

MENTAL HEALTH AND RECOVERY SERVICES (MHRS) BOARD
(Serving Coshocton, Guernsey, Morgan, Muskingum, Noble & Perry Counties)
 1500 Coal Run Road, Zanesville, Ohio 43701

POLICY SUBJECT: CLIENT RIGHTS		Part: II – MISSION & PROGRAM
SUPERCEDES		APPROVED BY: BOARD OF DIRECTORS DATE:
Part: NA	SIGNATURE:	Section: A.12 Revised Date: 1/30/19
Section: NA	DATE:	Page 1 of 1 CoQ Section: V-A.13

PURPOSE: To exercise the Board’s authority, responsibility, and commitment to treatment of persons served by contract organizations in a manner that protects their rights and responsibilities.

POLICY: It is the policy of this Board:

- (1) to uphold the Ohio Department of Mental Health and Addiction Services client rights that are outlined in Section 5122-26-18 of the Ohio Administrative Code;
- (2) to assure compliance with ORC regulatory standards (340.03 Boards of alcohol, drug addiction, and mental health services; powers and duties) regarding client rights and complaint/grievance procedures;
- (3) to establish procedures for responsive, impartial, and timely resolution of client grievances;
- (4) to investigate allegations of client abuse or neglect; and
- (5) to distribute Board client rights and responsibilities, policies and procedures to persons served, contract organizations, and any person or entity that may request such information.

RESPONSIBILITIES:

- (1) The Executive Director shall design, implement, and monitor procedures that assure effective support of this client rights policy.
- (2) The Board of Directors shall periodically review this client rights policy.