

Client Rights

Every client of The Nord Center has the right to receive humane care and treatment including:

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
2. The right to receive services in the least restrictive, feasible environment.
3. The right to be informed of one's own condition.
4. The right to be informed of available program services.
5. The right to give consent or to refuse any service, treatment or therapy.
6. The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it.
7. The right to freedom from unnecessary or excessive medication, unnecessary physical restraint or seclusion.
8. The right to be informed and the right to refuse any unusual or hazardous treatment procedures.
9. 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 or photographs.
10. The right to consult with independent treatment specialist or legal counsel at one's own expense.
11. The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under State and Federal laws and regulations.
12. The right to have access to one's own client record in accordance with program procedures.
13. The right to be informed of the reason(s) for terminating participation in a program.
14. The right to be informed of the reasons for denial of a service.
15. The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, sex, national origin, disability or HIV infection, whether asymptomatic or symptomatic, or AIDS.
16. The right to know the cost of services.
17. The right to be informed of all client rights.
18. The right to exercise one's own rights without reprisal.

19. The right to file a grievance in accordance with program procedures.

20. The right to have oral and written instructions concerning the procedure for filing a grievance.

Client Rights Officer

If at any time you believe that your client rights have been violated or if you would like to file a complaint about services provided by The Nord Center, the following information about client complaining procedures will help you make your concerns known to The Nord Center:

- A Client Rights Officer is available on weekdays from 9:00 a.m. to 5:00 p.m. You may contact the Client Rights Officer by calling the Agency's main switchboard or asking the receptionist at any Nord Center office. A Client Rights Officer is on-call 24 hours/seven days a week for any emergency client rights concerns by calling 1-800-888-6161.
- The Client Rights Officer is a Nord staff person. However, the Client Rights Officer acts as a representative of neither The Nord Center nor the client, but rather as a person who advocates for the compliance of client rights and also works with the complainant to keep them informed of findings. Further, the Client Rights Officer is responsible for providing both help and insight to all parties concerned with the objective of achieving an equitable solution.
- The grievance must be in writing.
- The grievance must be signed and dated by the client or the person filing the grievance on behalf of the client.
- The grievance must include the date, time, description of the incident/situation and the names of the individuals involved.
- The grievance must be given to the Client Rights Officer.
- Clients in need of an advocate can access that service by contacting The Nord Center's Community Education and Consumer Support Services (CESS) Department.
- The Client Rights Officer will listen to your complaint and perhaps ask you some questions about your concern.
- After the Client Rights Officer has heard about your complaint, he/she will contact the supervisor of the service team involved within 3 working days.
- The Client Rights Officer has 21 calendar days from receipt of the grievance to investigate the complaint and make a grievance resolution decision.
- The Client Rights Officer may contact you during the investigation to ask for more information.
- Once the investigation is complete, the Client Rights Officer will contact you to discuss the possible resolution. If you agree with the resolution, the complaint will be considered closed. If you do not agree with the resolution, the Executive Director of The Nord Center will review the complaint and make a final decision.

At any time, you may take your complaint directly to any and all of the following agencies:

*Ohio Department of Alcohol & Drug Addiction Services
2 Nationwide Plaza
280 North High Street, 12th Floor
Columbus, Ohio 43215
Phone: 614-466-3445*

*The U.S. Department of Health & Human Services
Office for Civil Rights – Region 5
233 N. Michigan Ave., Suite 240
Chicago, IL 60601
Phone: 312-886-5078*

*Lorain County Mental Health Board
1173 North Ridge Road, East Suite 101
Lorain, Ohio 44055
Phone: 440-233-2020
Ohio Legal Rights Services
8 East Long Street
Columbus, Ohio 432215-2999
Phone: 614-466-7264 or 1-800-282-9181*

*State of Ohio Dept. of Mental Health
30 East Broad Street, 11th Floor
Columbus, Ohio 43266-0414
Phone: 614-466-2596*

*Alcohol & Drug Addiction Services Board of Lorain County
4950 Oberlin Avenue
Lorain, Ohio 44053
Phone: 440-282-9920*

- You do not have to file a complaint immediately. You have the option at anytime to file a complaint.
- A copy of the agency's Client Rights policy and Grievance procedure is posted at each facility where services are provided.
- If you have any questions about this process, please contact the Client Rights Officer at The Nord Center or ask your service provider.

Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state and local authorities.