



It is the policy of Coleman Health Services that each client served has all the following rights as per Ohio Administrative Code 5122-26-18:

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 and emotional abuse, inhumane treatment, humiliation, neglect and financial or other exploitations;
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 necessary for clear treatment reasons and requires the person's participation;
5. The right to give informed consent to or refuse any service, treatment or therapy including medication absent an emergency, as well as in the composition of the service delivery team; as well as the right to give informed consent or refuse to give informed to consent to a release of information and to withdrawal that consent
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 an 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. The 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 of disclosure for 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 and 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, gender identity, physical or mental

handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local or 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, and have that grievance investigated and a resolution determined for any infringements of rights;
19. The right to have oral and written instructions concerning the procedure for filing a grievance, and 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, legal counsel, self-help support services or advocacy support services at one's own expense.

If you have any questions, concerning your Client Rights, please contact:

Rebekah Dembski, Client Advocate

5982 Rhodes Road Kent, Ohio 44240

Monday – Friday 9:00-4:30 pm

(567) 242-6367

Process for Filing a Complaint/ Grievance

Any person applying for or receiving services from Coleman Health Services has the right to file a complaint/grievance with the Client Advocate. The Client Advocate (formerly Client Rights Officer) is the individual designated with the responsibility of assuring compliance with the client rights and grievance procedure rule.

You may submit, at any time, a grievance to the Client Advocate. The Client Advocate is available Monday through Friday from 9:00am – 4:30pm at 567-242-6367. If the Client Advocate is unavailable, the duties and responsibilities are appropriately delegated. All communications will be responded to within 1 business day.

Complaints or concerns may be made to the Client Advocate by telephone, in writing, or by making an appointment to meet with the Client Advocate in person. Should you or another person wish to file a formal grievance, Coleman staff or the Client Advocate can help you put your concerns in writing. All grievances must be in writing, signed, and dated by you or the individual filing the grievance on your

behalf. The written grievances must also include the date, approximate time, a description of the incident / situation, and the names of the individuals involved.

The Client Advocate will acknowledge receipt of the grievance in writing within three (3) business days and a description of the process that will follow.

The Client Advocate will investigate the grievance by discussing your concerns with staff who are directly involved, reviewing appropriate documents and processes, and/or other outreach, as needed, to assist in the resolution of the complaint or grievance.

For grievances, The Client Advocate will provide you with written notification and an explanation of the resolution of formal grievances within twenty (20) business days unless this time has been negotiated between the grievor and the Client Advocate.

If you are unhappy with the outcome of the grievance, you may appeal the grievance with the Chief Compliance Officer or his/her designee.

At any time, you may file a grievance with your local mental health and recovery board or any of the organizations listed below:

Federal & State Agencies	
Ohio Department of Behavioral Health (DBH) 30 E Broad Street, 36th Floor Columbus, Ohio 43215 614.466.2596	Disability Rights Ohio 200 Civic Center Drive, Suite 300 Columbus, Ohio 43215 (614) 466-7264 or (800) 282-9181
Attorney General's Office Health Care Fraud Unit 30 E Broad Street, 14 th Floor Columbus, Ohio 43215 (614) 466-4986 or (800) 282-0515	Office for Civil Rights US Department of Health and Human Services 233 North Michigan Avenue, Suite 240 Chicago, IL 60601 (312) 886-1807
Ohio Recovery Housing 17 S High Street Suite 799 Columbus, OH 43215 T: 614-453-5133 F: 614-228-0740 E: info@ohiorecoveryhousing.org	Ohio Legal Rights Service 88 East Long Street, 5 th Floor Columbus, Ohio 43266 (800)282-9181

Ohio Civil Rights Commission 1111 East Broad Street, 3 rd Floor Columbus, Ohio 43205 (614) 466-2785	Ohio Department of Job and Family Services 30 East Broad Street, 32 nd Floor Columbus, Ohio 43215 (614) 466-1213 or (855) 642-4453
Ohio Department of Medicaid 50 West Town Street, Suite 400 Columbus, Ohio 43215 (800) 324-8680	Social Security Administration Civil Rights Complaint Adjudication Office P.O. Box 17788 Baltimore, MD 21235-7788

County Mental Health Boards	
MHRS Board of Allen, Auglaize & Hardin Counties 529 South Elizabeth Street Lima, Ohio 45805 (419) 222-5122	MH & R Board of Ashland County 1605 County Road 1095 Ashland, Ohio 44805 (419) 281-3139
Ashtabula MH & R Board 4817 State Road, Suite 203 Ashtabula, Ohio 44004 (440) 992-3121	MH & R Board of Belmont, Harrison & Monroe Counties 99 North Sugar Street St. Clairsville, Ohio 43950 (740) 695-9998
Crawford and Marion Counties Board of ADAMHS 105 Washington Street Suite 203 Bucyrus, Ohio 44820 (740) 387-8531	Jefferson County Prevention and Recovery Board 524 Madison Avenue Steubenville, Ohio 43952 (740) 282-1300
MHDAS Board of Logan & Champaign 1521 North Detroit Street PO Box 765 West Liberty, Ohio 43357 (937) 465-1045	Mahoning County MH & R Board 222 West Federal Street, Suite 201 Youngstown, Ohio 44503 (330) 746-2959
Paint Valley ADAMH Board 394 Chestnut Street Chillicothe, Ohio 45601 (740) 773-2283	MH & R Board of Portage County 155 E Main Street PO Box 743 Kent, Ohio 44240 330.673.1756
MH & R of Richland County 87 East First Street, Suite L Mansfield, Ohio 44805 (419) 774-5811	Stark County MH & R Board 121 Cleveland Avenue, SW Canton, Ohio 44702 (330) 455-6644

County of Summit ADM Board 1867 W. Market Street, Suite B2 Akron, Ohio 44313 (330) 762-3500	Trumbull County MH & R Board 4076 Youngstown Rd SE Suite 201 Warren, Ohio 44484 (330) 675-2765
ADAMHS Board of Tuscarawas & Carroll Counties 119 Garland Drive SW New Philadelphia, Ohio 44663 (330) 364-6488	MH & R Board of Wayne & Holmes Co 1985 Eagle Pass Wooster, Ohio 44691 (330) 264-2527

Professional Boards	
Ohio Professional Chemical Dependency Board 77 South High Street, 16 th Floor Columbus, Ohio 43215 (614) 387-1110 or (800) 686-1595	Ohio Psychiatric Association 3510 Snoufer Road, Suite 101 Columbus, Ohio 43235 (614) 763-0400
Ohio CSWMFT Board 77 South High Street, 16 th Floor Columbus, Ohio 43215 (614) 466 -0912	State of Ohio Board of Nursing 77 South High Street, Suite 1830 Columbus, Ohio 43215 (614) 466-8808
State of Ohio Medical Board 30 E Broad Street, 3 rd Floor Columbus, Ohio 43215 (614) 466-8808 or (800) 554-7717	National Association of Social Workers 750 First Street, NE Suite 800 Washington, DC 20002 (800)742-4089

Accrediting Bodies
CARF 6951 East Southpoint Rd Tucson, AZ 85756 (888)281-6531