



## PATHWAYS COUNSELING CENTER, INC.

### Client Rights

1. Pathways Counseling Center, Inc. ensures organizational compliance with the following client rights requirements for OhioMHAS:
  - a. The right to be treated with consideration and respect for personal dignity, autonomy and privacy;
  - b. The right to reasonable protection from physical, sexual or emotional abuse, neglect and inhumane treatment;
  - c. The right to receive services in the least restrictive, feasible environment;
  - d. The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
  - e. The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency;
  - f. The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it;
  - g. 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;
  - h. The right to be informed and the right to refuse any unusual or hazardous treatment procedures;
  - i. 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 prohibit an agency from using closed circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;
  - j. 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;
  - k. 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 shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;
  - l. The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;
  - m. The right to be informed of the reason for denial of a service;
  - n. The right not to be discriminated against for receiving services 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 prohibited by local, state or federal laws;
  - o. The right to know the cost of services;
  - p. The right to be verbally informed of all client rights, and to receive a written copy upon request;
  - q. The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;

- r. The right to file a grievance;
  - s. The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;
  - t. The right to be informed of one's own condition; and,
  - u. The right to consult with an independent treatment specialist or legal counsel at one's own expense.
2. Pathways Counseling Center, Inc. also ensures organizational compliance with the following rights of persons served requirements for CARF:
    - a. Confidentiality of information;
    - b. Privacy;
    - c. Informed consent or refusal or expression of choice regarding treatment, service delivery, release of information, concurrent services, composition of the service delivery team, and involvement in research projects, if applicable;
    - d. Access to and methods by which the person served may review his or her record;
    - e. The freedom from abuse, neglect, retaliation, humiliation, and financial or other exploitation;
    - f. Mechanisms to facilitate access and/or referral to self-help groups and support services, advocacy support services, legal entities for appropriate representation;
    - g. Access to information pertinent to the person served in sufficient time to facilitate his or her decision making;
    - h. Adherence to research guidelines and ethics when persons served are involved, if applicable;
    - i. Investigation and resolution of alleged infringement of rights; and
    - j. Other legal rights;
  3. Upon admission each client will be provided with a copy of the client rights prior to the beginning of service delivery. Upon written request any other person may receive a copy of the policy and procedure regarding client rights. Documentation is maintained with dated signatures by the clients, which is kept in each client's record to indicate receipt.
  4. The client rights procedure will be posted. This policy and procedure is posted prominently at each Pathways Counseling Center, Inc. location where clients and visitors may review them.
  5. In a crisis or emergency situation, or when the client does not present for services in person such as through a hotline; the provider may verbally advise the client of at least the immediately pertinent rights only, such as the right to consent to or to refuse the offered treatment and the consequences of that agreement or refusal. Full verbal explanation of the client rights policy shall be provided at the first subsequent meeting.
  6. When persons served participate in research, Pathways Counseling Center, Inc. adheres to all governmental regulations, professional ethics, and is approved by the Board of Directors. Pathways Counseling Center, Inc. ensures that the confidentiality of the person served is protected. Written consent from each client participating is required. Documentation that the client made an informed choice and that he/she had the right to cease participation with no penalty is required. A written consent from clients to use, disposition, and release of the data is required.
  7. Pathways Counseling Center, Inc. provides policies and procedures governing the rights of the person served that apply to all applicable federal and state regulations. This adherence is demonstrated in its clinical records, code of ethics, and other practices.