

Brighter Tomorrow  
Community Services LLC



CLIENT RIGHTS HANDBOOK

&

GRIEVANCE PROCEDURE

2800 Euclid Avenue  
Suite 335  
Cleveland, Ohio 44115

Voice: (216) 772-2095  
Fax: (216) 763-0537  
Mobile Crisis: (216) 264-5300

A written copy and a full explanation of the Client Rights, Complaint and Grievance Policy must be given to you as soon as the crisis or emergency has been resolved, and within 24 hrs. of admission to the agency if you are not in crisis.

These are your rights:

Each person who accesses mental health services is informed of these rights:

The right to be informed within twenty-four hours of admission of the rights described in this rule, and to request a written copy of these rights.

The right to receive information in language and terms appropriate for the person's understanding.

The right to be fully informed of the cost of services.

Services are appropriate and respectful of personal liberty:

You have the right to be treated with consideration, respect for personal dignity, autonomy, and privacy, and within the parameters of relevant sections of the Ohio Revised Code and the Ohio Administrative Code.

The right to receive humane services.

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.

The right to reasonable assistance, in the least restrictive setting.

The right to reasonable protection from physical, sexual and emotional abuse, inhumane treatment, assault, or battery by any other person.

Development of service plans:

The right to a current ISP that addresses the needs and responsibilities of an individual that specifies the provision of appropriate and adequate services, as available, either directly or by referral.

The right to actively participate in periodic ISP reviews with the staff including services necessary upon discharge.

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Declining or consenting to services:

The right to give full informed consent to any service including medication prior to commencement and the right to decline services including medication absent an emergency.

The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or 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.

The right to decline any hazardous procedures.

Restraint, seclusion, or intrusive procedures:

The right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others.

Privacy:

The right to reasonable privacy and freedom from excessive intrusion by visitors, guests and non-agency surveyors, contractors, construction crews or others.

Confidentiality:

The right to confidentiality unless a release or exchange of information is authorized and the right to request to restrict treatment information being shared.

The right to be informed of the circumstances under which an agency is authorized or intends to release, or has released, confidential information without written consent for the purposes of continuity of care as permitted by division (A)(7) of section 5122.31 of the Revised Code.

Grievances:

The right to have the grievance procedure explained orally and in writing, the right to file a grievance, with assistance if requested; and the right to have a grievance reviewed through a grievance process, including the right to appeal a decision.

Non-discrimination:

The right to receive services and participate in activities free of discrimination based on 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.

No reprisal for exercising rights:

The right to exercise rights without reprisal in any form including the ability to continue services with uncompromised access. No right extends so far as to supersede health and safety considerations.

Outside opinions:

The right to have the opportunity to consult with independent specialists or legal counsel, at one's own expense.

No conflicts of interest:

No agency employee may be a person's guardian or representative if the person is currently receiving services from said facility

Additionally:

The right to have access to one's own psychiatric, medical or other treatment records, unless access to identified items of information is specifically restricted for that individual Client for clear treatment reasons in the Client's treatment plan. If access is restricted, the treatment plan shall also include a goal to remove the restriction.

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.

The right to receive an explanation of the reasons for denial of service.

**THESE ARE YOUR RIGHTS  
WE WOULD LIKE YOU TO UNDERSTAND THEM**

All Clients have the freedom to express their choices regarding their service delivery team and their involvement in research projects. (See Research Policy/Procedures for additional information regarding research guidelines and ethics when persons served are involved.)

Special treatment interventions (such as seclusion and restraint) are not utilized at Brighter Tomorrow Community Services LLC. Restriction of a Client's rights is only possible in circumstances where a Client has demonstrated that they are a danger to themselves or others or have repeatedly breached program rules. In these circumstances, a contract or addendum to the treatment plan must indicate the right restricted, the time

period of the restriction and under what circumstances the restriction will cease.

All Clients have access to information pertaining to self-help and advocacy support services. This information is posted at all agency locations and copies are available to Clients in all lobbies/reception areas.

You also have rights pertaining to your Protected Health Information (PHI) as follows: The right to access your records

To request restrictions or uses or disclosures of your PHI

To request that communications related to PHI be confidential

To request amendment of your records

To receive accounting of disclosures of your PHI

# Brighter Tomorrow Community Services LLC

## Client Grievance Procedure

Information regarding Brighter Tomorrow Community Services LLC grievance procedure may be obtained from any staff person.

