

**PHOENIX RISING BEHAVIORAL HEALTHCARE AND RECOVERY, INC.
POLICIES AND PROCEDURES MANUAL**

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[X] POLICY AREA: Rights, Responsibilities and Ethics

[] PROCEDURE TITLE: Client Rights Policy

SECTION: Client Rights 1.0

APPROVED BY: Board of Trustees

EFFECTIVE DATE: July 25, 2005

REVISED: March 21, 2006

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REVISED: February 19th, 2025

REVISED: February 25, 2026

REVISED: August 25, 2026

THIS DOCUMENT SUPERCEDES ALL PREVIOUS ISSUANCES WITH REGARD TO THIS SUBJECT

AUTHORIZED BY: _____ DATE _____

Tara Grubbs, CEO

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STATEMENT:

It is the policy of Phoenix Rising Behavioral Healthcare and Recovery Inc, (Phoenix Rising) to provide all clients with the *Clients Rights and Notice of Privacy Handbook*. This handbook will aid in the proper procedures regarding grievances, the availability of the Clients Rights Officer. Additionally, this handbook describes how the Clients Rights Officer can assist the client in the understanding of his/her rights and the utilization of the grievance procedures. Information includes but is not limited to the following:

CLIENTS RIGHTS

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 and inhumane treatment and sexual exploitation.
3. The right to services or supports in the least restrictive, feasible environment.

- 4. The right to participate in any appropriate and available service that is consistent with an individual treatment plan , regardless of the refusal of any other certified service or support, unless that certified service or support is a necessity for clear treatment reasons and involves the individual's participation.**
- 5. The right to give informed consent to or to refuse any certifiable service or support.**
- 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 an immediate risk of physical harm to self or others.**
- 8. The right to be informed of and 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 exclude a provider 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 constraints 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 is to 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 in advance of the reason for terminating participation in a certifiable service or support, and to be provided a referral, unless the certifiable service or support is unavailable or not necessary.**
- 13. The right to be informed of the reason for denial of certifiable service or support.**
- 14. The right not to be discriminated against for receiving certifiable services or supports 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 forbidden by local, state, or federal laws.

- 15. The right to know the cost of certifiable services or supports.**
- 16. The right to be verbally informed of all clients rights and 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.**
- 21. The right to consult with an independent treatment specialist or legal counsel at one's own expense.**

What is the Client's Grievance Procedure?

A grievance procedure is a formal way to report your concerns if you believe anyone on the treatment team or staff has interfered with your rights or has denied you any of the rights that you should have as a client.

We, at Phoenix Rising Behavioral Healthcare and Recovery, Inc., will make every effort to resolve your grievance. To file a complaint against any member of the staff you will need to do so with the Client's Rights Officer (CRO). This individual has been appointed by the Chief Executive Officer (CEO) to assist you during the grievance procedure. The CRO will accept any grievance filed by or on behalf of any client. The CRO will assist in the grievance.

Grievances must be written by client, authorized representative or by the CRO. Include the date, time, names of the person(s) involved regarding the incident that is being reported and a description of the situation. The form must contain the signature and date of the person filing the grievance, which can be the client, individual filing the grievance on behalf of the client or have an attestation by the CRO that the written grievance is a true and accurate representation of the clients grievance.

The Grievance procedure is as follows:

