

CLIENTS RIGHTS POLICY

AND

GRIEVANCE PROCEDURE

Butler Behavioral Health is a private non-profit community mental health center and a contract agency of the Butler County Mental Health (156) Board. The BBH provides comprehensive mental health services including outpatient psychotherapy and counseling, aftercare follow-up, crisis services, community support, consultation and education within the community and hotline and pre-hospital screening services. The Center provides individual, family and group therapy to all age groups.

The Butler Behavioral Health Service Client's Rights Officer (CRO) and alternate CRO are:

VICTORIA TAYLOR, CRO
MICHELLE RASP, ALTERNATE CRO
BUTLER BEHAVIORAL HEALTH SERVICES, INC.
1490 UNIVERSITY BOULEVARD
HAMILTON, OHIO 45011
(513) 896-7887 EXT. 3130

Available hours: 8:00 a.m. to 5:00 p.m., Weekdays

The CRO is available to any client or applicant who feels there has been a violation of his/her rights. The CRO will accept and oversee the process of any grievance filed by a client or other person or agency on behalf of a client, taking all necessary steps to assure compliance with the grievance procedure. The client's rights officer is also responsible for assuring that the BBH complies with state client's rights rules and policies and maintains records of client's rights activity. Should the CRO be the subject of a grievance or be unavailable, Michelle Rasp, shall serve as alternate CRO.

The BBH has adopted the following policies to guarantee that all clients of the BBH will have their rights protected and enhanced.

A written copy of the *Client's Rights Policy and Grievance Procedure* shall be distributed to each applicant or client at the intake or next subsequent appointment. Staff will explain any and all aspects of *Client's Rights Policy and Grievance Procedure* in a way meaningful to the client to assure clear understanding making adaptations for cognitive, physical, language or other communication needs. *Client's Rights* shall be shared annually with the client thereafter to termination of services.

In a crisis or emergency situation, the client or applicant shall be verbally advised of at least the immediate pertinent rights, such as the right to consent to or to refuse the treatment and the consequences of that agreement or refusal.

All staff of BBH will be fully apprised of the *Client's Rights Policy and Grievance Procedure* through an annual, all staff in service on the topic.

Internally, the Client's Rights Officer (CRO) will review and monitor these policies and procedures at least annually. The CRO will give the County Mental Health Board a summary of the number of grievances received, and the resolution status of grievances.

It is expected that the community Mental Health Board will at least annually review and monitor the *Client's Rights Policy and Grievance Procedure*.

A copy of the *Client's Rights Policy and Grievance Procedure* shall be posted for in conspicuous areas or locations of all buildings operated by the BBH for client review and clarification.

CLIENT RIGHTS

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy.
2. The right to services in a humane setting which is the least restrictive feasible as defined in the treatment plan.
3. The right to be informed of one's own condition, of proposed or current services, treatment or therapies, and of alternatives.

4. The right to consent or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal; a parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor client.
5. The right to receive a copy of a current, written, individualized service plan that addresses one's own mental health, physical health, social and economic needs and that specifies the provision of appropriate and adequate services, as available, either directly or by referral.
6. The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan.
7. The right to freedom from unnecessary restraint or seclusion.
8. The right to freedom from unnecessary or excessive medication.
9. The right to participate in any appropriate and available agency service, regardless of refusal of one or more services, treatments, or therapies, regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services. This necessity shall be explained to the client and written in the client's current service plan.
10. The right to be informed of and refuse any unusual or hazardous treatment procedures.
11. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, television, movies or photographs.
12. The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense.
13. The right to confidentiality of communications and of all personally identifying information within the limits and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the client or parent or legal guardian of a minor client or court-appointed guardian of the person of an adult client in accordance with rule 5122: 2-3-11 of the Administrative Code.
14. 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". Clear treatment reasons shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the client and others persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all information. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records.
15. 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.
16. The right to receive an explanation of the reasons for denial of service.
17. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, life style, disability, or the inability to pay.
18. The right to know the cost of services.
19. The right to be fully informed of all rights.
20. The right to freedom from physical, sexual, psychological and financial abuse; harassment and physical punishment; humiliating, threatening or exploiting actions.
21. The right to exercise any and all rights without reprisal in any form including continued and un-compromised access to service.
22. The right to file a grievance.

