

**NEW HORIZONS MENTAL HEALTH SERVICES  
ADMINISTRATIVE POLICY**

**CLIENT RIGHTS**

<b>Section &amp; Number:</b>	2.10
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**PURPOSE:**

The purpose of this policy is to establish and protect the rights of persons applying for or receiving care pursuant to Ohio Administrative Code Section 5122:2-1- 01 (D) (1) and 5122:2-1-02, Client Rights and Grievance Procedure; Ohio Administrative Code Section 5122-26-18, Client Rights & Abuse; CARF standards regarding the Rights of Persons Served;

**POLICY:**

All clients shall be afforded all of the rights that are contained within the "Client Rights Statement," as specified in the OMHAS rule. Each client shall be informed of these rights in writing and how to initiate the grievance procedure.

The role of Client Rights Officer has been established. This person is appointed by the Chief Executive Officer. The Client Rights Officer's name, title and role/purpose are posted in each office along with location of office, telephone number, and hours of availability.

Procedure #5.09: Client Rights and Grievance Procedure, itemizes specific implementation mechanisms.

**RESPONSIBILITIES:**

The Client Rights Officer shall ensure Agency compliance with this policy.

All staff shall be familiar with this policy and shall assist any client with a question or complaint.