

Client Rights

Each client has all of the following rights:

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy.
2. The right to receive services in the least restrictive, feasible environment.
3. The right to be informed of one's own condition
4. The right to be informed of available program services.
5. The right to give consent or to refuse any service, treatment or therapy
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 of freedom from unnecessary physical restraint or seclusion unnecessary or unnecessary excessive medication.
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 or photographs.
10. The right to consult with an independent treatment specialist or legal counsel at one's own expense
11. The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations.
12. The right to have access to one's own client record in accordance with program procedures.
13. The right to be informed of the reason(s) for terminating participation in a program.
14. The right to be informed of the reason(s) for denial of a service
15. The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, socio-economic status, disability or HIV infection, whether asymptomatic or symptomatic, or AIDs.
16. The right to know the cost of services.
17. The right to be informed of all client rights.
18. The right to exercise one's own rights without reprisal.
19. The right to file a grievance in accordance with program procedures.
20. The right to have oral and written instructions concerning the procedure for filing a grievance.
21. The right to participate in consideration of ethical issues that arise in the provision of care and services, including resolving conflicts, withholding resuscitative services, foregoing or withdrawing life sustaining treatment and participation in investigation studies or clinical trials.
22. The right to designate a surrogate decision maker if the individual served is incapable of understanding a proposed treatment or procedure or is unable to communicate his/her wishes regarding care.
23. 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.
24. The right to a current, written, individualized service plan that addresses his/her own mental health, physical health, social and economic needs, and that specifies the provisions of appropriate and adequate services, as available, either directly or by referral and the right to have a copy of the ISP. The right to individualized treatment, including an adequate number of competent, qualified, and experienced professional clinical staff to supervise and carry out the treatment or program plan. The right to care that is considerate and respects the personal values and belief systems of the individual served.
25. The right to have access to his/her 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 the agency's policies and procedures for viewing or obtaining copies of personal records.
26. The right to exercise any and all rights without reprisal in any form including continual uncompromised access to services.

Any client who has reason to believe that he/she has been mistreated, denied services, or discriminated against in any aspect of services because of disability may file a grievance with the Section 504 Coordinator: Valerie Moyer Ph.D. BCWC, P.O. Box 29, Bowling Green, Ohio 43402; 419-352-5387.

All other grievances, if not resolved with a staff member and/or supervisor, can be filed with the Client Advocate (Chris Pryor) or the Client Rights Officer (Valerie Moyer Ph.D.), if the grievance concerns clients' rights). During business hours, the Client Advocate or the Client Rights Officer can be reached by calling 419-352-5387 or 419-872-2419 and asking for the Client Advocate or the Client Rights Officer. **TTY customers** should call 1-800-750-0750 (Ohio Relay) and ask for 419-352-1545.

Clients may also call or write **AT ANYTIME** the following agencies to file a grievance or discuss a concern:

Tom Clemens
Wood County Alcohol, Drug Addictions, Mental Health Services Board
745 Haskins Road
Bowling Green, Ohio 43402
419-352-8475 or 800-282-9181

Ohio Legal Rights Service
50 West Broad Street, Suite 1400
Columbus, Ohio 43215-5923
Contact Amy Price
1-800-282-9181 or 614-466-7264

US Department of Health and Human Services
200 Independence Avenue, SW
Washington, DC 20201

Ohio Department of Mental Health and Addiction Services
Community Supports and Client's Rights Office
614-466-7228
888-636-4889 TTY

Ohio Department of Health
Equal Employment Opportunity Office
246 North High Street
Columbus, Ohio 43215
614-466-3543

Ohio Department Alcohol/Drug Addiction Services
Division of Quality Improvement
30 W. Spring Street, 6th Floor
Columbus, Ohio 43215
614-466-3445
614-644-9140 TDD

Office of Civil Rights
U.S. Department of Health & Human Services
233 N. Michigan Ave., Suite 240
Chicago, Illinois 60601
312-886-2359
312-353-5693 TDD

