



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 DBH 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 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 grievance with your local mental health and recovery board or any of the organizations listed below:

State Agencies	
Ohio Department of Behavioral Health 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

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

County Mental Health Boards		
Allen	529 South Elizabeth Street, Lima, Ohio 45805	(419) 222-5122
Belmont	99 North Sugar Street, St. Clairsville, Ohio 43950	(740) 695-9998
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

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