



Client Rights

All Homefull consumers have the following rights:

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy.
2. The right to service in a humane setting which is the least restrictive feasible as defined in the case plan.
3. The right to be informed of one's own condition, of proposed or current services, treatment.
4. The right to consent to/refuse any service upon full explanation of the expected consequences of such consent or refusal. A parent/legal guardian may consent to or refuse any service, treatment or therapy on behalf of a minor client.
5. The right to a current, written, individualized case plan that addresses one's own needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral.
6. The right to active & informed participation in the establishment, periodic review, and reassessment of the case plan.
7. The right to freedom from unnecessary or excessive medication.
8. The right to freedom from unnecessary restraint or seclusion.
9. The right to participate in any appropriate and available agency service, regardless of refusal of one or more other services, programs or case plans, unless there is a valid and specific necessity which precludes and/or requires the client's participation in other services, this necessity shall be explained to the client and written in the client's current case plan.
10. The right to be informed of and refuse any unusual or hazardous treatment procedures.
11. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies or photographs.
12. The right to have the opportunity to consult with legal counsel, at one's own expense.

13. The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state or federal statutes, unless release of information is specifically authorized by the client or parent or legal guardian of a minor client or court-appointed guardian of the person of an adult client in accordance with rule 5122:2-3-11 of the Administrative Code.
14. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.
15. The right to receive an explanation of the reasons for denial of service.
16. The right to have access to one's own records, unless access to particular identified items of information is specifically restricted as "not for consumer access" or when deemed to have the potential to cause severe emotional damage resulting in imminent danger to the client. This may be indicated the client's case plan or as deemed so by the Clinical Director or CEO. Requests to review records must be submitted in writing to the CEO.
17. The right not to be discriminated against in the provision of service on the basis of race, ethnicity, color, religion, creed, sex, gender, gender identity/expression, sexual orientation, political affiliation, union activity, disability (including physical or mental handicap or developmental disability), national origin, ancestry, age, inability to pay for services, lifestyle, familial status, HIV/AIDS status, military status, or any other class protected by federal, state, or local law.
18. The right to know the cost of services.
19. The right to be fully informed of all rights.
20. The right to exercise any and all rights without reprisal in any form and continue uncompromised access to service.
21. The right to file a grievance.
22. The right to have oral and written instructions for filing a grievance.