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408 Ninth St SW,

Suite 1610

213 Market Ave N,

Suite 200

4526 Stow Rd,

Suite A

Canton, OH 44707 Canton, OH 44702 Stow, OH 44224

**Client Rights Policy:**

It is the policy of Lighthouse Family Center, Ltd to treat all without regard to race, color, national origin, handicap, age, sex, sexual orientation, gender identification, or economic status.

The same requirements are applied to all, and clients are admitted without regard to any of these factors. There is no distinction in eligibility for, or in the manner of providing clients services. All persons and organizations having occasion either to refer clients for services or to recommend Lighthouse Family Center, Ltd are advised to do so without regard to such issues as the potential client’s race, color, ethnicity, national origin, handicap, age, sex, sexual orientation, gender identification, or economic status.

The person designated to coordinate compliance with non-discrimination laws is the Client Rights Officer, who may be contacted to file a complaint.

**Client 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 service in a humane, least restrictive and feasible environment.

1. The right to be informed of one’s own condition, or proposed or current service, treatment or therapies, and of the alternatives.
2. The right to consent or to 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 minor client.
3. The right to a current written, individualized service plan that addresses one’s own mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral.
4. The right to active and informed participation in the establishment, periodic review, and reassessment of the service plan.
5. The right to freedom from unnecessary or excessive medication.
6. The right to freedom from unnecessary restraint or seclusion.
7. The right to participate in any appropriate and available organizational 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 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 services plan.
8. The right to be advised of and to refuse any unusual or hazardous treatment procedures.
9. The right to be informed of and to refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs.
10. The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one’s own expense.
11. The right to confidentiality of communications and of all personal 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, parent or legal guardian of a minor client or court appointed guardian of the person of an adult client.
12. 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 documented in the client’s treatment plan. “Clear treatment reasons” shall be understood to mean only severe emotional damage to the client, such that danger or self-injurious behavior is an imminent 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 reviewed and 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.
13. 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 as well as be provided a referral, unless the service is unavailable or not necessary.
14. The right to receive an explanation of the reason(s) for denial of service.
15. The right not to be discriminated against in the provision of service on the basis of religion, race, color, ethnicity, national origin, age, gender, sexual orientation, lifestyle, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status or inability to pay.
16. The right to know the cost of services.
17. The right to be verbally informed of all client rights and to receive a written copy upon request.
18. The right to exercise any and all rights without reprisal in any form, including continued uncompromised access to service, except that no right extends so far as to supersede health and safety considerations.
19. The right to file a grievance.
20. The right to have oral and written instructions for filing a grievance, and to assistance in filing a grievance if requested.
21. The right to a second opinion.
22. The right to request another therapist.

**Protection of Client Rights:**

1. Each client shall receive a written statement of Client Rights during the intake procedure. Staff will explain any and all aspects of Client Rights.
2. Clients will sign the Permission for Treatment form which includes a signature indicating receipt of the Client Rights Policy.
3. Copies of the Client Rights are posted in well-marked areas within the agency to ensure that clients as well as staff are well aware of these basic rights. Staff will advise clients regarding the Clients Right Officer, and will assist with filing a grievance if needed.
4. If a client believes that his/her rights are being violated, they may contact (by phone, in writing, or in person) the Client Rights Officer (CRO) and begin the procedure. There is no time limit to the filing of a grievance.

**Client Rights Grievance Procedure – Civil Rights:**

An individual who wants to file a complaint or grievance is referred to the Civil Rights Officer (CRO) or to the Executive Director. The CRO or Director attempts to resolve the issue.

If this is unsuccessful, the complainant is given a grievance form and any assistance needed to file the grievance.

