

Community Housing Network tenants have the right to the following:

1. Tenants have the right to be treated with dignity and respect;
2. Tenants have the right to physical privacy;
3. Tenants have the right to be treated with cultural sensitivity;
4. Tenants have the right to self-determination in identifying and setting goals;
5. Tenants are clearly informed, in understandable language, about the purpose of the services being delivered, including tenants who are not literate and/or are limited-English proficient;
6. Tenants have the right to confidentiality and information about when confidential information will be disclosed, to whom and for what purpose, as well as the right to deny disclosure;
7. Tenants have the right to reasonable access to records concerning their involvement in the program;
8. Tenants have the right to have an advocate present during appeals and grievance processes;
9. Tenants have the right to choose their own housing or to reject substandard housing.

As a consumer of mental health services, tenants are also entitled to additional rights under the Ohio Administrative Code § 5122-26-18:

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 receive services in the least restrictive, feasible environment;
4. The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
5. The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency;
6. The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it;
7. The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;
8. The right to be informed and the right to refuse any unusual or hazardous treatment procedures;
9. 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;
10. 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;
11. The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;

12. The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;
13. The right to be informed of the reason for denial of a service;
14. 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;
15. The right to know the cost of services;
16. The right to be verbally informed of all client rights, and to receive a written copy upon request;
17. The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;
18. The right to file a grievance;
19. The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;
20. The right to be informed of one's own condition; and,
21. The right to consult with an independent treatment specialist or legal counsel at one's own expense.

Grievance Contact Information and Procedure

1. Contact Information

Name: Tenant Rights Officer

Address: Community Housing Network

1680 Watermark Drive
Columbus, OH 43215

Availability: Monday - Friday, 9:00AM - 4:00PM

Telephone: 614-487-6724, Fax 614-487-0405

- a. The Tenant Rights Officer is available to explain any aspect of tenant's rights policy and the grievance procedure upon request during normal business hours. The Tenant Rights Officer is an impartial decision-maker.
- b. If a grievance is against the Tenant Rights Officer, contact the CHN Grievance Committee:

CHN Grievance Committee
Community Housing Network
1680 Watermark Drive
Columbus, OH 43215
Availability: Monday - Friday, 8:00AM - 5:00 PM
Telephone: 614-487-6731, Fax 614-487-0405

2. Purpose

The purpose of this policy is to provide a formal process for tenants leasing Community Housing Network housing or applicants seeking Community Housing Network housing to make problems and disputes known and to seek resolution through the grievance process.

3. Distribution

Distribution of the Tenant Rights Policy will be made at the time of lease signing, annually and upon a tenant's request.

- a. In a crisis or emergency situation, the tenant or applicant shall be verbally advised of at least the immediately pertinent rights, such as the right to consent to or to refuse the offered agreement and consequences of that agreement or refusal. Written copy and full verbal explanation of the Tenant Rights Policy may be delayed to a subsequent meeting.
- b. Tenants may have a copy and explanation of the Tenant Rights Policy upon request. A member of CHN staff will assist the tenant, if desired by the grievor and/or represent the tenant at a hearing if requested.
- c. Community Housing Network will post a copy of the Tenant Rights Policy in a conspicuous location in each building it operates.
- d. There are provisions for all staff, including administrative and support staff to immediately advise any tenant about the right to file a grievance. Staff are willing to assist tenants in the completion of the grievance form, if necessary.

4. Grievance Procedure

When a tenant believes an issue has not been satisfactorily resolved through the normal communication, the following grievance procedure is followed:

- a. All staff, including administrative and support staff are to immediately advise any tenant about the tenant rights officer and the right to file a grievance. Staff are willing to assist tenants in the completion of the grievance form, if necessary.
- b. Tenants also have the option of filing a grievance outside of the organization.
- c. Within three business days of receiving the grievance, the Tenant Rights Officer will provide a written acknowledgment of receipt of the grievance to the tenant and will include the date the grievance was received; a summary of the grievance; an overview of the investigation process; a timetable for completion of investigation and notification of resolution; and, contact information for the Tenant Rights Officer.
- d. Tenant Rights Office consults with the Grievance Committee as needed. A decision must be made within 20 days of receiving the grievance.
- e. Tenant Rights Officer will provide written notification of the resolution to the resident, or the griever, if other than the resident.
- f. If the tenant is not satisfied with the decision of the Tenant Grievance Committee, the tenant may file a written appeal of the decision with the Chief Operating Officer and/or request a hearing. The Chief Operating Officer will respond within three days.
- g. If the tenant is not satisfied with resolution of the grievance, the tenant may file a written appeal of the decision with the Chief Executive Officer. The Chief Executive Officer or designee will respond within three days
- h. The tenant has the option of filing a grievance with outside organizations, which include the following:

Ohio Department of Mental Health and Addiction Services Disability Rights Ohio 200 Civic Center Drive, Suite 300 Columbus, Ohio 43215 (614)466-7265	Franklin County ADAMH Board 447 E. Broad Street Columbus, Ohio 43215 (614)224-1057
U.S. Department of Health and Human Services Office for Civil Rights 233 N. Michigan Ave., Suite 240 Chicago, Illinois 60601 (800) 368-1019	Legal Aid Society of Columbus 1108 City Park Avenue Columbus, Ohio 43206 (614)224-8374
U.S. Department of Housing and Urban Development Chicago Regional Office Ralph H. Metcalfe Federal Building 77 West Jackson Boulevard, Room 2101 Chicago, Illinois 60604-3507 (800) 765-9372	

5. Monitoring

- a. Community Housing Network will maintain records of client grievances for two years from the date of resolution. The records of client grievances include a copy of the grievance; documentation reflecting process used and resolution/remedy of the grievance; and, documentation, if applicable, of extenuating circumstances for extending the time period for resolving the grievance beyond twenty calendar days.
- b. The Tenant Rights Officer will maintain records of all grievances, meetings and decisions.
- c. Community Housing Network submits an quarterly summary reports to the Alcohol, Drug and Mental Health Board of Franklin County, including the number and type of complaints and grievances received. Community Housing Network records are available for review by the ADAMH Board Franklin County upon request.

TO ENSURE AVAILABILITY, THIS PROCEDURE WILL BE POSTED IN THE WAITING AREA OF THE OFFICES OF COMMUNITY HOUSING NETWORK AND AT ALL CHN SERVICE PROVIDING FACILITIES