

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.

**Written summary of the federal laws and regulations that indicate the confidentiality of client records are protected as required by 42CFR, part 2**

The law in its entirety can be found at: <https://www.ecfr.gov/current/title-42/chapter-I/subchapter-A/part-2#2.12>

(a) Notice required. At the time of admission to a part 2 program or, in the case that a patient does not have capacity upon admission to understand his or her medical status, as soon thereafter as the patient attains such capacity, each part 2 program shall:

(1) Communicate to the patient that federal law and regulations protect the confidentiality of substance use disorder patient records; and

(2) Give to the patient a summary in writing of the federal law and regulations.

(b) Required elements of written summary. The written summary of the federal law and regulations must include:

(1) A general description of the limited circumstances under which a part 2 program may acknowledge that an individual is present or disclose outside the part 2 program information identifying a patient as having or having had a substance use disorder;

(2) A statement that violation of the federal law and regulations by a part 2 program is a crime and that suspected violations may be reported to appropriate authorities consistent with §2.4, along with contact information;

(3) A statement that information related to a patient's commission of a crime on the premises of the part 2 program or against personnel of the part 2 program is not protected;

(4) A statement that reports of suspected child abuse and neglect made under state law to appropriate state or local authorities are not protected; and

(5) A citation to the federal law and regulations.

(c) Program options. The part 2 program must devise a notice to comply with the requirement to provide the patient with a summary in writing of the federal law and regulations. In this written summary, the part 2 program also may include information concerning state law and any of the part 2 programs policies that are not inconsistent with state and federal law on the subject of confidentiality of substance use disorder patient records.

**NOTE: Bloom Recovery Network LLC's Driver's Intervention Program is not a Part 2 program  
Per OAC Rule 5122-29-12:**

Program staff, contract employees, volunteers and student interns shall not convey to a person outside of the program that an individual attends or receives services from the driver intervention 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; the disclosure is to entities with which the provider has entered into a qualified service organization agreement (QSOA) pursuant to 42 CFR part 2; or the disclosure is made to qualified personnel for a medical emergency, research, audit or program evaluation purposes. The driver intervention program has the authority to deny services if a client refuses consent to the release of information.

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

Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities. Each disclosure made with the client's written consent must be consistent with 42 C.F.R., part 2, by including the following written statement: "This information has been disclosed to you from records protected by federal confidentiality rules. The federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 C.F.R., part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The federal rules restrict any use of information to criminally investigate or prosecute any alcohol or drug abuse client."

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

Contact Information:  
Mail: 222 S. Elizabeth St, Lima, OH 45801  
Email: [bloomrecovery@gmail.com](mailto:bloomrecovery@gmail.com)

A client advocate is available to assist a client in filing a grievance: email or call Nicholas Wheeler (Advisory Board Member) at [nick92\\_wheeler@hotmail.com](mailto:nick92_wheeler@hotmail.com) or 419-230-1558 Mon-Fri 8am-8pm. The grievance may be made verbally to Mr. Wheeler and he 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 acknowledgement of receipt of the grievance will be provided to each grievant. Such acknowledgement shall be provided within three business days from the receipt of the grievance. The written acknowledgement will include, but not be limited to, the following:

- ✓ Date grievance was resolved;
- ✓ 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 the 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
- US Department of Health and Human Services, Civil Rights Regional Office of Chicago  
@ 233 N. Michigan Ave Suite 240, Chicago, IL 60601 312-886-2359 TDD 312-353-5693

### **Appealing a Decision**

To appeal an agency's answer to your grievance, call 419-222-5120 (MHR SB of Allen, Auglaize and Hardin Counties) or call 614-224-1111.

1. Ask for the client rights officer (CRO) at the mental health board.
2. Tell the CRO that you want to file an appeal on the agency's answer to your grievance.
3. If you are not satisfied with their response, you can appeal their decision to the Ohio Department of Mental Health & Addiction Services (OhioMHAS) using the instructions below...

To appeal a mental health board's answer to your grievance, contact OhioMHAS's Community Supports and Client's Right Office (CAP) or call 877-275-6364 (family and consumers only), 614-466-7228 (all others), TTY 888-636-4889.

1. Ask to speak with the Office of Community Supports and Client Rights.
2. Tell them you want to file an appeal on the county mental health board's answer to your grievance.

**Assistance:** If you need assistance at any time during the grievance of appeal process, contact one of the agencies listed below. For agencies with no TTY/TDD number listed, call the Ohio Relay Service TTY at 711 or 800-750-0750

- Disability Rights Ohio @ 800-282-9181 / TTY 800-858-3542
- Community Client Rights Advocates by County
- OhioMHAS Consumer Advocacy and Protection Specialist @ 877-275-6364 (family and consumers only), 614-466-7228 (all others), TTY 888-636-4889.

Outline of *PRIME for Life Educational Curriculum* as found in the PRIME for Life Table of Contents:

### UNIT 1: Exploring

- What Is Most Important To Me?
- Heart Disease
- Choices: Psychological & Social
- Beliefs Influencing High-Risk Choices
- Defining Standards
- Understanding the 0123 Guidelines
- What Most People Say
- Alcoholism & Drug Addiction
- Putting It All Together
- Impairment and Drugs
- Research Basis For LR Guidelines
- Exploring & Adjusting 0123 Guidelines
- Risks We Can & Cannot Change
- Body, Brain, Biology
- How High Tolerance Trick Us?
- Choices
- Building LR Alcohol Guidelines

### UNIT 2: Reflecting

- Phases of Use: Green, Yellow, Orange, Red
- Where I am in the Phases

### UNIT 3: Protecting

- My Message

All Bloom Recovery Network LLC clients (current and past) and family members are encouraged to offer input regarding the planning, evaluation, delivery and operation of the DIP.

One way in which this input is provided is through completion of the client satisfaction survey. We request you complete this prior to leaving the program.

You are also welcome to attend the advisory board meetings held on the 15th of December each year. Please contact [bloomrecovery@gmail.com](mailto:bloomrecovery@gmail.com) for the location and time of the meeting, closer to that date.

Lastly, if you are interested, you may also be afforded the opportunity to be a member of the advisory board for this agency. You would be required to purchase your own malpractice insurance and would be agreeing to attend each annual meeting. Please submit the written request for consideration to the email address listed above or mail to Bloom Recovery Network 222 S. Elizabeth Street, Lima, OH 45801.

We appreciate your support and value your input. We have made significant changes to our program throughout the years' due to this input.