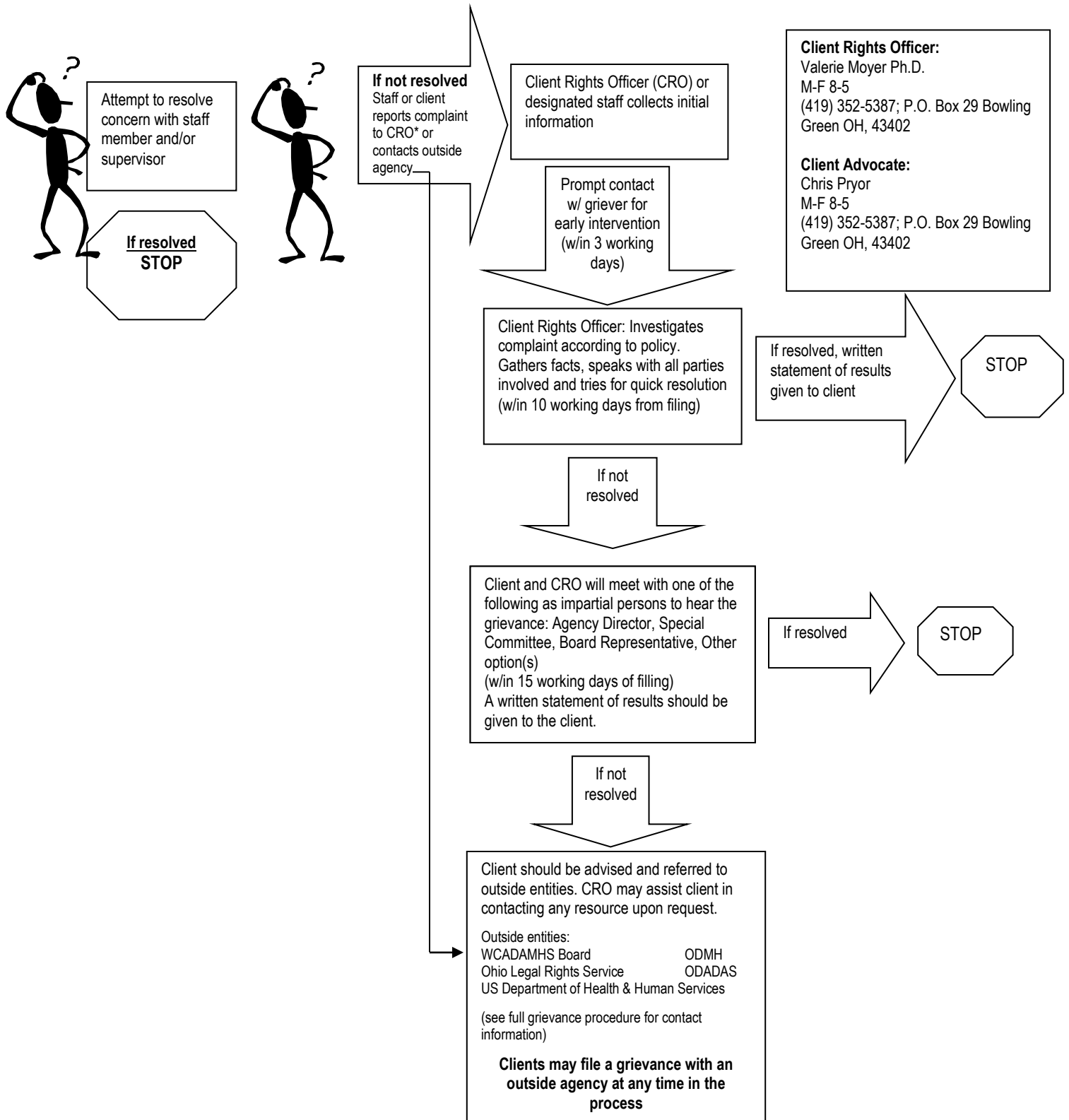
Client Grievance Procedure

Any client can, at any time, file a grievance against the Agency or its personnel, and may request assistance in filing the grievance if needed by the griever.

