

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 provider works closely with a supervisor to monitor your progress. Please feel free to ask about the qualifications of the provider working with you.

Confidentiality

As you enter services, 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 spouse, 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 abuse or neglect, 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 secure in locked files and HIPAA compliant electronic database 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. We may charge a reasonable, cost-based fee. A professional staff member will review it with you.

CLIENTS RIGHTS

In compliance with Ohio Administrative Code (OAC) Section 5122-26-18, the Commission on Accreditation of Rehabilitation Facilities (CARF), and other oversight and credentialing bodies, you, as a recipient of services from Catholic Social Service of the Miami Valley, have the following rights:

- (1) The right to be treated with consideration and respect for personal dignity, autonomy and privacy;
- (2) The right to reasonable protection from financial, physical, sexual or emotional abuse, neglect, 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 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 by 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 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;
- (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; and,
- (21) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

The Client Rights Officer is:

Christie Linard
 Catholic Social Services of the Miami Valley
 922 West Riverview Avenue
 Dayton, Ohio 45402-6424
 (937) 223-7217
 cssmv@cssmv.org
 Monday-Friday, 8:30 a.m. to 4:00 p.m.

 Signature of Client

 Date

 Signature of Guardian

 Date

 Signature of CSSMV Staff

 Date