



FrontLine
Service

CLIENT RIGHTS HANDBOOK

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Reaching out to adults and children in Northeast Ohio to end homelessness, prevent suicide, resolve behavioral health crises, and overcome trauma.

A contract agency of the ADAMHS Board of Cuyahoga County

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YOUR RIGHTS AS A CLIENT OF FRONTLINE SERVICE

It is the practice of FrontLine Service to nurture and protect the dignity and respect of all persons served.

Response time to any individual seeking services is dependent upon your presenting problem.

In a crisis or emergency situation, you must be verbally advised of at least the immediately pertinent rights, such as the right to consent or refuse the treatment being offered and the consequences of that agreement or refusal.

A written copy and a full explanation of the Client Rights, Complaint and Grievance Policy must be given to you as soon as the crisis or emergency situation has been resolved, and within 24 hrs. of admission to the agency if you are not in crisis.

These are your rights:

Each person who accesses mental health services is informed of these rights:

1. The right to be informed within twenty-four hours of admission of the rights described in this rule, and to request a written copy of these rights.
2. The right to receive information in language and terms appropriate for the person's understanding.
3. The right to be fully informed of the cost of services.

Services are appropriate and respectful of personal liberty:

4. You have the right to be treated with consideration, respect for personal dignity, autonomy, and privacy, and within the parameters of relevant sections of the Ohio Revised Code and the Ohio Administrative Code.
5. The right to receive humane services.
6. 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.

7. The right to reasonable assistance, in the least restrictive setting.

8. The right to reasonable protection from physical, sexual and emotional abuse, inhumane treatment, assault, or battery by any other person.

Development of service plans:

9. The right to a current ISP that addresses the needs and responsibilities of an individual that specifies the provision of appropriate and adequate services, as available, either directly or by referral.

10. The right to actively participate in periodic ISP reviews with the staff including services necessary upon discharge.

Declining or consenting to services:

11. The right to give full informed consent to any service including medication prior to commencement and the right to decline services including medication absent an emergency.

12. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or 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.

13. The right to decline any hazardous procedures.

Restraint, seclusion or intrusive procedures:

14. The right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others.

Privacy:

15. The right to reasonable privacy and freedom from excessive intrusion by visitors, guests and non-agency surveyors, contractors, construction crews or others.

Confidentiality:

16. The right to confidentiality unless a release or exchange of information is authorized and the right to request to restrict treatment information being shared.

17. The right to be informed of the circumstances under which an agency is authorized or intends to release, or has released, confidential information without written consent for the purposes of continuity of care as permitted by division (A)(7) of section 5122.31 of the Revised Code.

Grievances:

18. The right to have the grievance procedure explained orally and in writing, the right to file a grievance, with assistance if requested; and the right to have a grievance reviewed through a grievance process, including the right to appeal a decision.

Non-discrimination:

19. The right to receive services and participate in activities free of discrimination 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.

No reprisal for exercising rights:

20. The right to exercise rights without reprisal in any form including the ability to continue services with uncompromised access. No right extends so far as to supersede health and safety considerations.

Outside opinions:

21. The right to have the opportunity to consult with independent specialists or legal counsel, at one's own expense.

No conflicts of interest:

22. No agency employee may be a person's guardian or representative if the person is currently receiving services from said facility.

Additionally:

23. The right to have access to one's 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. If access is restricted, the treatment plan shall also include a goal to remove the restriction.

24. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.

25. The right to receive an explanation of the reasons for denial of service.

RESIDENTIAL RIGHTS

If you stay in our Crisis Unit or at the Roberto Flores home or in one of our Safe Havens, you have these additional rights:

Each consumer of mental health services are informed of these rights:

1. The right to receive human services in a comfortable, welcoming, stable and supportive environment.

2. The right to retain personal property and possessions, including a reasonable sum of money, consistent with the person's health, safety, service plan and developmental age.

3. The right to reside in a residential facility, as available and appropriate to the type of care or services that the facility is licensed to provide, regardless of previous residency, unless there is a valid and specific necessity which precludes such residency. This necessity shall be documented and explained to the prospective resident.

(4. The right to receive thirty days prior notice for termination of residency in type 2 and 3 residential facilities except in an emergency.)

Note: FrontLine Service operates Type 1 facilities

5. The right to vacate the facility at any time, except that the responsibility to pay for incurred costs of room and board shall continue unless appropriate notification has been provided to the facility concerning the termination of the residential agreement.

