

Client's Rights Resources

Client's Rights Officer
Pat Williamson
Columbus Area, Inc.
Phone: (614) 251-6573
Hours: Monday - Friday
8:30 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 Residential Services

Clients Rights Pamphlet

*1515 E. Broad Street
Columbus, Ohio 43205
(614) 252-0711
(614) 251-2235 Fax
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 Residential* 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 19 RESIDENTIAL RIGHTS BY FIVE MAJOR CATEGORIES

A. Dignity and Respect

- (#1) Live in a comfortable, welcoming, stable, and supportive environment
- (#2) Reside in a setting with the least restrictive rules and consistent with the safety of all residents
- (#7) Reasonable assistance to enable growth toward a less dependent and less restrictive living environment

B. Informed Choice and Treatment

- (#3) Be informed about your condition, reason for residential services, and alternatives
- (#4) Active involvement in choosing a residential placement and services to be provided within the setting
- (#5) Accept or reject residency and/or associated services
- (#6) Access to an appropriate residential service regardless of previous residency unless there are clear clinical reasons
- (#16) Written information about charges and other resident responsibilities

C. Freedom from Unnecessary or Intrusive Treatment

- (#8) Unusual or dangerous practices
- (#9) Unreasonable intrusion by visitors, guests, and inspectors

D. Right of Personal Liberties

- (#10) Reasonable privacy and freedom to have guests, make phone calls, and have uncensored correspondence
- (#11) Confidentiality of written information and communication
- (#12) Access to information in facility records about oneself unless there are clear treatment reasons
- (#13) Receive 30 days notice for termination except in an emergency
- (#14) Right to vacate without penalty with continued responsibility to pay for room and board until proper notification
- (#15) Not be discriminated against in provision of service
- (#19) Access to one’s bedroom at any time unless clear reason

E. Right to Exercise Your Rights

- (#18) Exercise your rights without threats or punishment
- (#20) Grievance, appeal, and have due process

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.

