Client/Patient Rights Grievance Policy for

OhioGuidestone

WHERE NEW PATHS BEGIN

Our Mission:

At OhioGuidestone, our mission is to provide pathways for growth, achievement and lifelong success.

Our Vision:

Future generations are educated, self-reliant and contributing members of strong communities.

Client Rights Officer
452 Eastland Rd.
Berea, Ohio 44017
Phone: 440.260.8308
Email: ClientAdvocate@ohioguidestone.org

The following rights which are the same or similar to those described in Ohio Administrative Code 5122-26-18 apply to clients receiving services certified by the Ohio Department of Behavioral Health. A list of these rights and the grievance procedure are to be made available to each client/patient in writing (may be provided electronically with client/patient consent) and explained verbally in understandable terms.

5122-26-18 Client/Patient Rights

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy;

2. The right to reasonable protection from physical, sexual or emotional abuse, neglect, and inhumane treatment and sexual exploitation;

3. The right to receive services or supports in the least restrictive, feasible environment;

4. The right to participate in any appropriate and available service or support that is consistent with an individualized treatment plan, regardless of the refusal of any other certified service or support, unless that service is a necessity for clear treatment reasons and involves the person's participation;

5. The right to give informed consent to or to refuse any certifiable service or support;

6. The right to participate in the development, review, and revision of one's own individualized treatment plan and receive a copy of it;

7. The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;

8. The right to be informed and the right to refuse any unusual or hazardous treatment procedures;

9. The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not exclude a provider from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;

10. The right to confidentiality of communications and personal identifying information within the limitations and constraints for disclosure of client/patient information under state and federal laws and regulations;

    With respect to an adult client receiving residential and/or withdrawal management substance use disorder services as described in rule 5122-29-09 of the Administrative Code, the right to confidentiality

of communications includes the right to write or receive uncensored, unopened correspondence subject to the provider's rules regarding contraband when such rules do not conflict with federal postal regulations.

11. The right to have access to one's own client/patient record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan is to include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove restriction;

12. The right to be informed in advance of the reason for terminating participation in a certifiable service or support, and to be provided a referral, unless the certifiable service or support is unavailable or not necessary;

13. The right to be informed of the reason for denial of a certifiable service or support;

14. The right not to be discriminated against for receiving certifiable services or supports on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner forbidden by local, state or federal laws;

15. The right to know the cost of certifiable services or supports;

16. The right to be verbally informed of all client rights and receive a written copy upon request;

17. The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;

18. The right to file a grievance;

19. The right to have oral and written instructions concerning the procedure for filling a grievance, and to assistance in filing a grievance if requested;

20. The right to be informed of one's own condition; and

21. The right to consult with an independent treatment specialist or legal counsel at one's own expense.

5122-30-22 Residential Rights

Each resident of the treatment center shall have the following rights which are the same or similar to those described in 5122-30-22 of the Administrative Code.

1. The right to be verbally informed of all rights in language and terms appropriate for the resident's understanding, prior to or at the time of residency, absent a crisis or emergency;

2. The right to request a written copy of all resident rights and the grievance procedure;

3. The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;

4. The right to file a grievance;

5. The right to be treated all times with courtesy and respect, and with consideration for personal dignity, autonomy and privacy;

6. The right to receive services in the least restrictive, feasible environment;

7. The right to receive humane services in a clean, safe, comfortable, welcoming, stable and supportive environment;

8. The right to reasonable protection from physical, sexual and emotional abuse, neglect, and exploitation;

9. The right to freedom from unnecessary or excessive medication, and the right to decline medication, except a class one facility which employs staff authorized by the Ohio Revised Code to administer medication and when there is imminent risk of physical harm to self or others;

10. The right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others;

11. The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, video recorders, television, movies, photographs or other audio and visual technology. The

right does not prohibit a facility from using closed-circuit monitoring to observe seclusion rooms or other areas in the facility, bathrooms or sleeping areas, or other areas where privacy is reasonably expected, e.g. a medical examination room;

12. The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of resident information under state and federal laws and regulations;

13. The right to have access to one's own record unless access to certain information is restricted for clear treatment reasons. If access is restricted, a treatment/service plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment/service being offered to remove the restriction;

14. The right to be informed of one's own condition;

15. The right not to be discriminated against on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental disability, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws;

16. The right to practice a religion of his or her choice or to abstain from the practice of religion;

17. The right to be informed in writing of the rates charged by the facility as well as any additional charges, and to receive thirty days' notice in writing of any change in the rates and charges;

