



I have the right to:

Be treated as an important human being.

Be cared for with concern and respect.

Be provided adequate food, shelter and clothing.

Be heard and involved with decisions of my life.

Be informed about and have involvement with my family and siblings, including the right to reject visits or contacts.

Complete information and direct answers to my questions about choices, services and decisions.

Reasonable access to my caseworker or a person in the agency who can make decisions on my behalf.

Express my opinion and have it treated respectfully.

Request the support services that I need.

Individualized care and attention based on my unique skills and goals.

Ongoing contact with significant people in my life such as personal supports and relatives.

Access to my case record to help me meet my goals.

Personal property, personal space and my privacy.

Be notified of changes that affect my safety, stability or well-being.

Practice my religion

Know what is expected of me.

Be cared for without regard to race, sex, religion, and special needs.

A plan for my future and the support I need to accomplish it.

Your Responsibilities are:

- Always getting permission from staff to go to an area outside of the unit or an area away from the group
- Being honest. Doing what you say you will do, being where you are supposed to be and so on
- Following through with responsibilities such as going to school, cleaning your bedroom.

You may check with your child or the staff in the unit to learn his/her responsibilities.

- Treat others with respect
- Keep yourself and others safe



**The Buckeye Ranch, Inc.
Client Focused Policies
All Programs and Services**

POLICY NUMBER: CH.ALL.07

EFFECTIVE DATE: 05/06

REVISION DATE(S):

SUBJECT: Advocacy and Client Rights

PURPOSE: The purpose of this policy is to describe client rights and the responsibility of the Ranch to provide those rights to all clients of The Ranch.

SCOPE: All programs and services.

POLICY:

In addition to complying with their reporting duties, workforce members shall be familiar with Ranch clients' rights. Every workforce member shall ensure that all Ranch clients have the right to all information, support, and advocacy as described in the following attachments, as applicable: Client Rights, Residential Client Rights, AOD Treatment Services Client Rights and Responsible Party's Rights Statements.

DEFINITIONS:

Workforce Member – any person, including an employee, volunteer, or student intern, who is authorized by the Ranch to participate in, or carry out programs and activities for the Ranch.

Client - an individual applying for or receiving behavioral health and/or foster care services from The Ranch.

Client Rights Officer - the individual who represents the rights and interests of all Ranch clients as though the clients' rights and interests were the individual's own in order to realize the rights to which the client is entitled, obtain needed services, and remove barriers to meeting the client's needs.

Grievance - a written or oral complaint initiated by, or on behalf of, a client regarding denial or abuse of any of the client's rights. The person initiating a complaint on behalf of a client must have the legal authority to do so.



PROCEDURES:

- A. Grievances for all clients except PFSN
Workforce members shall assist clients who believe their rights have been violated in the following manner:

Informal Counseling – Clients should be encouraged to talk about their problem, privately, with an appropriate staff member. Clients should be told that the staff member may not be able to maintain the confidentiality of the information conveyed by the client if the information is serious enough to warrant further disclosure. Any documentation required to be made to record the problem (e.g. examination by a nurse) should be facilitated by the staff member who initially counsels the client.

Filing – Should informal counseling not resolve the matter, clients should be reminded that they have a right to file a formal grievance, in writing or orally, through the Client Rights Officer, who will then investigate the grievance. Staff should assist those clients who wish to file a grievance with the Client Rights Officer. A client has the option to file a grievance with outside organizations, that include, but are not limited to those resource agencies listed in this Policy.

- B. Role of the Client Rights Officer

The Client Rights Officer will:

- assist in filing a grievance, if needed.
- Investigate on behalf of the grievant.
- Represent the grievant at the agency hearing, if desired by grievant.

If a grievant requires assistance in preparing a written grievance, the Client Rights Officer (or designee) will assist the grievant in preparing the written grievance. Final approval by the grievant of the written content of the grievance must be obtained, and an acknowledgment that assistance was provided must be indicated on the written grievance.

- C. Grievance Process

Grievances may be filed within a “reasonable” amount of time from the date of occurrence (“reasonable” is open ended). All staff may immediately advise any client about the Client Rights Officer and the right to file a grievance. The Client Rights Officer may be contacted in writing, by telephone and in person. In an emergency, the Client Rights Officer can be paged. Alleged instances of abuse or neglect shall be reported and investigated in accordance with ODHS Administrative Code 5101:2-9-25(B) and ORC 2151.42.1 (2151.421).

