

Client Rights Notice, Grievance Procedure & Acknowledgment of Receipt

We place high value on you, as a client of Best Point Education & Behavioral Health, and pledge to respect your rights as listed below.

RIGHT	DESCRIPTION
1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.	<i>You have the right to be free from physical, sexual, and emotional abuse. If you are not sure if it is abuse, ask your Client Rights Officer or someone you trust.</i>
2. The right to service in a humane setting which is the least restrictive feasible, as defined in the treatment plan.	<i>You can't be committed to a hospital or put in a quiet room unless there is no other treatment to help you to be safe to yourself and others. As soon as it is safe, you must be given more freedom.</i>
3. The right to reasonable protection from physical, sexual, or emotional abuse and inhuman treatment, such as neglect.	<i>You will be safe from abuse and neglect. We are required to report anyone harming you or harming others.</i>
4. The right to be informed of one's own condition, of proposed or current services, treatments or therapies and the alternatives.	<i>You have the right to ask questions and the right to know what's going on.</i>
5. The right to consent to refuse any service, treatment, or therapy 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 the child.	<i>You can say yes or no to any service or treatment. A parent or guardian may do this on behalf of a child.</i>
6. The right to a current, written individualized service plan that addresses 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.	<i>You must have a plan which meets your needs. It is your road map to getting on with life.</i>
7. The right to active and informed participation in the establishment, periodic review and reassessment of the service plan.	<i>You or a parent or guardian must be permitted to help create or change your plan.</i>
8. The right to freedom from financial or other exploitation.	<i>Your money and/or property will not be wrongfully taken, used, or threatened.</i>
9. The right to freedom from unnecessary or excessive medication.	<i>Taking medication is your choice. If you refuse some or all of your medication, you will not lose other rights or services.</i>
10. The right to freedom from unnecessary restraint or seclusion.	<i>You will not be put in a physical restraint or in a quiet room as punishment. This will only happen when you are out of control in a potentially dangerous way to yourself or others and other means to try to help you have failed. You will not be 'sent to your room' although you can be asked to leave a common area for a time, or others asked to leave a common area to ensure your safety or the safety of others.</i>
11. The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, treatments, or therapies, or regardless of relapse from earlier treatment in that or another service, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services. This necessity will be explained to the client and written in the case record.	<i>You may pick and choose which services you participate in. Saying no to any service, will not keep you from receiving another service. Past performance in a service does not keep you from taking part in that or other services. <i>If you are not allowed a service, this will be explained to you and written in your case record.</i></i>
12. The right to be informed of and refuse any unusual or hazardous treatment procedures.	<i>You (or your parent/guardian) must be told of special or risky treatments and can make the decision not to have them.</i>
13. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, movies or photographs.	<i>Nobody can take your picture or record you in a mental health setting without your (or your parent/guardian's) permission.</i>
14. The right to have the opportunity to consult with independent treatment specialists or legal counsel at one's own expense.	<i>You can have your own doctor, counselor or lawyer, but usually you must pay for it.</i>
15. The right to confidentiality of communications and of all 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, parent or legal guardian of the child.	<i>There are rules about who may see your records. These rules protect you from having people tell private information without your permission (or the permission of your parent/guardian).</i>

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16. The right to have access to one's own records, unless restricted by adoption statutes or there are clear treatment reasons for denying access. When access is denied to specific information, the treatment plan indicates what information is restricted and the reasons for the restriction. 'Acceptable reason for restriction' means that severe emotional damage will be done to the client, such that dangerous or self-injurious behavior is an eminent risk. The client or others authorized to have the information are informed about the restriction and the specific reasons for it. The restriction is valid for up to one year and thereafter must be re-issued with appropriate procedures followed. Any person authorized in writing by the client and professionally qualified to do so has unrestricted access to all information.	<i>In most cases, You (or your parent/guardian) may see or get a copy of your own records. If you are denied the right to see your records, you have the right to check with a Client Rights Officer to see if the denial is valid.</i>
17. The right to participation in clubs, events, or activities which involve protected classes (Race, Color, Religion or Creed, National Origin or ancestry, Sex (including gender, pregnancy, sexual orientation, and gender identity), Age, Physical or Mental disability, Veteran status, Genetic information, and Citizenship) shall be afforded the right of privacy to the clients.	<i>You have the right to participate in events and activities as you choose. Your participation will be kept private and confidential.</i>
18. 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 discontinuance.	<i>You cannot be kicked out of a program or service. You must be told why and assisted in finding another service and/or provider.</i>
19. The right to receive an explanation of reasons for denial of service.	<i>You must know why an agency will not serve you.</i>
20. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental handicap, developmental disability, or ability to pay.	<i>Everyone is welcome. If you have special needs, they will be accommodated.</i>
21. The right to know the cost of services.	<i>You or your parent/guardian must be told what, if anything, a service will cost. A parent/guardian will be asked to sign a fee agreement.</i>
22. The right to be fully informed of all rights.	<i>Your rights will be explained to you and you will be given a copy. If you lose your copy, you may have another. If you like, your rights can be read to you.</i>
23. The right to exercise all rights without reprisal in any form including continued and uncompromised access to service.	<i>If you have a complaint, you can speak up without losing services.</i>
24. The right to file a grievance.	<i>If you are not satisfied with the outcome when you make a complaint, you may make your complaint formal by contacting the Client Rights Officer.</i>
25. The right to have oral and written instructions for filing a grievance.	<i>If you need help making a formal complaint, we will provide that to you.</i>