1. Client is encouraged to discuss concern with staff member and/or their supervisor. If unable to resolve concern to the client's satisfaction, staff will direct client to the Client Advocate or Client Right's Officer. A grievance must be in writing.
2. See Clients Rights Grievance Procedure Flowchart attachment to the procedure for detailed contact information for CRO and client advocate.
3. Grievant submits a written complaint or grievance with the Agency's Client Rights Officer or Client Advocate within seven (7) days of the action causing the grievance (complaint). The grievance must be signed and dated by the client or the individual filing the grievance on behalf of the client. The grievance must include date, approximate time, description of the incident, and names of individuals involved in the incident/situation being grieved.
4. Within three (3) working days of receipt of the grievance, the CRO or Client Advocate shall give the grievant a written acknowledgement of receipt of the grievance that shall include date grievance was received, summary of grievance, overview of grievance investigation procedure, time table for completion of investigation and notification of resolution, and the CRO/ Client Advocate's name, address and phone number.
5. The Client Rights Officer or Client Advocate shall initiate investigation of the griever's complaint immediately to insure prompt contact for early intervention. The completion of the investigation shall not exceed ten (10) working days from the date grievance was filed. The investigation by the Client Rights Officer or designate shall include; collection and verification or all factual matters and verifying the same, interviews with all parties involved or affected, and recommendation for steps to resolve grievance. The process and the results of the investigation will be shared with the griever.
6. In the event the grievance is resolved to the satisfaction of the griever, a written resolution shall be provided to the griever or his/her representative and the grievance process terminated.
7. In the event the grievance is not resolved to the satisfaction of the griever, the griever and/or his/her representative, the Client Rights Officer and/or his/her designee will meet with the Agency's Chief Executive Officer, special committee, or Board representative as impartial decision-maker within fifteen (15) working days of the date the grievance was filed. The griever may request agency representation at the meeting if desired.
8. In the event the grievance is resolved to the satisfaction of the griever, a written statement of results shall be given to the client, or to the griever if other than the client, with the client's permission.
9. Behavioral Connections of Wood County, Inc. will make a grievance resolution decision within 21 calendar days of receipt of the grievance. Any extenuating circumstances indicating that this time period will need to be extended must be documented in the grievance file and written notification given to the client.
10. Behavioral Connections of Wood County, Inc. shall make provisions for providing, upon request, all relevant information about the grievance to one or more of the organizations specified in the next paragraph of this grievance procedure to which the grievant has initiated a complaint.
11. In the event the grievance is not resolved to the satisfaction of the griever, the griever will be given the option to initiate a complaint with any or all of several outside entities, (specifically The Wood County Alcohol, Drug Addiction and Mental Health Services Board, The Ohio Legal Rights Service, the U.S. Department of Health and Human Services, Civil Rights Regional Office in Chicago, Department of Mental Health, Ohio Department of Alcohol and Drug Addiction Services) and appropriate professional licensing or regulatory associations. Clients may file a grievance with any or all of these agencies at anytime in the grievance process. See contact information above.
12. Records of client grievances will be maintained for at least two years from resolution and will include at a minimum the following:
 - a. Copy of the grievance
 - b. Documentation reflecting process used and resolution/remedy of the grievance.
 - c. Documentation, if applicable, of extenuating circumstances for extending the time period for resolving the grievance beyond twenty-one calendar days.
13. In the event that the client right's officer is the subject of the grievance, the CEO will fulfill the function of the client right's officer.

See Client Grievance Flowchart on next page

CLIENT RIGHTS GRIEVANCE PROCEDURE FLOWCHART



* Grievance must be made in writing, dated and signed by the client or individual filing grievance on behalf of the client and include date/approximate time of incident, a description of the incident, and the names of the individuals involved. A grievance form may be obtained at any BCWC site or on our website at www.behavioralconnections.org. BCWC will attempt to make a resolution decision on a grievance within 21 calendar days of receipt.