

Family Violence Prevention Center of Greene County Client Rights

EACH CLIENT HAS ALL OF 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 TREATMENT PLAN;
- (3) THE RIGHT TO BE INFORMED OF ONE'S OWN CONDITION, OF PROPOSED OR CURRENT SERVICES, TREATMENT OR THERAPIES, AND OF THE ALTERNATIVES;
- (4) THE RIGHT TO CONSENT TO OR REFUSE ANY SERVICE, TREATMENT, OR THERAPY UPON FULL EXPLANATION OF THE EXPECTED CONSEQUENCES OF SUCH CONSENT OR REFUSAL. A PARENT OR 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 SERVICE PLAN THAT ADDRESSES ONE'S OWN MENTAL HEALTH, PHYSICAL HEALTH, SOCIAL AND ECONOMIC NEEDS, AND THAT SPECIFIES THE PROVISION OF APPROPRIATE AND ADEQUATE SERVICES, AS AVAILABLE, EITHER DIRECTLY OR BY REFERRAL;
- (6) THE RIGHT TO ACTIVE AND INFORMED PARTICIPATION IN THE ESTABLISHMENT, PERIODIC REVIEW, AND REASSESSMENT OF THE SERVICE 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, TREATMENTS, OR THERAPIES, OR REGARDLESS OR RELAPSE FROM EARLIER TREATMENT IN THAT OR ANOTHER SERVICE, 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 SERVICE 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 INDEPENDENT TREATMENT SPECIALISTS OR 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 HAVE ACCESS TO ONE'S OWN PSYCHIATRIC, MEDICAL OR OTHER TREATMENT RECORDS, UNLESS ACCESS TO PARTICULAR IDENTIFIED ITEMS OF INFORMATION IS SPECIFICALLY RESTRICTED FOR THAT INDIVIDUAL CLIENT FOR CLEAR TREATMENT REASONS IN THE CLIENT'S TREATMENT PLAN. "CLEAR TREATMENT REASONS" SHALL BE UNDERSTOOD TO MEAN ONLY SEVERE EMOTIONAL DAMAGE TO THE CLIENT SUCH THAT DANGEROUS OR SELF-INJURIOUS BEHAVIOR IS AN EMINENT RISK. THE PERSON RESTRICTING THE INFORMATION SHALL EXPLAIN TO THE CLIENT AND OTHER PERSONS AUTHORIZED BY THE CLIENT THE FACTUAL INFORMATION ABOUT THE INDIVIDUAL CLIENT THAT NECESSITATES THE RESTRICTION. THE RESTRICTION MUST BE RENEWED AT LEAST ANNUALLY TO RETAIN VALIDITY. ANY PERSON AUTHORIZED BY THE CLIENT HAS UNRESTRICTED ACCESS TO ALL INFORMATION. CLIENTS SHALL BE INFORMED IN WRITING OF AGENCY POLICIES AND PROCEDURES FOR VIEWING OR OBTAINING COPIES OF PERSONAL RECORDS;
- (15) 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;
- (16) THE RIGHT TO RECEIVE AN EXPLANATION OF THE REASON FOR DENIAL OF SERVICE;
- (17) THE RIGHT NOT TO BE DISCRIMINATED AGAINST IN THE PROVISION OF SERVICE ON THE BASIS OF RELIGION, RACE, COLOR, CREED, SEX, NATIONAL ORIGIN, AGE, LIFESTYLE, PHYSICAL OR MENTAL HANDICAP, DEVELOPMENTAL DISABILITY, OR INABILITY TO PAY;
- (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 NY FORM INCLUDING CONTINUED AND UNCOMPROMISED ACCESS TO SERVICE;
- (21) THE RIGHT TO FILE A GRIEVANCE; AND
- (22) THE RIGHT TO HAVE ORAL AND WRITTEN INSTRUCTIONS FOR FILING A GRIEVANCE.

CLIENT SIGNATURE

DATE

Family Violence Prevention Center of Greene County Client Grievance Procedure

If you feel your rights have been violated, it is strongly suggested that you first discuss this with a staff member to see if the situation can be resolved. Should you determine that you wish to file a grievance, you may do so by following the procedures below.

The Client Rights Officer (CRO) is the Clinical Coordinator* and is located at 380 Bellbrook Ave. or by phone at (937) 376-8526, available Monday-Thursday 8-4. The CRO is responsible for accepting and overseeing the process of any grievance filed by a client or other person or agency on behalf of a client.

If you need assistance in filing the grievance, our Child and Family Counselor is available at 380 Bellbrook Ave. or by phone at (937) 376-8526, available Monday-Thursday 8-4.