Development of service plans:

6. The right to formulate advance directives, submit them to residential staff, and rely on practitioners to follow them when within the parameters of the law.

Labor of patients:

7. The right to not be compelled to perform labor which involves the operation, support, or maintenance of the facility or for which the facility is under contract with an outside organization. Privileges or release from the facility shall not be conditional upon the performance of such labor.

Declining or consenting to services:

8. The right to consent to or refuse the provision of any individual personal care activity and/or mental health services in a type 1 and type 2 facility.

9. The right to refuse consent for major aversive interventions.

10. The right to decline medication, except in a type 1 facility which employs staff authorized by the Ohio Revised Code to administer medication and when there is imminent risk of physical harm to self or others.

Privacy, dignity, free exercise of worship and social interaction:

11. The right to enjoy freedom of thought, conscience, and religion; including religious worship within the facility, and services or sacred texts that are within the reasonable capacity of the facility to supply, provided that no resident shall be coerced into engaging in any religious activities.

Private conversation, and access to phone, mail and visitors:

12. The right of an adult to reasonable privacy and the freedom to meet with visitors, guests, or inspectors, and make and/or receive phone calls.

13. The right of a minor in a type 1 or type 2 facility to meet with surveyors, and the right to communicate with family, guardian, custodian, friends and significant others outside the facility in accordance with the minor's individualized service plan.

14. The right of an adult to write or receive uncensored, unopened correspondence subject to the facility's rules regarding contraband.

15. The right of a minor in a type 1 or type 2 facility to send or receive mail subject to the facility's rules regarding contraband and directives from the parent or legal custodian, when such rules and directives do not conflict with federal postal regulations.

16. The right to communicate freely with and be visited at reasonable times by private counsel or personnel of the legal rights service and, unless prior court restriction has been obtained, to communicate freely with and be visited at reasonable times by a personal physician or psychologist.

17. The right to communicate freely with others, unless specifically restricted in the resident of a type 1 facility's treatment plan for reasons that advance the person's goals, including, without limitation, the following: (1) the right to receive visitors at reasonable times, and (2) the right to have reasonable access to telephones to make and receive confidential calls, including a reasonable number of free calls if unable to pay for them and assistance in calling if requested and needed.

18. The right to have ready access to letter writing materials, including a reasonable number of stamps, without cost if unable to pay for them, and to mail and receive unopened correspondence and assistance in writing if requested and needed subject to the facility's rules regarding contraband.

Notification to family or physician:

19. The right to have a physician, family member, or representative of the resident's choice notified promptly upon admission to a facility.

**THESE ARE YOUR RIGHTS
WE WOULD LIKE YOU TO UNDERSTAND THEM**

All clients have the freedom to express their choices regarding their service delivery team and their involvement in research projects. (See Research Policy/Procedures for additional information regarding research guidelines and ethics when persons served are involved.)

Special treatment interventions (such as seclusion and restraint) are not utilized at FrontLine Service. Restriction of a client's rights is only possible in circumstances where a client has demonstrated that they are a danger to themselves or others, or have repeatedly breached program rules. In these circumstances, a contract or addendum to the treatment plan must indicate the right restricted, the time period of the restriction and under what circumstances the restriction will cease.

All clients have access to information pertaining to self-help and advocacy support services. This information is posted at all agency locations and copies are available to clients in all lobbies/reception areas.

You also have rights pertaining to your Protected Health Information (PHI) as follows:

- The right to access your records
- To request restrictions or uses or disclosures of your PHI
- To request that communications related to PHI be confidential
- To request amendment of your records
- To receive accounting of disclosures of your PHI

Please read this booklet and know your rights.

The Client Rights Officer is available to talk with you about your rights and can offer you additional information and resources to help you better understand your rights.

If you . . .

- Have gone through the Civil Commitment process and have been ordered into outpatient or inpatient treatment by probate court,
- Are voluntarily or involuntarily hospitalized in a State-operated or private psychiatric hospital,
- Have been found Not Guilty by Reason of Insanity (NGRI) by a court of law, or if you
- Have been found incompetent to stand trial in a court of law...

. . . you have additional rights and there is additional information available to you.

You may contact:

- The Client Rights Officer at the ADAMHS Board of Cuyahoga County
- The Client Advocate or Patient Advocate at the hospital
- The Client Rights Officer at the Ohio Department of Mental Health
- Advocates from the Ohio Legal Rights Service

The contact information for these organizations can be found in the back of this handbook.