18. The right to reside in a class one residential facility, as available and appropriate to the type of care or service that the facility is licensed to provide, regardless of previous residency, unless there is a valid and specific necessity which precludes such residency. The necessity shall be documented and explained to the prospective resident;

19. The right to continued residency unless the facility is no longer able to meet the resident's care needs; the resident presents a documented danger to other residents, staff or visitors; or the monthly charges have not been paid for more than thirty days;

20. The right not to be locked out of the facility at any time;

21. The right of adult residents not to be locked in the facility at any time for any reason;

22. The right to consent to or refuse treatment or services, or if the resident has a legal custodian, the right to have the legal custodian make decisions about treatment and services for the resident;

23. The right to consult with an independent treatment specialist or legal counsel at one's own expense;

24. The right to communicate freely with and be visited without staff present at reasonable times by private counsel and, unless prior court restriction has been obtained, to communicate freely with and be visited at reasonable times by a personal physician, psychologist or other health care providers, except those employees of a board, a provider, personnel of the Ohio Protection and Advocacy System, or representatives of the state long-term ombudsman program may visit at any time when permitted by the Revised Code;

25. The right to communicate includes receiving written communication, which may be opened and inspected by facility staff in the presence of the resident recipient so long as the communication is then not read by the staff and given immediately to the resident;

26. The right to meet with staff from the Ohio Department of Behavioral Health in private;

27. The right not to be deprived of any legal rights solely by reason of residence to the facility;

28. The right of a resident to personal property and possessions in accordance with one's health and safety considerations, and developmental age, and as permitted by his/her parent or guardian;

29. The right to use the common areas of the facility in accordance with the facility's program schedule;

30. The right to access cultural and social activities, as well as the right to engage in or refrain from engaging in activities;

31. The right to meet or communicate with family or guardians, and visitors and guests. This includes the right to visitors and to communicate with family, guardians, custodian, friends and significant others outside the

facility in accordance with instructions from the minor's parent or legal guardian. Also, the right to write or receive mail subject to the facility's rules regarding contraband and directives from the parent or legal guardian, when such rules and directives do not conflict with federal postal regulation;

32. The right to be free from conflicts of interest; no residential facility employee may be a resident's guardian, custodian, or representative;

The Recovery Housing Resident Rights Statement applies to and is provided to all residents participating in programming certified by Ohio Recovery Housing.

Health Center

Each patient receiving services at the OhioGuidestone Health Center shall have the following rights which are the same or similar to those described in Ohio Administrative Code 5122-26-18 and by the Centers for Medicare and Medicaid Services, Health Resources and Service Administration, and Title VI of the Civil Rights act of 1964

1. The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws;

2. Health center patients with limited English proficiency will be provided with interpretation and translation services to allow for reasonable access to health center services.

OhioGuidestone Client/Patient Rights and Family Grievance Procedure

OhioGuidestone has established a Client/Patient Rights Policy. Copies of the Client/Patient Rights Policy and the Grievance Procedure are posted in a conspicuous location in each Agency service location. In addition, all clients/patients of the Agency and their families will receive a written copy and an oral explanation of both of these documents at intake, or the next appointment.

All Agency employees, regardless of their job function, receive in service training regarding the Client/Patient Rights Policy and the Grievance Procedure as part of their Agency orientation. All Agency employees are mandated to assist clients/patients or families by referring them to the Client Rights Officer whenever the employee becomes aware that the client/patient believes their rights have been violated.

The appointed Agency Client Rights Officer, Christine Cooney, can be contacted at:

OhioGuidestone

452 Eastland Rd., Berea, OH 44017

Phone: 440.260.8308 **Email:** ClientAdvocate@ohioguidestone.org

9:00 - 5:00 p.m., Monday- Friday

Client/Patient grievances must be put into writing; however, a grievance may be submitted in either verbal or written form. *Although no time limit for filing of grievances has been established, clients/patients are encouraged to file as soon as possible after the alleged violation so that prompt and effective problem resolution may occur.*

The Process for Filing a Grievance:

1. Contact the Client Rights Officer by phone, U.S., email or in person. The grievance must be put into writing, and if made verbally the Client Rights Officer will be responsible for preparing a written text of the grievance. The grievance must be dated and signed by the client/patient and include, if available, the date, approximate time, description of the incident, and names of individual involved in the incident or situation being grieved.

2. If a client/patient needs assistance in filing a grievance a staff member or the Client Rights Officer must do so.

3. Once the grievance is received by the Client Rights Officer, the client/patient will receive a written acknowledgment of receipt of grievance within three business days and a description of the process that will follow.

