



Client Rights and Grievances

It is the policy of WOODHAVEN to provide documentation in the Individual Client Record that the client received upon admission the "Client Rights and Grievance Procedure". During the admission and orientation process, each client is provided a Client Welcome Manual and Handbook with a statement regarding Client Rights and Grievance Procedure. A grievance is a written complaint initiated verbally or in writing by the client (if verbally the complaint must be put in writing).

DEFINITION:

Grievance: Any behavior or treatment that alleges a violation of at least 1 of 21 Client Rights related to Woodhaven Policy/Procedure/Facility/Staff/Other.

Client Rights

The rights of clients receiving treatment at WOODHAVEN includes, but not limited to, the following: (also found in the Client Welcome Manual and Handbook and posted on each treatment floor)

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, neglect, and in-humane 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 (ITP), 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 receive a copy of it;
7. The right or freedom from unnecessary or excessive medication, and to be free from restraint or seclusion, unless there is an 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 by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio or 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 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 restriction, 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 without any form of adverse action, reprimand, retaliation, barrier to services, or otherwise negative treatment;
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.



GRIEVANCE PROCEDURE

A client or any other person or provider on behalf of a client regarding denial or abuse of any client's rights can file a grievance. This grievance is a written complaint initiated verbally or in writing by the client (if verbally the complaint must be put in writing). By filing a grievance, the individual will not subject themselves to any form of adverse action, reprimand, retaliation, or otherwise negative treatment by WOODHAVEN. If a complaint is unresolved and elevates to a grievance, the client shall be provided immediate access to the grievance form. A posting of the grievance procedure will be available as part of Client Rights displays located in common areas on treatment program units and in Client Welcome Manual and Handbook.

A. The Grievance Procedure:

1. Grievance Forms are available to clients as part of Client Rights displays located in common areas on treatment program units. There are locked boxes next to the blank forms in each unit. Grievances may be filed by filling out a Grievance Form and dropping it into the locked box located next to the forms.
2. The **Client Rights Officer, Jacob Huddleson, or the Alternate Client Rights Officer, Michael Brakeall**, are available to assist a client in the filing of a grievance, if needed.
 - **Jacob Huddleson, Client Rights Officer**
Woodhaven Treatment Center
1 Elizabeth Place Dayton, Ohio 45417
937-813-1737 ext. 143
Availability: Monday - Thursday 7:00am-5:30pm
 - **Michael Brakeall, Alternate Client Rights Officer**

Woodhaven Treatment Center
1 Elizabeth Place Dayton, Ohio 45417
937-813-1737 ext. 377
Availability: Friday 7:00am – 5:30pm

3. The grievance must be in writing; the grievance may be made verbally, and the Client Rights Officer or Alternate shall be responsible for preparing a written text of the grievance;
4. The written grievance must be dated and signed by the client, the individual filing the grievance on behalf of the client, or have an attestation by the Client Rights Officer or Alternate that the written grievance is a true and accurate representation of the client's grievance;
5. The grievance must include, if available, the date, appropriate time, description of the incident, and names of individuals involved in the incident or situation being grieved;
6. You may email your completed grievance form to jacob.huddleson@woodhavenohio.com or michael.brakeall@woodhavenohio.com. In addition, the Client Rights Officer or alternate will collect grievance forms in the locked boxes on each treatment floor and a written acknowledgement of receipt of the grievance be provided to each grievant. Such acknowledgement shall be provided within three (3) business days from receipt of the grievance. The written acknowledgement shall include, but not be limited to, the following:
 - a. Date grievance was received;
 - b. Summary of grievance;
 - c. Overview of grievance investigation process;
 - d. Timetable for completion of investigation and notification of resolution; and,
 - e. Name of Client Rights Officer
7. The client and/or family member on behalf of the client has the option to file a grievance with outside organizations without fear of retaliation:
 - **Ohio Department of Mental Health and Addiction Services** (OhioMHAS)
300 East Broad Street, 36th Floor
Columbus, Ohio 43215
Phone: (614) 466-2596 or (877) 275-6364
TTY: (614) 752-9696 or (888) 636-4889
 - **U.S. Department of Health and Human Services** (HHS)
Region V- Chicago (Illinois, Indiana, Michigan, Ohio, Wisconsin)
Celeste Davis, Regional Manager
Office of Civil Rights
233 N. Michigan Ave., Suite 240
Chicago, IL 60601
Phone: (800) 368-1019
Fax: (312) 886-1807
TDD: (800) 537-7697
 - **Disability Rights Ohio**
200 Civic Center Drive, Suite 300
Columbus, OH 43215
Phone: (614) 466-7264 or (800) 282-9181 (Toll free in Ohio only)
TTY: (614) 728-2553 or (800) 858-3542 (Toll free in Ohio only)
Fax: (614) 644-1888

- **Montgomery County Alcohol, Drug and Mental Health Services** (ADAMHS)
409 E. Monument Ave.
Dayton, Ohio 45402
Phone: (937) 443-0416

B. Resolution of a Grievance:

1. The Client Rights Officer will make a decision on the grievance within twenty (20) business 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;
2. The client shall be presented a resolution and response to their grievance in writing (Outcome Notification). The Client Rights Officer shall take steps to ensure an appropriate investigation of each grievance. These rules contemplate informal, but thorough, investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the grievance.
3. If the grievant is not satisfied with the resolution, an appeal and/or the grievance shall be forwarded to the Compliance Officer and the grievant can at any time contact outside organizations listed in A.7;
4. The Compliance Officer shall review the grievance and render a decision within five (5) business days of the date it is received;
5. If the client and Compliance Officer are unable to resolve the grievance, it shall be referred to the Executive Director. The Executive Director shall have 5 business days to make the final resolution and the grievance will be closed.

Approved by: Kyle Zink, Executive Director

Revision Date: 10/2017; 3/2018; 6/2018; 7/2018; 4/22/2019; 7/17/2019; 11/13/2019; 6/24/2021; 7/21/2022; 9/5/2023; 1/1/2024; 9/2/2024; 10/1/2024

Review Date: 3/16/2020; 3/16/2023