All client rights grievances will be written and include the following elements:

1. Be signed and dated
2. Date of the incident
3. Signed by the client or the individual filing the grievance on behalf of the client
4. Date, approximate time, description of the incident, and names of those individuals involved in the incident/situation being grieved
5. Statement to whom the client is to grieve

The Client Rights Officer shall promptly and thoroughly investigate all client grievances by:

- Assigning the grievance an identifying number;
- Documenting the date and substance of the grievance;
- A written acknowledgement of receipt of the grievance will be provided to each grievant. Such acknowledgement shall be provided within three working days from receipt of the grievance. The written acknowledgement shall include, but not be limited to, the following:
 - a) Date grievance was filed



- b) Summary of grievance
 - c) Overview of grievance investigation and notification of resolution
 - d) Timetable for completion of investigation and notification of resolution
 - e) Treatment provider contact name, address and telephone number (this will include the assigned clinician and the Client Rights Officer and if requested the person's whom the complaint was filed in regard).
- Interviewing the client who filed the grievance;
 - Interviewing all other workforce members with direct knowledge of the incident giving rise to the grievance;
 - Interviewing other clients with direct knowledge of the incident giving rise to the grievance, if, in the judgment of the Client Rights Officer, credible information can be obtained and interviews will not interfere with any other clients' treatment;
 - Determining the validity of the grievance;
 - Conveying the determination to the client and to any workforce member who had direct involvement in the incident giving rise to the grievance;
 - Conveying the determination of the validity of the grievance (by identifying number) to the Quality Improvement and Executive Directors;
 - In conjunction with the Quality Improvement Director, conveying recommendations for improvement based upon the investigation, to the Executive Director.
 - The Client Rights Officer will provide the grievant a statement regarding the option of the grievant to further grieve with any and all of the resource agencies listed in the attachment to this policy. The list of resource agencies will be provided upon request.
 - The Buckeye Ranch will make a resolution decision on the grievance within twenty-one calendar days of receipt of the grievance. 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. Resolving the grievance is not to exceed twenty working days from the date of filing the grievance
 - The Client Rights Officer will provide, upon request and a release, information about the grievance to one or more of the resource agencies as requested.

D. Crisis

During a crisis, the client will be advised, as appropriate to their current mental health status, that they have rights, can contact the Client Rights Officer and file a grievance. They will be advised, at that time, of any specific right that appears to be relevant or about which they inquire. Following the crisis, when the client is stable, a staff member will provide written and verbal explanations of their rights and the grievance process.

E. Maintaining Files

The Client's Rights Officer will maintain records of all grievances. All grievances will be maintained for at least two years from resolution, records of client grievances that include, at a minimum, the following:

- Copy of the grievance.
- Documentation reflecting process used and resolution/remedy of the grievance.
- Documentation, if applicable, of extenuating circumstances for extending the time period for resolving the grievance beyond twenty-one calendar days.

F. Staff Training

- All staff will receive copies of this policy each time the policy is revised or updated. The policy will be presented, explained and discussed at team meetings by the Client Rights Officer or designee.
- All new staff will receive a copy of this policy during their orientation and will be trained regarding the rights and grievance procedure. Receipt of said policy will be documented in their personnel file.

G. Client Training

- Routine requests for information concerning services available will be sent a copy this policy if so requested.
- All clients and guardians upon admission will receive a copy of the rights and grievance procedure and also receive verbal explanations of both.



- Parents and/or custodial agency representatives will receive a copy of the Parent Handbook which contains the rights and grievance process and have both explained verbally.
- A copy of the rights and information concerning the identity, location and availability of the Client Rights Officer will be posted in each building.

