

# SHIAWASSEE COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

## POLICY AND PROCEDURE MANUAL

Section: Recipient Rights  
Policy Number: 54  
Subject: **Dignity and Respect**

Effective Date: 8/27/07  
Last Revision Date: 5/10/16  
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### **Policy**

It is the policy of the Shiawassee County Community Mental Health Authority (SCCMHA) that a recipient of agency sponsored services shall be treated with dignity and respect, being sensitive to conduct that is or may be deemed offensive to the other person.

It is the policy of the SCCMHA that family members of recipients of agency sponsored services shall be treated with dignity and respect, being sensitive to conduct that is or may be deemed offensive to the other person.

It is the policy of the SCCMHA that family members of recipients are given an opportunity to provide information to the treating professionals.

It is the policy of the SCCMHA that family members of recipients are provided an opportunity to request and receive educational information about the nature of disorders, medications and their side effects, available support services, advocacy and support groups, financial assistance and coping strategies.

It is the policy of the SCCMHA that information shall be received from or provided to family members within the confidentiality constraints of Section 748 of the Michigan Mental Health Code.

### **Purpose**

The purpose of this policy is to establish policy and standards to ensure the rights of recipients and family members of recipients of SCCMHA be treated with dignity and respect.

### **Application**

This policy shall apply to all SCCMHA programs including employees, volunteers and agent of providers including independent contractors, and contract agencies.

### **Definitions**

Family member means a parent, step parent, spouse, sibling, child or grandparent of a primary recipient, or an individual upon whom a primary recipient is dependent for at least

50% of his or her financial support. (Michigan Mental Health Code, Act 258 of 1974, Section 330.1100b (3)).

Primary recipient means an individual who has received or is receiving services from the department or a community mental health services program or services from the private sector equivalent to those offered by the department or a community mental health services program. (Michigan Mental Health Code, Act 258 of 1974, Section 330.1100c (5)).

Recipient means an individual who receives mental health services from the department, a community mental health services program, or a facility or from a provider that is under contract with the department or a community mental health services program. (Michigan Mental Health Code, Act 258 of 1974, Section 330.1100c (12)).

Dignity means any of the following:

1. To be treated with esteem, honor, politeness
2. To be addressed in a manner that is not patronizing, condescending or demeaning
3. To be treated the way any individual would like to be treated

Respect means any of the following:

1. To show deferential regard for
2. To be treated with esteem, concern, consideration or appreciation
3. To protect the individual's privacy
4. To be sensitive to cultural differences
5. To allow an individual to make choices

## **Standards**

1. Shiawassee County Community Mental Health Authority employees, volunteers, or independent contractors shall report all allegations of violations of dignity and respect to the SCCMHA Recipient Rights Director for investigation which is required by the Michigan Mental Health Code.
2. Treatment with dignity and respect shall be further clarified by the recipient or family member and considered in light of the specific incident, treatment goals, safety concerns, laws, and standards, and what a reasonable person would expect under similar circumstances.

3. Examples of treating a person with dignity and respect include, but are not limited to the following:
- a. Calling a person by his or her preferred name.
  - b. Knocking on a closed door before entering.
  - c. Using positive language.
  - d. Encouraging the person to make choices instead of making assumptions about what he or she wants.
  - e. Taking the person's opinion seriously.
  - f. Including the person in conversations
  - g. Allowing the person to do things independently or to try new things.

**Compliance**

Internal: Recipient Rights System Policy

External: Michigan Department of Health and Human Services, Michigan Mental Health Code, revised 2001.

Approved by:   
Board Chairperson

9-26-2016  
Date

  
Chief Executive Officer

9/28/16  
Date

Review/Revision Dates:

Date:	By:
2008	Reviewed by Board
10/9/09	New formatting
7/21/11	Reviewed by Recipient Rights Advisory Committee
7/19/12	Reviewed by Recipient Rights Advisory Committee
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5/10/16	Revised by Rebecca Browne