The Client Rights Advocate for Brighter Tomorrow Community Services LLC is the Operations Manager he/she is available to assist you in filing and investigating your grievance. In his absence, or if he is the subject of a grievance, this grievance may be filed with the Chief Executive Officer or their designee.

Dr. Angela Isom, LPPC-s,  
Lead Clinical Supervisor/Client's Rights Officer  
Brighter Tomorrow Community Services LLC

They can be reached Monday - Friday from 9:00am to 5:00pm at the office located at  
2800 Euclid Avenue Suite 335  
Cleveland Ohio 44115  
1-216-772-2095

1. The Client rights advocate will explain the grievance procedure including the following:
  - Grievances are required to be in writing. b) Grievances must be signed and dated.
  - Grievances must include (to the best of your knowledge) the date, time, description, and/or names of individuals involved in the incident or situation being grieved.
  - You will be notified of the name of the staff person to whom to give the grievance.
  - You have the option at any time to file with an outside organization including the ADAMHSBCC, OhioMHAS, Disability Rights Ohio, and the U.S. Department of HHS, Civil Rights regional office in Chicago.
  - Upon your written request, information concerning your grievance will be forwarded to any outside agency you identify.
  - Written acknowledgment of receipt of the grievance will be provided within three (3) business days and includes:
    - i. Date grievance received
    - ii. Summary of grievance
    - iii. Overview of grievance investigation process
    - iv. Timetable for completion of investigation and notification of resolution
    - v. Brighter Tomorrow Community Services LLC contact person 's name, address, and phone number
  - The Client Rights Advocate will attempt to bring about a resolution to your complaint and provide you with a written and oral explanation of the resolution within seven (7) working days of your initiation of the complaint.
  - If after following this step you are still not satisfied, you may appeal to the Chief Executive Officer within five (5) working days of receiving the decision of the Client Rights Advocate.
  - Within five (5) working days of your appeal, the Chief Executive Officer will schedule time to meet with you to discuss your complaint.

- Within four (4) working days of your meeting with the Chief Executive Officer will be provided, in writing, the Chief Executive Officer determination regarding your complaint.
  - A-final resolution decision will be made within 21 calendar days of receipt of the complaint.
  - Any extenuating circumstances that necessitate a need for an extension will be given to you in writing.
2. If the hearing by Brighter Tomorrow Community Services LLC does not settle the grievance to your satisfaction, or you do not want to bring your grievance to Brighter Tomorrow Community Services LLC, then you may take it to the ADAMHSBCC.
  3. The Client Rights Advocate will be available to help you prepare and present your grievance if you so desire.
  4. You have the right to initiate a grievance outside of Brighter Tomorrow Community Services LLC. This could involve the following:

Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County  
(ADANHSBCC)  
2012 West 25" Street  
Cleveland, Ohio 44113  
1-216-241-3400

Ohio Department of Mental Health and Addiction Services (OhioMHAS)  
30 East Broad Street 36 Floor  
Columbus, Ohio 43215-3430  
1-614-466-2596

Attorney General's Office, Medicaid Fraud Control Section  
30 E. Broad Street, 17th Floor  
Columbus, Ohio  
3266-0568  
(614) 466-4320

Disability Rights Ohio  
50 West Broad Street, 14 Suite 1400  
Columbus, Ohio 43215-5923  
(614) 466-7264  
800-858-3542

Office for Civil Rights  
Department of Health and Human Services  
233 N. Michigan Avenue, Suite 240  
Chicago, IL 60601  
(312) 886-2359

Counselor and Social Worker and Marriage and Family Therapy Board  
65 S. Front Street, Suite 210  
Columbus, Ohio 43266-0329  
(614) 466-0912

Ohio State Medical Board  
65 S. Front Street, Suite 510  
Columbus, Ohio 43266  
(614) 466-3934

Nursing Education and Nurse Registration Board  
65 S. Front Street, Room 509  
Columbus, Ohio 43266  
(614) 466-3947

U.S. Department of Health and Human Services  
200 Independence Avenue, S.W. Washington, D.C. 20201  
(202) 619-0257  
(877) 696-6775

Ohio Credentialing Board of Chemical Dependency Professionals  
427 Town Street  
Columbus, Ohio 43215-4775  
(614) 469-1110

**RECEIPT OF CLIENTS RIGHTS AND GREIVANCE INFORMATION**

By my signature, I acknowledge receipt of a copy of the Brighter Tomorrow Community Services LLC Client Rights and Grievance Procedure.

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date