H. Annual Report

The Client Rights Officer shall prepare an Annual Report to the Executive Director and to the Board compiling the number of client grievances filed, the general nature of the grievances, and the dispositions of those grievances. The Report shall not individually identify any client. The Report shall also include any recommendations for improvement from the Client Rights Officer. A copy of this annual summary will be submitted to the Franklin County ADAMH Board

CROSS REFERENCES:

JCAHO RI.2.10 through RI.3.10

OAC 5101:2-5-13; 5122-26-18; 5122-30-22; 3793:2-1-07; 5101:2-5-35



CLIENT RIGHTS STATEMENT

Each client receiving services from any program or department of The Ranch has the right:

1. To a nurturing, safe environment, including the right to adequate food, housing, clothing, medical care, and habilitation or rehabilitative services, if applicable, provided in the least restrictive environment possible. This includes freedom from the denial of meals or snacks as a form of punishment and retention for punitive purposes.
2. To participate in programs of education, training, social development, recreation and religious observances, as applicable. This includes the right to not participate in religious activities.
3. To a current written treatment plan, to be an active participant in the treatment planning process, to be informed of services and possible alternatives and to obtain a second opinion at his or her own expense.
4. To freedom from physical, sexual and verbal abuse, unnecessary or excessive restraint, seclusion or medication, ill-treatment and harsh or degrading punishment. This includes the right to be therapeutically held and/or secluded only by staff in an emergency situation to prevent harm to self or others.
5. To send and receive mail without censorship. If individual exceptions are necessary, the reasons shall be recorded in the client's individual treatment plan and shared with the referring agency and family.
6. To understand the rules and regulations of The Ranch and, upon entrance, to be provided with written and verbal explanations of these policies so that acceptable and non-acceptable behavior and the sanctions for non-acceptable behavior can be clearly understood.
7. To family visitation, off-grounds visits and to consultation, including telephone calls, with parents, guardian, legal counsel and other qualified persons consistent with the client's individual treatment plan.
8. To give informed consent, unless revoked by the client's lawful representative, to be involved in unusual or special treatment procedures.
9. To access his or her own records (including research results) that are maintained at the Ranch unless a licensed health care professional determines that:
 - i. Access to the information is reasonably likely to endanger the life or physical safety of the individual or another person;
 - ii. The information makes reference to another person (unless such other person is a health care provider) and a licensed health care professional has determined, in the exercise of professional judgment, that the access requested is reasonably likely to cause substantial harm to such other person; or
 - iii. An individual's access may be denied if the protected health information was obtained from someone other than a health care provider under a promise of confidentiality and the access requested would be reasonably likely to reveal the source of the information.
10. To a reasonable amount of privacy and to be treated with consideration and respect for personal dignity and autonomy.
11. To receive appropriate and reasonable adult guidance, support and supervision and to be taught responsibility for self and others.
12. To refuse any service, treatment, or therapy upon full explanation of the consequences of such refusal.

The Buckeye Ranch 5665 Hoover Road Grove, City Ohio 43123 614-875-2371



13. To know in advance of his or her discharge, the reasons for discharge and what plans can be made.
14. To have a designated staff member, known as the Client Rights Officer, assigned to be an advocate.
15. To be assured the same civil rights accorded to other citizens and to exercise these rights without reprisal, including the right to file a grievance.
16. To be informed how to file a grievance, both within and outside of the Ranch, and to be assisted in filing a grievance by the Client Rights Officer. The Client Rights Officer is:

Andrew Bensing
The Buckeye Ranch, Inc.
5665 Hoover Road
Grove City, Ohio 43123

Available Monday – Friday 8 a.m. to 5 p.m.

(614) 539-6426



Consistent with Administrative Rule 5122:30-22 and 5122:2-1-02, client receiving mental health services from The Buckeye Ranch have the right:

1. To be treated with consideration and respect for personal dignity, autonomy and privacy;
2. To service in a humane setting which is the least restrictive feasible as defined in the treatment plan;
3. To be informed of one's own condition, of proposed or current services, treatment or therapies, and of alternative;
4. To consent to or 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;
5. To a current, written, individualized service plan that addresses one's own mental health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral;
6. To active and informed participation in the establishment, periodic review, and reassessment of the service plan;
7. To freedom from unnecessary or excessive medication;
8. To freedom from unnecessary restraint or seclusion;
9. To participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another services, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services. This necessarily shall be explained to the client and written in the client's current service plan;
10. To be informed of and refuse any unusual or hazardous treatment procedures;
11. To be informed of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies or photographs;
12. To have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense;
13. To confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless releases of information is specifically authorized by the client or parent or legal guardian of a minor client or court appointed guardian of the person of an adult client in accordance with rule 5122:2-3-11 of the Administrative Code;
14. 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. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that angers or self-injurious behavior is an eminent 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 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 and obtaining copies of personal records;
15. To be informed in advance of the reason(s) for discontinuing of service provision, and to be involved in planning for the consequences of that event;
16. To receive an explanation of the reasons for denial of service;
17. Not to be discriminated against in the provision of services on the basis or religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, or inability to pay;
18. To know the cost of services;
19. To be fully informed of all rights;
20. To exercise any and all rights without reprisal in any form including continued and uncompromised access to services;
21. To file a grievance; and
22. To have oral and written instructions for filing a grievance.