The complainant is advised of his / her right to file with outside entities:

The Ohio Department of Human Services

30 East Broad St, 32nd Floor

Columbus, Ohio 43215

The Office of Civil Rights

US Department of Health & Human Services

233 N. Michigan Ave, Suite 240

Chicago, Illinois 60601

**Client Grievance Procedure:**

1. The grievance procedure will be posted in a highly visible place in each agency location.
2. Upon request, all Lighthouse Family Center Ltd clients and / or guardians shall be provided with oral and written instructions for filing a grievance. Any Lighthouse Family Center Ltd client / guardian who has a concern, complaint, or grievance should contact the Client Rights Officer (CRO), who may be reached at:

Carrie Schnirring

Lighthouse Family Center, Ltd.

408 Ninth St SW, Suite 1610

Canton, OH 44707

(330) 305-2753

The name of the CRO will be made easily accessible to all clients requesting this information without question as to the nature of the problem.

1. The CRO shall be assigned by the Executive Director of Lighthouse Family Center Ltd, and will assist with the grievance, as well as investigate on behalf of the grievant.
2. When a written complaint is filed with the CRO, shall have five (5) working days to respond in writing to the grievance.
3. If the CRO is the Executive Director, and the complaint is against the Executive Director, the client may pursue the grievance by submitting a written complaint to the Alternate CRO, Carrie Schnirring, who must also respond in writing within five (5) working days.
4. If still not satisfied, the client may submit the grievance to the Advisory Board of Lighthouse Family Center Ltd. The Board shall act on the grievance at the first available scheduled meeting of the Board, and shall respond in writing within five (5) working days after their next scheduled meeting with an explanation of the resolution.
5. If necessary, the Board will convene a Committee to conduct a formal hearing of the grievance. The CRO will represent the grievant at the hearing, if desired. The entire process is to be completed within 20 days. The Committee Chair will advise the client of his/her option to further grieve with outside licensing or regulatory associations, and will provide the client with relevant contact information.
6. All Lighthouse Family Center Ltd clients / guardians shall have the option to register a complaint with a licensing or regulatory body of their choosing, including the following:

* Stark County Mental Health and Addiction Recovery
* Ohio Mental Health and Addiction Services
* Ohio Legal Rights Service
* United States Department of Health and Human Services

1. Appropriate professional licensing, regulatory associates, and / or other State departments. The names, addresses, and phone numbers of the aforementioned will be given to the grievant. (See list at end of this policy.) All relevant information required to file a complaint including agency name, address, and phone number, will be given to the grievant.
2. Any client / guardian may submit a grievance directly to the Executive Director if the grievance involves the CRO or if the CRO is unavailable for any reason.
3. The Lighthouse Family Center Ltd CRO keeps records of all grievances. These records are available for review by MHAR and Ohio MHAS upon request. Lighthouse Family Center Ltd submits an annual summary report to the Board including number of grievances, type of grievance, and the resolution status of each grievance.

**Rights and Responsibilities of the Client at Lighthouse Family Center, Ltd:**

Client rights and responsibilities include, but are not limited to, the following:

1. Basic expectations for the use of the organization’s services

Clients are accepted for treatment by completing diagnostic assessment interviews. If treatment is determined to be an appropriate option, clients are then entitled to all services offered by Lighthouse Family Center Ltd. Clients can expect treatment in accordance with their Civil Rights, Client Rights, and the policies of Lighthouse Family Center Ltd.

1. The right to know the hours of service

Hours of service are from 9 am to 8 pm Monday - Friday, 9 am – 4 pm Saturday according to each therapist’s schedule.

1. The right to know rules, behaviors, and other factors that could result in discharge or termination of treatment.

These factors include loud, violent, or threatening behavior, frequent cancellations, or missing appointments without notice, unwillingness to follow the Individual Service Plan, and attendance at therapy sessions while under the influence of alcohol or illegal drugs.

1. Information regarding how to lodge complaints, grievances, or appeals.

At any point, if a grievant is not satisfied, he / she has the opportunity to register a complaint with the following entities.

