

PATHWAYS COUSELING CENTER, INC

POLICY & PROCEDURE MANUAL

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Date Approved: 1-21-99

Date Reviewed: 1-21-99

ORIGINAL _____ REVISION X

Purpose: To ensure the client rights, confidentially and civil rights of each client of the agency.

Policy: Every client and potential client of this agency is entitled to the following:

A. CLIENT RIGHTS- As a client of this agency you have the right:

1. To be treated with consideration and respect for personal dignity, autonomy, and privacy
2. To receive services in the least restrictive, feasible environment.
3. To be informed of one's own condition.
4. To be informed of proposed services, treatments, or therapies and alternatives.
5. To consent or to refuse any services, treatment, or therapy.
6. To receive a copy of one's own individual treatment plan.
7. To participate in the development, review, and revision of one's own individualized treatment plan.
8. To receive no medication from this agency.
9. To freedom from unnecessary physical restraint or seclusion.
10. To participate in any appropriate and available service, regardless of refusal of one or more other services, unless there is a valid and specific necessity which precludes and/or requires client's participation in other services.
11. To be informed of and the right to refuse any unusual or hazardous treatment procedures.
12. To be advised of and the right to refuse observation by others and by techniques such as one-way vision-mirrors, tape recorders, video recorders, television, movies, or photographs.
13. To consult with an independent treatment specialist or legal counsel, at one's own expense.
14. To confidentiality of communications and personal identifying information within the limitations and requirements of disclosure of client information under state and federal laws and regulations.
15. To have access to one's own client record in accordance with program procedures.
16. To be informed of the reason(s) for discontinuing a service.
17. To be informed of the reason(s) for denial of service.
18. To not be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, handicap, development disability or HIV infection, AIDS related complex or AIDS.
19. To know the cost of services.
20. To be informed of all client rights.
21. To exercise one's own rights without reprisal.
22. To file a client grievance in accordance with the programs procedures.
23. To have oral and written instructions concerning the procedure for filing a client grievance.

B. CONFIDENTIALITY

1. The confidentiality of alcohol and drug abuse patient records maintained by this program is protected by Federal law and regulations. Generally, the program may not say to a person outside the program that a patient attends the program, or disclose any information identifying a patient as an alcohol or drug abuser unless: 1) the patient consent in writing; 2) the disclosure is allowed by a court order; 3) the disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation; or 4) the Putnam County ADAMHS Board is a payor of services provided by this agency. The Putnam County Board ADAMHS Board as well as relevant state agencies, including the Ohio Department of Mental Health, Ohio Department of Alcohol and Drug Addiction Services, and the Ohio Department of Human Services has access to client identifying information necessary to pay claims.

2. Violation of the Federal law and regulations by a program is a crime. Suspected violations may be reported appropriate authorities in accordance with Federal regulations.

3. Federal law and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program or about any threat to commit such a crime.

4. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities. (See 42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR Part 2 for Federal regulations.) (Approved by the Office of Management and Budget under Control No. 0930-0999.)

C. CIVIL RIGHTS

1. In accordance with TITLES VI, CIVIL RIGHTS ACT of 1964, SECTION 504 of the REHABILITATION ACT of 1973, as amended, Age Discrimination Act of 1975, Americans with Disabilities Act of 1990 and Omnibus Budget Act of 1981, where applicable no person shall, on the basis of race, color, sex, religion, age, national origin, sexual orientation, handicap, developmental disability or HIV infection, AIDS related complex or AIDS, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity provided by the PATHWAYS COUNSELING CENTER INC.

2. No individual will be denied any service, financial aid, or other benefits provided under the program or be provided a service, financial aid, or other benefit which is different, or is provided in a different manner, from that provided to other under the program.

3. No individual will be denied any service, financial aid, or other benefits provided under the program, nor will the individual be restricted in any way in the enjoyment of any advantage or privilege enjoyed by others under the program.

4. No individual will be refused participation in any appropriate and available Corporation service, treatment, or therapy regardless of refusal of one or more other services, unless there is a valid and specific necessity, which precludes and/or requires the client's participation in other services; or because of relapse from earlier participation in that particular service, treatment, or therapy.

5. The person designated to coordinate compliance with Section 504 of the rehabilitation Act of 1973 (Nondiscrimination Against the Disabled) is Executive Director, who can be reached at Pathways Counseling Center, Inc., 835 N. Locus St., P.O. Box 272, Ottawa, Ohio 45875, (419)523-4300.

6. Any person who feels they have been discriminated against because of their race, color, national origin, disability, age, sex or religion, has the right to file a complaint.

Executive Director, Civil Rights Coordinator
Pathways Counseling Center, Inc.
P.O. Box 272
835 N. Locus St.
Ottawa, Ohio 45875
419-523-4300

Putnam County Alcohol, Drug Addiction & Mental Health Services Board
P.O. Box 410
Ottawa, Ohio 45875
419-523-0027

Additional assistance in filing a complaint may be obtained from:

Ohio Department of Alcohol & Drug Addiction Services
Civil Rights Office
Two Nationwide Plaza, 12th Floor
Columbus, Ohio 43215-2537
Telephone: 614-466-9011
TDD: 614-644-914

Office of Civil Rights Department of Health & Human Services
105 W, Adams Street, 16th Floor
Chicago, Illinois 60603
Telephone: 312-886-2359
TDD/TTY: 312-353-5693