



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 protection from physical, sexual and emotional abuse, neglect and inhumane treatment, and sexual exploitation;
3. The right to receive services in the least restrictive, feasible environment;
4. The right to participate in any appropriate and available service or support that is consistent with an individual service plan (ISP), regardless of the refusal of any other service or support, unless that service or support is necessary for clear treatment reasons and requires the individual's participation;
5. The right to give informed consent to or refuse any service or support;
6. The right to participate in the development, review and revision of one's own individualized service 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 constraints 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 in advance of the reason for terminating participation in a service or support, and to be provided a referral, unless the service or support is unavailable or not necessary;
13. The right to be informed of the reason for denial of a service or support;
14. The right not to be discriminated against for receiving services or supports on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, 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 or supports;



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;
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 or legal counsel 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

Email: ClientRights@ColemanServices.org

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 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. Additionally, the Client Advocate is available during regular business hours to meet with you by videoconferencing to assist you in filing a grievance. In this situation, you will be provided with a private space and the necessary equipment to meet virtually. If the Client Advocate assists in writing a grievance that is made verbally, the Client Advocate will attest that the written grievance is a true and accurate representation of your grievance. 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. If there is any extenuating circumstances that result in the resolution of the grievance being extended beyond twenty business days this will be documented in the grievance file and written notification given to you.

If you are unhappy with the outcome of the grievance, you may appeal the grievance with the Chief Compliance Officer or their designee. Grievance appeals will be resolved within 30 business days of the date the appeal was received by Chief Compliance Officer and written documentation of the appeal findings will be sent to the resident within 31 business days of receipt by the Chief Compliance Officer.

All client grievances will be kept for at least three years from the date of resolution and will include: a copy of the grievance, documentation of the grievance process and the resolution/remedy of the grievance, and documentation of any extenuating circumstances for resolving the grievance beyond twenty days.

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 Dept. 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
Office for Civil Rights US Dept. of Health and Human Services 233 North Michigan Avenue, Suite 240 Chicago, IL 60601 (312) 886-1807	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

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 & 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		
Allen	529 South Elizabeth Street, Lima, Ohio 45805	(419) 222-5122
Ashland	1605 County Road 1095, Ashland, Ohio 44805	(419) 281-3139
Ashtabula	4817 State Road, Suite 203, Ashtabula, Ohio 44004	(440) 992-3121
Auglaize	529 South Elizabeth Street, Lima, Ohio 45805	(419) 222-5122
Belmont	99 North Sugar Street, St. Clairsville, Ohio 43950	(740) 695-9998
Carroll	119 Garland Drive SW, New Philadelphia, Ohio 44663	(330) 364-6488
Champaign	1521 N. Detroit St, PO Box 765, West Liberty, Ohio 43357	(937) 465-1045
Crawford	105 Washington St, Suite 203, Bucyrus, Ohio 44820	(740) 387-8531
Fayette	394 Chestnut Street, Chillicothe, Ohio 45601	(740) 773-2283
Hardin	529 South Elizabeth Street, Lima, Ohio 45805	(419) 222-5122
Harrison	99 North Sugar Street, St. Clairsville, Ohio 43950	(740) 695-9998
Highland	394 Chestnut Street, Chillicothe, Ohio 45601	(740) 773-2283
Holmes	1985 Eagle Pass, Wooster, Ohio 44691	(330) 264-2527
Jefferson	524 Madison Avenue, Steubenville, Ohio 43952	(740) 282-1300
Logan	1521 N. Detroit St, PO Box 765, West Liberty, Ohio 43357	(937) 465-1045
Mahoning	222 W. Federal St, Suite 201, Youngstown, Ohio 44503	(330) 746-2959
Marion	105 Washington St, Suite 203, Bucyrus, Ohio 44820	(740) 387-8531
Monroe	99 North Sugar Street, St. Clairsville, Ohio 43950	(740) 695-9998
Pickaway	394 Chestnut Street, Chillicothe, Ohio 45601	(740) 773-2283
Pike	394 Chestnut Street, Chillicothe, Ohio 45601	(740) 773-2283
Portage	155 E Main Street, PO Box 743, Kent, Ohio 44240	(330) 673-1756
Richland	87 East First Street, Suite L, Mansfield, Ohio 44805	(419) 774-5811

Ross	394 Chestnut Street, Chillicothe, Ohio 45601	(740) 773-2283
Stark	121 Cleveland Avenue, SW, Canton, Ohio 44702	(330) 455-6644
Summit	1867 W. Market Street, Suite B2, Akron, Ohio 44313	(330) 762-3500
Trumbull	4076 Youngstown Rd SE, Ste 201, Warren, Ohio 44484	(330) 675-2765
Tuscarawas	119 Garland Drive SW, New Philadelphia, Ohio 44663	(330) 364-6488
Union	131 N Main St, Suite A, Marysville, OH 43040	(937) 642-1212
Wayne	1985 Eagle Pass, Wooster, Ohio 44691	(330) 264-2527

Professional Boards	
Ohio Prof. 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