Clients receiving residential services additionally have the right:

1. To a comfortable, welcoming, stable, and supportive living environment in the residential facility;
2. To participate in the establishment of, and to have, the least restrictive policies, procedures, or house rules, commensurate with the comfort and safety of all residents;
3. To be informed of one's own condition, the reason(s) for recommended residency in the facility, and the available alternatives to such residency;
4. The right to active and informed participation in identification and choice of personal care assistance and mental health services to be provided, as applicable to the type of licensed facility, and in the periodic review and reassessment of such provisions;



5. To consent to or refuse residency in the residential facility and/or the provision of any individual personal care activity and/or mental health service;
6. To reside in a residential facility, as available and appropriate to the type of care or services that the facility is licensed to provide, regardless of previous residency, unless there is a valid and specific necessity which precludes such residency. This necessity shall be documented and explained to the prospective resident;
7. To reasonable assistance from the facility, or mental health provider, that enables, and facilitates personal growth and development toward less dependent and less restrictive living environments;
8. To freedom from any unusual or hazardous practices or activities;
9. To reasonable privacy and freedom from excessive intrusion by visitors, guests, and inspectors;
10. To reasonable privacy and freedom to meet with visitors, guests, or inspectors, make and/or receive phone calls, write or receive uncensored, unopened correspondence;
11. To confidentiality of written information and communications
12. To have access to all information in facility records about one's self, unless contraindicated and noted in the resident's ISP;
13. To receive thirty days prior notice of termination of residency in "Type 2 and 3" residential facilities, except in an emergency;
14. To vacate the facility at any time except that the responsibility to pay for incurred costs of room and board shall continue unless appropriate notification has been provided to the facility concerning the termination of the residential agreement;
15. Not to be discriminated against in the provision of any assistance, activity, or service on the basis of religion, race, color, disability, creed, sex, national origin, age, or life-style;
16. To written specifications of charges, facility and residential obligations and responsibilities;
17. To compliance by the facility with all of the requirements for licensure;
18. To exercise any and all rights without reprisal in any form, including the right to continued residency. Such rights shall not supersede health and safety considerations, and for "type 1" facilities, the right to refuse mental health services shall not be a condition for denial of continued stay in the facility;
19. To access of one's own bedroom or sleeping area at any time, unless contraindicated and noted in the resident's ISP, and
20. To grieve, appeal, and have due process afforded for an alleged violation of any paragraph of this rule.

No residential facility or any employee of a residential facility, shall violate any of the following rights of client:

1. To enjoy freedom of thought, conscience, and religion;
2. To reasonable enjoyment of privacy;
3. To have his or her opinions heard and be included, to the greatest extent possible, when any decisions are being made affecting his/her life;
4. To receive appropriate and reasonable adult guidance, support, and supervision,
5. To be free from physical abuse and inhumane treatment,
6. To be protected from all forms of sexual exploitation,
7. To receive adequate and appropriate medical care,
8. To receive adequate and appropriate food, clothing and housing,
9. To his/her own personal property including money, commensurate with the client's developmental age and safety needs.
10. To live in clean, safe surroundings,
11. To participate in an appropriate education program,
12. To communicate with family, guardian, custodian, friends, and significant others outside the facility, in accordance with the client's ISP,
13. To be taught to fulfill appropriate responsibilities to himself/herself and to others, and
14. To reasonable access to the client's own bedroom or sleeping area at anytime, commensurate with the client's developmental age and safety needs.
15. To send or receive mail subject to the facility's rules regarding contraband and directives from legal custodian, when such rules and directives do not conflict with federal postal regulations.



