

## Client's Rights Resources

Client's Rights Officer  
Pat Williamson  
Columbus Area, Inc.  
Phone: (614) 251-6573  
Hours: Wednesday - Friday  
8:00 AM - 5:00 PM



### *Mission*

*"To provide culturally sensitive and quality mental health and wellness services to the community"*

If you are unable to adequately address your complaint or grievance with agency staff or the Client's Rights Officer, you may pursue one or more of the following resources:

Franklin County Board of Alcohol, Drug and Addiction Services  
(614) 224-1057

Ohio Department of Mental Health  
(614) 466-2596

Ohio Department of Drug and Alcohol Services  
(614) 466-3445

Ohio Legal Rights  
(614) 466-7264

Mental Health Association of Franklin County Ombudsman  
(614) 242-4357



## *Mental Health Services*

## **Clients Rights Pamphlet**

*1515 E. Broad Street  
Columbus, Ohio 43205  
(614) 252-0711  
(614) 251-2235 Fax  
[www.columbus-area.com](http://www.columbus-area.com)*

*An Equal Opportunity Employer and  
Equal Provider of Services*

This summary is intended to serve as a “refresher” about your rights as a consumer of *Mental Health* services and what you can do if you believe that your rights have been violated. A more detailed description of the specific rights and grievance procedure was provided when you entered services. You may request a copy of the detailed description from your case manager or therapist.

## SUMMARY OF 22 RIGHTS BY FIVE MAJOR CATEGORIES

### *A. Dignity and Respect*

- (#1) Be treated with dignity, respect, autonomy and privacy
- (#2) Receive service in a humane setting with the greatest possible freedom

### *B. Informed Choice and Treatment*

- (#3) Be informed about your condition, current services and alternatives
- (#4) Accept or reject any service or treatment
- (#5) A current written treatment plan
- (#6) Active involvement in developing the treatment plan
- (#9) Participate in a service even if you refuse another unless for clear clinical reasons
- (#15) Advance notice to you when a service will be stopped
- (#16) A clear explanation for denial of any service

### *C. Freedom from Unnecessary or Intrusive Treatment*

- (#7) Unnecessary medication
- (#8) Unnecessary restraint and seclusion
- (#10) Unusual or dangerous treatment
- (#11) Be advised of and refuse intrusion of one-way mirrors, tape recorders, etc.

### *D. Right of Personal Liberties*

- (#12) Seek consultation elsewhere at your own cost
- (#13) Confidentiality of your Private Health Information (PHI) – psychiatric, medical or other treatment records – according to the law
- (#14) Access to your PHI (see #13) unless restricted due to clear treatment reasons
- (#17) Not be discriminated against
- (#18) Be informed of cost of service

### *E. Right to Exercise Your Rights*

- (#19) Be fully informed of your rights
- (#20) Exercise your rights without threats or punishment
- (#21) File a grievance
- (#22) Get oral and written instructions on how to file a grievance

## SUMMARY OF THE PROCESS FOR FILING A COMPLAINT OR GRIEVANCE

Complaints. You should first attempt to address complaints about your treatment or perceived violation of rights as a Client with **your assigned Caseworker.**

If this does not work or if you feel you are unable to discuss the problem with the caseworker, ask to speak to that person’s **Supervisor.**

If this does not resolve the problem, you may arrange to discuss your complaint with the **Client’s Rights Officer (CRO).** The CRO will attempt to resolve the problem informally. If this does not work or if you choose you may file a formal grievance.

Grievances. The CRO will discuss your complaint to determine if one of the 20 rights appears to have been violated. If you need assistance in writing the grievance, the CRO will provide assistance. The CRO will investigate and report findings to the President/Chief Executive Officer of the agency and will provide a written response within 20 working days of the date the grievance was filed.

If you are unable to resolve the grievance in this manner, you may contact other resources listed on the back of this pamphlet.

