

# Ombuds Services

are available to help you resolve complaints and grievances quickly and confidentially.

Any person requesting or receiving services from a community mental health center in King County may use these services, as may family members and others.

Ombuds services are free, confidential, and provided by Interchange Northwest, an independent organization through a contract with the King County Regional Support Network.

Interchange Northwest Ombuds Services provides equal opportunity in all aspects of its services, activities, and employment free from discrimination without regard to race, color, religion, creed, national origin, sex, age, marital status, sexual orientation, Vietnam Era Veteran, disabled Veteran, or disability

# Your Rights

As a person receiving mental health services you have the right to:

Respect and dignity

Develop a plan of services that meets your needs

Services of a certified language or sign interpreter and written materials in an alternative format to accommodate a disability

Refuse any proposed treatment, consistent with the requirements in the Involuntary Treatment Acts (chapters 71.05 and 71.34 Revised Code of Washington)

Receive care that does not discriminate against you, and is sensitive to your gender, race, national origin, language, age, disability, and sexual orientation

Be free of any sexual exploitation or harassment

Review your case record

Receive an explanation of all medication prescribed to you, including the expected effect of the medications and possible side effects

Lodge a complaint with the provider, the ombuds, or the regional support network

Appeal any denial, termination, suspension, or reduction of services and continue to receive services during the process

File an administrative hearing with the Department of Social and Health Services

Resolve your issues without fear of retaliation

Please contact Mental Health Ombuds Services of King County at (206) 205-5329 or 1-800-790-8049 for the complete list of Client Rights and Responsibilities.

Mental Health

# Ombuds Service

FOR PEOPLE  
LIVING IN KING  
COUNTY

## Ombuds Services

assist people to

# resolve complaints

quickly,

confidentially,

and free of charge.

This brochure is available in Spanish and alternate formats.

Este folleto está disponible en español y en otros formatos.

# What your Ombuds

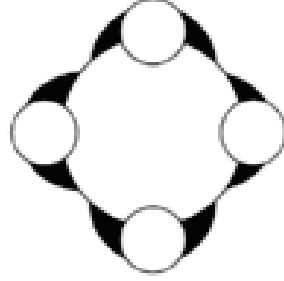
## can do:

- Listen to your concerns
- Research the situation
- Provide you with consultation
- Serve as your advocate
- Assist you in resolving the issue at the lowest possible level
- Check back with you to ensure you haven't

# What you

## can do:

- Be specific about your issue
- Be clear about what you would like to see happen
- Maintain contact with your Ombuds



Please contact Dave Black for Ombuds services at

**(206) 205-5329**

or toll-free at

**1-800-790-8049 # 3**

You can also come in and see us at our local office from 9:00 am to 12 noon or reach us by phone from 12 noon to 5:00 PM Monday through Friday. You can also leave a message any time and we will get back to you.

The office of the Mental Health Ombuds of King County is located at:

**Yesler Building, Room 402  
400 Yesler Way  
Seattle, WA 98104**

**(206) 205-5329**

**Toll free 1-800 790-8049 # 3**

**Fax (206) 205-0854**

**Ombuds.mhd@kingcounty.gov**



FOR PEOPLE LIVING IN KING COUNTY

# What your Ombuds

## cannot do:

- Give you legal advice
- Serve as your case manager
- Guarantee a specific outcome