

## Client 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 or refuse any service, treatment, or therapy upon full explanation of the expected consequences or refusal. Any 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 treatment 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 treatment 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, treatment, 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 treatment 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 expense;
13. The right to confidentiality of communication and of all personally identifying information within the limitations and requirements for disclosure or various funding and/or certifying sources, state or federal status, unless release of information is specifically authorized by the client or 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, conducted in the presence of professional personnel on the organization's premises, 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. Individuals shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records. The client can challenge the accuracy of the record and insert his or her own statement. If Children's Advantage personnel insert a statement in response, such statements are inserted with the knowledge of the person served.

15. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for 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 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 uncompromised access to treatment;

21. The right to file a grievance; and

22. The right to have oral and written instructions for filing a grievance.

B. The client shall have access to his/her own treatment record as described in #14 above. However, the Center will also indicate in the individual client record if access to particular identified items of information should be specifically restricted for that individual client (i.e., child, parent, or guardian) for clear treatment reasons. "Clear treatment reasons" shall be understood to mean risk of severe emotional damage to the client including, but not limited to, risk of dangerous or self-injurious behavior. "Clear treatment reasons" also include risk of substantially weakening family relationships through the release, to other family members, of information viewed as private by a particular family member or members or by a guardian. An individual's right to access to treatment records extends only to those portions of the records generated by the individual himself/herself or as a record of contact between the individual and an agency staff member. An individual also has the right to access the records of contacts in which this agency releases information regarding him/her to another party. Portions of treatment records generated by sources outside the agency or as a result of private contact with other persons (e.g., other family members) are inaccessible to the individual without the consent of the outside source or the other person(s) with whom contact was made. The term "individual", as used above, refers to a child, parent, or guardian. Decisions regarding portions of records to be restricted for an individual will be made jointly by the individual's therapist and another therapist at Children's Advantage. If the individual's therapist has left the agency, the decision will be made by the therapist's immediate supervisor and another therapist or, if the supervisor has left the agency, by the agency Chief Executive Officer and another therapist.

The persons making the restriction will explain the reasons for the restriction to the individual. The restriction must be reviewed at least annually to retain validity. Individuals shall be informed in writing of agency policies and procedures for viewing or obtaining.

C. The Client Rights Officer, Mary McCracken, may be contacted in person at 520 N. Chestnut Street, Ravenna, Ohio 44266 or by phone Monday-Friday 8:00 a.m.-5:00 p.m. at 330-296-5552. The client right officer will be available to deal with a complaint in a timely manner. In the event that the client rights officer is the subject of a grievance or is otherwise unavailable, the Chief Executive Officer, Kathy Regal, MBA, will serve as the alternate client rights officer. It is the responsibility of the client rights officer to accept and oversee the process of any grievance filed by a client or other person or agency on behalf of a client.

CHILDREN'S ADVANTAGE hours of operation are Monday through Thursday, 8:00am-8:00pm and Friday, 8:00am-5:00pm.

A copy of the Client Rights summary will be distributed to all clients at intake or at the first session with the opportunity for a verbal explanation of same, and clients will be informed that the Grievance Process is available upon request. In a crisis or emergency situation, clients will be verbally informed immediately of pertinent rights with the written copy and full verbal explanation delayed to a subsequent meeting. Clients or recipients of community services (such as information and referral services, consultation, or mental health education) or any Portage County resident may have a copy and full verbal explanation of the Client Rights and Grievance Processes upon request. Additionally, a copy of the Client Rights and Grievance Process will be posted in the agency. All staff of the agency will be trained to understand the client rights and grievance process of the agency sufficiently to inform any client with a complaint to file a grievance.