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<b>Title</b>	<b>Northern Lakes CMH Policies</b>
<b>Part 106</b>	<b>Supports and Services – NLCMH Provided and Contract</b>
<b>Subpart J</b>	<b>Mental Health Code Protected Recipient Rights</b>
<b>Policy No.</b>	<b>106.1016</b>
<b>Subject</b>	<b>Notification of Recipient Rights (RR)</b>

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### **Applicability**

Policy applies to all NLCMH activities, operations and sites and to all Workforce Members except members of the governing body. Policy also applies to any Network Provider and its employees, volunteers, or agents that has elected to adopt and adhere to NLCMH policies and procedures pertaining to Recipient Rights under the terms of its Participating Provider Agreement.

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### **Policy**

Northern Lakes CMH and its contracted providers shall ensure that applicants for and recipients of mental health services and, when applicable, the recipient's parent or guardian, are notified of their lawful rights pursuant to the Michigan Mental Health Code (PA 258 of 1974) and the Michigan Department of Community Health Administrative Rules in a timely, routine, and understandable manner.

#### STANDARDS:

In accordance with Section 706 of the Mental Health Code and Administrative Rule 7011, at the time services are first requested providers shall give and explain the booklet, "Your Rights When Receiving Mental Health Services in Michigan," to each applicant for services and, when applicable, to the applicant's legally empowered representative. This booklet shall be again provided and explained to the recipient and his legal representative on an annual basis.

Each provider shall make a reasonable attempt to explain and assist an applicant or recipient in understanding his or her legal rights in consideration of his or her level of literacy, English proficiency, or cognitive or sensory impairments. Interpreters shall be utilized as appropriate. The "Your Rights" booklet will be made available at all service sites in English and, when appropriate, in Spanish.

A provider shall also explain a recipient's rights as indicated whenever a recipient is admitted to a new mental health program, if a new mental health service is requested and denied, if services are reduced, suspended, or terminated outside of the person-centered planning processor, or upon the recipient's request. A note describing the explanation of the materials and who provided the explanation shall be entered in the recipient's record.

The "Your Rights" booklet shall be legibly marked with the name of the address and phone number of the Northern Lakes CMH Office of Recipient Rights and shall contain a copy of a Recipient Rights complaint form. Additional Recipient Rights complaint forms shall be made readily available at each service site and shall be offered to recipients or other persons upon request or if the recipient expresses that his or her rights may have been violated, and with an offer to assist the individual in completing the form with a clear explanation of the individual's unconditional right to file a complaint.

Providers shall also make a complete copy of Chapter 7 and 7a of the Michigan Mental Health Code readily available for review by applicants, recipients, and their legal representatives. Providers may access this document by visiting or by referring individuals to the Office of Recipient Rights page of the Northern Lakes CMH website - <http://northernlakescmh.org>, or by contacting the Office of Recipient Rights.

Additionally, a posting clearly indicating the address and telephone number of the Northern Lakes CMH Office of Recipient Rights shall be conspicuously displayed at all service locations.

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## Procedures

None.

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**Adoption Date:** May 23, 2006

**Review Dates:**

June 8, 2009

May 14, 2010

**Revision Dates:**

August 31, 2010