

**STAFF READ OUT LOUD --USE PPT OPEN --CLIENTS SIGN OFF ON SIGN OFF SHEET – FORM 1**

**(J)1(f) Policy:** ARC-ip will maintain a policy that identifies the components of client records and time-lines (TL)for completion of components (when applicable)

**(2a-i) Procedure:** A record shall be maintained for each client of a driver intervention program (DIP). Each record shall include, at a minimum, the following:

**(a)** Identification of client (name of client and/or client identification number).

**(TL)***The client file is created on the first night as client is registered on site.*

*The client file has client last name, first name– file cover will have program date/ site.*

**(TL)***The Intake is completed at the initial interview with the client on the 1st day of DIP.*

**(TL)***The client will add the following documents to the file as the forms are read, reviewed, and signed by client throughout the initial open session on the 1st day of DIP.*

**(b)** Client fee agreement and **(c)** Consent for services **(d)** Documentation reflecting receipt of the schedule for the DIP being attended by the client.

**(e)** Documentation reflecting receipt of the DIP rules and/or expectations of clients.

**(f)** Documentation reflecting receipt of the program's policy on client rights that lists the client rights required by this rule.

**(g)** Documentation reflecting receipt of the program's client grievance procedure.

**(h)** Documentation reflecting receipt of a written summary of the federal laws and regulations that indicate the confidentiality of client records are protected as required by 42 CFR, part 2.

**(2) (b-h) Form: Demonstrated by ARC.FI Client Agreements, Rules, and Rights**

**(TL) Completed on the first night at the opening of the program (Thursday night).**

**Contract/ Fee Agreement:** I have paid \$ \_\_\_\_\_ for the \_\_\_\_\_ hr Driver Intervention Program and agree to abide by the terms of service as read out loud during the scheduled segment “Program Open” and posted in the ARC-ip Certification and Standards Display.

**Terms of Service:** Type of service: Driver Intervention Program (DIP): educational segments (lectures, small groups, and films), intake, screening, interviews including referral (where deemed necessary) to individuals who have substance abuse problems or legal charges related to the use of substances (legal and illegal). The fee includes food (catering pre-arranged for group consumption), sleeping room (type is dependent on amount of fee - shared, double, or private), and completion report faxed to referral court, one attorney, and treatment facility if referral is made. Any and/or all other services may initiate additional fees.

**CLIENT RIGHTS - OAC Rule 5122-26-18 G**

(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 give informed consent to or to refuse any service;

(4) The right to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;

(5) The right to be informed and the right to refuse any unusual or hazardous procedures;

(6) 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;

(7) 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;

- (8) The right to have access to one's own client record;
- (9) The right to be informed of the reason for terminating participation in a service;
- (10) The right to be informed of the reason for denial of a service;
- (11) 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;
- (12) The right to know the cost of services;
- (13) The right to be verbally informed of all client rights, and to receive a written copy upon request;
- (14) The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;
- (15) The right to file a grievance;
- (16) The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;
- (17) The right to be informed of one's own condition; and,
- (18) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

**Confidentiality of Client Records:** "This information has been disclosed to you from records protected by federal confidentiality rules (42 CFR Part 2). The federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR Part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Federal rules restrict any use of information to criminally investigate or prosecute any alcohol or drug abuse client.

**Rule 5122-26-18 (also see form) (Read only italic sections outloud)**

- *The Grievance must be in writing.*
- *The grievance must be signed and dated by client/ individual filing the grievance on behalf of themselves or person filing grievance.*
- *The grievance must include the following:*
  - *Date of occurrence; Approximate time the situation occurred; Description of incident; and names of individuals involved.*
- *The grievance must include a statement identifying to whom the client should/is giving the grievance.*
- *ARC-IP Site Program Director or an appointed staff member at the Program*
- *The ARC-ip will make a resolution decision on the grievance within 21 days calendar days of receipt of the grievance. Any extenuating circumstances indicating that this time period will need to be extended must be documented in the grievance file and written notification given to the client.*
- *Assistance will be provided in filing the grievance if needed by staff on duty at time the griever requests if griever files while at the program. An investigation of the grievance on behalf of the griever and agency representation for the griever at the agency hearing on the grievance if desired by the griever.*

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US DEPT. OF HHS

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