

# The Village Network 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 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.

## The Village Network Children's Rights

1. The right to enjoy freedom of thought, conscience, and religion or to abstain from the practice of religion.
2. The right to reasonable enjoyment of privacy.
3. The right to have his or her opinions heard and be included, to the greatest extent possible, when any decisions are being made affecting his or her life.
4. The right to receive appropriate and reasonable adult guidance, support, and supervision.
5. The right to be free from physical abuse and inhumane treatment.
6. The right to be protected from all forms of sexual exploitation.
7. The right to receive adequate and appropriate medical care.
8. The right to receive adequate and appropriate food, clothing, and housing.
9. The right to his own money and personal property in accordance with the child's service or case plan.

10. The right to live in clean, safe surroundings.
11. The right to participate in an appropriate educational program.
12. The right to communicate with family, friends and “significant others” from whom he or she is living apart from, in accordance with the child’s service or case plan.
13. The right to be taught to fulfill appropriate responsibilities to himself or herself and to others.

## The Village Network Grievance Policy

The Village Network maintains a formal mechanism through which applicants, clients, and other stakeholders can express and resolve grievances, including denial of service, which includes:

- The right to file a grievance without interference or retaliation;
- Timely written notification of the resolution and an explanation of any further appeal, rights or recourse;
- At least one level of review that does not involve the person about whom the complaint has been made or the person who reached the decision under review; and
- The right of the client or a family member to be heard by a panel or person delegated to review responsibility.

A stakeholder is defined as, any person, group, or organization that has a vested interest in the services provided by The Village Network. Examples may include: clients, family members of clients, consumers, personnel, funding organizations, referral organizations, vendors, and governmental bodies.

A complaint may either be filed in writing or verbally. During a visit to any of The Village Network Offices, or in a phone call to The Village Network, the individual may state a complaint or grievance directly to the client’s Clinical Therapist , their supervisor, the on-duty Clinical Therapist, Program Coordinator, Regional Director or any staff.

The individual may also file a complaint by writing directly to the Clinical Therapist, their supervisor, the Performance Compliance Quality Improvement Vice President, the Regional Director, the Executive Vice President, the President/CEO or any staff.

Send to:

The Village Network  
2000 Noble Drive  
Wooster Ohio 44691

