

## San Luis Obispo County Drug & Alcohol Services

### CLIENT'S RIGHTS AND GRIEVANCE PROCEDURE

Services are offered without discrimination by race, religion, color, national origin, ancestry, physical or mental disabilities, medical condition, marital status, age, sex, sexual preference or ability to pay. All treatment procedures will be discussed with clients and clients are free to withdraw from services at any time. Federal Law (CFR42) protects confidentiality of services at this facility and no information that will identify a client will be released without client's specific written consent. *Exceptions to this confidentiality are: medical emergencies, a judge's order to release the information, suspected abuse of a child, dependent adult or elder, or in the event that a client is of danger to self or someone else.*

Each Medi-Cal beneficiary has the right to a fair hearing related to denial, termination or reduction of Drug Medi-Cal services. Procedures outlined in Title 22, California Code of Regulations, Sections 50951 and 51014.1; Welfare and Institutions Code, Sections 10951 through 10965; and the Department of Social Services (DSS) Manual of Policy and Procedures, this organization, the Utilization Review Committee, and the beneficiary will follow Chapter 22.

Access to treatment files is in accordance with Executive Order #B-22/76.

The drug treatment program will comply with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and California Government Code Section 11135, et seq.

**Client Rights:** During participation in the program, the client has the right to the following:

1. Be provided with a clean environment free from health and safety hazards.
2. Be free from humiliation, intimidation, ridicule, coercion, threats, or physical or verbal abuse from program staff or other program participants.
3. Have program rules, requirements, fees and payment schedules explained.
4. File a written grievance with the Program Supervisor pursuant to the following procedures.

**Grievance Procedures:** the specialist assigned to your case can handle most questions, comments or complaints. **However, in the case where satisfactory resolution is not obtained:**

1. **Written Grievance:** A client has the right to appeal any program decision by expressing his/her concerns in writing within five (5) working days of that decision. This written request for consideration must contain a statement of the program decision being appealed, the name of the participant, the date of the decision, and the participant's basis of appeal.
2. **Submission of Grievance to the Program Supervisor:** The client must submit the above-described written appeal within five (5) days of the decision in question to the Program Supervisor. The Program Supervisor, or his/her designee if the Program Supervisor is on leave during this period, shall respond in writing to the client within fifteen (15) working days.
3. **Submission of Grievance to the Division Manager:** If the client is not satisfied with the response received from the Program Supervisor, the participant may send the written grievance to the Division Manager or within five (5) working days of the receipt of the response from the Program Supervisor. The Division Manager or his/her designee in turn must respond in writing to the client within fifteen (15) working days.

**Address:** Division Manager at 2180 Johnson Avenue, San Luis Obispo, CA 93401

Grievances regarding any action, complaints or appeals may also be addressed to the State Department of Health Care Services, Complaints & Counselor Certification Branch MS 2601, P. O. Box 997413, Sacramento, CA 95899-7413. You may also submit a complaint via email to [dhcslcbcomp@dhs.ca.gov](mailto:dhcslcbcomp@dhs.ca.gov). Program rules and regulations are in compliance with State of California Department of Health Care Services Certification Standards for Substance Use Disorder Treatment Services.

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### WAITING LIST ACUITY LEVEL PROTOCOL (HOW WE PRIORITIZE PLACEMENT)

In the event that DAS has more people requesting placement in treatment services than there are available openings to serve those people, a waiting list must be developed. Following established federal guidelines for Drug and Alcohol Treatment Facilities the acuity criteria for placement in services is as follows:

1. Pregnant Women
2. Current Intravenous Drug Users
3. People, male or female, who are responsible for parenting children.
4. Those with medical/mental health issues concurrent with substance abuse issues.

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### PROHIBITION ON BRIBES, SOLICITATIONS OR SELLING NOTICES OF COMPLETION

Soliciting or accepting a bribe relating to a drug and alcohol treatment program, or selling a Notice of Completion, is illegal and punishable by law.