

Greenleaf Family Center

Subject: Client Rights

COA Provision #: _____

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**GREENLEAF FAMILY CENTER
CLIENT RIGHTS**

Each client has all of the following twenty-five rights as listed in paragraphs (D)(1) to (D)(15) of this rule.

1. All who access mental health services are **informed of these rights**.
 - a. The right to be informed of the rights described in this rule prior to consent to proceed with services, and the right to request a written copy of these rights.
 - b. The right to receive information in language and terms appropriate for the person's understanding.
 - c. The right to be fully informed of the cost of services.
2. Services are appropriate and respectful of **personal liberty**.
 - a. The right to be treated with consideration, respect for personal dignity, autonomy and privacy and within the parameters of relevant sections of the Ohio Revised Code and the Ohio Administrative Code.
 - b. The right to receive humane services
 - c. The right to participate in any appropriate and available service that is consistent with an individual service/treatment plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation.
 - d. The right to reasonable assistance, in the least restrictive setting; and
 - e. The right to reasonable protection from physical, sexual and emotional abuse, inhumane treatment, assault, or battery by any other person.
3. Development of **service plans**:
 - a. The right to a current ISP that addresses the needs and responsibilities of an individual that specifies the provision of appropriate and adequate services, as available, either directly or by referral; and
 - b. The right to participate in the development, review, and revisions of one's own individualized treatment plan and receive a copy of it.

- c. The right to actively participate in periodic ISP reviews with the staff including services necessary upon discharge.
4. **Declining or consenting to services:**
 - a. The right to give full informed consent to any service including medication prior to commencement and the right to decline services including medication absent an emergency.
 - b. The right to be advised of and refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, televisions, movies or photographs, or other audio and visual technology. This right does not prohibit an agency from using close-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms: and
 - c. The right to decline any hazardous procedures.
5. **Restraint or Seclusion:**

The right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others.
6. The right to reasonable **privacy and freedom** from excessive intrusion by visitors, guests and non-agency surveyors, contractors, construction crews or others.
7. **Confidentiality:**
 - a. The right to confidentiality unless a release or exchange of information is authorized and the right to request to restrict treatment information being shared.
 - b. The right to be informed of the circumstances under which an agency is authorized or intends to release, or has released, confidential information without written consent for the purposes of continuity of care as permitted by division (A)(7) of section 5122.31 of the Ohio Revised Code.
 - c. The right to confidentiality of communication and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations.
8. **Grievances**

The right to have the grievance procedure explained orally and in writing, the right to file a grievance, with assistance if requested; and the right to have a grievance reviewed through as grievance process, including the right to appeal a decision. The Grievance procedures and forms are available from any staff member upon request.
9. **Non-discrimination**

The right to receive services and participate in activities free of discrimination on the basis of religion, race, ethnicity, age, color, gender, gender identity, 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.

10. No reprisal for exercising rights:

The right to exercise rights without reprisal in any form including the ability to continue services with uncompromised access. No right extends so far as to supersede health and safety considerations.

11. Outside Opinions:

The right to have the opportunity to consult with independent specialists or legal counsel at one's own expense.

12. No conflicts of interest:

No agency employee may be a person's guardian or representative if the person is currently receiving services from said facility.

13. Access to records:

The right to have access to one's own psychiatric, medical or other 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. If access is restricted, the treatment plan shall also include a goal to remove the restriction.

14. Discontinuation of Service

The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.

15. Denial of Service

The right to receive an explanation of the reasons for denial of service.