



# Client Rights



Emerald Development and Economic Network, Inc. (EDEN) is a non-profit housing development corporation and contract agency of the Alcohol, Drug Addiction and Mental Health Services Board of Cuyahoga County (ADAMHSCC). EDEN serves as the developer of ADAMHSCC’s permanent housing for its clients.

EDEN maintains ownership of completed apartment buildings and provides property management services. All mental health and supportive social services are provided by case managers employed by community mental health centers/agencies and CSN Staff assigned to work in the community.

As a contract agency of ADAMHSCC, EDEN is committed to the adherence of the provisions under OAC 5122-2-1-01.

## CLIENT RIGHTS OFFICERS

*Melynda DeWitt or Monique Ragland*

Location: EDEN  
7812 Madison Avenue  
Cleveland, Ohio 44102

Hours of Availability: 8:30 a.m. – 4:30 p.m. (M-F)

Telephone: (216) 350-4025 or  
(216) 961-9690 x 365

Email: [edenclientsrights@edencle.org](mailto:edenclientsrights@edencle.org)

The Client Rights Officer (CRO) is available, upon request, to explain any and all aspects Client rights, to explain the grievance procedure, to provide assistance in preparing a written grievance, and to represent the Client at an agency hearing. The CRO shall respond and resolve all grievances within twenty days of the date the grievance was filed. Any extenuating circumstances indicating that this time-period will need to be extended must be documented in the grievance file and written notification given to the client. An alternate CRO is also available upon request.

## CLIENT RIGHTS

- (1) The right to be treated with consideration and respect for personal dignity, autonomy, and privacy.
- (2) The right to reasonable protection from physical, sexual, or emotional abuse, neglect, and inhumane treatment.
- (3) The right to receive services in the least restrictive, feasible environment.
- (4) 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.
- (5) The right to give informed consent to or to refuse any service, treatment, or therapy, including medication absent an emergency.
- (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, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others.
- (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, 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.
- (10) 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.
- (11) 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.
- (12) 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.

- (13) The right to be informed of the reason for denial of a service.
- (14) 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.
- (15) The right to know the cost of services.
- (16) The right to be verbally informed of all client rights, and to receive a written copy upon request.
- (17) The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.
- (18) The right to file a grievance.
- (19) The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested.
- (20) The right to be informed of one's own condition; and,
- (21) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

## **CLIENT RIGHTS POLICY**

### **1. DISTRIBUTION**

Distribution of the Client Rights Policy is made by EDEN upon move-in.

- a. In a crisis or emergency situation, the Client or applicant shall be verbally advised of at least the immediately pertinent rights, such as the right to consent to or to refuse the offered Lease Agreement and consequences of that consent or refusal. Written copy and full verbal explanation of the Client Rights Policy may be presented at a subsequent meeting.
- b. Clients shall receive a copy and explanation of the Client Rights Policy upon request.
- c. EDEN posts a copy of the Client Rights Policy in a conspicuous location in the office of EDEN
- d. EDEN requires that it's administrative and support staff are knowledgeable about all Client rights, the grievance process, and receive training in the area of Clients rights and grievance procedures.

## 2. PURPOSE

The purpose of this policy is to provide a formal process for Clients leasing EDEN housing or applicants seeking EDEN housing to make problems and disputes known and to seek resolution through the grievance process.

## 3. POLICY

It is the intent of EDEN to provide choice of and access to quality, affordable, permanent rental housing to Clients served and referred by community case managers; and to provide this housing in a fair, equitable, and expedient manner.

It is also the intent of EDEN to foster an open exchange of information regarding housing and related needs among all parties serving the Client (case manager, EDEN, SOS workers, etc.) that will serve to address and resolve issues as they arise and minimize the number of issues which reach a formal dispute stage.

## 4. GRIEVANCE PROCEDURE

When a Client believes an issue has not been satisfactorily resolved through normal communication, the following grievance procedure is followed:

- e. The issues and desired outcome are described in writing as a Grievance and submitted to the Client Rights Officer of EDEN or the alternate Client Rights Officer if the grievance involves the CRO. The Client Rights Officer will provide a Client Grievance Form and assistance in preparing the Grievance. The grievance form will include, if available, the date, approximate time, description of the incident and names of individuals involved in the incident or situation being grieved. The Client Grievance Form must be dated and signed by the client, the individual filing the grievance on behalf of the client or have an attestation by the client advocate that the written grievance is a true and accurate representation of the client's grievance.
- a. A written acknowledgment of receipt of the grievance will be provided to each grievant. Such acknowledgment shall be provided within three (3) business days from receipt of the grievance. The written acknowledgment shall include, but not be limited to, the following:
  1. Date grievance was received
  2. Summary of grievance
  3. Overview of grievance investigation process
  4. Timetable for completing of investigation and notification of resolution
  5. Treatment Provider contact name, address and telephone number.