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

If you feel one or more of your rights has been infringed upon, you have a right to file a grievance with our Client Rights Officer:

Client Rights Officer
 Best Point Education & Behavioral Health
 5050 Madison Road, Cincinnati, Ohio 45227
 (513) 272-2800

If you have any questions, please ask any staff member. They will explain any aspect of our Client Rights or our grievance policy and procedure. You may also contact one or more of the following boards or government agencies:

Hamilton Co. Mental Health & Recovery Services Board 2350 Auburn Ave, Cincinnati, OH 45219 (513) 946-8600; (513) 946-8610 (fax) hcmhrsb.org	Ohio Attorney General - Health Care Fraud 30 E. Broad St, 14th Floor, Columbus, OH 43215 (614) 466-0722; (614) 644-9973 (fax); (614) 466-1393 (TTY) ohioattorneygeneral.gov
Ohio Department of Mental Health & Addiction Services 30 E. Broad St, 8th Floor, Columbus, OH 43215 (614) 466-2596; (877) 275-6364 (toll free) mha.ohio.gov	U.S. Department of Health & Human Services, Office for Civil Rights-Region V, 233 N. Michigan Ave, Ste 240, Chicago, IL 60601 (800) 368-1019 (toll free); (312) 886-1807 (fax) hhs.gov/ocr/office
Disability Rights Ohio 200 Civic Center Drive, Suite 300; Columbus, OH 43215 (614) 466-7264; (800) 282-9181 (toll free) disabilityrightsohio.org	Ohio Department of Jobs & Family Services 30 E. Broad St., 32 nd Floor, Columbus, OH 43266 (877) 852-0010; (614) 466-2815 (fax); (614) 752-3951 (TTY) www.state.oh.us/odjfs
State of Ohio Counselor, Social Worker and Marriage & Family Therapist Board 50 West Broad St, Suite 1075, Columbus, OH 43215 (614) 466-0912; (614) 728-7790 (fax) cswmft.ohio.gov	State Medical Board of Ohio 30 East Broad St, 3rd Floor, Columbus, OH 43215 (800) 554-7717 (toll free); (614) 466-3934 med.ohio.gov
Ohio Board of Nursing 17 S. High St, Suite 400, Columbus, OH 43215 (614) 466-3947; (614) 466-0388 (fax) nursing.ohio.gov	Ohio Board of Psychology 77 S. High St, Suite 1830, Columbus, OH 43215 (877) 779-7446 (toll free); (614) 728-7081 (fax); psychology.ohio.gov
U.S. Department of Justice, Civil Rights Division, Disability Rights 950 Pennsylvania Avenue, NW, 4CON, 9th Floor Washington, DC 20530 Talk to an ADA Specialist: 800-514-0301 (voice); 800-514-0383 (TTY) justice.gov/crt/disability-rights-section	U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410 Fax: (833) 256-1665 or (202) 690-7442 email: Program.Intake@usda.gov usda.gov/oascr/home

Grievance Procedure

The goal of the grievance procedure is to achieve fairness, dignity, opportunities for conciliation, and an atmosphere of mutual respect. It is the intent of the procedure that all clients are provided with access to someone who will hear their complaints fairly, should they choose to work on their concern through a formal process.

If your concern addresses alleged abuse or neglect, it is required that it be reported immediately to the Hamilton County Department of Human Services for its investigation.

The assigned primary service provider is your initial contact person within the agency. Any concerns you or a member of your family have about your care or your child's care can be addressed to the primary service provider at any time. If your concerns are not addressed to your satisfaction by the primary service provider, you may go to the Program Manager, and then to the Department Director.

If your concerns are not answered to your satisfaction by the program staff, you may contact the Client Rights Officer by calling (513) 272-2800 or writing to Best Point, 5050 Madison Road, Cincinnati, Ohio 45227. The Client Rights Officer will assist you through the complaint process. You have the right to a representative for the entire grievance process or for any part of it. If you would like a representative but don't have anyone to call on, the Client Rights Officer will either serve as your representative or help identify someone who will represent your interests, as you see them, and who will make sure you have all of your questions answered.

If you choose to file a formal, written grievance, it will be reviewed within seventy-two hours by the Client's Rights Officer, or their designee. The reviewer(s) will assess the validity of your grievance, ascertain the facts in the situation, and discuss it with all parties involved. The reviewer(s) will then provide a resolution and an explanation in writing within twenty working days of the original filing. You may appeal to the President & CEO of Best Point and a response will be given within forty-eight hours of being received. The President & CEO will have final authority to evaluate and resolve the grievance. A copy of the agency response to the grievance will be placed in the client record.

There will be absolutely no reprisals against anyone making a complaint or filing a formal grievance. Filing a grievance will in no way have any bearing on the continuance of services to you, your child, or members of your family. We are interested in knowing about your concerns so that we can continue to work effectively with you and your family to provide the highest quality of care possible.