



898 Airport Park Road
Suite 101
Glen Burnie, MD 21061

Call: 410-768-4386
Text: 202-531-0231
Email: info@rexcellencellc.com

Client: _____

Clinician: _____

New Client Orientation Handbook

Welcome!

We are so happy to have you here!

We help everyone from kids to adults!



We are here to help you

Listen



Talk



Learn



Our Goals

We will help you to find out why you are:

Sad

Angry

Feeling Alone

So that you can feel:

Happy

Healthy

Good About Yourself

Comfortable

While Having Fun!



How We Will Treat You

unique
support
uplifting
kind
individual
respect
understanding

We want you to feel safe and understood.

Please tell us if you do not.

understanding
respect
kind
individual
uplifting
support
unique

You Can Tell Us Anything



This is a safe place to talk about anything and everything about yourself. What you tell us will never make us stop feeling like you are special.

Sometimes we might have to tell someone what you have shared with us. Ask your counselor about the things we might have to share, and we can help you understand why.

When Can You Reach Us?

Monday

9am to 8pm

Tuesday

9am to 8pm

Wednesday

9am to 8pm

Thursday

9am to 8pm

Friday

9am to 5pm

If you need to talk to us, you can reach us
by calling or texting:

Call: 410-768-4386

Text: 202-531-0231

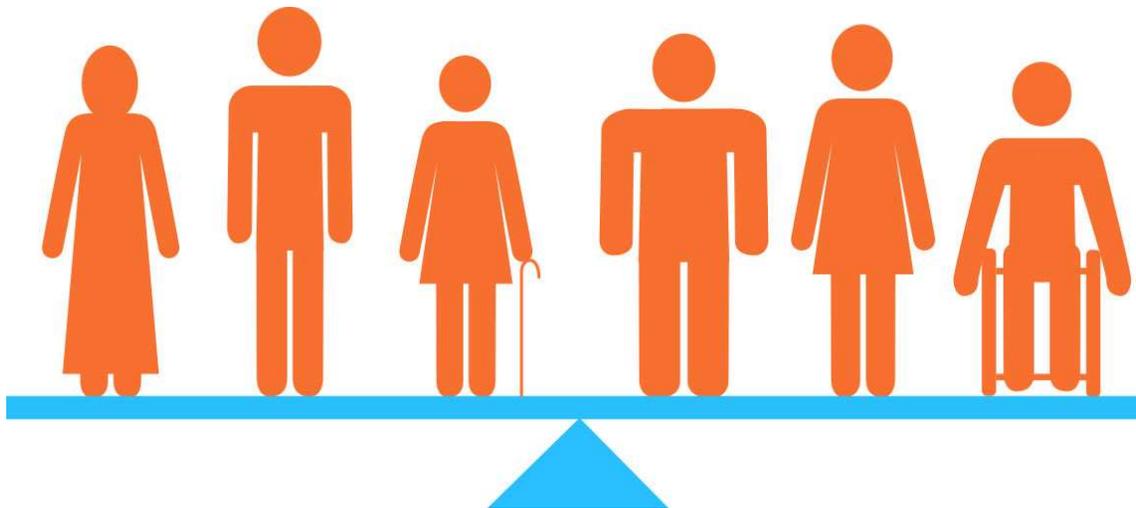
If you can't reach us, and you are having an
emergency, please talk to your parents
about calling:

Crisis Hotline: 410-768-5522

Emergency: 911

We Accept Everyone

We treat everyone with respect. You will never feel like you not special because of your race, beliefs, age, gender, sexuality, disability, or any other reason.



What Is A Mental Health Crisis?

Have you thought of hurting yourself or another person?

Are you having a hard time sleeping or eating food?

Are you easily confused, and act out because of that?

Do you get frustrated and become very angry?

Tell your parents or counselor, and we will work together to figure out why and to help you.

If you think you are in crisis, call the crisis hotline at 410-768-5522.



Your Safety Is Important To Us

We think your safety is very important to us. In order to keep you and everyone else safe, please keep in mind:

No Alcohol

No Drugs

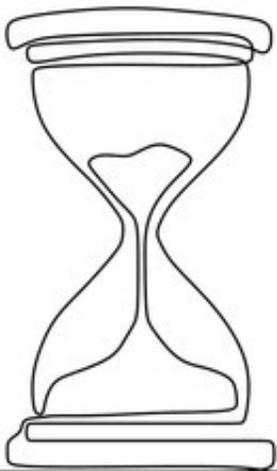
No Hitting

No Smoking

No Weapons



How Long Will I Come to Relational Excellence?



Everyone is different. Some people need to talk for a longer time than others. You and your counselor will decide together what you would like to talk about, and how long that will take.