CLIENT RIGHTS, COMPLAINT AND GRIEVANCE POLICY

It is the practice of FrontLine Service to nurture and protect the dignity and respect of all persons served. The Client Rights and Grievance policy provides a means for people receiving services from FrontLine Service to make complaints regarding care, treatment, living conditions, or the exercise of rights and to have those complaints heard and acted upon in a timely manner without retaliation or barriers to services.

A formal review of complaints/grievances will be conducted annually by the Client Rights Officer (CRO) and presented to the FrontLine Service Management team. This review will identify trends and patterns, areas needing performance improvement, recommendations and actions to be taken.

The Client Rights and Grievance policy is readily available to persons served. All FrontLine Service clients are informed of their rights at initiation of service delivery by FrontLine Service staff, and then annually for clients served in a FrontLine Service program longer than one year. Clients served are verbally informed about their rights and presented with the Rights and Grievance Policies and Procedures in the form of a Handbook. Additional copies of this handbook are available to clients at any time. Clients are also encouraged to contact the FrontLine Service Client Rights Officer in the event that additional clarification is needed. A copy of the Client Rights Handbook is available to any interested party upon request at any time.

A copy of the Client Rights and Grievance policy is posted at all agency sites.

FILING A COMPLAINT OR GRIEVANCE

Lorraine Meyer is your Client Rights Officer

Lorraine Meyer, CRO
1744 Payne Avenue
Cleveland, OH 44114

Phone: (216) 274-3528

Ms. Meyer can be reached between the hours of 9:00 a.m. and 5:30 p.m. Monday through Friday. You may contact her via telephone to talk about your concerns or to schedule an appointment. You are also welcome to walk in to talk with her; however, she may not always be immediately available to meet with walk-ins as she is sometimes meeting with clients off site. If you stop in and she is not here, you may complete a complaint form and leave your contact information so that Ms. Meyer can follow up with you upon her return. Or, you may request to speak with the Alternate Client Rights Officer.

The Alternate Client Rights Officer is David Dasko. Mr. Dasko works at the same address (above) and can be reached at (216) 802-6779 during our regular business hours (9 a.m. – 5:30 p.m.).

CRO Responsibilities and Additional Grievance Information

The responsibilities of the CRO include advocating for your rights, assisting with the filing of your complaint or grievance, if needed, and representing you at agency hearings/meetings about the complaint, at your request. The CRO will document, investigate and resolve the alleged infringement of rights via interviews, documentation reviews, etc. and will typically resolve the complaint or grievance within 20 working days from the date you first filed your concern. Upon request, the CRO will provide you with a clear, written explanation of the way in which your complaint/grievance was resolved.

Here are some of the other things that you need to know about the grievance procedure:

- When you talk about your concerns or complaints, all staff including administrative and support staff will inform you that you can file a complaint or grievance with the Client Rights Officer if you wish to do so.
- The Client Rights Officer or any other staff person at FrontLine Service will explain the entire complaint and grievance process to any consumer who voices a concern, from the time the complaint or grievance is filed, until it is resolved. The consumer will be given reasonable opportunity to talk with an impartial decision-maker.
- You will have the opportunity to file the complaint or grievance within a reasonable period of time.
- If the complaint is against the Client Rights Officer, another person will work with you.

The Client Rights Officer will inform you that you can also file a complaint or grievance with other outside agencies, and will assist you with this filing if necessary. The names and phone numbers of these external rights protection agents are listed in the back of this Client Rights Handbook.

WHERE ELSE TO FILE COMPLAINTS & GRIEVANCES

Please Note: The Resources listed below that are in **BOLD** print apply to both mental health and non-mental health FrontLine Service clients.

To file a grievance against the County public mental health and/or alcohol and drug addiction system, you may contact:

Client Rights Officer or Consumer Relations Specialist
Alcohol, Drug Addiction and Mental Health Services
Board of Cuyahoga County
2012 W. 25th St., 6th Floor
Cleveland, Ohio 44113
(216) 241-3400
Ohio Relay at 1-800-750-0750
www.adamhsbcc.org

Project Manager/Client Rights Advocacy
Ohio Department of Mental Health (ODMH)
Division of Program & Policy Development
30 East Broad St., 8th Floor
Columbus, Ohio 43215-3430
(614) 466-2596
Toll Free Bridge 1-877-275-8384
Ohio Relay at 1-800-750-0750
www.mh.state.oh.us