23. The right to have oral and written instructions for filing a grievance.
24. All services are provided either by a licensed professional or under licensed professional supervision. Clients have the right to consult with the supervisor on request.
25. The right to be informed of available program services.

In addition to the rights listed above, no person shall be denied admission to a program due to their use of prescribed psychotropic medications. 2-1-05 (I)(4). This client rights and grievance policy will be given to each client at admission, with documentation kept in the client's record, 2-1-07(F)(2) and the policy will be posted at each program site in a place accessible to clients 2-1-07 (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 2-1-07(G).

**BUTLER BEHAVIORAL HEALTH SERVICES, INC.
GRIEVANCE PROCEDURE**

A client or their representative may initiate a grievance by contacting the CRO either verbally or in writing. The CRO will respond promptly, in writing within three days. The entire grievance process within the agency will not exceed twenty calendar days from the date the grievance was filed. Throughout the grievance procedure, the CRO will assist the griever by investigating the grievance and by serving as a representative and advocate for the griever should the griever so desire. Either the CRO or the griever may include other parties to assure an impartial unbiased hearing. Written notification and explanation of the resolution will be provided to the griever within twenty (20) calendar days.

At any point in the Grievance the griever may contact the Ohio Legal Rights Service, 8 East Long Street, 8th Floor, Columbus, Ohio 43266, (614) 466-7264 in writing or orally. He/she may also initiate a complaint with the Department of Health and Human Services or appropriate local/state/federal licensing or regulatory associations (see partial listing below). Upon request, the CRO will provide all relevant information about the grievance to any other organizations to which the griever has initiated a complaint.

Grievances may also be directed to:

Butler County Mental Health Board
5963 Boymel Drive
Fairfield, Ohio 45014-5541
(513) 860-9240

Attorney General's Office
101 E. Town Street, 5th Floor
Columbus, Ohio 43215
(614) 466-0722

Ohio Department of Mental Health
30 East Broad Street, Suite 1180
Columbus, Ohio 43215-3430
(614) 466-2333

Ohio Client Assistance Program
8 East Long Street
Columbus, Ohio 43215
(614) 466-7264

ADA – Ohio
700 Morse Road, Suite 101
Columbus, Ohio 43214
(800) 949-4232
(614) 844-5410

State of Ohio, Counselor & Social Worker Board
77 South High Street, 16th Floor
Columbus, Ohio 43215-0340
(614) 466-0912

State of Ohio, Board of Psychology
77 South High Street, 18th Floor
Columbus, Ohio 43215-0321
(614) 466-8808

Grievances may also be directed to:

State of Ohio, Medical Board
77 South High Street, 17th Floor
Columbus, Ohio 43215-0315
(614) 466-3934

Equal Employment Opportunity
Cleveland Office
Skylight Office Tower
1660 W. 2nd Street, Suite 850
Cleveland, Ohio 44113
(216) 522-2001

Ohio Board of Nursing
77 South High Street, 17th Floor
Columbus, Ohio 43215-0315
(614) 466-3947

(216) 522-2002

Ohio Dept. of Alcohol &
Drug Addictions Services
2 Nationwide Plaza
280 N High Street 12th Floor
Columbus, Ohio 43215
(614) 466-3445

Ohio Civil Rights Commission
1111 East Broad St, 3rd Floor
Columbus, Ohio 43205
(614) 466-2785

Office of Criminal Justice Services
400 East Town Street, Suite 300
Columbus, Ohio 43215
(614) 466-7782

Office of the Americans with
Disabilities Act
Civil Rights Division
U.S. Department of Justice
Box 66118
Washington, DC 20035
(800) 514-0383

Ohio Dept. of Job & Family Services
30 East Broad Street, 32nd Floor
Columbus, Ohio 43215-3414
(800) 686-1595
(614) 466-6282

U.S. Equal Employment
Opportunity Commission
1801 L. Street, NW
Room 9024
Washington, DC 20507
(202) 663-4900
(800) 669-4000

Ohio Department of Health
246 North High Street
Columbus, Ohio 43215
(614) 466-3543