All CHS clients living in Type I residential facilities have all the following rights per Ohio Administrative Code 5122-30-22:

1. The right to be verbally informed of all resident rights in language and terms appropriate for the residents understanding, prior to or at the time of residency, absent a crisis or emergency.
2. The right to request a written copy of all resident rights and the grievance procedure.
3. The right to exercise one's own rights without reprisal, except that no right extends as far as to supersede health and safety considerations.
4. The right to file a grievance.
5. The right to be treated at all times with courtesy and respect, and with consideration for personal dignity, autonomy and privacy.
6. The right to receive services in the least restrictive, feasible environment.
7. The right to receive humane services in a clean, safe, comfortable, welcoming, stable, and supportive environment.
8. The right to reasonable protection from physical, sexual, and emotional abuse, neglect, and exploitation.
9. The right to freedom from unnecessary or excessive medication, and the right to decline medication, except a class one facility which employs staff authorized by the Ohio Revised Code to administer medication and when there is imminent risk of physical harm to self or others.
10. The right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others.
11. 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 a facility from using closed-circuit monitoring to observe seclusion rooms or other areas in the facility, other than bathrooms or sleeping areas, or other areas where privacy is reasonably expected, e.g. a medical examination room.
12. The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of resident information under state and federal laws and regulations.
13. The right to have access to one's own record unless access to certain information is restricted for clear treatment reasons. If access is restricted, a treatment/service plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment/service being offered to remove the restriction.
14. The right to be informed of one's own condition.
15. The right not to be discriminated against based on race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental disability, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.

16. The right to practice a religion of their choice or to abstain from it.

17. The right to be informed in writing of the rates charged by the facility and any additional charges, and to receive thirty days' notice in writing of any change in the rates and charges.

18. The right to reside in a class one residential facility, as available and appropriate to the type of care or services that the facility is licensed to provide, regardless of previous residency, unless there is a valid and specific necessity which precludes such residency. This necessity shall be documented and explained to the prospective resident.

19. The right to continued residency unless the facility is no longer able to meet the residents care needs; the resident presents a documented danger to other residents, staff or visitors; or the monthly charges have not been paid for more than thirty days.

20. The right not to be locked out of the facility at any time.

21. The right of adult residents not to be locked in the facility at any time for any reason.

22. The right to consent to or refuse treatment or services, or if the resident has a legal custodian, the right to have the legal custodian make decisions about treatment and services for the resident.

23. The right to consult with an independent treatment specialist, legal counsel, self-help support services or advocacy support services at one's own expense.

24. The right to communicate freely with and be visited without staff present at reasonable times by private counsel and, unless prior court restriction has been obtained, to communicate freely with and be visited at reasonable times by a personal physician, psychologist or other health care providers, except that employees of a board, a provider, personnel of the Ohio protection and advocacy system, or representatives of the state long-term-ombudsman program may visit at any time when permitted by the Revised Code. The right to communicate includes receiving written communications, which may be opened and inspected by facility staff in the presence of the resident recipient so long as the communication is then not read by the staff and given immediately to the resident.

25. The right to meet with staff from the OhioMHAS services in private.

26. The right not to be deprived of any legal rights solely by reason of residence in the facility.

27. The right to personal property and possessions:
   a. The right of an adult resident to retain personal property and possessions.
   b. The right of a child resident to personal property and possessions in accordance with one’s health and safety considerations, and developmental age, and as permitted by his/her parent or guardian.
28. The right of an adult resident to manage his/her own financial affairs, and to possess a reasonable sum of money.

29. The right to use the common areas of the facility.
   a. Adult residents shall have the right of access to common areas at all times.
   b. Children and adolescent residents shall have the right of access to common areas in accordance with the facility’s program schedule.

30. The right to engage in or refrain from engaging in activities:
   a. The right of an adult to engage in or refrain from engaging in cultural, social or community activities of the residents own choosing in the facility and in the community.
   b. The right of a child or adolescent to access cultural and social activities.

31. The right to meet or communicate with family or guardians, and visitors and guests:
   a. The right of an adult:
      i. To reasonable privacy and the freedom to meet with visitors and guests at reasonable hours.
      ii. To make and/or receive confidential phone calls, including free local calls.
      iii. To write or receive uncensored, unopened correspondence subject to the facility’s rules regarding contraband.
   b. The right of a minor:
      i. To visitors and to communicate with family, guardian, custodian, friends and significant others outside the facility in accordance with instructions from the minor’s parent or legal guardian.
      ii. To write or receive mail subject to the facility’s rules regarding contraband and directives from the parent or legal guardian when such rules and directives do not conflict with federal postal regulations.

32. The right to be free from conflicts of interest; no residential facility employee may be a resident’s guardian, custodian, or representative with the exception of an employee that has a previously established legal relationship to a resident, e.g. parent, spouse or child if permitted by facility policy.

