



Client Rights



Mental Health & Recovery Board
of Clark, Greene & Madison Counties

Clark County Client Rights Contacts



- Bill Otto-325-8715-Catholic Charities
- Judy Potts-324-9000-Elderly United
- Marilyn Aldridge-325-5564-WellSpring
- Dan Barksdale-328-5300-McKinley Hall
- Vicki Wartner-629-3046-Mental Health Services
- Carolyn Joyner-399-6101-Oesterlen
- Susan Loudenback-328-5308-Project Woman
- Mike Kessler-324-1111x135-Rocking Horse



Greene County Client Rights Contacts



- Harmony Desmond - 376-8526 x18
Family Violence Prevention Center
- Dr. Tim Callahan - 767-1303 x127
Greene County Educational Service Center
- Melissa McFarland - 562-5084
Greene Leaf Therapeutic Community
- Rhonda Baer - 376-7810
Housing Solutions
- Jason Roush - 376-8771
TCN Behavioral Health/Family Solutions Center
- Michele Cox - 352-2906
Women's Recovery Center



Psychiatric Advanced Directives



- Written by a consumer/client while competent that expresses wishes regarding treatment in event person loses capacity to make informed decisions about psychiatric treatment
 - Instruction or proxy directives
 - State kinds of treatment wanted/not wanted, who may/may not provide the treatment, and where you will/not receive treatment
 - **Durable Power of Attorney—for medical treatment and/or mental health treatment**

Client Rights: ODMH & ODADAS



- For individuals served, clients, consumers
- Grouped into five major categories:
 1. Dignity & Respect
 2. Informed Choice & Treatment
 3. Freedom
 4. Personal Liberties
 5. Freely Exercise All Rights

The Right to Dignity and Respect



- Dignity, respect, autonomy & privacy
(MH-1, AOD-1)
- Service in a humane setting with the
greatest possible freedom
(MH-2, AOD-2)

Right to Informed Choice & Treatment



- Informed of current conditions and suggested services
(MH-3, AOD-3,4)
- Accept or reject any service
(MH-4, AOD-5)
- Receive current, written individualized treatment plan
(MH-5, AOD-6)
- Active, informed participation in treatment plan
(MH-6, AOD-6)

Right to Informed Choice & Treatment



- Participation in any service, even if other services are refused
(MH-9)
- Advance notice if any services are to be discontinued
(MH-15, AOD-13)
- Clear explanation of denial of any service
(MH-16, AOD-14)

Right to Freedom



- Unnecessary medication
(MH-7, AOD-7)
- Unnecessary restraint & seclusion
(MH-8, AOD-7)
- Unusual or dangerous treatment
(MH-10, AOD-8)
- Intrusion of one-way mirrors, photos, A/V recorders, TV, movies
(MH-11, AOD-9)

Right to Personal Liberties



- Consultation with treatment specialist or legal counsel at own expense
(MH-12, AOD-10)
- Confidentiality
(MH-13, AOD-11)
- Read & get copies of psychiatric, medical, or other treatment records
(MH-14, AOD-12)
- Non-discrimination
(MH-17, AOD-15)
- Know the cost of services
(MH-18, AOD-16)

Right to Freely Exercise All Rights



- Fully informed of all rights
(MH-19, AOD-17)
- Exercise any and all rights without being threatened or punished
(MH-20, AOD-18)
- File a grievance
(MH-21, AOD-19)
- Have oral and written instructions for filing a grievance
(MH-22, AOD-20)

Complaint vs. Grievance



- Concerns communicated by a person receiving services from a mental health or addiction treatment agency
- Grievance – FORMAL process
- Complaint – INFORMAL process

Grievance Process



- Agencies must have written procedure including:
 - Assistance in filing the grievance, if needed
 - Investigation of grievance on behalf of griever
 - Agency representation for griever at hearing, if desired
 - Specify name, title, location, hours available, and phone number of Client Rights Officer



Grievance Process



- Written procedure includes (continued):
 - Explain to grievor about the process from filing to the final resolution, include reasonable opportunity for the grievor to be heard by an impartial decision-maker (ODMH)
 - Specify timelines for resolution not to exceed 20 working days from the date of filing the grievance
 - Specify written notification/explanation of the resolution and provided to client/grievor with client's permission (ODMH)

Grievance Process



- **Written procedure includes (continued):**
 - Opportunity to file grievance within a reasonable period of time from the date it occurred (ODMH)
 - Option of griever to initiate a complaint with any outside entities. The relevant addresses and telephone numbers shall be included (Handout)
 - Provide upon request, all relevant info about the grievance to one or more organizations (ODMH)
 - Provide alternative arrangements for situations in which the CRO is the subject of the grievance (ODMH)
 - Assure prompt accessibility of the CRO (ODMH)



Grievance Process



- **Written procedure includes (continued):**
 - Assure grievance is in writing, dated, signed by client (ODADAS)
 - Assure grievance includes the date, time, description of incident and individuals involved (ODADAS)
 - Provide written receipt to grievant within 3 working days. Receipt includes date received, summary, overview of investigation, timetable for process, notification of resolution, treatment provider contact name, address, and telephone number (ODADAS)

Grievance Process



- **Written procedure includes (continued):**
 - Post Grievance Procedure in conspicuous place (ODMH)
 - Distribute copy of written Grievance Procedure to each applicant and client, upon request (ODMH)
 - CRO takes all necessary steps to assure compliance with the Grievance Procedure (ODMH)
 - Every agency person (admin., support staff) clearly understands responsibility to immediately advise any client/applicant, or other person articulating a concern, complaint, or grievance, about name and availability of the agency's CRO and right to file a grievance (ODMH)

MHRB Client Rights Officer



Roselin Runnels (937) 322-0648 x106

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Clients may voice concerns at any level



Ohio

Department of
Mental Health

Ted Strickland, Governor
Sandra Stephenson, Director

NAMI
National Alliance on Mental Illness



OHIO LEGAL RIGHTS SERVICE | for people with disabilities

welcome to the
Counselor, Social Worker and
Marriage & Family Therapist Board

Ohio

Department of Alcohol &
Drug Addiction Services