Northeast Regional Treatment Coordinator
Ohio Department of Alcohol & Drug Addiction Services (ODADAS)
Division of Treatment & Recovery/Certification & Compliance
30 W. Spring St., 6th Floor
Columbus, Ohio 43215-2556
(614) 466-3445
Ohio Relay at 1-800-750-0750
INFO@ada.ohio.gov

To file a grievance against a social worker or counselor, contact:

**Counselor, Social Worker and Marriage & Family Therapist Board
50 West Broad Street, Suite 1075
Columbus, Ohio 43215-5919
(614) 466-0912
Ohio Relay at 1-800-750-0750
www.cswmft.ohio.gov**

To file a grievance against a nurse, contact:

**Nursing Education and Nurse Registration Board
17 South High Street, Suite 400
Columbus, Ohio 43215-7410
(614) 466-3947
www.nursing.ohio.gov**

To file a grievance against a psychologist, contact:

**Ohio Psychological Association
395 East Broad Street, Suite 310
Columbus, Ohio 43215
(614) 244-0034 or (800) 783-1983
www.ohpsych.org**

To file a grievance against psychiatrists or other medical doctors, contact:

**Academy of Medicine of Cleveland
6000 Rockside Woods Blvd., Suite 150
Independence, Ohio 44131
(216) 520-1000
www.amcnoma.org**

**State Medical Board
30 East Broad Street, 3rd Floor
Columbus, Ohio 43215
(614) 466-3934
www.med.oh.gov**

For specialized legal advice and representation and to file a grievance against State-operated public mental health services:

**Ohio Legal Rights Service (OLRS)
50 West Broad St., Suite 1400
Columbus, Ohio 43215-5923
(614) 466-7264
(800) 282-9181 (Toll-free in Ohio only)
Ohio Relay at 1-800-750-0750
www.olsr.ohio.gov**

Public Hospitals

Patient Representative
Customer Services
MetroHealth Medical Center
2500 MetroHealth Drive
Cleveland, Ohio 44109
(216) 778-7800
www.metrohealth.org

Client Rights Officer
St. Vincent Charity Hospital Psychiatric Emergency Room
2351 East 22nd Street
Cleveland, Ohio 44115
(216) 861-6200
www.svch.net

Client Rights Officer
Northcoast Behavioral Healthcare System, South Campus
1756 Sagamore Road
Northfield, Ohio 44067
(330) 467-7131
www.mh.state.oh.us

Other Resources Agencies & Outside Entities:

Legal Aid Society of Cleveland
1223 West 6th Street
Cleveland, Ohio 44113
(216) 687-1900
www.lasclev.org

Governor's Council on for People with Disabilities
400 E. Campus View Blvd.
Columbus, Ohio 43235-4604
(800) 228-5405
www.gcpd.ohio.gov

Office of the Attorney General
30 East Board Street, 17th Floor
Columbus, Ohio 43215
(800) 282-0515
www.ohioattorneygeneral.gov

Office for Civil Rights, Region V
US Department of Health
and Human Services
233 N. Michigan Ave., Ste. 240
Chicago, Illinois 60601
(312) 886-2359
TDD (312) 353-5693

ADA- Ohio
(800) 232-6446 – Voice
(800) 232-2321 – TDD
(614) 784-9900 – Local

Ohio Psychiatric Association
1480 West Lane Avenue, Suite F
Columbus, OH 43221-3950
(614) 481-7559
www.hhs.gov/ocr

Citizens of Cuyahoga County Ombudsman Office
1468 West 25th Street
Cleveland, OH 44113
(216) 696-2710
www.cuyahoga.oh.us

Ohio Resources Center for Deafness
500 Morse Road
Columbus, OH 43215
(614) 781-9960
www.columbuscolony.org

U.S. Equal Employment Opportunity Commission
Cleveland Field Office
Anthony J. Celebrezze Federal Building
1240 East 9th Street, Suite 3001
Cleveland, OH 44199
(800) 669-4000 – TTY: (800) 669-6820
www.eeoc.gov

President's Committee on Employment of People with Disabilities
1331 F. Street NW, 3rd Floor
Washington, DC 20004
(202) 376-6200 – voice or (202) 376-6205 – TDD
www.acf.hhs.gov

Office of the Americans with Disabilities Act
U.S. Department of Justice
P.O. Box 66118
Washington, DC 20035-6118
(800) 514-1301 – voice or (800) 514-0383 – TDD
www.usdoj.gov/crt/ada