**AOD TREATMENT SERVICES
CLIENT RIGHTS STATEMENT
GRIEVANCE PROCESS**

In addition to his or her client rights, each client receiving alcohol and drug addiction treatment services has the right:

1. To be treated with consideration and respect for personal dignity, autonomy and privacy.
2. To receive services in the least restrictive, feasible environment.
3. To be informed of one's own condition.
4. To be informed of available program services.
5. To give consent or to refuse any service, treatment or therapy.
6. 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 or freedom from unnecessary or excessive medication, unnecessary physical restraint or seclusion.
8. To be informed of his or her right to refuse any unusual or hazardous treatment procedures.
9. To be advised of his or her right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies or photographs.
10. To consult with an independent treatment specialist or legal counsel at one's own expense.
11. 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.
12. To have access to information in one's own client record in accordance with program procedures and applicable state and federal laws and regulations.
13. To be informed of the reason(s) for terminating participation in a program.
14. To be informed of the reason(s) for denial of a service.
15. To not be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, sex, sexual orientation, national origin, disability or HIV infection, whether asymptomatic or symptomatic, or AIDS.
16. To know the cost of services.
17. To be informed of all client rights.
18. To exercise one's own rights without reprisal.
19. To file a grievance in accordance with program procedures.
20. To have oral and written instructions concerning the procedure for filing a grievance.

To receive a copy of the rights and grievance process and to be assisted in filing a grievance by the Client Rights Advocate.

The Client Rights Advocate is:

Andrew Bensing Available Monday – Friday 8 a.m. – 5 p.m.
The Buckeye Ranch, Inc.
5665 Hoover Road
Grove City, Ohio 43123 (614) 539-6426



RESPONSIBLE PARTY'S RIGHTS STATEMENT

The lawful representative of client receiving care, treatment, or services from The Ranch has the right:

1. To consent to or refuse any service, treatment or therapy on behalf of the minor client, upon full explanation of the consequences of such refusal, without prejudice or reprisal.
2. To be informed of and refuse any unusual, special observation (tape recordings, one-way mirrors, photographs, movies or television) or hazardous treatment procedures on behalf of the minor client.
3. To specifically authorize the release of identifiable health information about the minor client unless prohibited by applicable state and federal law.
4. If the lawful representative is also the personal representative, to have access to the client's identifiable health information maintained by the Ranch unless access is restricted in accordance with applicable state and federal law.
5. To be informed of any and all costs for which the lawful representative will be responsible.
6. To be informed of both the client and lawful representative rights and to receive copies of both.
7. To refuse, on behalf of the minor client, specific medical procedures that conflict with the client's familial religious tenets or practices, if such refusal is not in violation of the Ohio Revised Code.
8. To consult with independent treatment specialists or legal counsel at their own expense.
9. To be aware of and exercise their rights without prejudice, including the right to file a grievance.
10. To be informed of how to file a grievance and to receive assistance in doing so by the Client Rights Advocate. The Client Rights Advocate is:

Andrew Bensing
The Buckeye Ranch, Inc.
5665 Hoover Road
Grove City, Ohio 43123 (614) 539-6426

Available Monday – Friday 8 a.m. to 5 p.m.



To ensure that the rights of every client and teenage mother placed in the care of The Buckeye Ranch Foster Care Program are protected and that no agency, foster parent or employee shall in any way violate any client's or teenage mother's civil rights, The Buckeye Ranch Foster Care program shall ensure that:

1. Every client has the right to enjoy freedom of thought, conscience, and religion.
2. Every client has the right to reasonable enjoyment of privacy.
3. Every client has the right to have his or her opinions heard and be included, to the greatest extent possible, when any decisions are being made affecting his or her life.
4. Every client has the right to receive appropriate and reasonable adult guidance, support, and supervision.
5. Every client has the right to be free from physical and inhumane treatment.
6. Every client has the right to be protected from all forms of sexual exploitation.
7. Every client has the right to receive adequate and appropriate medical care.
8. Every client has the right to receive adequate and appropriate food, clothing, and housing.
9. Every client has the right to his own money and personal property in accordance with the client's service plan.
10. Every client has the right to live in clean, safe surroundings.
11. Every client has the right to participate in an appropriate educational program.
12. Every client has the right to communicate with family, friends and 'significant others' outside the foster home, in accordance with the client's service plan.
13. Every client has the right to be taught to fulfill appropriate responsibilities to himself and to others.
14. Every client has the right to be free from excessive medication.

