



Information for Clients

Client' Rights Policy

Each program of the House of Hope must share the following policy with their clients. To obtain a physical copy of these rights, either print the page, or call 614-291-4691.

Each client admitted to the House of Hope has the following rights:

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.
7. The right of 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 mirrors, tape recorders, video recorders, television, movies or photographs.
10. The right to consult with an 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's 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 reason(s) 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 symptomatic or asymptomatic or AIDS.
16. The right to know the cost of services.
17. The right to be informed of all clients' rights.
18. The right to exercise one's right 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.



Grievance Procedure

A 'grievance' is an official complaint made by a client against the House of Hope or its staff. Each program of the House of Hope must post the following Grievance Procedures in a place visible to the program's clients:

The House of Hope gives notice to all program participants that a grievance process exists. If the component of the participants' BILL OF RIGHTS has been violated, he/she must submit grievance in writing. The grieving party must include the dates the incidence occurred, names of the persons involved and a brief description of the incident. The participant is to sign the incidents report and give it to the Program Director. If the participant does not wish to give the incident report to the Program Director, he/she can mail it to:

OHIO MHAS
James A Rhodes State Office Tower
30 East Broad Street 8th Floor
Columbus, Ohio 43215
(614)466-2596

OHIO LEGAL RIGHTS
8E Long Street
Columbus, Ohio 43215
(614)466-7264
1-800-232-9181

FRANKLIN COUNTY ADAMH BOARD
447 East Broad Street
Columbus, Ohio 43215
(614) 224-1057

US DEPT. OF HEALTH & Human Services
Civil Rights Regional Office
105 W. Adams
Chicago, IL 60643
(312) 836-2359

OHIO CIVIL RIGHTS COMMISSION
220 Parsons Avenue
Columbus, Ohio 43266-0543

To reach the House of Hope Client Rights Officer, call 614-580-2741.

If the grievance is given to the Program Director, a resolution will be forthcoming within 21 Days after the grievance is received. If the participant needs assistance in filing the grievance, a staff member at the House of Hope will do so, with an interpreter present, if needed.



Confidentiality and Telehealth during the COVID-19 State of Emergency

The House of Hope always strives to protect the privacy and confidentiality of our clients. Due to the 2020 COVID-19 State of Emergency, Ohio Governor Mike DeWine has issued emergency action 5160-1-21, which allows healthcare providers like the House of Hope to offer counseling services through telehealth (phone, computer) with fewer restrictions. As such, there are certain limitations and risks to privacy with telehealth that we want to make you aware of:

- In all our programs, we will need you to provide a verbal consent to receive an assessment over the phone
- In order for us to share information about your treatment with other people (probation officers, physicians, etc.), we typically would have you sign a written release of information. Because of the State of Emergency, this is not always possible. It is now permitted in Ohio for you to provide us with verbal consent to release information about your treatment, and we will document your verbal consent in your record of care.
- In our residential programs, we will obtain your written consent for treatment and releases of information once you are admitted to the program
- For our outpatient programs, we will only be able to obtain your verbal consent for treatment and releases of information, at least until the State of Emergency has been lifted
- You may revoke that release of information at any time by contacting your primary counselor. Once you revoke your permission, we can no longer share information with the people you had previously given your verbal permission. We are not responsible for the information shared between the time you gave us verbal permission and the time you revoke it.
- Because telehealth is conducted over the phone and online, there is always a risk that your session could be hacked by an unwanted entity. If House of Hope becomes aware of any online hacking, we will notify you immediately.
- When using videoconferencing for outpatient group sessions, it is important to respect the privacy of your fellow group members by moving to a private location with a closed door whenever non-group members in your environment (e.g. your children, significant other, etc.) may be nearby
- As always, we are required by law to intervene and/or report any disclosures related to the following:
 - Child abuse or neglect
 - Active violations of federal, state, or local laws
 - Imminent risk of harm to self
 - Imminent risk of harm to others
 - Medical emergencies
 - Information requested by a specialized court order

Note: There are also important benefits to telehealth counseling. You save on travel expenses and time since you can participate from the comfort of your own home. You also will not have to risk traveling during bad weather.