4. The Client Rights Officer will make a resolution decision on the grievance within 20 business days of receipt of the grievance, unless there is documented extenuating circumstances for extending the time period for resolving the grievance and notice of the extension is provided to the client/patient.

5. All allegations of staff neglect or abuse of clients will be documented on a Major Unusual Incident Form and be submitted by the Client Rights Officer within 24 hours of the incident's occurrence. Such allegations will be reported immediately to the Mental Health Board, as well as the applicable Children Services Board.

6. In cases of alleged abuse and/or neglect, the Department of Children and Family Services may act as an impartial third-party to investigate such allegations.

7. In situations where the Client Rights Officer is the subject of a client grievance, the Compliance Officer will be contacted as soon as the grievance is received to perform the Clients Rights Officer's assigned

duties regarding the specific client rights grievance. The Client Rights Officer shall keep a file of all grievances, resolutions, and a summary will be provided to the Board of Directors for their review at least annually. Documentation of grievances and resolutions will be kept for at least 3 years.

8. At any time, the grievant may choose to contact the local ADMHAS or Mental Health Board, Ohio Department of Behavioral Health, Disability Rights Ohio, the U.S. Department of Health and Human Services, or any other applicable external entities regarding client/patient grievances (see below for contact information).

9. The Client Rights Officer will cooperate fully with all outside entities regarding client/patient grievances.

10. No client/patient will be treated unjustly or differently as the result of the filing of a grievance.

11. In emergency or crisis situations, clients/patients will be verbally advised of their pertinent rights. The Client Rights Policy and Grievance Procedure will be fully explained, with written copy given, at the next subsequent meeting.

12. For persons being served in the community or in a location that is not under the control of the provider, as defined by Ohio Department of Behavioral Health a copy and explanation of the Client Rights Policy & Grievance Procedure will be available upon request.

Any questions regarding the procedure outlined should be directed to the Client Rights Officer.

Outside Entities to Call: Client Grievances

OhioGuidestone guarantees clients/patients certain rights as clients/patients of the Agency. If clients/patients feel these rights have been violated, they are encouraged to contact the Client Rights Officer at 440.260.8308. If they are not satisfied with the findings regarding their complaint, they are encouraged to contact any of the outside entities such as those listed below. Clients/Patients may also file a grievance first and directly with any outside agency they wish. The Client Right Officer is available to help them file their grievance. Clients/Patients will not be punished or treated differently by OhioGuidestone employees because they file a grievance.

Attorney General's Office, Health Care Fraud Unit
30 E. Broad Street, 14th Floor
Columbus, Ohio 43215
(614) 466-4986 or (800) 282-0515

Crawford-Marion County ADMAHS Board
142 South Prospect Street.
Marion, Ohio 43302
(740) 387-8531
Fax: (740) 382-0455

Cuyahoga ADAMHS Board
2012 West 25th Street, 6th Floor
Cleveland, Ohio 44113
(216) 241-3400

Cuyahoga County Department of Children and Family Services
Jane Edna Hunter Social Service Center
3955 Euclid Avenue, Cleveland, Oh
(216) 431-4500 or (216) 696-KIDS

Cuyahoga County Board of Developmental Disabilities
1275 Lakeside Avenue East
Cleveland, Ohio 44114-1132
(216) 241-8230 Fax: (216) 861-0253

Disability Rights Ohio
200 Civic Center Drive, Suite 300
Columbus, OH 43215
(614) 466-7264 or (800) 282-9181

Fairfield County ADAMHS Board
108 W. Main Street, Suite A
Lancaster, Ohio 43130
(740) 654-0829
Fax: (740) 654-7621

Four County ADAMHS Board
T-761 State Route 66
Archbold, Ohio 43502
(419) 267-3355

Franklin County ADAMHS Board
447 E Broad St, Columbus, OH 43215
(614) 224-1057

Geauga County Board of Mental Health and Recovery Services
13244 Ravenna Road
Chardon, Ohio 44024
(440) 285-2282

Hancock County ADAMHS Board
438 Carnahan Avenue
Findlay, Ohio 45840
(419) 424-1985

Lake County ADAMHS Board
1 Victoria Place, Suite 205
Painesville, Ohio 44077
(440) 350- 3177; (800) 899-5253 ext. 13117

Lorain County Board of Mental Health
1173 N Ridge Rd
Lorain, OH 44055
(440) 233-2020

Lucas County Mental Health & Recovery Services Board
701 Adams Street, Suite 800
Toledo, Ohio 43624
(419) 213-4600

Mental Health and Recovery Board of Erie and Ottawa Counties
1907 E. Perkins Avenue
Sandusky, Ohio 44870
(419) 627- 1908
Fax: (419) 627- 0769