If Ranch places any restrictions upon a child's foster care rights for more than two hours, the agency shall:

- (1) Inform the child and the child's custodian of the conditions of and the reasons for the restriction of rights;
- (2) Place a written report summarizing the conditions of and reasons for the restriction of the child's rights in that child's record maintained pursuant to rule 5101:2-5-10 of the Administrative Code;
- (3) When a restriction of a child's rights affects another individual, inform the individual, as appropriate, of the conditions of and reasons for the action;
- (4) Document review of this decision at least weekly. Any such restriction shall be included in the service plan and approved by the child's custodian .



THE BUCKEYE RANCH GRIEVANCE PROCESS

Please ask any staff member for information relating to filing a grievance or contact the Client's Rights Officer directly. It is the Client's Rights Officer's responsibility to accept and oversee the process of any grievance filed by a client or other person or agency on behalf of a client. The Client's Rights Officer is:

Andrew Bensing Available Monday – Friday 8 a.m. to 5 p.m.
The Buckeye Ranch, Inc.
5665 Hoover Road
Grove City, Ohio 43123 (614) 539-6426

**The griever has the option to initiate a complaint with any or all of the agencies listed below.
RESOURCE AGENCIES**

Ohio Department of Mental Health
and Addiction Services
30 East Broad Street
Columbus, Ohio 43215-3430
(614) 466-2596

Ohio Attorney General's Office
30 East Broad Street
14th Floor
Columbus, Ohio 43215
800-282-0515

Disability Rights Ohio
200 S. Civic Center Drive
Suite 300
Columbus, Ohio 43215-5923
800-282-9181

FCCS Client's Rights Officer
855 West Mound Street
Columbus, Ohio 43223
(614) 275-2621

Ohio Department of Jobs and
Family Services
30 East Broad Street
32nd Floor
Columbus, Ohio 43215
(614) 466-6282

U.S. Department of Health and
Human Services, Region V
233 North Michigan Ave. Suite 1300
Chicago, Illinois 60601
(312) 353-1385

Franklin County ADAMH Board
447 East Broad Street
Columbus, Ohio 43215-3822
(614) 224-1057

State Board of Psychology-Ohio
77 South High Street, Suite 1830
Columbus, Ohio 43215-6108
877-779-7446

Ohio Board of Nursing
17 South High St. Suite 660
Columbus, Ohio 43215-7410
(614) 466-3947

Ohio Chemical Dependency
Professionals Board
77 South High St. 16th Floor
Columbus, Ohio 43215
(614) 387-1110

The Buckeye Ranch 5665 Hoover Road Grove, City Ohio 43123 614-875-2371



Ohio Counselor, Social Worker,
and Marriage & Family Therapist Board
77 S. High Street, Room #2468
24th Floor
Columbus, Ohio 43215-5919
(614) 466-0912

The Buckeye Ranch provides notice that when an individual has any concerns about patient care and safety in the organization that the organization has not addressed, he or she is encouraged to contact the organization's management. If the concerns in question cannot be resolved at this level, the individual is encouraged by the organization to contact the Joint Commission.

The public may contact the Joint Commission to report any concerns or register complaints about a Joint Commission accredited health care organization by:

Phone (800) 994-6610 Monday thru Friday from 8:30am until 5:00pm CST

Fax (630) 792-5636

Email – complaint@jointcommission.org

Web – www.jointcommission.org/report_a_complaint.aspx



Client Grievance Procedure for PFSN Clients

Clients will be informed of their rights by caseworkers and/or the client rights officer under agency and Ohio and Federal laws and rules.

If you have a concern with your care provider or your Permanent Family Solutions Network case manager and have been unable to resolve the issue with the appropriate agency worker to your satisfaction, the following procedure is available.