1. Put grievance in writing and request to speak to the CRO to go over the documentation. If assistance is needed to complete the grievance one of our staff will comply with your request. The formal grievance will be sent to the Supervisor of the staff member and to the Chief Executive Officer of Phoenix Rising Behavioral Healthcare and Recovery.
2. A written acknowledgement of the receipt of grievance will be provided to each grievant within 3 business days from the receipt of the grievance. This will include but is not 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. Treatment providers contact name, address and telephone number
3. The CRO will arrange to speak with and gather all pertinent facts regarding the reported grievance. Upon gathering all facts, the CRO will contact the person(s) who filed the grievance within 3 business days. This meeting, either a telephone call, video conference or office visit (your choice) will involve the following discussion. 1.) Review of your grievance, 2.) Review of CRO findings, 3.) Collaborative dialogue in an attempt to resolve the grievance. 4.) The resolution decision will be made within 20 business days. Any extenuating circumstances that this time period will need to be extended will be documented in the grievance file and written notification will be given to the client.
4. If you are not satisfied with the resolution a meeting with the Chief Executive Officer will be scheduled within 5 business days. Should you not feel satisfied upon meeting with the CEO a list of options outside of Phoenix Rising are included in this booklet.
5. If the CRO is the subject of the complaint or unavailable, then the CEO shall act as the Officer. In respect to the meeting with the Executive Director a representative from the Board of Trustees shall act as the mediator.
6. If an emergency/crisis occurs the client shall be advised verbally of their rights, regarding the right to accept or refuse the offered treatment and the consequences of accepting or refusal of said treatment. The CRO will document the verbal instructions made to the client.

7. All recipients of “Community Services” will have a copy of the Client’s Rights/Notice of Privacy Handbook readily available.
8. All records of Grievances will be located in the office and will be placed in a secured (locked) cabinet for at minimum 2 years from resolution.
9. The board of Phoenix Rising, Ohio Department of Behavioral Health and any other funding board shall receive reports of all grievances and will receive an annual report of all grievances and the status of the resolutions.

It is also important for you to know that at any time you may bypass out grievance procedure and contact the following list of agencies to pursue your grievance. If you grieved with Phoenix Rising CRO, disagree and you were not satisfied we can send your information to your agency of choice listed below, this will require a Release of Information.

Mental Health and Recovery Services Board
121 Cleveland Ave SW
Canton, Ohio 44702-1075
330-455-6644

Ohio Department of Behavioral Health
30 East Broad St 36th Floor
Columbus, Ohio 43266-0414
614-466-2596

Legal Rights Services
50 W. Broad St #1400
Columbus, Ohio 43215
614-466-7264

Attorney General, State of Ohio
30 East Broad St
14th Floor
Columbus, Ohio 43215
614-466-4986

Governor’s Office of Advocacy for People with Disabilities
400 E Campus View Blvd
Columbus, Ohio 43215
614-466-9956
Department of Job and Family Services
Office of Civil Rights
Region V

233 North Michigan Ave Suite 1300
Chicago, Illinois 60601
312-353-5160

Counselor, Social Worker and Marriage and Family Therapist Board
77 South High St, 24th Floor, room 2468
Columbus, Ohio 43215-6171
614-466-0912

State Medical Board
30 E. Broad St
Columbus, Ohio 43215
614-466-3934

Nursing Education and Nurse Registration Board
17 S High St, Suite 660
Columbus, Ohio 43215-7410
614-466-3947

State Board of Psychology
77 S High St #1830
Columbus, Ohio 43215
614-466-8808

Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60161
1-800-994-6610
website: jointcommission.org

PHOENIX RISING BEHAVIORAL HEALTHCARE AND RECOVERY, INC.
CLIENT RIGHTS OFFICER

The Clients Rights Officer is Laura Elliott-Heckaman, Chief Quality Improvement Officer who can be reached 8:00 A.M. to 5:00 P.M. Monday-Thursday and 8:00 A.M. to 2:00 P.M. on Fridays by calling 330- 493-4553 ext. 124. You may email the CRO at the following clientsrights@phoenixrisingbhr.org Please note that email may not be a secure method of communication. To protect your privacy, we recommend limiting sensitive personal or health information included in email correspondence regarding your grievance. The CRO can be available on site at the agency's main location Monday-Thursday: 624 Market Ave N Canton Ohio 44702 to meet with a person requesting to file or filing a grievance. All buildings are closed on Fridays. You can also request a video conference

with the CRO during the above hours. If this CRO is not available, please contact the main desk and ask for the CRO alternate.