If you think you are done talking, let your counselor know, and they can tell you what your options are!

Our goal is to help you reach your goals!

No Show/Late Cancellation Policy

We look forward to you being here with us, and we set time aside just for you. If you are feeling:

- Sick
- Too Tired
- There's something more important you have to do

**MEETING
CANCELLED**

Please let us know, and we will find another time that works better for you!

Treatment Plans

You and your counselor will create a treatment plan especially for you. Your ideas and thoughts about your treatment plan are very important to us. We use the **SNAP** to process develop your treatment goal.



S-Strengths

N-Needs

A-Abilities

P-Preferences

Consent For Treatment

Before we begin, we want to tell you about a few things:

- ✓ In order to be able to help you, we need to know the truth.
- ✓ Deciding to see us is your choice, but you should talk to your counselor about it before you decide to stop.
- ✓ There could be good or bad things that happen if you stop seeing us. Talk to your counselor about what those might be.
- ✓ You have the option to tell us you do not want to talk. If you feel this way, let us know.



Do We Talk To Your Parents?

There are a few things we will need to talk to your parents about, but most of what you tell us is confidential.

Your parents might be worried about you and ask us questions.

If you would like for your parents to talk to us with you, we can invite them to.

We have to tell your parents if:

- You have hurt yourself or another person in the past
- You are planning on hurting yourself or another person



Your Rights As A Client



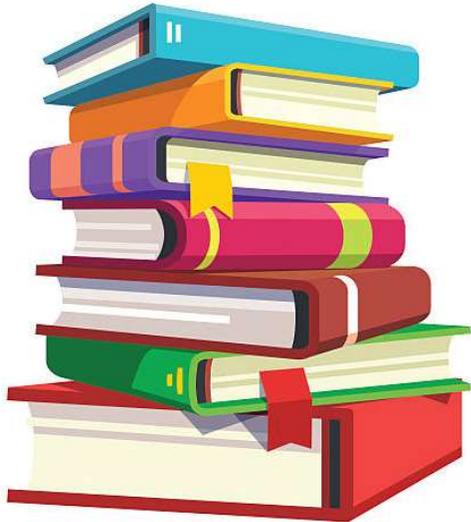
1. The Right to listen, talk, and learn without being afraid.
2. The Right to be protected from harm by your counselor.
3. The Right to decide what goals we set for your treatment plan.
4. The Right to have access to your information.
5. The Right to know if there is any cost to see us.
6. The Right to know in advance if we have to cancel an appointment.
7. The Right to let us know if you are not happy with what we say or do.
8. The right to say no to taking medicine.

Your Responsibilities As A Client

- Treat everyone nicely and with respect.
- Not to yell, say mean things, or hurt anyone.
- No stealing or breaking things.
- Tell us if your phone number, address, or email changes.
- Tell us the truth about what you are thinking or what is happening in your life.
- Actively participate in your treatment.
- Be on time, and let us know ahead of time if you won't be.
- Tell us if you would like to change your goals.
- Not to talk about other clients- they need their privacy too!



Asking To See Our Notes



We do take notes on some of the things you talk to us about. If you would like to know what they say, please let your counselor know, and we can talk about why you are curious to see them, and what they say.

Some of the notes we take might make you sad or angry or upset if you read them, so we might choose not to share those with you. This is always because we care about you and don't want to see you hurt.

Requirement To Report

If you are here because the law says you have to be, we may have to tell the court about your treatment, goals, and progress. The specific things you talk about will not be shared.

Safety is always first- if we think you are in danger from yourself or someone else, OR if you are a danger to someone else, we will have to tell the law. This is only because we care about you, and we want you to be happy, healthy, and SAFE.



Health And Safety Policies

Sometimes we have fire drills to make sure the building is safe. If this happens while you are here, please listen carefully and follow your counselor.

We will never use force to restrain you.

No Smoking is allowed.

No drugs are allowed. If you have medicine with you, please let your counselor know, and keep it in your bag.

No weapons are allowed.



How Do I File A Grievance/Complaint?

Did someone here say or do something that upset you?



Start by talking with your counselor. They may be able to help you fix the problem. If your counselor is the person who upset you, please tell the Office Manager.

If you did or said something that hurt someone else, we will let you know, and talk about what happened.

We will try and fix all problems to make sure everyone feels safe.

We Want To Know What You Think!

We like to know about the things we are good at, and the things we are not good at. You can always tell us what you think. Here are some ways that you can:



- Tell your counselor- we do want to know what you think!
- Ask us for a survey- we can print or email you one.
- Use our suggestion box in the office.
- Ask your parents to tell us what they think too!