not called, you will be asked to reschedule.**

2. If the counselor needs to cancel, the counselor will contact you as soon as possible to reschedule as soon as possible.

### EMERGENCY INFORMATION:

Should you have an after-hours emergency please contact the Moore Police department at 405-793-5171. You can also utilize any of the following hot lines:

Hopeline: <http://hopeline.com>

National Suicide Prevention Lifeline 1-800-273-TALK

YWCA Domestic Violence Hotline 917-9922

YWCA Rape Crisis Hot Line 943-7273

[www.211oklahoma.org](http://www.211oklahoma.org)

The following are some local inpatient options:

- St. Anthony’s ER-1000 N. Lee, OKC, OK 73102 405-272-7000
- Oakwood Springs 13101 Memorial Springs Ct. OKC, OK 73114 405-438-3000
- Integris Mental Health 405-951-2273
- Bethany Behavioral 7600 NW 23rd, Bethany, OK 73008 405-792-4330

\*Should you need accommodation due to a disability under the American with Disabilities Act please contact the Accommodations Coordinator, Mrs. Lilac Young at [lyoung@ru.edu](mailto:lyoung@ru.edu) or 405-912-9485.

Advance notice is required for many accommodations.