Mental Health & Recovery Services Ohio Counselor & Social Worker Board

Board of Stark County 77 S. High St, 16th Floor

800 Market Ave N, Suite 1150 Columbus, OH 43215-6108

Canton, OH 44702 614.466.0912

330.455.6644 614.728.7790 (fax)

Ohio Department of Jobs and Ohio Medical Board

Family Services 77 S. High St, 17th Floor

Cleveland District Office Columbus, OH 43215-6127

815 W. Superior Ave, 10th Floor 614.466.3934

Cleveland, OH 44113-1882 800.554.7717

866.635.3748 614.728.5946 (fax)

Ohio Legal Rights Service Ohio Attorney General’s Office

8 East Long St, 5th Floor Medicaid Fraud Unit

Columbus, OH 43215 101 E. Town St, 5th Floor

614.466.7264 or 800.282.9181 Columbus, OH 43215

614.644.1888 (fax) 614.466.0722

Client Assistance Program for Client Advocacy Coordinator

Vocational Rehabilitation Ohio Department of Mental Health

c/o Ohio Legal Rights 30 E Broad St, 8th Floor

8 East Long St Columbus, OH 43215-3430

Columbus, OH 43215 614.466.2333

614.466.7264 or 800.282.9181 614.466.1571 (fax)

Educational & Nurse Registration Board Ohio Psychiatric Association

77 S. High St, Suite 400 1350 W. 5th Ave, Suite 218

Columbus, OH 43215 Columbus, OH 43212-2907

614.466.3947 614.481.7555

614.466.0388 (fax) 614.481.7559 (fax)

ADA Ohio Ohio Governor’s Council on People

700 Morse Rd, Suite 101 with Disabilities

Columbus, OH 43214 400 E. Campus View Blvd

614.844.5410 Columbus, OH 43235-4604

614.844.5537 (fax) 800.282.4536 Ext 1391

800.232.2321 (TTY) 614.438-1200 (Voice/TTD)

President’s Committee on Employment United States Equal Employment

of People with Disabilities Opportunity Commission

1331 F St NW, Suite 300 1801 L St NW, Room 9024

Washington, DC 20004 Washington, DC 20507

202.376.6200 (voice) 202.663.4900

202.376.6205 (phone) 202.663.4494 (TTY)

202.376.6219 (fax) 800.669.4000

Office of Americans with Disabilities US Department of Health and

US Department of Justice Human Services

Civil Rights Division Office of Civil Rights

PO Box 66118 233 N Michigan Ave, Suite 240

Washington, DC 20530-6118 Chicago, IL 60601

800.514.1301 (ADA Info Line) 312.353.5160

800.514.0383 (TTD) 312.353.4144 (fax)

US Equal Employment Ohio Department of Alcohol and

Opportunity Commission Drug Addiction Services

Cleveland Office Two Nationwide Plaza

Skylight Office Tower 280 N High St, 12th Floor

1660 W 2nd St, Suite 850 Columbus, OH 43215-2537

Cleveland, OH 44113-1412 614.466.3445

216.522.2001 614.644.9140 (TDD)

216.522.2202 614.752.8645 (fax)

Community Services for the Deaf Ohio Board of Psychology

Of Ohio 77 S. High St, Suite 1830

5050 Blaze Memorial Pkwy Columbus, OH 43215-6108

Dublin, OH 43017 614.466.8808

877.781.6670 (toll free)

614.889.5815 (TTY)

614.889.6914 (fax)

-Any of these above-listed agencies may request copies of the grievance. The copies will be sent with the client’s permission. The client may initiate a request for copies of the grievance to be sent to any of the above-listed agencies.

-A copy of this document will be posted prominently in the waiting room. Copies of the Grievance Procedure shall be made available to anyone upon request.

-A complainant may choose to contact the ombudsman directly and, in so doing, bypass the agency’s internal grievance procedure. The ombudsman may be reached using the contact information below:

MHAR Board of Stark County

800 Market Ave N, Suite 1150

Canton, OH 44702

Phone: 330.455.6644

Hours: 8:30 am – 5:00 pm