



Client Rights Statement

In Ohio you are provided with specific safeguards for your rights while you are receiving services at Concord Counseling Services. The following “Rights of Clients” statement is designed to inform you and your family of those rights. The rights of minor children will be covered by the legal consent of parents, adoptive parents, or legal guardians.

Rights of Clients

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 receive services in the least restrictive, feasible environment.
4. The right to participate in any appropriate and available service that is consistent with an individual service 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.
5. The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency.
6. The right to participate in the development, review and revision of one’s own individualized treatment plan and to receive a copy of it.
7. The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others.
8. The right to be informed and the right to refuse any unusual or hazardous treatment procedures.
9. The right to be advised and the right to refuse observation by others and 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 bathroom or sleeping areas.
10. 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.
11. 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 restrictions, a goal to remove the restriction, and the treatment being offered to remove the restriction.
12. The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary.
13. The right to be informed of the reason for denial of a service.
14. 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.
15. The right to know the cost of services.
16. The right to be verbally informed of all client rights, and to receive a written copy upon request.
17. The right to exercise one’s own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.
18. The right to file a grievance.



19. The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested.
20. The right to be informed of one's own condition.
21. The right to consult with an independent treatment specialist or legal counsel at one's own expense.
22. The right to have access to quality improvement activities. Concord's Quality Improvement Coordinator is available for client questions or input.
23. The right to service that is responsive and sensitive to an individual's ethnic and cultural heritage
24. The right to information upon request in sufficient time to facilitate decision making regarding services including information and referral, consultation, education, prevention, and training
25. The right to be free from abuse, financial or other exploitation, retaliation, humiliation, or neglect by any Concord staff member
26. The right to refuse involvement in research projects, or to give informed consent to participate in research projects
27. The right to referral to legal entities for appropriate representation, self-help support services and advocacy support services.
28. The right to other legal rights as defined by local, state and/or federal laws.

Client Rights Officer

**Jennifer Sheets, LSW
Director of Clinical Data and Quality
Concord Counseling Services
700 Brookside Blvd
Westerville, OH 43081
614-882-9338 ext.235
Available Monday-Friday 10am – 6pm**



Grievance Procedure

Concord Counseling has established a Grievance Procedure for use by any client or applicant for service. If you have a concern regarding how you were treated by any staff member of Concord Counseling, you may verbally present your grievance to the person involved, the person's supervisor, or the Client Rights Officer. If you are not satisfied with the results you may file a written grievance by contacting Concord's Client Rights Officer.

Grievance Procedure Steps

1. All client rights grievances will be heard during regular business hours by the Client Rights Officer. Concord's staff will notify the Client Rights Officer of anyone choosing to file a grievance and will be responsible for referring that person to the Client Rights Officer.
2. The Client Rights Officer will explain the grievance procedure and assist, if needed the griever or the griever's representative, with filing the Grievance Form.
3. The grievance must be put into writing, although the grievance may be made verbally and the Client Rights Officer will be responsible for preparing a written text of the grievance.
4. The Client Rights Officer will provide a written acknowledgment of receipt of the grievance to each grievant. This will be completed within 3 business days from the receipt of the grievance.
5. The Client Rights Officer will access all relevant information about the grievance during the investigation and provide a written response that is considered to be a proposed resolution and explanation to the griever or, with the client's permission, to the designated representative if other than the client. This will be completed within twenty business days of the date the grievance was filed. 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.
6. Although a grievance may be filed at any time the griever so desires, Concord encourages grievances to be filed within sixty (60) days. Extenuating circumstances will be taken into consideration.
7. If the Client Rights Officer is the subject of the grievance, the Executive Director will act as the impartial decision maker.
8. The Client Rights Officer will provide representation for the griever at an agency hearing if a hearing is requested by the client. Reasonable opportunity will be given to the griever or representative to be heard by an impartial decision maker. This response will be accomplished within two business days.
9. Appeal Process – If the complaint is still not resolved, the client has the right to make a written request to the Executive Director to appeal the decision of the Client Rights Officer. Written request should be submitted to:
Concord Counseling Services.
700 Brooksedge Boulevard
Westerville, Ohio 43081
Attn: Executive Director

A written response from the Executive Director will be issued within two weeks after the appeal is received.
10. The Client Rights Officer will provide the griever a statement regarding the option of the griever to further grieve to any and all of the following: Franklin County ADAMH Board, Ohio Department of Mental Health and Addiction Services, Disability Rights Ohio, U.S. Department of Health and Human Services, and appropriate professional licensing or regulatory boards.