



WHERE RECOVERY BEGINS

CLIENT RIGHTS

As a client of The LCADA Way you have the right to expect the highest level of professionalism, courtesy and care. In addition to these, Federal and State laws guarantee various Rights. The LCADA Way is committed to upholding these rights. No policy or practice of this agency will compromise these basic rights and no employee of this agency will involve themselves in any actions which might jeopardize a client's rights.

The Rights of Clients shall include:

- The right to be treated with consideration and respect for personal dignity, autonomy and privacy.
- The right to reasonable protection from physical, sexual, or emotional abuse and inhumane treatment.
- The right to receive services in the least restrictive, feasible environment.
- The right to be informed of one's own condition.
- The right to be informed of available program services.
- The right to be informed of proposed services, treatments, therapies and alternatives.
- The right to give informed consent to or to refuse any service, treatment, or therapy, including medication absent an emergency.
- The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it.
- The right or freedom from unnecessary or excessive medication and to be free from restraints or seclusion unless there is immediate risk of physical harm to self or others.
- The right to be informed and the right to refuse any unusual or hazardous treatment procedures.
- 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 or 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 rooms.
- The right to consult with an independent treatment specialist or legal counsel at one's own expense.
- 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.
- The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction and the treatment being offered to remove the restriction.
- The right to be informed in a reasonable amount of time in advance of the reason for terminating participation in a service and provide a referral, unless the service is unavailable or not necessary.
- The right to be informed of the reason(s) for denial of a service.
- The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, sexual orientation, national origin, developmental disability, physical or mental handicap, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.
- The right to know the cost of services.

- The right to be verbally informed of all client rights and receive a written copy upon request.
- The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.
- The right to file a grievance.
- The right to have oral and written instructions concerning the procedures for filing a grievance and to assistance in filing a grievance, if requested.

GRIEVANCE PROCEDURE

Any client who believes that any of his/her rights have been violated may initiate a review by filing a grievance. All grievances should be addressed to the agency Client Rights Officer (CRO):

Wendy Banas
 The LCADA Way
 2115 West Park Drive
 Lorain, Ohio 44053
 (440) 989-4900 9 a.m. to 4:30 p.m. Monday through Friday

In the absence of the CRO, or if the grievance involved the CRO, the CEO shall handle the grievance. The CEO availability is the same as the CRO listed above.

PROCEDURE FOR FILING A GRIEVANCE

1. A formal grievance must be documented in writing. The grievance must include the date, time, names of the individuals involved and a description of the incident/situation being grieved. The grievance should contain as much information as possible regarding the complaint. The statement should be signed by the Claimant (or legal guardian), dated and filed with the CRO or CEO. If the said grievance is against the CRO the grievance shall be submitted to the CEO. The grievance should be submitted within thirty (30) calendar days of the incident. (The person filing the grievance is the Claimant.)
2. The Clients Rights Officer is available to assist in the filing of a grievance.
3. Complaints will be reviewed by the agency CEO, CRO, and /or other designee. The investigation will involve gathering facts and speaking with all parties involved. The CRO will contact the client with a decision within seven (7) calendar days from the date of filing. Written notification and explanation of the resolution shall be given to the claimant. If the problem is resolved to the satisfaction of all parties, this will be documented and no further action shall be taken.
4. If the grievance is not resolved to the satisfaction of the Claimant, a hearing will be scheduled. The hearing is to be held within fourteen (14) calendar days of the original filing of the client rights grievance statement. The CRO will notify the claimant of the hearing by providing them with a copy of a hearing notice containing the date, time and location of the hearing.
5. The agency CEO shall schedule and conduct the hearing. All employees involved in the complaint shall be present. Each party will be given an opportunity to present reasons for and against the manner in which the issue was handled.
6. Within seven (7) calendar days of the hearing, the agency CEO will issue a written report to each party summarizing the complaint and resolution reached during the hearing.

7. If the complaint is not resolved to each party's satisfaction, an appeal may be requested in writing to the Chairman of the Board of Trustees. The name, address and other pertinent information regarding the current Chairman shall be provided to the Claimant by the CRO. Additional information may be requested by the Chairman from the Claimant or the CRO. The Claimant will be notified of the Chairman's decision within five (5) calendar days.

8. The client may also file a grievance with any of the governmental organizations listed in the Clients Rights section of this handbook. Any information regarding the complaint will be forwarded to any of the aforementioned entities with a Release of Information signed by the client.

You also have the right to file a grievance with outside organizations that include, but are not limited to:

Mental Health, Addiction and Recovery Services (MHARS) Board of Lorain County
4950 Oberlin Avenue
Lorain, Ohio 44053
(440) 282-9920

Ohio Department of Mental Health and Addiction Services
30 E. Broad Street
Columbus, Ohio 43215
(614) 466-2596

Disability Rights Ohio
50 West Broad St. Suite 1400
Columbus, Ohio 43215
(614) 466-7264

US Department of Health and Human Services
Civil Rights Regional Office (Midwest Region)
233 N. Michigan Ave., Suite 240
Chicago, Illinois 60601
Customer Response Center
(800) 368-1019

Joint Commission
1515 West 22nd Street, Suite 1300W
Oak Brook, IL 60523
(630) 268-7400