

Changing My Direction, LLC Client Rights and Grievances

It is the policy of Changing My Direction, LLC to respect and uphold the rights and grievances of clients served. The relationship between the provider and the individual served should be respectful and not based on the diagnosis or condition lived by the individual.

To adhere to the Ohio Administration Code (OAC) policies on client rights and grievances and to ensure at admissions of the program that the individual served understand their rights.

I. Changing My Direction, LLC shall maintain:

1. Written client rights policy that lists all of the client rights identified in OAC 5122-26-18
2. Written client grievance procedure
3. Records of client rights and grievances will be maintained for at least two years from the date of resolution. Beyond the two-year retention date, personnel or employment records relating to the issues under investigation as a result of the charge, including those related to the charging party or other persons alleged to be aggrieved, will be maintained for recordkeeping

II. Client Rights and Grievance Policy to include, but not limited to, the following:

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;
3. The right to receive services in the least restrictive, feasible environment;
4. The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the

refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;

5. The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency;
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 prohibit an agency 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 requirements for disclosure of client information under state and federal laws and regulations;
11. 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;
12. The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;
13. The right to be informed of the reason for denial of a service;
14. 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;

15. The right to know the cost of services;
16. The right to be verbally informed of all client rights, and to 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 filing 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.

III. The Client Rights and Grievances Shall:

1. Be given to each client at the time of admissions and documented in client record
2. Client will be given a copy of Client Rights and Grievances Document

All grievances must be written, dated and signed by the client or the person filing the grievance on behalf of the client and should include the date, approximate time, description of the incident and names of the individual involved in the incident/situation being grieved.

Grievances should be given to the CEO: Braylene Adams, or in the event the CEO is not on the premises, the grievance can be given to site receptionist (if applicable) or CEO's Clinical Supervisor Kia Hurley, M.Ed., LPCC, BA Soc. They will assist you in filing a grievance upon your request. Within 20 calendar days of receiving the grievance, the program will make a resolution decision on the grievance. Any exceptions that cause this time period to be extended will be documented in the grievance file and written notification will be given to the client or persons filing grievances on the client's behalf. Records of client's grievances will be maintained for two years from date of resolution.

Within three business days of receiving grievance, the program will provide the client with a written acknowledgement that includes: the date the grievance was received, a summary of the grievance, an overview of the grievance investigation process, a timetable for completing the investigation and notification of the resolution, and the treatment provider contact person's name, address and telephone number.

At any time, clients or person's filing on the client's behalf have a right to file a grievance, in addition to, or instead of, with any outside organization that include, but are not limited to, the following:

Client Advocates for Changing My Direction, LLC	
Braylene Adams, CEO 6001 Oak Tree Boulevard; Ste 200 Independence, OH 44131 Phone- (216) 309-7830 Email- changingmydirectionllc@gmail.com Office Hours of Availability 8am to 5pm, Monday- Friday 10am to 2pm on Saturday	Kia Hurley, Clinical Supervisor 6001 Oak Tree Boulevard; Ste 200 Independence, OH 44131 Phone- (216) 357-8386 Email- k.hurley@changingmydirectionllc.com Office Hours of Availability 12pm to 5pm, Fridays
Filing Grievances with Outside Organizations	
Alcohol, Drug Addition & Mental Health (ADAMHS Board of Cuyahoga County) 2012 West 25 th Street; 6 th Floor Cleveland, OH 44113 Phone- (216) 241-3400 Clients Rights Officer: Bill Hebble hebble@adamhsc.org	Ohio Civil Rights Commission- Cleveland Regional Office 615 W Superior Avenue; Ste 885 Cleveland, OH 44113 Phone- (216) 787-3150
Ohio Mental Health and Addiction Services (OhioMHAS) 30 East Broad Street; 7 th Floor Columbus, OH 43215 Phone- (614) 466-3445	U.S. Department of Health and Human Services- HHS Region 5 233 N. Michigan Avenue; Ste 1300 Chicago, IL 60601 Phone- (312) 702-3613 Regional Director: Michael Cabonargi Michael.cabonargi@hhs.gov