

FAMILY PRIDE'S MISSION:

To engage children and families with our innovative and professional clinical services in the home and community.

Family Pride of Northeast Ohio, Inc.

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Client's Rights and Grievance Procedures

Angela Daugherty

Clients Rights and Privacy Officer

440-286-1553





Family Pride of Northeast Ohio, Inc. is a non-profit agency that provides in-home behavioral health counseling and supportive services to families in Geauga, Lake, Ashtabula, Portage, Cuyahoga and Summit counties. Our agency strives to identify and resolve mental health issues for both parents and children in order to help families stay intact, to enable each family member to find their place within the family, and to provide awareness of any harmful consequences and accountability of actions that impact interpersonal relationships and individual success.

This mission drives the agency's guiding principles that focus on:

- Providing family-centered, strength based counseling in partnership with both children and parents to address concerns and issues.
- Collaborating with other service providers to develop and individualized treatment plan for each client and family.
- Tailoring our services to meet the needs of each individual client and family which includes: flexible appointments based upon family schedule, variety of therapeutic and support interventions, and enrichment activities to engage client in community activities.

External Community Resources

Geauga County Board of Mental Health
13244 Ravenna Road
Chardon, Ohio 44024
(440) 285-2282

Lake County ADAMHS Board
Painesville, Ohio 44077
(440) 350-3117
(440) 918-3117

Ashtabula County Mental Health & Recovery Services Board
4817 State Road, Suite 203
Ashtabula, Ohio 44004
440-992-3121

Ohio Legal Rights
8 East Long Street, Suite 500
Columbus, Ohio – 43215-2999
Voice: (614) 466-7264; Toll free in Ohio: (800) 282-9181
TTY: (614) 728-2553; Toll free in Ohio (800) 858-3542

United States Department of Health and Human Services
Washington, D.C. – 20201

**Written Summary of Federal Regulation:
Confidentiality of Alcohol and Drug Abuse Client Records**

Program staff shall not convey to a person outside of the program that a client receives services from the program or disclose any information identifying a client as an alcohol or other drug services client unless the client consents in writing for the release of information, the disclosure is allowed by a court order, or the disclosure is made to a qualified personnel for a medical emergency, research, audit or program evaluation purposes.

Federal laws and regulations do not protect any threat to commit a crime, any information about a crime committed by a client either at the program or against any person who works for the program.

Federal laws and regulation do not protect any information about suspected child abuse or neglect from being reported under State Law to the appropriate State or Local authorities.

Client Rights Statement

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy without humiliation.
2. The right to serve in a humane setting which is the least restrictive as defined in the treatment plan.
3. The right to be informed on one's condition, of proposed or current services, treatment or therapies, and of the alternatives.
4. The right to consent to or refuse any service, treatment or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment or therapy on behalf of a client.
5. The rights to a current, written individualized service plan that addresses one's own mental health, physical health, social and economic needs and that specifies to the provision of appropriate and adequate services, as available, either directly or by referral.
6. The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan.
7. The right to freedom from unnecessary or excessive medication.

8. The right to freedom from unnecessary restraint or seclusion.
9. The right to participate in any appropriate and available agency service regardless of refusal of one or more other services, treatments, or therapies or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and / or requires the client's participation in other services. This necessity shall be explained to the client and written in the client's current service plan.
10. The right to be informed of and refuse any unusual or hazardous treatment procedures.
- 11..The right to be advised of and refuse observation by techniques such as one way vision mirrors, tape recorders, television monitors, and / or photographs.
12. The right to have the opportunity to consult with independent treatment specialists or legal counsel at one's own expense.
13. The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and / or certifying sources, state or federal statutes, unless release of information is specifically authorized by the client or parent, or legal guardian or a minor client.

The client or representative shall include reasonable opportunity to be heard by an impartial third party. The grievant has the option to initiate a complaint with one or all of the following external Community Resources listed, including the local County Mental Health Board, Ohio Department of Mental Health, Ohio Legal Rights Services, and / or the United States Department of Health and Human Services.

Upon receiving an appropriate Release of Information form, all documents related to the grievance shall be forwarded to the identified entity.

The Rights Statement and Grievance Procedure shall be posted in the principle office and a copy of the Rights Statement and Grievance Procedure shall be given to client(s), parent(s), and / or guardian(s) at time of intake.

The agency's Client Advocate shall maintain records of grievances received, the subject matter of the grievances, and the resolution of the grievances.

Agency records shall be available for review by the community mental health boards or the State Department of Mental Health.

The Client Advocate is responsible for sending an annual summary of all grievances received, types of grievances, and resolutions of grievances to the Ohio Department of Mental Health and the local boards of mental health.

- STEP 1: Within seventy two (72) hours of receipt of the grievance, the Client Advocate will initiate the fact-finding process of the particular grievance and notify the Executive Director that a Grievance has been filed.
- STEP 2: Within five (5) days of the filing of a grievance, the Client Advocate will issue to the Executive Director a status report regarding the grievance findings.
- STEP 3: Within seven (7) days of the filing of a grievance, the grievant or designee shall receive a disposition of a resolution in writing.
- STEP 4: If the grievant disagrees with the disposition, he or she has three (3) days to elevate the grievance to the Executive Director for further review.
- STEP 5: Within seven (7) days of receipt of a disagreement, the Executive Director will convene an administrative session which will include the grievant or designee for further discussion.
- STEP 6: Within seven (7) days of the administrative session, the Executive Director will notify the grievant of the disposition thereof in writing.
- STEP 7: If the grievant disagrees with the final disposition, the grievant may contact external Community Resources (list provided below) to review the grievance.
- STEP 8: Family Pride of Northeast Ohio, Incorporated, maintains a “no reprisal” policy for clients either directly or indirectly involved in the filing of grievances.

14. The right to have access to one’s treatment records, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client’s treatment plan. “Clear treatment reasons” shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an eminent risk. The person restricting the information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all information. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records. This may be done by submitting a written request to review records, scheduling an appointment with the Executive Director, or his designee, and reviewing the record in the Family Pride of Northeast Ohio, Incorporated’s offices.
15. The right to be informed in advance of the reason(s) for discontinuance of any service provision, and to be involved in planning for the consequences of that event.
16. The right to receive an explanation of the reasons for denial of service.

17. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, or inability to pay.
18. The right to know the cost of services and freedom from financial exploitation.
19. The right to be fully informed of all rights.
20. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service. Clients who feel their rights have been violated should contact the Client Rights and Privacy Officer, **Angela Daugherty, at (440) 286-1553, Monday through Friday, between 8:00 am and 5:00 pm.**



Grievance Procedures

The written Grievance Procedures provide the following:

Assistance in completing and filing a grievance if desired by the client or client representative.

The Grievance Procedures to be explained in terms of content and process.

The Grievance Procedures to be available to client and / or representative, including contact information for the agency Client Advocate, Angela Daugherty, available at (440) 286-1553, Monday through Friday, between 8:00 am and 5:00 pm.

The grievant shall have prompt accessibility to the Client Advocate.

Should the agency Client Advocate be the subject of the grievance, the Executive Director will act in the capacity of client advocate.

Persons authorized to provide information to the grievant include board members, therapists, administrative staff, and support staff. All agency staff have the responsibility to immediately advise any client or any other person who is articulating a formal or informal grievance about the availability of, and contact information for, the agency Client Advocate.

Time line specifications upon filing of a grievance: grievances must be processed within ninety (90) days of the alleged offence, or ninety (90) days of when the grievant, or legal guardian, discovers that there may be a grievance.