

Catalyst Counseling, LLC Mental Health Client Rights (per ODMH OAC 5122:2-1-02), Responsibilities, and Grievance Procedure

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
2. The right to service in a humane setting which is the least restrictive, feasible environment as defined in the treatment plan.
3. The right to be informed of one's own condition, of proposed or current services, treatment or therapies and of alternatives.
4. The right to consent to or refuse a 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 a minor child.
 - In accordance with Section 5122.04 of the Ohio Revised Code, Mental Health Services, except for the use of medication may be provided to minors 14 years of age or older for not more than 6 sessions or 30 days whichever occurs first, without knowledge or consent of a parent or guardian.
5. The right have and receive a copy of 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 adequate services, as available, either directly or by referral.
6. The right to active and informed participation in the establishment, periodic review and reassessment of the service plan.
7. The right to freedom from unnecessary or excessive medication.
8. The right to freedom from unnecessary restraint or seclusion.
9. The right to participate in any appropriate and available 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 service. This necessity shall be explained to the client and written in the client's current service plan.
10. The right to be informed of and refuse any unusual or hazardous treatment procedures.
11. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, television, movies or photographs.
12. The right to have the opportunity to consult with independent treatment specialists or legal counsel, at one's own expense.
13. The right to confidentiality of communication and of all personally identifying information within the limitations and requirements of disclosure of various funding and /or certifying sources, state or federal statutes, unless release of information is specifically authorized by the client or parent or legal guardian of a minor or court-appointed guardian of the person of an adult client in accordance with rule 5122;2-3-11 of the Administrative Code and 42 CFR.
14. 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. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Any person authorized by the client has unrestricted access to all information. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records.

15. 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.
16. The right to receive an explanation of the reasons for denial of service.
17. The right not to be discriminated against in the provision of service on the basis of religion, race, color, creed, sex, national origin, age, sexual orientation, lifestyle, physical or mental handicap or developmental disability, or the inability to pay.
18. The right/freedom to express and practice religious and spiritual beliefs.
19. The right to know the cost of services.
20. The right to fair treatment and consistent enforcement of program rules and expectations.
21. The right to receive hands off non-violent crisis intervention/de-escalation strategies
22. The right to be fully informed of all rights.
23. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to service.
24. The right to file a grievance.
25. The right to have oral and written instructions for filing a grievance.

Client Responsibilities

1. Set and attend scheduled appointments with your therapist.
2. Provide a copy of legal custody or guardianship papers at the first appointment and report if custody or guardianship changes.
3. Pay all fees that are due.
4. Provide accurate and thorough information about your physical and mental health.
5. Help plan, revise, and follow through with your goals.
6. Keep your therapist informed about changes in your condition and your progress towards meeting your goals.
7. Report if you are dissatisfied with services or if the treatment is ineffective for you.
8. Participate in sessions unimpaired by alcohol or other drugs (Your therapist may refuse to see you if you are under the influence of alcohol or other drugs at the time of the appointment).
9. Participate in updates of records/documentation as indicated by your therapist.
10. Honor confidentiality and privacy of other clients.
11. Terminate your counseling relationship before beginning with another therapist.

Grievance Procedure

The following administrative procedure is based on the principle that clients must have a way to file a grievance within the practice structure. This procedure is available to all clients. The Client Rights Policy will be given to every client at the time of intake with a form for them to sign indicating they have received it. When a client is seen in an emergency or crisis situation, the client will be verbally informed of pertinent rights and a written copy and a full explanation delayed until the next scheduled appointment. The grievor/client may contact one of the two Client Rights Officers (CRO), Christy Hughes @ 513-594-1507 or Lindsay Back @ 937-219-7770. Available hours: Monday – Friday, 8:30 a.m. – 3:30 p.m.

STEP I

If you are dissatisfied with your therapist or have any concerns, please express your concerns to your therapist if possible.

STEP II

If your concerns are not able to be resolved with your therapist, then you may file a grievance. A grievance of any procedure or policy is to be brought to the attention of the identified CRO (who is not your primary therapist) in writing. Assistance in preparing the grievance will be provided by the CRO. The CRO will meet with the client and investigate on behalf of the griever, if necessary.

STEP III

If the situation or concern is not resolved, you may terminate the counseling relationship and/or contact:

Ohio Counselor, Social Worker and Marriage and Family Therapist Board
50 West Broad Street, Suite 1075
Columbus, Ohio 43215
(614) 466-0912