

Client Rights and Grievance Procedure

1. Client Rights

- Right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
- Right to confidentiality of communications and personal identifying information, within the limitations and requirements for disclosure under state and federal laws.
- Right to access your client record, unless access is restricted for clear treatment reasons. If restricted, the treatment plan will document the reason, include a goal to remove the restriction, and outline the treatment being offered to remove it.
- Right to be informed of the reason for termination of service participation in advance and to receive a referral if applicable, unless the service is unavailable or unnecessary.
- 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;
- Right to be informed of the reason for denial of a service.
- Right to non-discrimination in services based on race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, HIV status, or any other factor prohibited by local, state or federal laws;
- Right to know the cost of services in advance.
- Right to be verbally informed of all client rights and to receive a written copy of these rights upon request.
- The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;
- Right to file a grievance if you believe your rights have been violated or are dissatisfied with the services provided.
- The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested
- Right to reasonable protection from physical, sexual, or emotional abuse, neglect, or inhumane treatment.
- Right to be informed of your condition and receive explanations about the nature and purpose of treatment.
- Right to consult with an independent specialist or legal counsel at your own expense.
- Right to receive services in the least restrictive, feasible environment.
- 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;
- Right to informed consent or refusal of any service, treatment, or therapy, including medication, except in emergencies.

- Right to participate in the development, review, and revision of your individualized treatment plan and to receive a copy of it.
- Right to freedom from unnecessary or excessive medication and from restraint or seclusion unless there is an immediate risk of harm to yourself or others.
- Right to be informed and refuse any unusual or hazardous treatment procedures.
- The right to be advised and the right to refuse observation by others and by techniques such as oneway 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;

2. Grievance Procedure

Filing a Grievance

Submit a Grievance: You may file a grievance either verbally or in writing. The grievance should be submitted to the Client Advocate:

- Client Advocate: Lakisha Donerson, Compliance Manager
- Address: 2020 Carnegie Ave, Ste 200 Cleveland, OH 44115
- Office Hours: 9am – 5pm
- Telephone: 216-773-1877
- Email: L.donerson@stepbystepohio.com

The Client Advocate will prepare a written text of the grievance.

Grievance Content: The grievance should include, if available:

- Date and approximate time of the incident.
- A description of the incident.
- Names of individuals involved.

Submit the Grievance to:

- Client Rights Officer: Charletha Blake
- Address: Step by Step Family Services, 2020 Carnegie Ave, Suite 200, Cleveland, OH 44115
- Phone: 216-264-0815
- Email: stepbystepohio@gmail.com

Written Grievance Requirements

The grievance must be dated and signed by the client or the person filing on behalf of the client, or it must include an attestation by the Client Advocate that the grievance is a true and accurate representation of the client's concerns.

A written acknowledgment of receipt of the grievance will be provided within 3 business days, and will include:

- Date the grievance was received.
- Summary of the grievance.
- Overview of the grievance investigation process.
- Timetable for completion of the investigation and notification of the resolution.
- Contact information for the treatment provider.

Grievance Investigation and Resolution

Investigation Process: The Client Rights Officer will investigate the grievance, gathering relevant information, interviewing involved parties, and reviewing any documentation.

Resolution Timeline: A resolution decision will be made within 20 business days of receiving the grievance. If extenuating circumstances require an extension, documentation will be placed in the grievance file, and the client will be notified in writing of the delay.

Grievance Records: Records will be maintained for at least two years from the resolution date. These records will include:

- A copy of the grievance.
- Documentation of the process used to resolve the grievance.
- Documentation of any extenuating circumstances that extended the resolution timeline beyond 20 business days.

External Grievance Options

- (c) Documentation, if applicable, of extenuating circumstances for extending the time period for resolving the grievance beyond twenty business days.
- **Ohio Department of Mental Health and Addiction Services (OhioMHAS):**
 - Address: 30 East Broad Street, Columbus, OH 43215
 - Phone: (614) 466-2596
- **Disability Rights Ohio:**
 - Address: 50 W Broad St, Suite 1400, Columbus, OH 43215
 - Phone: (800) 282-9181
- **U.S. Department of Health and Human Services, Civil Rights Regional Office:**
 - Address: 233 N Michigan Ave, Suite 240, Chicago, IL 60601
 - Phone: (312) 886-2359
- **Cuyahoga County ADAMHS Board:**
 - Address: 2012 W 25th St, 6th Floor, Cleveland, OH 44113
 - Phone: (216) 241-3400
 - Website: adamhscc.org
- **Franklin County ADAMHS Board (Alcohol, Drug, and Mental Health Board):**
 - Address: 447 E Broad St, Columbus, OH 43215
 - Phone: (614) 224-1057
 - Website: adamhfranklin.org