

School Based Student Rights Statement:

Students/clients receiving School Based Services will be given a copy at initial meeting.

When a client is seen in an emergency or crisis situation, the student/client will be verbally informed of pertinent rights and written copy and a full explanation delayed until the next scheduled appointment.

It is the policy of LifeSpan that all clients be granted all rights in the following:

School Based Student Rights

- The right to be treated with consideration and respect for personal dignity, autonomy and privacy, and to receive services in a non-discriminatory manner
 - The right to service in a humane setting which is the least restrictive feasible as defined in the service plan;
 - The right to be informed of one's own condition, of current or proposed services, service or therapies, and of the available alternatives;
 - The right to consent to or refuse any service, service unless mandated by law, upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, service or therapy on behalf of a minor client; *(See below)
- *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 fourteen years of age or older for not more than six sessions or thirty days, without knowledge or consent of parent or guardian;
- 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;
 - The right to receive a copy of one's own individual service plan;
 - The right to active and informed participation in the establishment, periodic review and reassessment of the individualized service plan;
 - The right to freedom from unnecessary restraint or seclusion;

- The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services,
- The right to equitable service and the consistent enforcement of program rules and expectations;
- The right to be informed of and refuse any unusual or hazardous service procedures;
- The right to be advised of and refuse observation by techniques such as one-way vision mirrors, audio recorders, video recorders, still or motion picture photography or other forms of electronic taping or recording; (Informed written consent shall be obtained from client or a legal guardian prior to recording, photography or filming.)
- The right to have the opportunity to consult with independent treatment specialists or legal counsel at one's own expense;
- The right to confidentiality of all oral and written communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying agencies, state or federal laws and regulations unless release of information is specifically authorized by the client or parent or legal guardian of a minor or adult client in accordance with rule 5122:2-3-11 of the Administrative Code;
- The right to access one's own psychiatric, medical or other service records, unless access to specific identified items of information is expressly restricted for that individual client for clear service reasons the client's individualized service 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 the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records;
- The right to be informed in advance of the reason(s) for discontinuance of service and to be involved in planning of the consequences of that event;
- The right to receive an explanation of the reasons for denial of service;
- The right not to be discriminated against in the provision of service on the basis or religion, race, color, creed, sex, national origin, age, lifestyle,

physical or mental handicap, gender identity, sexual orientation, developmental disability or inability to pay;

- The freedom to express and practice religious and spiritual beliefs;
- The right to know the cost of services;
- The right to be fully informed of all rights;
- The right to exercise any and all rights without reprisal in any form including continued uncompromised access to services;
- The right to file grievance and the right to be presented with oral, as well as written, instruction for filing a grievance;

Behavior Management Policy:

LifeSpan, Inc. adheres to a hands-off policy in regards to punishment or discipline of persons served and prohibits restrictive behavior management activities (those that restrict, limit or curtail a person's freedom of movement). This policy statement will be offered to client at first appointment.

Grievance Procedure:

A client has the right to file a grievance without interference or retaliation. The following procedure is based on the principle that clients must have a way to redress a grievance within the agency structure. This procedure is available to all clients. The client has the right to at least one level of review that does not involve the person about whom the complaint has been made or the person who reached the decision under review. However, if they so choose, they can grieve directly to any of the officers listed under Step III without going through the following procedure.

The griever/client may use the LifeSpan filing form and submit grievance in writing to the CRO:

Client Rights Officer (CRO)LifeSpan, Inc.
1900 Fairgrove Ave. (Rt. 4), Hamilton, OH 45011
(513) 868-3210

Step I

A grievance of any procedure or policy is to be brought to the attention of the CRO, in writing, signed and dated by the client. It must also include the date, time, description and names of individuals involved in the situation being grieved. In the event that the CRO is unavailable or if the grievance is against the CRO, the alternate CRO shall be the member of the agency management team who is designated as second in line of authority to the Chief Executive Officer (CEO). A workday is

Monday-Friday, from 8 am to 5 pm. Assistance in preparing the grievance will be provided by the CRO. The CRO will meet with the client. She will investigate on behalf of the griever, if necessary. The CRO has 5 workdays in which to respond, in writing, to the griever/client. If the situation is resolved, a written statement of results will be given to the griever/client within 2 workdays and also filed in the appropriate place in the agency.

Step II

If the situation or concern is not resolved, the grievance will be given to the CEO by the end of the 5 workdays and the griever/client and an agency representative (CRO and/or others) chosen by the griever/client to represent him/her, will meet with the CEO to discuss the written grievance within 5 workdays after the written grievance has been submitted to the CEO. If the situation is resolved, a written statement will be given to the griever/client within 2 workdays.

Step III

If the grievance is not resolved, a statement so stating will be given to the griever/client within 2 workdays and the griever/client may direct the grievance to any of the following outside entities:

- Butler County Mental Health
5963 Boymel Drive
Fairfield, OH 45014 (513) 860-9240
- Ohio Department of Mental Health and
Addiction Services
30 East Broad Street, 8th Floor
Columbus, OH 43215-3430 (887) 275-6364
- Disability Rights Ohio
50 West Broad Street Suite 1400
Columbus, Ohio 43215 (614)466-7264
- Attorney General's Office
Medicaid Fraud Control Unit
150 E. Gay St., 17th Floor
Columbus, OH 43215 (877) 224-6446
- Governor's Council on People with Disabilities
400 E. Campus View Blvd.
Columbus, OH 45235 (800)282-4536
- Us Department of Health and Human Services
Office for Civil Rights, Region V
223 N. Michigan Ave., Suite 240
Chicago, IL 60601(312) 886-2359
- Ohio Counselor, Social Worker, Marriage and
Family Therapist Board
50 W Broad St., Suite 1075
Columbus, OH 43215-5919 (614)752-5165

- Ohio State Medical Board
30 E Broad St., 3rd Floor
Columbus, OH 43215 (614) 466-3934
- State of Ohio Board of Nursing
17 S. High St., Suite 400
Columbus, OH 43215 (614) 466-3947
- State Board of Psychology
Vern Riffe Center
77 S. High St., Suite 1830
Columbus, OH 43215 (614) 466-8808
- Ohio Department of Alcohol and Drug Addiction
Services
Two Nationwide Plaza
280 North High Street, 12th Floor
Columbus, OH 43215 (614) 466-3445

At the agency level, it is expected that any grievance resolution will not exceed 15 (fifteen) working days from the date the grievance was filed with them.

The CRO shall assure the keeping of records of grievances received, the subject matter of the grievances and the resolution of the grievances, for a period of 7 (seven) years. Such records shall be available for review by the Butler County Mental Health Board and the Ohio Department of Mental Health upon request.

Staff Training:

LifeSpan, through the CRO, assures that all staff and Board Members, through a letter from the CRO, understand their responsibility to immediately advise any client or any griever about the name and availability of the CRO and the complainant's right to file a grievance. Group training will be provided yearly at a regular staff meeting.

The CRO will provide, upon request, all relevant information about the grievance to one or more organizations to which the griever/client has initiated a complaint.

The grievance procedure and the name of the CRO will be posted in a conspicuous location in all buildings that LifeSpan operates. Included is the name, title, address, phone number and hours of availability of the CRO.

The CRO has full authority to take whatever steps are necessary to assure agency compliance with Client Rights Policy and The Grievance Procedure.

LifeSpan is an Equal Opportunity Employer and an Equal Service Provider.

Updated 5/2013



Student Rights Statement And Grievance Procedure