

All residents living in CHS Type II and III residential facilities have all the following rights per Ohio Administrative Code 5122-30-22.1:

1. The right to be verbally informed of all resident rights in language and terms appropriate for the resident's 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 grievance procedures.
3. The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.
4. The right to file a grievance.
5. The right to be always treated 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.
10. The right to be free from restraint or seclusion.
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 of 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 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, gender identity, physical or mental disability,

developmental disability, genetic information, HIV Status, or any other 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 visit the facility alone or with the individuals of the prospective resident's choosing.
18. The right to be informed in writing of the rates charged by the facility as well as any additional charges, and to receive thirty days' notice in writing of any change in the rates and charges.
19. The right to continue residency unless the facility is no longer able to meet the resident's care needs; the resident presents a documented danger to other resident's, staff, or visitor; or the monthly charges have not been paid for more than thirty days.
20. The right to receive thirty days prior written notice for termination of residency except in an emergency when the resident presents a documented danger to other residents, staff or visitors.
21. The right not to be locked out of the facility at any time.
22. The right not to be locked in the facility at any time for any reason.
23. The right to consent to or refuse treatment or services in a class two facility, or if the resident has a legal custodian, the right to have the legal custodian make decisions about treatment and services for the resident.
24. The right to consult with an independent treatment specialist, legal counsel, self-help support services or advocacy support services at one's own expense.
25. 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 the facility staff in the presence of the resident recipient so long as the communication is then to read by the staff and given immediately to the resident.
26. The right to meet with staff from OhioMHAS in private.
27. The right to not be deprived of any legal rights solely by reason of residence of the facility.
28. 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 their parent or guardian.
- 29. The right of an adult resident to manage their own financial affairs, and to possess a reasonable sum of money.
- 30. The right to use the common areas of the facility.
  - a. Adult residents shall have the right to use the common areas at all times.
  - b. Children and adolescent residents shall have the right of access to common areas during routine non-sleeping hours in accordance with facility expectations (school attendance, homework, implementation of natural and logical consequences, etc.).
- 31. 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 resident's own choosing in the facility and in the community.
  - b. The right of a child or adolescent to access cultural and social activities.
- 32. The right to meet or communicate with family or guardians, and visitors and guests at reasonable hours.
  - 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.
- 33. The right to be free from conflicts of interest, no residential facility employee may be a resident's guardian, custodian, or representative.

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:

Federal & State Agencies	
Ohio Department of Mental Health and Addiction Services (OhioMHAS) 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 <sup>th</sup> 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 <sup>th</sup> Floor Columbus, Ohio 43266 (800)282-9181
Ohio Civil Rights Commission 1111 East Broad Street, 3 <sup>rd</sup> Floor Columbus, Ohio 43205 (614) 466-2785	Ohio Department of Job and Family Services 30 East Broad Street, 32 <sup>nd</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>rd</sup> 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