THE ACHIEVEMENT CENTERS FOR CHILDREN

Client Rights and Responsibilities

The Achievement Centers for Children is committed to providing comprehensive, coordinated services for individuals with disabilities and their families. It is the policy of the Achievement Centers for Children to afford equal opportunity in all areas to each individual regardless of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, physical or mental disability, including any person with HIV or AIDS-related complex or developmental disability; or in any manner prohibited by the laws of the State of Ohio or the United States, or be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives Federal or State financial assistance. A copy of the Clients Rights Policy and the Grievance Procedures are posted in a conspicuous place in each of the Agency's facilities and is also available to every applicant for service and client of the Agency upon request.

The Client Rights Officer is:
Sterling Gill, III
Achievement Centers for Children
28501 Clemens Rd.
Highland Hills, Ohio 44128
216-292-9700
8:30 am - 5:00 pm, M - F

As a client, or as the parent or guardian of a client of the Achievement Centers for Children ("Agency"), you have a number of rights under both State and Federal law. The following is a summary of these rights. A longer, more detailed statement of rights is available upon request. **You have a right to:**

- ♦ be treated with respect and consideration
- ♦ be served in a setting that is safe,
- ♦ know what services are being recommended or provided and why;
- ♦ know what the risks and benefits of services are, and of any alternatives, including the risks or benefits of receiving no services;
- ♦ have access to appropriate methods of communication to maximize the understanding of services provided;
- ♦ have access to available resources in the community
- ♦ request a change in service(s) and be informed of any recommended changes;
- ♦ know who will provide services and what their credentials are;
- ♦ know what fees are being charged, if any;
- ♦ refuse any recommended service(s) without penalty;
- ♦ expect help identifying or developing alternatives to any recommended service you refuse;
- ♦ have your information kept confidential and private;
- ♦ see your records and talk to Agency personnel about what is in it;
- ♦ freedom from abuse, neglect, financial or other types of exploitation;
- ♦ services without discrimination, humiliation, and retaliation;
- ♦ complain to the management if you are unsatisfied with a service or an individual provider; and,
- ♦ file a grievance if you believe your legal rights have been violated.

As a client (or the parent/guardian of a client), **you also have a responsibility to:**

- ✓ provide enough accurate information to develop a plan of service(s) that can meet your needs;
- ✓ participate in the regular review of your plan, especially as your circumstances change;
- ✓ participate to the best of your ability in any follow-up or off-site activities recommended;
- ✓ notify staff in advance if you are unable to keep an appointment;
- ✓ honor your fee contract and keep current with any payments;
- ✓ ask questions if you do not understand something; and,
- ✓ follow appropriate procedures for making a complaint or filing a grievance.

Complaint Procedure

If you are dissatisfied, you should first discuss your concern with the staff person you think is responsible for the problem. If you feel you cannot talk with him/her directly, your next step is to talk with his/her supervisor. If you do not know who the supervisor is, you can call the Agency and ask to speak with the staff person's supervisor. Most concerns are effectively taken care of in this way.

If the problem has not been resolved or if you are not satisfied with how the staff person and/or the supervisor handled the situation, you should take your concern to the Client Rights Officer, who will work towards a satisfactory solution for all involved. You may be asked to prepare a written statement, or a written statement may be prepared based on your comments. The Client Rights Officer will investigate the complaint on your behalf within 7 working days. The Client Rights Officer will inform you of the proposed solution. If you feel the complaint has not been resolved, you may file a grievance.

Grievance Procedure

If you feel your rights have been violated, the Agency encourages you to submit a statement as soon after the alleged violation has/have occurred, and, preferably within 15 days. The written statement should include:

- the right that was violated
- the staff person responsible for the alleged violation
- the date and time of the alleged violation
- any other information pertinent to the alleged violation.

The grievance process is outlined below:

- you and/or your designated representative will have a reasonable opportunity to be heard by the Client Rights Officer, who is an impartial decision-maker of the Agency;
- the Client Rights Officer will try to resolve the issue as soon as is reasonable, but it will not exceed twenty (20) working days from the date of the filing of the grievance;
- the Client Rights Officer will provide the resolution of the grievance in writing to you, or another individual, with your permission;
- you may file an appeal with the Chief Executive Officer (CEO) within 3 working days of receiving the results, if you are dissatisfied with the grievance decision;
- the CEO will convene an external committee consisting of 2 contract funders and a person of your choice
- the external committee will review the original grievance and resolution and provide their formal resolution to the CEO
- the CEO will send the external committee's grievance appeal decision to you in writing within 15 days of receiving the appeal decision.
- you have the option to initiate a complaint with any or all outside agencies as appropriate, and that such a list, along with relevant addresses and phone numbers shall be provided to you (see attached); and,
- the Client Rights Officer, upon request, will provide all relevant information about the grievance to one or more of the outside agencies as allowed for above and to which the griever has filed a complaint.

In the event, the Client Rights Officer is involved in the alleged violation or is not expected to be available within 2 working days, an alternative decision-maker shall be available. In general, that person shall be the Chief Human Resources Officer.

Every staff person has a clearly understood and specified duty to immediately advise any client or other person who is articulating a concern, or grievance, about the name and availability of the ACC's Client Rights Officer and the right to file a grievance.