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

   Jara Deegan, 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 griever 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:

<table>
<thead>
<tr>
<th>Federal &amp; State Agencies</th>
<th>DisAbility Rights Ohio</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ohio Department of Mental Health and Addiction Services (OhioMHAS) 30 E Broad Street, 36th Floor Columbus, Ohio 43215 614.466.2596</td>
<td>200 Civic Center Drive, Suite 300 Columbus, Ohio 43215 (614) 466-7264 or (800) 282-9181</td>
</tr>
</tbody>
</table>
Attorney General’s Office
Health Care Fraud Unit
30 E Broad Street, 14th 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, 5th Floor
Columbus, Ohio 43266
(800)282-9181

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

Ohio Department of Job and Family Services
30 East Broad Street, 32nd 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
# Resident Rights: Class One Facilities

<table>
<thead>
<tr>
<th>Coleman Health Services</th>
<th>Mahoning County MH &amp; R Board</th>
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<tbody>
<tr>
<td>MHDAS Board of Logan &amp; Champaign</td>
<td>222 West Federal Street, Suite 201</td>
</tr>
<tr>
<td>1521 North Detroit Street</td>
<td>Youngstown, Ohio 44503</td>
</tr>
<tr>
<td>PO Box 765</td>
<td>(330) 746-2959</td>
</tr>
<tr>
<td>West Liberty, Ohio 43357</td>
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<tr>
<td>(937)465-1045</td>
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<thead>
<tr>
<th>Paint Valley ADAMH Board</th>
<th>MH &amp; R Board of Portage County</th>
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<tbody>
<tr>
<td>394 Chestnut Street</td>
<td>155 E Main Street</td>
</tr>
<tr>
<td>Chillicothe, Ohio 45601</td>
<td>PO Box 743</td>
</tr>
<tr>
<td>(740) 773-2283</td>
<td>Kent, Ohio 44240</td>
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<tr>
<td></td>
<td>330.673.1756</td>
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<thead>
<tr>
<th>MH &amp; R of Richland County</th>
<th>Stark County MH &amp; R Board</th>
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<tbody>
<tr>
<td>87 East First Street, Suite L</td>
<td>121 Cleveland Avenue, SW</td>
</tr>
<tr>
<td>Mansfield, Ohio 44805</td>
<td>Canton, Ohio 44702</td>
</tr>
<tr>
<td>(419) 774-5811</td>
<td>(330) 455-6644</td>
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<thead>
<tr>
<th>County of Summit ADM Board</th>
<th>Trumbull County MH &amp; R Board</th>
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<tbody>
<tr>
<td>1867 W. Market Street, Suite B2</td>
<td>4076 Youngstown Rd SE Suite 201</td>
</tr>
<tr>
<td>Akron, Ohio 44313</td>
<td>Warren, Ohio 44484</td>
</tr>
<tr>
<td>(330) 762-3500</td>
<td>(330) 675-2765</td>
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<thead>
<tr>
<th>ADAMHS Board of Tuscarawas &amp; Carroll Counties</th>
<th>MH &amp; R Board of Wayne &amp; Holmes Co</th>
</tr>
</thead>
<tbody>
<tr>
<td>119 Garland Drive SW</td>
<td>1985 Eagle Pass</td>
</tr>
<tr>
<td>New Philadelphia, Ohio 44663</td>
<td>Wooster, Ohio 44691</td>
</tr>
<tr>
<td>(330) 364-6488</td>
<td>(330) 264-2527</td>
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<tr>
<th>Professional Boards</th>
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<tbody>
<tr>
<td>Ohio Professional Chemical Dependency Board</td>
<td>Ohio Psychiatric Association</td>
</tr>
<tr>
<td>77 South High Street, 16th Floor</td>
<td>3510 Snoufer Road, Suite 101</td>
</tr>
<tr>
<td>Columbus, Ohio 43215</td>
<td>Columbus, Ohio 43235</td>
</tr>
<tr>
<td>(614) 387-1110 or (800) 686-1595</td>
<td>(614) 763-0400</td>
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### Resident Rights: Class One Facilities

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Ohio CSWMFT Board</td>
<td>77 South High Street, 16th Floor</td>
<td>(614) 466-0912</td>
</tr>
<tr>
<td></td>
<td>Columbus, Ohio 43215</td>
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<tr>
<td>State of Ohio Board of Nursing</td>
<td>77 South High Street, Suite 1830</td>
<td>(614) 466-8808</td>
</tr>
<tr>
<td></td>
<td>Columbus, Ohio 43215</td>
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</tr>
<tr>
<td>State of Ohio Medical Board</td>
<td>30 E Broad Street, 3rd Floor</td>
<td>(614) 466-8808 or (800) 554-7717</td>
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<tr>
<td></td>
<td>Columbus, Ohio 43215</td>
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<tr>
<td>National Association of Social Workers</td>
<td>750 First Street, NE Suite 800</td>
<td>(800) 742-4089</td>
</tr>
<tr>
<td></td>
<td>Washington, DC 20002</td>
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#### Accrediting Bodies

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
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<tbody>
<tr>
<td>CARF</td>
<td>6951 East Southpoint Rd</td>
<td>(888) 281-6531</td>
</tr>
<tr>
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<td>Tucson, AZ 85756</td>
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Effective 5/7/2024