

CLIENT RIGHTS POLICY

CLIENT RIGHTS

1. To receive services in a non-discriminatory manner.
2. To have program rules and expectations consistently enforced.
3. To receive services that are respectful of, and responsive to, cultural and linguistic differences.
4. To provide consent prior to receiving services.
5. To participate in all service decisions.
6. To receive service in a manner that is non-coercive and that protects the client's right to self-determination.
7. To request a review of their care, treatment, and service plan.
8. To refuse any service, treatment, or medication, unless mandated by law or court order.
9. To be informed about the consequences of such refusal, which can include discharge.
10. To receive a schedule of any applicable fees and estimated or actual expenses, and be informed prior to service delivery about:
 - a. The amount that will be charged.
 - b. When fees or co-payments are charged, changed, refunded, waived, or reduced.
 - c. The manner and timing of payment.
 - d. The consequences of nonpayment.

CLIENT RESPONSIBILITIES

1. Clients have the responsibility to provide relevant information (such as issues relating to meeting eligibility criteria) in order to receive services and participate in service decisions.
2. Clients must sign acknowledgement of receipt of Client Rights Policy and Grievance Procedure prior to beginning assessment or treatment services.
3. Agency programs may post and/or provide further written guidance, such as a Client Handbook, which contains additional client responsibilities.

AGENCY RESPONSIBILITIES

1. The Agency will post and/or provide a written summary of client rights and responsibilities.
2. The Agency will protect clients' confidential information to the highest extent possible, while complying with applicable Federal and State laws.
3. The Agency may be legally or ethically permitted or required to release a client's confidential information without his or her consent for 12 national priority purposes mandated by the U.S. Department of Health & Human Services, including:
 - a. Required by law
 - b. Public health activities
 - c. Victims of abuse, neglect or domestic violence
 - d. Health oversight activities
 - e. Judicial and administrative proceedings
 - f. Law enforcement purposes
 - g. Decedents
 - h. Cadaveric organ, eye or tissue donation
 - i. Research
 - j. Serious threat to health or safety
 - k. Essential government functions
 - l. Workers' compensation

CLIENT GRIEVANCE PROCEDURE

FILING A GRIEVANCE

1. Grievances shall be submitted to:
Heather Laliberte
Client Rights Officer
705 Oakwood Street Suite 221
Ravenna, OH 44266
(330) 297-7027 Ext. 308
Availability: Monday – Friday 9:00 a.m. – 5:00 p.m.
2. Should the client wish to file a grievance against the Client Rights Officer, or if the Client Rights Officer is unavailable, the Executive Director shall appoint another Client Rights Officer to investigate.
3. All grievances must be put into writing; the grievance may be made verbally and the Client Rights Officer shall be responsible for preparing a written text of the grievance.
4. The written grievance must be dated and signed by the client, the individual filing the grievance on behalf of the client, or have an attestation by the Client Rights Officer that the written grievance is a true and accurate representation of the client's grievance.
5. The grievance must include, if available, the date, approximate time, description of the incident, and names of individuals involved in the incident or situation being grieved.
6. The Client Rights Officer will send a written acknowledgment of receipt of the grievance to the client. This acknowledgment shall be provided within three business days from receipt of the grievance.
7. The written acknowledgment shall include, but not be limited to, the following:
 - a. Date grievance was received.
 - b. Summary of grievance.
 - c. Overview of grievance investigation process.
 - d. Timetable for completion of investigation and notification of resolution.
 - e. The name, address and telephone number of the Client Rights Officer assigned to investigate the grievance.

INVESTIGATION PROCESS

1. The Client's Rights Officer will gather information concerning the grievance, which may include interviewing parties involved and reviewing any written documentation from the Agency or client.
2. The Client Rights Officer will make a resolution decision on the grievance within twenty business days of receipt of the grievance. Any extenuating circumstances which require this time period to be extended must be documented in the grievance file and written notification given to the client.
3. The Client Rights Officer's written resolution decision will be sent to the client (or his/her representative, with the client's permission).
4. At any time before, during or after an investigation, a client may contact one or more of the following outside organizations concerning a grievance:

Mental Health & Recovery Board of
the county where services were provided

Council on Accreditation
45 Broadway
New York, NY 10006
Phone: (212) 797-3000

**Ohio Department of Mental Health and
Addiction Services**
30 E Broad St.
#8
Columbus, OH 43215
Phone: (614) 466-2596
TTY: (614) 752-9696