1. Make a written statement, which explains your grievance including dates, times, names of individuals, etc. Sign and date the written statement. Indicate how you can be contacted.
2. Submit the grievance to the Child and Family Counselor. She/he will submit the grievance to the Client Rights Officer. The back-up CRO is the Safe House Coordinator, available Monday-Friday 8-4. She/he is available if the CRO is not or if the grievance is regarding the CRO.
3. You have the option to request a third party to be assigned by the Executive Director to investigate the grievance. This staff will be available to accompany you at any agency meetings regarding the grievance. You will be given the contact information for this designated third party.
4. Within 7 days from the filing date the Client Rights Officer will respond to your grievance in writing. If you are not satisfied with the resolution, you may request in writing that you and the CRO meet with the Executive Director.
5. The Executive Director, will meet with you, the Client Rights Officer, and any staff member designated to accompany you. The Executive Director will make a decision and let you know in writing within 20 working days.
6. You have the option to initiate a complaint with other entities outside of FVPC in regards to your grievance. A list of such organizations is available to you. FVPC will provide relevant information in regards to the grievance to outside entities at your request.

* Please contact Operations Coordinator at (937) 376-8526 during regular weekday work hours if you require assistance identifying the responsible staff members listed in the above procedures.

I have been informed of and received a copy of the Client Grievance Procedure.

Client Signature: _____ Date: _____

Behavior Support and Management Philosophy and Procedures



FVPC works to provide a safe, secure, violence free environment.

If interpersonal conflicts or behavioral crises happen within the Family Violence Prevention Center (FVPC) programs, direct service staff is trained through Handle With Care (HWC), Nonviolent Crisis Intervention Training Program to effectively respond and provide safety for those involved.

Harassment of other service recipients, repeated disruptive language that threatens the integrity of FVPC programs and/or verbal violence will result in an involuntary termination. Verbal abuse and violence are neither socially nor emotionally beneficial. Verbal abuse and violence can be quite destructive and painful to those against whom it is directed and/or to those who are hearing it. Furthermore, verbal abuse and violence is often a precursor of physical violence and creates a high risk situation.

Physical violence directed towards others will not be tolerated from any client and will result in involuntary termination. This is necessary in order to ensure a safe environment for the protection of clients and staff and to promote the philosophy of non-violence in inter-personal relationships.

If repeated incidents of self-directed violence or out of control behavior occur, the Safe House Coordinator in addition to the Clinical Coordinator, Youth Therapist, or Child and Family Counselor (depending on the age of the individual), will evaluate the overall safety and well-being of the client and the potential need for more intense service(s). The Multi-Disciplinary Team will also discuss the incidents and coordinate as necessary.

Behavioral Support and Intervention in Emergency Situations

Per FVPC policy, physical restraint (also known as a control position) is only used in rare and extreme emergencies and shall always be done in the least restrictive manner to be effective, to protect client from harming themselves or others and only by HWC trained staff members. Physical intervention will never be used by staff as a form of discipline.

Per FVPC policy, prohibited acts of behavioral intervention by staff include face down restraint with back pressure, any technique that obstructs the airways or impairs breathing, any technique that obstructs vision, any technique that restricts the client's ability to communicate, pepper spray, mace, handcuffs or electronic restraint devices such as stun guns, drugs or medication used to restrain or control behavior or restrict the client's freedom of movement that is not standard treatment for the client's medical or psychiatric condition, chemical restraint, mechanical restraint, locked seclusion and isolation.

When physical restraint is employed, it is used in such a way as to allow the person an opportunity to calm down at their own pace and to assist in the process of re-establishing therapeutic rapport.



Per FVPC policy, staff will consider the following factors while making a decision regarding the least restrictive intervention: gender, age, developmental issues, ethnicity, history of physical or sexual abuse, medical conditions and physical disabilities.

FVPC procedures for Adults posing threat to themselves or others:

1. If a client becomes dangerous towards themselves or others, staff will utilize the local police if they can get to a phone or ask another person to dial 911.
2. If unable to call 911, staff will use *HWC PRT* or *two person PRT* as an emergency response procedure in the event that adult is acting out in a potentially dangerous manner towards themselves or others. This is only used to achieve safety and minimize risk to those involved. This control position requires two trained staff members.

FVPC procedures for Children posing a threat to themselves or others:

1. If parent/legal guardian is present, staff will assist the parent in obtaining control of the child and in setting limits. Staff will suggest/try along with the parent/legal guardian a variety of techniques in escalating situations which involve a combination of creating/reviewing behavioral contracting, using positive reinforcement, setting limits, giving choices, going outdoors for active play, using time-out locations, and removing child from the center of attention (or removing the attention from the child if unable to move the child).
2. Staff will call 911 when the child is judged to be an immediate and extreme danger towards themselves or others.
3. If unable to call 911, staff will use *HWC Physical Restraint Techniques* as an emergency response procedure in the event that child is acting out in a potentially dangerous manner and the option to use parent is not readily available.

Parent/Legal Guardian Notification

FVPC will provide written notification to parent/legal guardian who is involved in service on the day a physical restraint is utilized. Staff member who used the restraint will provide the notification. In the event that no direct contact will be made with parent/legal guardian that day, notification must be placed in mail or otherwise provided within one business day of the date that the restraint occurred.

By signing below you acknowledge that a FVPC staff member reviewed the above with you, answered any questions and gave you a copy of this information. Furthermore, you are also signing because you understand it is your choice to participate in these services and at any time you can choose to discontinue participation in these services.

Client Signature

Date

