

Catholic Social Services of the Miami Valley

Client Rights Brochure/ Rights Assurance and Acknowledgement

Professional Staff

CSS utilizes professional staff and University Practicum students with a variety of training and experience. Your counselor works closely with a supervisor to monitor your progress. Please feel free to ask about the qualifications of the counselor working with you. The agency policies and procedures support an environment that is positive and safe for clients, staff and volunteers and works to promote positive behavior in order to prevent the need for restrictive behavior interventions.

Confidentiality

As you enter treatment, a client record is started which includes information about your personal history, service plan and progress. This information is shared only with those involved in your treatment plan. You must provide written consent for anyone outside our agency, including husband/wife, friend or family member, to have access to your record or what you discussed in your sessions. However, Catholic Social Services may release information without your consent when a court order is received, if there is an emergency or life-threatening situation, if there is evidence to suggest child abuse, or otherwise required by law. Records may be examined by auditors and evaluators to assure quality of services or to substantiate claims for payment (e.g., insurance, Medicaid)

All client records are kept in locked files and are seen only by authorized staff with the above exceptions. You may request to see your client record or have a copy of it. A professional staff member will review it with you.

CLIENTS RIGHTS

In compliance with Ohio Administrative Code Section 5122:2-1-01 and 5101:2-5-13, the Council on Accreditation, and other oversight and credentialing bodies, you, as a recipient of services from Catholic Social Service of the Miami Valley, have the following rights

- a. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
- b. The right to service in a humane setting, which is the least restrictive feasible as defined in the treatment plan;
- c. The right to be informed of one's own condition, or proposed or current services, treatment of therapies, and of the alternatives;
- d. The right to consent to or refuse any service 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;
- e. The right to a current, written, individualized service plan that addressed 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;
- f. The right to active and informed participation in the establishment, periodic review and reassessment of the service plan;
- g. The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services unless there is a valid 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 service plan;
- h. The right to be informed of, and refuse any unusual or hazardous treatment procedures;
- i. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs.
- j. The right 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 release of information is specifically authorized by the client or parent or legal guardian of a minor client or court-appointed guardian of the person or an adult client in accordance with Rule 5122:2-3-11 of the Administrative Code.

- k. The right to have access to one's own 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 or for confidentiality of adoptive placement. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that dangerous 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 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;
- l. 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;
- m. The right to receive an explanation of the reasons for denial of service;
- n. The right not to be discriminated against in the provision of service on the basis of race, color, creed, sex, national origin, age, sexual orientation, physical and mental handicap, developmental disability; HIV infection, AIDS related complex or AIDS, TB, inability to pay;
- o. The right to know the cost of services;
- p. The right to be fully informed of the basic expectations for use of the organization's services;
- q. The right to be fully informed about the hours in which services are available;
- r. The right to be fully informed of the rules, behavioral expectations, and other factors that could result in discharge or termination;
- s. The right to be fully informed of all rights;
- t. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service;
- u. The right to freedom from unnecessary or excessive medication;
- v. The right to freedom from unnecessary restraint, seclusion, or violence (such as striking, isolation, manual or mechanical restraint, locked seclusion or chemical restraint) against the client, prospective client, client family member or client's significant other from staff;
- w. The right to file a grievance; and
- x. The right to have oral and written instructions for filing a grievance.
- y. The right to request and receive information about program outcome and quality.

The Client Rights Officer is:

Carolyn Craig
 Director of Finance and Facilities
 922 West Riverview Avenue
 Dayton, Ohio 45402-6424
 (937) 223-7217
 craigc@cssmv.org
 Monday-Friday, 8:30 a.m. to 5:00 p.m.

 Signature of Client

 Date

 Signature of Guardian

 Date

 Signature of CSSMV Staff

 Date