

Clients Rights & Grievances Contacts

Mental Health & Recovery Board of Union County
131 North Main Street
Marysville, OH 43040
937.642.1212

Ohio Department of Mental Health & Addiction Services

Kathryn Remer, Consumer Advocacy & Protection Specialist
30 E. Broad Street, 36th Floor
Columbus, OH 43215-3430
614.466.2596
877.275.6364 (Bridge line for consumers & families)
Text telephone: 614.752.9696

Disability Rights Ohio (formerly Ohio Legal Rights Service)

50 W. Broad Street, Suite 1400
Columbus, Ohio 43215-5923
614.466.7264
800.282.9181 (Toll free Ohio only)
TTY: 614.728.2553
800.858.3542 (Toll free Ohio only)

Ohio Attorney General

30 E. Broad Street, 14th Floor
Columbus, OH 43215
614.466.4986
800.282.0515

U.S. Department of Health & Human Services

Office for Civil Rights Region 5
233 N. Michigan Avenue, Suite 240
Chicago, IL 60601
800.368.1019
TDD: 800.537.7697

Ohio Counselor, Social Worker, & Marriage & Family Therapist Board

50 West Broad Street, Suite 1075
Columbus, OH 43215-3344
614.466.0912
General email: cswmft.info@cswb.ohio.gov

State Medical Board of Ohio

30 E. Broad Street, 3rd Floor
Columbus, Ohio 43215-6127
614.466.3934

State Board of Psychology of Ohio

77 S. High Street, Suite 1830
Columbus, OH 43215-6108
614.466.8808

We're Here to Help & Protect

The Mental Health & Recovery Board of Union County is your local voice for advocacy and protection. We strive to ensure that services from our contract agencies are available and accessible, take into consideration your unique issues and concerns, and never discriminate because of who you are or who you represent. It's what we do by law, but it's also what we do by belief.

What we Believe

We believe that the communities in Union County can provide a compassionate and supportive environment to enhance the quality of life of all citizens. Such an environment affords each of us an opportunity to attain his or her fullest potential.

We believe that each individual has a personal responsibility within his or her ability to work toward the improvement of their life and the communities' well being.

We believe that the Board and the communities share the responsibility to offer programs, services, and a supportive environment for individuals and families who are affected by mental illness and substance abuse.

Mental Health & Recovery Board of Union County
131 N Main Street, Suite A, Marysville, OH 43040
937.642.1212 fax: 937.644.9543
mhrbuc.org

24/7 HOTLINE
800.731.5577
or text
4help to 85511

Client Rights & Grievances Summary



mental health & recovery board
UNION COUNTY



What are my Rights?

The MHRB works with the local agencies it contracts with to ensure that services are accessible, appropriate, and as affordable as possible. Services must also protect the dignity and rights of the people who receive them. In that role, the MHRB advocates for clients served by the agencies to ensure that they are respected and informed. The following summary of rights is taken from the Ohio Administrative Code 5122-26-18.

- *The right to be informed of your rights in way that you can understand, including the right to be informed about the cost of your services;*
- *The right to be treated with consideration, respect for your dignity, autonomy and privacy;*
- *The right to participate in any appropriate and available service consistent with your individual service plan (ISP) even if you refuse other types of services;*
- *The right to reasonable protection from physical, emotional and sexual abuse;*
- *The right to participate in the development of your individual service plan (ISP);*
- *The right to full informed consent and the right to decline services absent an emergency;*
- *The right to be informed of and refuse observation techniques;*
- *The right to be free from seclusion or restraint unless there is imminent risk of physical harm to self or others;*
- *The right to privacy and confidentiality;*
- *The right to know the grievance policy and to file a grievance;*
- *The right to receive services free from discrimination based on 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.*
- *The right to exercise these rights without reprisal.*

Policy

Clients receiving mental health or substance abuse treatment services from an Ohio Department of Mental Health and Addiction Services certified agency (regardless of payer source) are protected by specific rights. A grievance may be filed at any time which will be resolved in a responsive and impartial manner, and in accordance with the following procedure:

Procedure

1. Any client or parent/guardian of a minor client of a contracting agency may file a grievance with the Board within a reasonable period of time from the date the grievance occurred.
2. The Mental Health & Recovery Board Executive Director shall be the designated Client Rights Officer (CRO) for the Board. The alternate shall be the Associate Director. The location of the CRO is 131 N. Main Street, Marysville, OH 43040 between the hours of 8:00 and 4:30 Monday - Friday.
3. The Board's listing of rights and grievance procedures shall be available upon request and will be reviewed by the CRO with any clients seeking to file a grievance.
4. Upon receiving a grievance, the Board Client Rights Officer shall determine if an attempt for resolution had been made at the agency level. If this has not been done, the Board Client Rights Officer will contact the Agency Client Rights Officer immediately to see if resolution can occur at the agency level. If the client or parent/guardian refuses to contact the Agency Client Rights Officer, the Board Client Rights Office will follow the grievance procedures as described in item 5.
5. If the Agency grievance procedures were followed

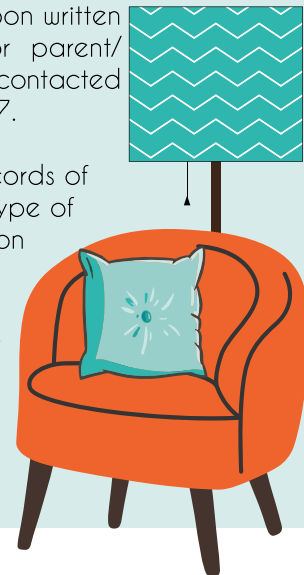
without resolution, the Board Client Rights Office will promptly meet with the client, assist the client in completing a written grievance (if one does not already exist) gather facts from the client or parent/guardian and request from the agency, the information in the client rights file. All other parties will be contacted and attempts will be made for a quick resolution. If there is a resolution, a written notification and explanation of the resolution will be provided to the agency and the client, or to the griever if other than the client, with the client's permission.

6. Resolution of the grievance shall be attempted within twenty-one (21) calendar days from the date the original grievance was filed.

7. The client or parent/guardian shall have the option to initiate a complaint with any or all of the following: Ohio Department of Mental Health and Addiction Services; Disability Rights Ohio; U.S. Department of Health and Human Services; Attorney General's Office; and State licensing or regulatory boards. A list of the organizations with proper addresses and telephones shall be given to the client or parent/guardian upon request.

8. Any relevant information about the grievance shall be made available, upon written request and the client or parent/guardian's permission, to the contacted organizations listed in Item 7.

9. The Board shall keep records of grievances it receives, the type of grievances and the resolution status of the grievance. It shall also assure the availability of these records for review by the Ohio Department of Mental Health and Addiction Services upon request.



A full copy of this policy, procedures and all attachments is available upon request or on the Mental Health & Recovery Board website mhrbuc.org.

The Mental Health and Recovery Board of Union County is comprised of citizens commissioned under Ohio law to serve as the local mental health and substance abuse authority which is responsible for planning, funding and evaluating services. Our mission is to bring about positive mental health and to prevent, reduce or eliminate the limiting effects of mental illness and addictive behaviors through a community wide effort.