

House of Hope for Recovery

Client Rights Complaint & Grievance Procedure

Any client who has witnessed or has been subject to willful neglect or abuse by any staff, volunteer or student intern of the agency has the right and responsibility to immediately report this complaint to the CEO, Program Manager, or the Clients' Rights Officer. If the complaint is not resolved to the satisfaction of the client, the client has the right to appeal the complaint to the Board of Trustees.

If a client's rights have been violated (see client rights information), they can submit a grievance in writing.

The client must include the dates the incident occurred, names of the persons involved, and a brief description of the incident. The client must sign the grievance and give it to any staff member. If the client does not wish to give the grievance to staff, they can mail it to any of the following entities:

Ohio Department of Behavioral Health

30 East Broad St., 7th FL
Columbus OH 43215
Phone: (614) 466-2596
Fax: (614) 485-9739

ADAMH Board of Franklin County

447 East Broad Street
Columbus OH 43215
Phone: (614) 222-3743
Fax: (614) 224-0991
Client Rights Officer: Phil Hedden
Email: phedden@adamh.co.franklin.oh.us

U.S. Dept. of Health & Human Services

233 N. Michigan Ave, Suite 240
Chicago, IL 60601
Phone: (800) 368-1019
Fax: (312) 886-1807
TDD: (800) 537-7697

Ohio Legal Rights Service

50 West Broad Street, Suite 1400
Columbus, Ohio 43215-5923
Phone: (800) 282-9181 (toll-free in Ohio only)
TTY: (614) 728-2553 or (800)-858-3542

Ohio Counselor, Social Worker, Marriage & Family Therapist Board

77 S. High St. 24th Floor
Columbus, Ohio 43215
Phone: (614) 466-0912
Email: cswmft.info@cswb.stat.oh.gov

Ohio Chemical Dependency Professionals Board

77 S. High St, 16th Floor
Columbus, Ohio 43215
Phone: (614) 387-1110
Web: www.ocdp.ohio.gov

Ohio Civil Rights Commission

111 E. Broad Street
Columbus, Ohio 43206
Phone: (614) 466-5928

House of Hope Client Rights Officer:

Brian Strohacker, CDCA
825 Dennison Ave, Columbus, Ohio 43215
(614) 291-4691 ext. 317
bstrohacker@hofhope.org

House of Hope for Recovery - Client Rights

Each client admitted to any of the programs of the House of Hope will be given a copy of the following client 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, 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.

In addition to the rights listed above, no person will be denied admission to a program due to their use of prescribed psychotropic medications. [2205 (I)(4)] This client rights and grievance policy will be given to each client at admission, with documentation kept in the client's record, [2107 (F)(2)] and the policy will be posted at each program site in a place accessible to clients [2107 (F)(1)]. All staff will receive and review 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 [2107(G)].