Access to Record(s) Policy and Procedure

You may access your/your child/ward's Integrated Clinical Record (ICR) upon request. A written request is required. The form is available from your provider or any Agency support staff person. The form may be returned to any staff person. Every effort will be made to make sure that you are able to access your/your child/ward's ICR as quickly as possible, but it may take up to 10 working days to fulfill the request.

You have access to all documents in the ICR, with the exception being documents that when reviewed may cause severe damage to you/your child/ward. If you request a copy of the information, there may be a fee for the costs of copying, mailing or other supplies associated with your request.

If there is something in the ICR, which you believe is inaccurate, you can ask to complete a "Request for Amendment of the Clinical Record" form, which will be made a permanent part of your/your child's ICR and will be sent with any future authorized medical request for information. Your amendment request may or may not be approved by the Chief Operating Officer/Client Rights Officer.

Method(s) used to present rights (include tool(s), if any):

☐ verbally reviewed ❑ provided in information packet
☐ provided written copy ❑ other Parent's Rights In HMG – Home Visiting Brochure

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Signature of Client/Parent/Guardian Date

Revised 05/04;6/05;7/22 reviewed 9/04;9/10;8/11;8/12;8/13;5/15;8/20;10/24 10/25

Other Grievance Option

As a consumer you have a right to bring a grievance directly to one or more of a number of county, state or federal agencies. This option is open to you whether or not you file a grievance directly with Achievement Centers for Children. You are not required to notify the staff, but if you wish, staff will do everything possible to assist you, to help you determine which outside agency would be most appropriate to contact. Generally, this will be the "client rights officer" or whoever handles client rights complaints.

Regional/County	Cuyahoga County Board of Developmental Disabilities 1275 Lakeside Ave East Cleveland, OH 44114 216.251.8230 Major Unusual Incident Intake Line (24 hr.) 440.333.6841	Your local School Superintendent Office or Educational Services Center of Northeast Ohio 6393 Oak Tree Blvd Independence, OH 44131 216.524.3000	ADAMHS Board of Cuyahoga County Client Rights Officer 2012 West 25 St Cleveland, OH 44113 216.241.3400 TTY 216.241.3983	Cuyahoga County Board of Health 5550 Venture Dr Parma, OH 44130 216.201.2000	Office of Civil Rights Cleveland Regional Office 615 W Superior Ave Cleveland, OH 44113 216.787.3150
		Department of Children & Family Services Cuyahoga County 3955 Euclid Ave Cleveland, OH 44115 216.696.KIDS	Cuyahoga County Job & Family Services 1641 Payne Ave Cleveland, OH 44114 216.987.7000	EEOC Cleveland Field Office 1240 East 9 St Cleveland, OH 44199 216.522.2001	NAMI Greater Cleveland 2012 West 25 St #705 Cleveland, OH 44113 216.875.0266
State	Ohio Department of Developmental Disabilities 30 East Broad St Columbus, OH 43215 800.617.6733	NAMI Ohio 1225 Dublin Rd Suite 125 Columbus, OH 43215 614.224.2700	Disability Rights Ohio 200 Civic Center Dr Suite 300 Columbus, OH 43215 614.466.7264 800.282.9181	Ohio Department of Health 246 North High St Columbus, OH 43215 614.466.3543	Office of Civil Rights Ohio - Region 5 233 N Michigan Ave Suite 400 Chicago, IL 60601 312.353.4237
	Ohio Governor's Council on People with Disabilities 400 East Campus View Blvd Columbus, OH 43235 800.282.4536	Ohio Attorney General Office 30 East Broad St, 14th Floor Columbus, OH 43215 General Complaints 800.282.0515 Health Fraud 855.224.6446	Opportunities for Ohioans with Disabilities 150 E Campus View Blvd Columbus, OH 43235 800.282.4536	Ohio Counselor, Social Work & Marriage & Family Therapist Board 77 South High St, 24 Floor, Suite 2468 Columbus, OH 43215 614.466.0912	Ohio Department of Education 25 South Front St Columbus, OH 43215 877.644.6338 Special Education Office of Exceptional Children 614.466.2650 TTY 800.750.0750
	Ohio Department of Job & Family Services 300 East Broad St, Suite 32 Columbus, OH 43215 614.466.6282 800.720.9616	Ohio Department of Behavioral 30 East Broad St Columbus, OH 43215 614.466.2596	Ohio Occupational Therapy, Physical Therapy & Athletic Trainers Board 77 South High St Columbus, OH 43215 614.466.3774	Ohio Board of Speech Language Pathology & Audiology 77 South High St, Suite 1659 Columbus, OH 43215 614.466.3145	
Federal/National	US Department of Health & Human Services 200 Independence Ave SW Washington, DC 20201 202.245.7000 877.696.6775	US Department of Education Headquarters 400 Maryland Ave SW Washington, DC 20202 800.872.5327 TTY 800.877.8339	President's Committee on Employment of People with Disabilities 131 F St, NW, Suite 300 Washington, DC 20004 202.376.6200	CARF International 6951 East Southpoint Rd Tucson, AZ 85756 520.325.1044 888.281.6531	Americans with Disabilities US Department of Justice Civil Rights Division 950 Pennsylvania Avenue, NW 9th Floor Washington, DC 20530 (202) 307-0663