

Client Rights

All individuals and, as applicable, their parents/guardians, applying for and/or receiving mental health services (mental health assessment service, behavioral health counseling and therapy, CPST and/or pharmacological management services) have the following rights:

- (1) The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
- (2) The right to service in a humane setting which is the least restrictive feasible as defined in the treatment plan;
- (3) The right to be informed of one's own condition, of proposed or current services, treatment or therapies, and of the alternatives;
- (4) The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor client;
- (5) The right to a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral;
- (6) The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan;
- (7) The right to freedom from unnecessary or excessive medication;
- (8) The right to freedom from unnecessary restraint or seclusion;
- (9) The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services. This necessity shall be explained to the client and written in the client's current service plan;
- (10) The right to be informed of and refuse any unusual or hazardous treatment procedures;
- (11) The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs;
- (12) The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense;
- (13) The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the client or parent or legal guardian of a minor client or court-appointed guardian of the person of an adult client in accordance with rule 5122:2-3-11 of the Administrative Code;
- (14) The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all information. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records;
- (15) The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event;
- (16) The right to receive an explanation of the reasons for denial of service;
- (17) The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, or inability to pay;
- (18) The right to know the cost of services;
- (19) The right to be fully informed of all rights;
- (20) The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service;
- (21) The right to file a grievance; and
- (22) The right to have oral and written instructions for filing a grievance.

Children placed in a foster or adoptive home that UMCH has recommended for certification are also afforded these additional rights which may not be violated by any UMCH employee, foster caregiver or adoptive parent:

- (1) The right to enjoy freedom of thought, conscience, and religion.
- (2) The right to reasonable enjoyment of privacy.
- (3) The right to have his or her opinions heard and be included, to the greatest extent possible, when any decisions are being made affecting his life.
- (4) The right to receive appropriate and reasonable adult guidance, support, and supervision.
- (5) The right to be free from physical abuse and inhumane treatment.
- (6) The right to be protected from all forms of sexual exploitation.
- (7) The right to receive adequate and appropriate medical care.
- (8) The right to receive adequate and appropriate food, clothing, and housing.
- (9) The right to his own money and personal property in accordance with the child's service or case plan.
- (10) The right to live in clean, safe surroundings.
- (11) The right to participate in an appropriate educational program.
- (12) The right to communicate with family, friends and "significant others" from whom he is living apart, in accordance with the child's service or case plan.
- (13) The right to be taught to fulfill appropriate responsibilities to himself and to others.

Anyone may register a complaint or file a grievance on behalf of a client about the violation of any of these rights or about a situation which affects a client or family. All clients and client families have the right to pursue differences of opinion through a designated, objective professional who is not the subject of the complaint and with assurance that retaliation will not result. Every staff person at UMCH is familiar with the client rights policy and the grievance procedure. In addition, UMCH has a client rights officer and an alternate client rights officer, for when the primary client rights officer is unavailable or there is a real or perceived conflict of interest. Those seeking to make a complaint are encouraged to contact the primary client rights officer first.

PRIMARY CLIENT RIGHTS OFFICER:

Laurie West, LSW, Educational Services Coordinator/Licensing Specialist
431 East Broad St
Columbus, OH 43215
PHONE: 614-559-2800
FAX: 614-559-2801
EMAIL: LWest@UMCHohio.org

ALTERNATE CLIENT RIGHTS OFFICER:

Amanda Pizzuti, LISW-S, Clinical Director
PHONE: 614-885-5020
FAX: 614-885-4058
EMAIL: APizzuti@UMCHohio.org

The client rights officers' office hours are typically 9:00 a.m. – 5:00 p.m. Monday through Friday. The extensions are equipped with voice mail and a response to all inquiries will be made within one (1) business day, unless a voice mail greeting provides information about planned leave. If the planned leave will exceed three (3) business days, the alternate CRO should be contacted.

Upon request, the client rights officers will explain the rights of clients and their families, explain the grievance procedure, and assist clients and their family members with their complaints or grievances. Please feel free to contact them for assistance. Clients and their families may request assistance in filing a grievance by contacting the client rights officer.

The process for filing a grievance is as follows:

- a. Client or other party expresses a written or verbal complaint or grievance to any staff person at UMCH. This may be done by contacting the Client Rights Officer (CRO) by phone, in person, or in writing.
- b. The CRO or his/her designee responds to the griever by contacting him/her by phone or in a personal meeting within 2 working days of receiving the complaint or grievance.
- c. If requested, the CRO and/or his/her designee provides assistance to the individual in formalizing his/her complaint or grievance in writing.
- d. A written resolution for the grievance is provided to the griever within ten (10) working days of receiving the grievance unless there is a mutually agreed upon extension.
- e. The griever may appeal the resolution provided by the CRO within two working days as follows:
 - i. To the UMCH C.E.O./President/Executive Director via the CRO who will, in turn, submit it to the C.E.O./President/Executive Director or designee.
 - ii. A written resolution will be provided to the griever within seven (7) working days of receiving the appeal unless an extension is mutually agreed upon.

A copy the UMCH list of clients' rights is posted in every building in which UMCH operates a program or service. Copies of the UMCH policy and procedure are available for any person requesting them at any time. All UMCH employees, volunteers, contractors and foster caregivers, including administrative and support staff, are familiar with all specific client rights and the grievance procedure and ensure against retaliation by staff or by other clients against the person making the complaint and/or filing the grievance.

In the case of a complaint about the Client Rights Officer, a grievance may be filed with the UMCH C.E.O./President/Executive Director. You may contact the C.E.O./President/Executive Director by calling (614) 885-5020.

One of the following resource agencies and regulatory organizations listed here may be able to assist in handling a complaint or grievance, particularly if a concern continues to be unresolved or perceived as unresolved within the grievance and resolution structure offered by UMCH.

UMCH Family Services

<p>Ohio Legal Rights Services 50 West Broad Street, Suite 1400 Columbus, OH 43215-5923 614-466-7264 or 1-800-282-9181</p>	<p>Ohio Counselor, Social Worker and Marriage and Family Therapist Board 77 South High Street, 24th Floor Columbus, OH 43215 614-466-0912</p>
<p>State Board of Psychology 77 South High Street, Suite 1830 Columbus, OH 43215-6108 614-466-8808</p>	<p>State Medical Board 30 East Broad Street, 3rd Floor Columbus, OH 43215 614-466-3934 Complaint Hotline: 1-833-333-7626</p>
<p>Ohio Department of Job and Family Services Bureau of Civil Rights 30 East Broad Street, 37th Floor Columbus, OH 43215-3414 614-644-2703</p>	<p>Ohio Board of Nursing 17 South High Street, Suite 400 Columbus, OH 43215 614-466-3947</p>
<p>Attorney General's Office Health Care Fraud Unit 30 E Broad St. 14th Floor Columbus, OH 43215 614-466-0722</p>	<p>Ohio Department of Mental Health Client Rights Advocate 30 East Broad Street, 8th Floor Columbus, OH 43215 614-644-7228 Toll Free: 877-275-6364</p>
<p>U.S. Department of Health & Human Services Office for Civil Rights – Region V 233 North Michigan Ave. Suite 1300 Chicago, IL 60603 312-832-5127</p>	<p>Ohio Psychiatric Physicians Association 3510 Snouffer Road, Suite 101 Columbus, OH 43235 614-763-0040</p>
<p>ADAMH Board of Franklin County 447 East Broad Street Columbus, OH 43215 614-222-3743</p>	