

If you get benefits or services from KRCC and feel treated unfairly because of your race, sex, disability, religion, age, sexual orientation, ability to pay, or national origin, you can file a complaint.

When you apply, you'll get info about your rights and how to handle any complaints about the services.

(If you didn't get this info, ask at the front desk.)

YOUR VOICE MATTERS

We want to hear any and all comments about our services, staff and facilities.

If you have any comments, or feel your rights have been, or are being denied, please speak with the supervisor on-site, or you may write, email, or call:

Compliance Officer Kentucky River Community Care

Mike Kadish

115 Rockwood Lane
Hazard, KY 41701

(606) 436-5761, ext. 4655 1-800-575-7223, ext. 4655
mike.kadish@krccnet.com

Kentucky Cabinet for Human Resources

Ombudsman

209 St. Clair Street,
Frankfort, KY 40601

1(866)596-6283
800-627-4702 (TTY)
kyombud@ky.gov



24-hour Crisis/Information Line

1-800-262-7491

Deaf & Hard of Hearing

(TTY) 1-800-606-6464



www.krcccares.com

Administrative Offices
115 Rockwood Lane
Hazard, KY 41701
606-436-5761

Providing Trauma Informed Care



KRCC adheres to all Fair Housing and Equal Opportunity requirements and does not discriminate based on: race, color, religion, creed, sex, age, national origin, familial status, gender, sexual orientation, handicap, and disability.



Client Rights And Responsibilities

Grievance Procedures & Client Rights



Kentucky River Community Care warmly welcomes you as a client.

Our team is dedicated to ensuring you receive the highest quality care.

Please review this information carefully.

Client Bill of Rights

You have a right to:

- 1. Fair Treatment for Everyone:** You'll get the care you need, no matter your race, religion, gender, age, background, disability, who you love, or whether you can pay.
- 2. Help Plan Your Care:** You can help decide what goes into your treatment plan to make sure it fits your needs. You can also help plan what happens when you leave and any care you need afterward. If you want, you can include your parents, family, or guardian in these plans.
- 3. Update Your Plan:** You can help review and make changes to your treatment plan.
- 4. Privacy:** We won't tell anyone you're getting our services or share details about your care without your okay, unless the law says we have to.
- 5. Skilled Staff:** You'll be cared for by people who are trained and know what they're doing.
- 6. Respect and Kindness:** You'll be treated with respect, kindness, and care at all times.
- 7. Understand Your Care:** We'll explain your treatment plan in words you understand, so you know your rights and options.
- 8. Get a Second Opinion:** You can ask for another opinion about your treatment from someone outside our team or from our staff. If you pick someone from outside, you'll need to pay for it.
- 9. Understand Your Bill:** We'll explain your bill so you know what it means.
- 10. See Your Medical Records:** You can look at your medical records, as long as the law allows it.
- 11. Know About Risks and Benefits:** We'll tell you about the risks, side effects, and benefits of your medicines and treatments.
- 12. Say No to Treatment:** You can say no to treatments or medicines, as long as the law allows it.
- 13. No Punishment for Complaints:** You can still get care even if you complain about a staff member. We won't treat you badly or punish you for speaking up.

- 14. Free Copy of Your Records:** You can get one free copy of your medical records by signing a form and giving it to the Medical Records Department.
- 15. Agree to Research:** If you're asked to be part of a research study, you (or your parent or guardian if you're under 18) must agree in writing after learning about it.
- 16. Extra Rights:** You might have other rights depending on your situation. If so, a staff member will talk to you about them.

Steps to Filing a Grievance:

- Write your complaint and send it to the Program Director and Compliance Officer. They'll review it and reply in writing within 7 workdays, or longer if there's a special reason.
- If you don't like the reply, you can ask the Compliance Officer to review it within 5 workdays. They'll form a group within 10 workdays to look at the issue and give advice within 5 workdays after the meeting.
- If you're still unhappy, you can ask for an outside group to review it. KRCC's Board of Directors will decide if this can happen based on your complaint.
- If you're not satisfied with KRCC's final decision, you can file a complaint with the state. Call the **Ombudsman** at **866-596-6283** or **800-627-4702 (TTY)**, or write to **209 St. Clair Street, Frankfort, KY 40601**, or email **kyombud@ky.gov**. Use the Ombudsman only if other steps don't work.

**Note: You may request assistance in writing/presenting your grievance by contacting 1-800-575-7223, ext. 4655*

Client Responsibilities

- **Join In:** Go to your appointments and work on your treatment plan.
- **Be Honest:** Tell the truth about how you feel and what's going on so your care team can help you.
- **Follow Rules:** Stick to the provider's rules, like how to act and stay safe.
- **Be Kind:** Treat staff and other people getting help with respect.
- **Show Up:** Be on time for appointments or let your provider know if you can't make it.
- **Own Your Choices:** Understand that if you don't follow your treatment plan, it might affect how things turn out.
- **Be Free of Alcohol and Other Drugs:** This will provide the best learning experience. If you return to use or come intoxicated, your clinician will discuss options with you.

Confidentiality

Your treatment information is private and protected by state and federal laws. It will only be shared if:

- There's a report of violence, threats, or suspected abuse/neglect.
- You or your guardian sign a form allowing another agency to see it.
- A judge orders it to be shared with the court.

In accordance with Federal Law, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. Funded in part or in whole through Federal, CHFS and/or State funds.