- b. The Client Rights Officer shall investigate and discuss the Grievance with all parties involved and shall submit a Report, Recommendation, and all relevant documents to the Executive Director within five (5) working days of receipt of the Grievance. The CRO, at the Client's request, may represent the Client at the agency hearing(s). Any extenuating circumstances indicating that this time period will need to be extended must be documented in the grievance file and written notification given to the Client.
- c. Within five (5) working days of receipt of the Report and Recommendation from the Client Rights Officer, the Executive Director, after review and consideration of the Report and Recommendation, shall render a Decision in writing and forward the Decision to the Client. Such Decision shall also include information regarding further appeal rights of the Client.
- d. The decision of the Executive Director may be appealed to an Ad Hoc Housing committee made up of two (2) members (other than the President) of EDEN's Board of Trustees and two (2) members from other community housing organizations, such as Cleveland Housing Network, Cleveland Client Rights Organization, etc. The Executive Director shall forward the appeal to the Ad Hoc Housing Committee along with the Decision of the Executive Director, the Report and Recommendation of the Client Rights Officer, and all other relevant documents.
- e. No later than five (5) days from receipt of the appeal of the Executive Director's decision, the Ad Hoc Housing Committee shall meet to consider the appeal. The Client shall receive notice of the date, time and place of the meeting and shall be given the opportunity to address the Ad Hoc Housing Committee. Within five (5) days of such meeting, the Ad Hoc Housing Committee shall forward a Decision on Appeal to the Client and the Executive Director.
- f. The Executive Director of EDEN shall upon request forward to ADAMHSCC or other agency, the Decision on Appeal by Ad Hoc Housing Committee, the Decision of the Executive Director, the Report and Recommendation by the Client Rights Officer, and all relevant documents.
- g. It is the option of the grievor to initiate a complaint with any or all of several outside agencies, specifically, the ADAMHSCC, Ohio Department of Mental Health, the Ohio Legal Rights Services, the US Department of Health and Human Services, and any and all appropriate professional licensing or regulatory associations (see attached list).
- h. If either the Client, or an agency listed in (e.) above or any other outside entity requests information regarding the grievance, EDEN will provide copies as requested.
- i. Grievance records will be maintained for at least two years from resolution date and will include at a minimum the following:
  - 1. Copy of the grievance
  - 2. Documentation reflecting the process used and resolution
  - 3. Documentation, if applicable, of extenuating circumstances for extending the time period for resolving the grievance beyond twenty business days.

## OUTSIDE ENTITIES

A complaint/grievance can be filed with any of the following agencies at any time.

1. Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County  
2012 West 25th Street, 6th Floor  
Cleveland, Ohio 44113  
(216) 241-3400
2. Ohio Department of Mental Health and Addiction Services  
30 East Broad Street, 8th Floor  
Columbus, Ohio 43215-3430  
(614) 466-2596  
1 (877) 275-6364
3. Disability Rights Ohio  
200 S Civic Center Dr #300  
Columbus, Ohio 43215  
(614) 466-7264  
1 (800) 282-9181
4. Attorney General's Office  
Health Care Fraud Unit  
101 East Town St. 5th Floor  
Columbus, Ohio 43215  
(614) 466-0722  
1 (800) 642-2873
5. Governor's Office of Advocacy for People with Disabilities  
8 East Long Street, 7th Floor  
Columbus Ohio 43266  
(614) 466-9956
6. U.S. Department of Health & Human Services  
Office of Civil Rights-Region V  
233 N. Michigan Ave., Suite 240  
Chicago, Illinois 60601  
(800) 368-1019
7. Ohio Counselor, Social Worker and Marriage and Family Therapist Board  
77 South High Street, 24th Floor  
Columbus, Ohio 43215  
(614) 466-0912

8. State Medical Board  
30 E. Broad St., 3rd Floor  
Columbus, Ohio 43215  
(614) 466-3934  
1 (800) 554-7717
9. State Board of Psychology  
77 South High Street, Suite 1830  
Columbus, Ohio 43215-6108  
(614) 466-8808
10. U.S. Department of Housing and Urban Development (Cleveland Office)  
1350 Euclid Avenue Ste. 500  
Cleveland, OH 44115  
(216) 357-7900



# Client Grievance



Name of Client: \_\_\_\_\_ Date \_\_\_\_\_

Subject of Grievance including approximate time, description of the incident and names of persons involved:

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Information about grievance, including contacts with other staff to resolve the problem:

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Other relevant information:

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Signature: \_\_\_\_\_



# CLIENT RIGHTS GRIEVANCE PROCEDURE

## Sample Grievance Procedure Flow

