

Community Mental Health Partnership of Southeast Michigan/PIHP	<i>Policy and Procedure</i> <i>Dignity and Respect</i>
Department: Recipient Rights Author: Shane Ray	Local Policy Number (if used)
Regional Operations Committee Approval Date 4/16/2020	Implementation Date 5/15/2020

I. PURPOSE

The purpose of this policy is to establish guidelines that ensure that all recipients and their family members are treated with dignity and respect.

II. REVISION HISTORY

DATE	REV. NO.	MODIFICATION
3/5/10	1.0	Full policy revision
5/22/13	1.1	Template updated
1/11/17	1.2	Template Updated
2/13/20	1.3	3-year review No Content Changes

III. APPLICATION

This policy applies to all staff, students, volunteers, and contractual organizations receiving any funding directly or sub-contractually, within the provider network of the Community Mental Health Partnership of Southeast Michigan (CMHPSM).

IV. POLICY

It is the policy of the CMHPSM that all recipients and their family members will be treated with dignity and respect during the provision of services.

V. DEFINITIONS

Community Mental Health Partnership Of Southeast Michigan (CMHPSM): The Regional Entity that serves as the PIHP for Lenawee, Livingston, Monroe and Washtenaw for mental health, developmental disabilities, and substance use disorder services.

Community Mental Health Services Program (CMHSP): A program operated under chapter 2 of the Mental Health Code as a county community mental health agency, a community mental health authority, or a community mental health organization.

Dignity: To be treated with esteem, honor, politeness; to be addressed in a manner that is not patronizing or condescending; to be treated as an equal; to be treated the way any individual would like to be treated.

Regional Entity: The entity established under section 204b of the Michigan Mental Health Code to provide specialty services and supports.

Respect: To show deferential regard for; to be treated with esteem, concern, consideration or appreciation; to protect an individual's privacy; to be sensitive to cultural differences; to allow an individual to make choices.

VI. STANDARDS

- A. All recipients of mental health services and their family members shall be treated with dignity and respect.
- B. Staff within the CMHPSM shall protect and promote the dignity and respect to which recipients are entitled.
- C. Examples of treating a person with dignity and respect include, but are not limited to: calling a person by his or her preferred name; knocking on a closed door before entering; using positive language; encouraging a person to make choices instead of making assumptions about their preferences; taking a person's opinion seriously; including a person in conversations; allowing a person to do things independently or to try new things.
- D. Family members shall be given an opportunity to provide information to the treating professionals.
- E. Family members shall be given an opportunity to request and receive general educational information about the nature of disorders, medications and their side effects, available support services, advocacy and support groups, financial assistance, and coping strategies.
- F. Information shall be provided to family members within the confidentiality constraints of Section 748 of the Mental Health Code.

VII. EXHIBITS

None

VIII. REFERENCES

Reference:	Check if applies:	Standard Numbers:
Michigan Mental Health Code Act 258 of 1974	X	330.1704, 330.1708, 330.1711

IX. PROCEDURES

None