1. If your concern involves quality of care, service or an administrative issue;
 - Contact your PFSN case manager/supervisor.
 - The PFSN case manager/supervisor will respond within 24 working hours to discuss the situation with you.
2. If there is no resolution to your concern, you will be provided a complaint form to state your concern in writing.
 - The PFSN supervisor will schedule a meeting with you and/or your family within 48 hours from receipt of the complaint.
3. If there is no resolution at this level, you will be provided a formal grievance form to express your ongoing concerns/dissatisfaction.
 - The Clients Rights Officer is located at:
Permanent Family Solutions Network
899 East Broad Street, Suite 110
Columbus, Ohio 43202
(614) 224-2043 fax (614) 224-5743
 - The PFSN Clients Officer will schedule a formal grievance meeting within 3 business days of receipt of your written grievance.
4. If you are unsatisfied with the response of the Clients Rights Officer, please contact the Director of Permanent Family Solutions Network by calling (614) 224-2043.

If you continue to be unsatisfied with the resolution set forth by the Director of PFSN, you should proceed with contacting Nick Rees, Executive Director at the Buckeye Ranch at (614) 875-2371.

Permanent Family Solutions Network

Family Rights Declaration

In accordance with the Ohio and Federal laws and rules (including CFR42 Part 2), Permanent Family Solutions Network will provide each and every family receiving services a written notice (verbal notice when a written declaration is not immediately possible) of their clients rights.

Clients will be informed of their rights by caseworkers and/or the client rights officer under agency and Ohio and Federal laws and rules. The client rights officer will be responsible for assuring compliance with client rights and grievance procedure rules. The client rights officer, located at the PFSN office, is available to accept and review client complaints and grievances Monday-Friday during 9am-5pm hours.

It is the policy of PFSN, that each child, youth and adult will be assured the following client rights throughout their involvement with this agency.

- Be treated with consideration and respect for personal dignity, autonomy and privacy;
- Receive services in the least restrictive and most humane setting feasible. This is defined by Ohio law and rule or in the case plan;
- Be informed of one's own condition, proposed or current services, treatment or therapies and of the alternatives.
- Consent to (or refuse) any service, treatment or therapy upon full explanation of the expected consequences of such consent or refusal unless ordered to participate in services by a direct court order or a case plan journalized by the court of competent jurisdiction. A parent or legal guardian may consent to or refuse any service, treatment



or therapy on behalf of a minor client unless ordered to participate in services by a direct court order or a case plan journalized by the court of competent jurisdiction.

- Receive a current, written, individual case plan that addresses' mental and physical health, and social or economic needs, and the specifies how available, appropriate and adequate services are to be provided, directly or by referral;
- Be an active and informed participate in the establishment, periodic review and reassessment of the case plan;
- Have freedom from unnecessary restraint or seclusion;
- Participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatment, or therapies or regardless of relapse from treatment in that or any other services. This necessity shall be explained to the client and written in the client's case plan;
- Be informed of an opportunity to refuse observation or hazardous treatment procedure;
- Be advised of and opportunity to refuse observation by techniques such as mirrors, tape recorders, televisions, movies, and/or photographs unless required by Ohio laws or rules, or by a direct court order or a case plan journalized by a court of competent jurisdiction'
- Have the opportunity to consult with independent treatment specialist or legal counsel; at one's own expense.
- Be assisted with confidentiality within limitation and requirements of Ohio and Federal laws or rules, by direct court order, or a journalized case plan. Any person having the legal capacity to consent to the release of information regarding and agency client may do so consistent with Ohio and Federal laws and rules.
- Have access to one's own psychiatric, medical or other treatment records unless access to particular identified items or information is specifically restricted for that individual client for clear treatment reasons on the client's treatment plan, or by Ohio and Federal law or rules. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an immediate risk. The person restricting 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 renewed at least annually to retain validity. A person authorized by the client has access to information under the same guidelines specified in this section. Upon request, client shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records.
- Be informed in advance of the reasons for denial of service;
- Be served without discrimination on the basis of religion, race, color, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, or inability to pay;
- Know the cost of services;
- Be fully informed of all rights;
- Exercises any and all rights without reprisal in any form including continued and uncompromised access to service;
- File a formal complaint and grievance;
- Have oral and written instructions for filing a formal complaint or grievance;
- Have established procedures for acceptance and review of client complaints and grievance and form informing clients of their right.

If dissatisfied with services or a decision, clients should file a complaint as quickly as possible by following the steps in the Client Grievance Protocol.