

# Complaint Form

Please complete, detach (or copy) and submit  
to EDEN's Client Rights Officer

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Subject of Grievance: \_\_\_\_\_

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Information about grievance, including contacts with other  
staff to resolve the problem: \_\_\_\_\_

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Other relevant information: \_\_\_\_\_

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# Outside Entities

**Alcohol, Drug Addiction & Mental Health Services  
Board of Cuyahoga County**  
2012 W. 25<sup>th</sup> St., 6<sup>th</sup> Floor, Cleveland, Ohio 44113  
216-241-3400

**U.S. Department of Housing and Urban Development  
(Cleveland Office)**  
1350 Euclid Avenue Ste. 500, Cleveland, OH 44115  
216-357-7900

**Ohio Department of Mental Health and Addiction Services**  
30 East Broad Street, 8<sup>th</sup> Floor, Columbus, Ohio 43215  
614-466-2596

**Ohio Legal Rights Service**  
50 W. Broad St., Suite 1400, Columbus, Ohio 43215  
614-466-7264 or 800-282-9181

**Attorney General's Office, Health Care Fraud Unit**  
101 East Town Street, 5<sup>th</sup> Floor, Columbus, Ohio 43215  
614-466-0722 or 800-642-2873

**Governor's Office of Advocacy for People with Disabilities**  
8 East Long Street, 7<sup>th</sup> Floor, Columbus, Ohio 43266  
614-466-9956

**U.S. Department of Health & Human Services**  
Office of Civil Rights-Region V  
233 N. Michigan Ave., Suite 240 Chicago, Illinois 60601  
800-368-1019

**Ohio Counselor, Social Worker and Marriage  
and Family Therapist Board**  
77 South High Street, 24<sup>th</sup> Floor, Columbus, Ohio 43215  
614-466-0912

**State Medical Board**  
30 E. Broad St., 3rd Floor, Columbus, Ohio 43215  
614-466-3934 or 800-554-7717 (complaint line)

**State Board of Psychology**  
77 South High Street, Suite 1830, Columbus, Ohio 43215  
614-466-8808



# CLIENT RIGHTS

Client Rights Officers:

Melynda DeWitt

and

David Wakelee

7812 Madison Avenue

Cleveland, Ohio 44102

8:30 a.m. – 4:30 p.m., Monday – Friday

Direct Line: 216-350-4025

216-961-9690 x 365

[edenclientsrights@edencle.org](mailto:edenclientsrights@edencle.org)

Our Client Rights Officer (CRO) is available, upon request, to explain any and all aspects of client rights, to explain the grievance procedure, to provide assistance in preparing a written grievance, and to represent the tenant at an agency hearing. Our CRO shall respond to and resolve all grievances within thirty days of the date the grievance was filed. Our alternate CRO is also available upon request.

## **(D) Client rights**

<http://codes.ohio.gov/oac/5122-26-18>

### ***(1) All who access mental health services are informed of these rights:***

(a) The right to be informed of the rights described in this rule prior to consent to proceed with services, and the right to request a written copy of these rights;

(b) The right to receive information in language and terms appropriate for the person's understanding;

(c) The right to be fully informed of the cost of services.

### ***(2) Services are appropriate and respectful of personal liberty:***

(a) 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;

(b) The right to receive humane services;

(c) 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;

(d) The right to reasonable assistance, in the least restrictive setting;

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

### ***(3) Development of service plans:***

(a) 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;

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

### ***(4) Declining or consenting to services:***

(a) 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;

(b) 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;

(c) The right to decline any hazardous procedures.

### ***(5) 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.

***(6) Privacy:*** The right to reasonable privacy and freedom from excessive intrusion by visitors, guests and non agency surveyors, contractors, construction crews or others.

### ***(7) Confidentiality:***

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

(b) 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.

***(8) 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.

***(9) Non-discrimination:*** The right to receive services and participate in activities free of discrimination 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.

***(10) 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.

***(11) Outside opinions:*** The right to have the opportunity to consult with independent specialists or legal counsel, at one's own expense.

***(12) 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.

***(13) The right to have access to one's own psychiatric, medical or other treatment 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. If access is restricted, the treatment plan shall also include a goal to remove the restriction.

***(14) 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.

***(15) The right to receive an explanation of the reasons for denial of service.***