

# Client Rights

At **Start of a Better Tomorrow**, we are committed to providing services in a safe, respectful, supportive, and person-centered environment. Every client has rights that must be respected throughout their care.

Our Client Rights Policy is maintained in accordance with **Ohio Administrative Code Rule 5122-26-18, Client Rights and Grievance Procedure**.

## Your Rights

As a client of Start of a Better Tomorrow, you have the right to:

### Dignity, Respect & Safety

- Be treated with consideration and respect for your personal dignity, autonomy, and privacy.
- Be protected from physical, sexual, or emotional abuse, neglect, inhumane treatment, exploitation, and sexual exploitation.
- Receive services in the least restrictive, feasible environment.
- Be free from unnecessary or excessive medication.
- Be free from restraint or seclusion unless there is an immediate risk of physical harm to yourself or others.

### Participation in Your Care

- Participate in the development, review, and revision of your individualized treatment plan and receive a copy.
- Participate in appropriate and available services consistent with your individualized treatment plan.
- Give informed consent to or refuse services or supports.
- Be informed of and refuse unusual or hazardous treatment procedures.
- Be informed about your condition.
- Be informed of the reason if a service or support is denied.

- Be informed in advance of the reason for termination of a service or support and receive an appropriate referral when applicable.
- Consult with an independent treatment specialist or legal counsel at your own expense.

## **Privacy & Confidentiality**

- Have your communications and personal identifying information kept confidential as required by state and federal law.
- Access your own client record unless specific information is restricted for clear treatment reasons.
- Be informed of and, when applicable, refuse observation, recording, photography, video recording, or other audio or visual technology.

## **Equal Access & Non-Discrimination**

- Receive services without unlawful discrimination.
- Receive services and supports in a manner that respects your individual needs.
- Know the cost of services or supports provided to you.

## **Understanding & Exercising Your Rights**

- Be verbally informed of your client rights.
- Receive a written copy of your rights upon request.
- Have your rights explained in a way that you can understand.
- Exercise your rights without retaliation or reprisal, subject to necessary health and safety considerations.

## **Grievances & Concerns**

You have the right to voice concerns and file a grievance if you believe your rights have been denied or violated.

You have the right to:

- File a grievance without fear of retaliation or negative consequences.
- Receive oral and written instructions explaining how to file a grievance.

- Receive assistance with filing a grievance if requested.
- Make a grievance verbally or in writing. If made verbally, the Client Advocate will assist with preparing the written grievance.
- Receive written acknowledgment that your grievance was received.
- Have your grievance reviewed fairly and receive a decision within the timeframes required by Ohio law.
- Contact outside agencies or organizations if you are not satisfied with the resolution or wish to file a grievance externally.

## **Client Advocate**

Our Client Advocate is available to answer questions about your rights, assist you with concerns, and help you file a grievance.

**Client Advocate:** Antaniqua Martin

**Title:** Office Manager

**Phone:** (567)200-3067

**Email:** [antaniqua@soabt.org](mailto:antaniqua@soabt.org)

**Location:** 3347 McGregor Ln Toledo, OH 43623

**Hours Available:** 9am-5pm

## **Emergency & Crisis Support**

If you are experiencing a life-threatening emergency, **call 911** or go to the nearest emergency department.

For mental health or suicide crisis support, **call or text 988** to reach the 988 Suicide & Crisis Lifeline.

**Start of a Better Tomorrow is committed to protecting the rights, dignity, privacy, and well-being of every individual we serve.**