

CLIENT RIGHTS AND GRIEVANCE PROCEDURE

Wright Path Recovery Policy and procedure

POLICY: Wright Path Recovery will maintain a written client rights and grievance procedures.

PROCEDURE: Wright Path Recovery will maintain client rights policy to include:

- A. The client has a right to reasonable protection from physical, sexual or emotional abuse, neglect and inhumane treatment.
- B. The client has the right to participate in any appropriate and available service provided at Wright Path Recovery regardless of client refusal of other services.
- C. The client has the right not to be discriminated against, treated unfairly, or refused services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human deficiency virus status, or in any manner prohibited by local, state or federal laws
- D. The client has a right to be verbally informed of all their client rights and to receive a written copy upon request.
- E. The client has a right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.
- F. The client has the right to consult with an independent treatment specialist or legal counsel at the clients' expense.

PROCEDURE: Wright Path Recovery will maintain client grievance procedures with the following provisions:

- A. All grievances will be maintained for at least two years from resolution to include:
 - 1. Copy of the written grievance
 - 2. Documentation reflection process used and resolution/remedy of grievance
 - 3. Documentation, if applicable, of extenuating circumstances for extending the time period for resolving the grievance beyond twenty-one calendar days.
- B. Clients will be made aware of their rights in the following ways;
 - 1. Client rights policy and grievance procedure will be posted in each location in which services are provided.
 - 2. Client rights policy and grievance procedure will be posted in a conspicuous location that is accessible to persons served, their family or significant others and the public.
 - 3. Provider will assure copies are available for each person that may request a written policy.
- C. Each client will be afforded the following 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 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.

D. Provisions of client rights;

1. Wright Path Recovery will explain and maintain documentation in the clients' record regarding the explanation of rights to each person served prior to or beginning assessment of treatment services.

2. In a crisis or emergency situation, the client will be given verbal pertinent rights such as consent to treat, right to refuse treatment and consequences of that consent or refusal. Full clients' rights will be provided at subsequent, non-emergent meetings.

3. Clients or recipients of information and referral services, consultation services, mental health education service, and prevention service will be provided a copy of the client rights policy upon request.

4. Explanation of rights will be in a manner appropriate for the person's understanding.

E. Wright Path Staff will be required to follow the clients rights policy and client grievance procedure. Each personnel file will have documentation that they have received a copy of the client rights policy and the client grievance procedure and signature acknowledging agreement to abide by them.

F. The client grievance procedure of Wright Path Recovery includes:

1. Client will be directed by staff to the appropriate personnel to file a grievance:
 - a. Office manager, Arlene Harshman, if unavailable;
 - b. Business manager Indira Reddy, if also unavailable
2. Client will be made known as to who the client advocate will be upon request:
 - i. Annette Grace, PA-C, can be reached at Dayton Pain Center
 - ii. 937-222-2233; Monday 8am-Noon, Tuesday 8am-5 pm and Thursday 8 am to 5 pm.
3. Grievances must be put into writing, upon request the grievance can be given orally to the client advocate who will then put into written form.
4. Written grievance, either by client or advocate, must be signed and dated by the client that it is a true and accurate representation of the grievance.
5. Elements of the grievance must include:
 - a. Date of incident being grieved
 - b. Approximate time of incident being grieved
 - c. Description of the incident with names of individuals involved
6. Wright Path Recovery will make a resolution decision on the grievance within twenty business days of receipt of the grievance. Any extensions to this will be documented at to the extenuating circumstance with written notification given to the client in question.
7. If client remains unsatisfied by resolution decision, Wright Path Recovery will make it known that the client can contact local County board of recovery and mental health services.

For Montgomery County clients:

Alcohol Drug Addiction & Mental Health services (ADAMAS) of
Montgomery county

409 East Monument Ave Dayton Ohio 45402 (937)443-0476

For Sidney Clients:

Tri-county Board of Recovery and Mental Health Services 1100 Wayne
Street, Suite 4000, Troy Ohio (937)335-7727

In addition to above, Wright Path Recovery will make it known to the client
of option to file grievance with outside organizations.

- a. Ohio Chemical Dependency Professionals Board
77 South High Street, 16th Floor
Columbus, Ohio 4321 (614) 387-1110
- b. Ohio Department of Mental Health and Addiction Services;
30 East Broad Street, 36th Floor
Columbus, Ohio 43215-3430
(614)466-2596
- c. State Medical Board Of Ohio
30 E. Broad Street, 3rd Floor
Columbus, Ohio 43215-6127 (614) 466-3934
- d. Disability Rights Ohio
50 W. Broad Street, Suite 1400
Columbus, Ohio 43215-5923
(614)466-7264
614-466-7264 or 1-800-282-9181
- e. Office for Civil Rights
U.S. Department of Health and Human Services
233 N. Michigan Ave., Suite 240
Chicago, IL 60601 (800) 368-1019

8. The following will be included in the required written acknowledgement of the grievance to be provided to each grievant within three business days from receipt of the grievance:

- a. Date grievance was received;
- b. Summary of the grievance;
- c. Overview of grievance investigation process;
- d. Timetable for completion for investigation and notification of resolution;
- e. Treatment provider contact name, address and telephone number.

