

Client Rights Policy and Procedure

Persons who receive substance use and/or mental health treatment 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 reasonable protection from physical, sexual or emotional abuse and inhumane treatment.
- 3) The right to freedom from abuse, neglect, humility, financial or other exploitation and retaliation.
- 4) The right to receive services in the least restrictive, feasible environment.
- 5) The right to participate in any appropriate and available service that is consistent with an individual services plan (ISP), regardless of the refusal of any other services, unless that service is a necessity for clear treatment reasons and requires the person's participation.
- 6) The right to give informed consent, which includes providing the client with pertinent information in a sufficient time frame to facilitate their decision making, or to refuse any service, treatment or therapy, including medication absent an emergency.
- 7) The right to participate in the development, review, and revision of one's own individualized treatment plan and receive a copy of it.
- 8) The right to request referrals to legal services, self-help support services, and advocacy support services.
- 9) 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.
- 10) The right to be informed and the right to refuse any unusual or hazardous treatment procedures.
- 11) 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 prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas.
- 12) 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, per 42CFR, Part 2. See attached.

- 13) The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction.
- 14) The right to be informed a reasonable amount of time in advance of the reason(s) for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary.
- 15) The right to be informed of the reason(s) for denial of a service.
- 16) 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, HIV status, whether asymptomatic or symptomatic, AIDS, or in any manner prohibited by local, state or federal laws.
- 17) The right to know the cost of services.
- 18) The right to be verbally informed of all clients rights, and to receive a written copy upon request.
- 19) The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.
- 20) The right to file a grievance in accordance with program procedures.
- 21) The right to have oral and written instructions concerning the procedure for filing a grievance, and to have assistance in filing a grievance if requested.
- 22) The right to be informed of one's own condition; and,
- 23) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

In addition to the rights listed above, this client rights and grievance policy will be given to each client at admission, with documentation kept in the client's records, (H)(1) and the policy will be posted at each program site in a place accessible to clients, unless the certified agency is not under the control of the provider (D)(1-3). All staff will receive a copy of the client rights and grievance policy and documentation of staff's agreement to abide by the policy and procedure will be kept in their personnel files (I). The Client Rights Officer is Miria Minch, Quality Improvement Coordinator, who has been designated to coordinate the efforts of Recovery Services of Northwest Ohio to comply with regulations.

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 8:30 a.m. to 5:00 p.m.
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