



All residents of Certified Recovery Housing have the following rights:

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 the grievance procedure.
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 treated at all times with courtesy and respect, and with consideration for personal dignity, autonomy and privacy.
6. The right to receive behavioral health services and/or medical services from a provider of one's own choosing.
7. The right to receive support in a clean, safe, comfortable, welcoming, stable, and supportive environment.
8. The right to reasonable protection from physical, sexual and emotional abuse, exploitation, and inducement.
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 residence from using closed-circuit monitoring to observe areas in the residence other than bathrooms or sleeping areas or other areas where privacy is reasonably expected.
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 or documentation.
14. The right not to be discriminated against on the basis of 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.
15. The right to practice a religion of one's choice or to abstain from the practice of religion.
16. The right to be informed in writing of the rates charged by the residence as well as any additional charges and to receive at least thirty days' notice in writing of any change in the rates and charges.



17. The right to be informed in writing of who is responsible for paying the rates and to receive thirty days' notice in writing of any changes in payer.
18. 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, visitors, or oneself.
19. The right to exercise one's rights under Ohio landlord/tenant laws.
20. The right not to be locked out of the residence at any time.
21. The right not to be locked in the residence at any time for any reason.
22. The right to consult with legal counsel at one's own expense.
23. The right 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 or provider or the personnel of the Ohio protection and advocacy system 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 recovery housing residence staff in the presence of the resident recipient so long as the communication is not read by the staff and given immediately to the resident.
24. The right to meet with staff from the department of behavioral health in private.
25. The right not to be deprived of any legal rights solely by reason of residence in the recovery housing residence.
26. The right to personal property and possessions, unless prohibited by house policy.
27. The right of an adult resident to manage one's own financial affairs and to possess a reasonable sum of money.
28. The right to use the common areas of the recovery housing residence. Adult residents will have a right to access common areas at all times.
29. The right to engage in or refrain from engaging in activities, unless required by house policy.
30. The right to meet or communicate with family or guardians, visitors, and guests. The right of an adult:
 - a. To reasonable privacy and the freedom to meet with visitors and guests at reasonable hours so long as it confirms with the house visitor policy.
 - b. To make and/or receive confidential phone calls, including free local calls.
 - c. To write or receive uncensored, unopened correspondence subject to the recovery housing residence's rules regarding contraband.
31. The right to be free from conflicts of interest; no recovery housing residence employee may be a resident's guardian, custodian, or representative.

If you have any questions, concerning your Resident 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 resident 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 complaint 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

County Mental Health Boards		
Delaware / Morrow	40 N Sandusky St #301, Delaware, OH 43015	(740) 368-1740
Stark	121 Cleveland Avenue, SW, Canton, Ohio 44702	(330) 455-6644

Ohio Recovery Housing
An online complaint can be submitted at: https://rhoads.orh.ai/complaint/