

Bloom Recovery Network LLC's Client Rights – Driver Intervention Program

Per ORC 5122-26-18 –

Each client participating in a driver intervention program has these rights:

- (1) The right to be treated with consideration and respect for personal dignity, autonomy and privacy;
- (2) The right to reasonable protection from physical, sexual or emotional abuse and inhumane treatment;
- (3) The right to give informed consent to or to refuse any service;
- (4) The right to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;
- (5) The right to be informed and the right to refuse any unusual or hazardous procedures;
- (6) 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 an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;
- (7) The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations;
- (8) The right to have access to one's own client record;
- (9) The right to be informed of the reason for terminating participation in a service;
- (10) The right to be informed of the reason for denial of a service;
- (11) The right not to be discriminated against for receiving services 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, state or federal laws;
- (12) The right to know the cost of services;
- (13) The right to be verbally informed of all client rights, and to receive a written copy upon request;
- (14) The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;
- (15) The right to file a grievance;
- (16) The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;
- (17) The right to be informed of one's own condition; and,
- (18) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

Bloom Recovery Network LLC Client Grievance Procedure

The client is to give the grievance to the Owner Kelly Burden MSCJ, LICDC-CS

Contact information:

Mail: 222 S. Elizabeth Lima, OH 45801

Email: Bloomrecovery@gmail.com

Client advocate available to assist a client in filing a grievance: Janice Wilson (Lima DIP security staff member) email jwilson@allencountyohio.com or call 419- 227-7821 M-F 8a-4p for assistance. The grievance may be made verbally to Ms. Wilson and she will prepare a written text of the grievance.*

All grievances must be put into writing, dated and signed by the client, the individual filing the grievance on behalf of the client, *or have an attestation by the client advocate that the written grievance is a true and accurate representation of the client's grievance. The grievance must include, if available, the date, approximate time, description of the incident and names of individuals involved in the incident or situation being grieved.

A written acknowledgment of receipt of the grievance be provided to each grievant. Such acknowledgment shall be provided within three business days from receipt of the grievance. The written acknowledgment will include, but not be limited to, the following:

- ✓ Date grievance was received;
- ✓ Summary of grievance;
- ✓ Overview of grievance investigation process;
- ✓ Timetable for completion of investigation and notification of resolution; and,
- ✓ Treatment provider contact name, address and telephone number.

The program will make a resolution decision on the grievance within twenty business days of receipt of the grievance. Any extenuating circumstances indicating that this time period will need to be extended must be documented in the grievance file and written notification given to the client.

The client has the option to file a grievance with outside organizations, that include, but are not limited to, the following:

- Mental Health and Recovery Services Board of Allen, Auglaize, and Hardin Counties @ 529 S. Elizabeth St. Lima, OH 45804 419-222-5120
- Ohio Department of Mental Health and Addiction Services @ 30 E. Broad St. Columbus, OH 43215 614-466-2596
- Disability Rights Ohio @ 200 S. Civic Center Suite 300 Columbus, OH 43215 614-466-7264
- U.S. department of Health and Human Services, Civil Rights Regional Office in Chicago @ 233 N. Michigan Ave. Suite 240 Chicago, IL 60601 312-886-2359 TDD 312-353-5693.