Mental Health and Recovery Board of Medina County
246 Northland Drive, Suite 100
Medina, Ohio 44256
(330) 723-9642; Fax: (330) 723-9643

Mental Health Board Tuscarawas and Carroll Counties
119 McDonald Drive New Philadelphia, Ohio 44663
Tusc: (330) 364- 6488
Carroll: (330) 627-7912

Office for Civil Rights
U.S. Department of Health & Human Services
233 North Michigan Ave., Suite 240 Chicago,
Illinois 60601
(312) 886-1807

Ohio Civil Rights Commission
1111 East Broad Street, 3rd Floor
Columbus, Ohio 43205
(614) 466-2785

Ohio Counselor, Social Worker & Marriage & Family Therapist Board
50 West Broad Street, Suite 1075
Columbus, Ohio 43215-5919
(614) 728-0912 Fax: (614) 728-7990

Ohio Credentialing Board (Chemical Dependency)
Verne Riffe Center
77 South High Street, 16th Floor
Columbus, Ohio 43215
(614) 387-1110 Fax: (614) 387-1109

Ohio CSWMFT Board
77 South High Street, 16th Floor
Columbus, Ohio 43215-108
(614) 466-0912

Ohio Department of Job and Family Services
30 East Broad Street, 32nd Floor
Columbus, Ohio 43215
(614) 466-1213 or (855) 642-4453

Ohio Department of Health
246 North High Street
Columbus, Ohio 43215
614.466.3543

Ohio Department of Medicaid
50 West Town St., Suite 400
Columbus, Ohio 43215
(800) 324-8680

Ohio Department of Behavioral Health
30 East Broad Street, 36th Floor
Columbus, Ohio 43215-3430
(614) 466-2596

Ohio Legal Rights Service
88 East Long Street, 5th Floor
Columbus, Ohio 43266-0523
(800) 282-9181

Ohio Professional Chemical Dependency Board
77 South High Street, 16th Floor
Columbus, Ohio 43215-108
(614) 387-1110, (800) 686-1595

Ohio Psychiatric Association
3510 Snouffer Road, Suite 101
Columbus, Ohio 43235
(614) 763-0040 Fax: (614) 481-7559

Ohio Recovery Housing
17 S. High St. Suite 799
Columbus, Ohio 43215
(614) 453- 5133

Ohio Resource Center on Deafness
500 Morse Road
Columbus, Ohio 43214
(614) 781-6670 or TTY: (614) 781-9960

Stark County Mental Health & Addiction Recovery
121 Cleveland Avenue SW Canton, Ohio 44702
(330) 455-6644 Fax: (330) 455-4242

State of Ohio Board of Nursing
77 South High Street, Suite 1830
Columbus, Ohio 43215-6108
(614) 466-8808 Fax: (614) 728-7081

State of Ohio Medical Board
30 E. Broad Street, 3rd Floor
Columbus, Ohio 43215-6127
(614) 466-3934 or (800) 554-7717

Summit County ADAMHS Board
1867 W. Market Street, Suite B2
Akron, Ohio 44313
(330) 762-3500

Summit County Mental Health Services Board
1867 W. Market Street, Suite B2
Akron, OH 44313-6914
Phone: (330) 762-3500

Union County Mental Health and Recovery Board
131 N. Main Street, Suite A
Marysville, Ohio 43040
(937) 642- 1212

US Dept. of Health and Human Services
Office of Civil Rights Region V
233 N. Michigan Avenue
Chicago, IL 60601
(800) 368- 1019 Fax: (312) 866-1807

Wood County ADAMHS Board
745 Haskins Road #H
Bowling Green, Ohio 43402
(419) 352-8475

Contact information for other County Mental Boards can be obtained from Ohio Department of Behavioral Health: (877) 275-6364 https://dbh.ohio.gov/Default.aspx?tabid=849

For any other concerns, contact the Client Rights Officer at (440) 260-8308

Client Grievance Report Form

Any client may file a grievance at any time by completing this form.
A response will be given in writing within twenty (20) business days of the date the client submitted the form, unless there is documented extenuating circumstances for extending the time period for resolving the grievance and notice of the extension is provided to the client.

Submission Date: _____ Time: _____

Grievance Incident -

Date: _____ Time: _____

Location Place: _____

Names of individuals involved and description of how they were involved (What did they say? What did they do?):

_____

_____

_____

_____

Description of what happened and what you grieve:

_____

_____

_____

_____

_____

_ _____

Client Signature Date/Time

_____

Client Rights Officer Signature Date/Time