Client Rights and Responsibilities

1. A designated OFS client advocate shall be available to provide information and assistance regarding client rights. Concerns that a client's rights may have been denied or violated shall be addressed in accordance with policy *Client Grievances*.
2. During the initial contact and prior to the provision of services, each client shall receive the Client Handbook, which includes written information regarding client rights and responsibilities. Client rights shall be explained to the client, and receipt, acknowledgment, and explanation of client rights shall be documented in the client's record.
3. Client rights information shall:
    - Be available in the major languages of the defined service population;
    - Be effectively and appropriately communicated to clients with special needs;
    - Be explained and presented in a manner or format appropriate to the client's understanding; and
    - Provide the client with an opportunity to ask questions.
4. If a client is unable to understand the information at the time of intake but later becomes able to do so, the information shall be presented to the client at that time. If a client is likely to continue indefinitely to be unable to understand the information, Omni Family of Services shall promptly attempt to provide the required information to a parent, guardian, or other appropriate person or agency responsible for protecting the client's rights, as identified and documented in the client's record.
5. In a crisis or emergency situation, the client may initially be verbally advised of at least the rights immediately pertinent to the circumstances, such as the right to consent to or refuse the offered treatment and the consequences of that agreement or refusal. A full verbal explanation of the Client Rights Policy shall be provided at the first subsequent meeting.

As a client of Omni Family of Services, I have the following rights under the Ohio Admin Code 5122-26-18(D)(1-21)

- The right to be treated with consideration and respect for personal dignity, autonomy and privacy.
- The right to protection from physical, sexual or emotional abuse, neglect, and inhumane treatment and sexual exploitation.
- The right to receive services or supports in the least restrictive, feasible environment.
- The right to participate in any appropriate and available service or support that is consistent with an individualized 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.
- The right to give informed consent to or to refuse any certifiable service or support.
- The right to participate in the development, review, and revision of one's own individualized treatment plan and receive a copy of it.
- The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others.
- The right to be informed of and refuse any unusual or hazardous treatment procedures.
- 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.
- 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.
- 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.
- 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.
- The right to be informed of the reason for denial of a certifiable service or support.
- 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.
- The right to know the cost of certifiable services or supports.
- The right to be verbally informed of all client rights and receive a written copy upon request.
- The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.
- The right to file a grievance.
- The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested.
- The right to be informed of one's own condition.
- The right to consult with an independent treatment specialist or legal counsel at one's own expense.