

Q & A

Most Important Facts about Your Client Rights

Q: I requested services at one of your agencies and they would not take me because I could not pay for services- isn't this a violation of my rights?

A: You do not have a right to all services at all agencies in the system. Each individual contract agency in the ADAMH Network of Care has admission criteria. The ADAMH Board is not responsible for establishing the admission criteria for its contract agencies. We do review each agency and determine which ones will provide the best services to residents in Fairfield County, and these are the agencies we fund. Our funds are not the only funds that agencies receive. Most agencies have several sources of funding.

Q: I requested inpatient chemical dependency treatment for my son and was told that this is not available to him. Isn't this a violation of his rights?

A: There are mental health and alcoholism/chemical dependency services which may be needed by individuals both adult and/or adolescent or child, which currently are not available in Fairfield County. The ADAMH Board would love to see an inpatient program of this type within the county, but currently funding for such a program is not available. When you, an adolescent or child need a service that does not exist, this is not a violation of your client rights.

Q: My adult son's counselor will not talk to me or tell me what is going on with his mental health. My son lives with me and I help to support him, why am I being shut out of his treatment?

A: Your son is an adult and his right as an adult in the mental health system is to be treated with respect to his privacy that is due to him by law. Unless he signs a Release of Information for his counselor and requests that the counselor speak with you, it would be a violation of his client rights for the counselor to speak with you. Most agencies understand the difficulty that family members can face in these circumstances, but they are obligated by law to protect the client and the client's rights.

Q: My counselor talks down to me and I find her insulting. I have tried complaining about her but I am required to go to counseling, and afraid I will get into trouble if I complain. What should I do?

A: Each contract agency in the ADAMH Network of Care has an individual assigned as the Clients Rights Officer. A list of these names and agencies is found on this website. If you report your concerns and do not feel that you are being taken seriously, or if you are not comfortable contacting the Clients Rights Officer within that agency- you can contact the Clients Rights Officer of the ADAMH Board directly. She can meet with you and discuss your concerns and help advocate for you. The Clients Rights process is in place so that clients can complain and not receive any kind of negative response to their having complained or filed a grievance.

For more information or to ask a question directly, you can call

Patricia Waits

ADAMH Consumer and Family Advocate

(740) 475-0402