
Title	Northern Lakes CMH Policies
Part 106	Supports and Services – NLCMHA Provided and Contract
Subpart J	Mental Health Code Protected Recipient Rights
Policy No.	106.1024
Subject	Dignity and Respect (RR)

Applicability

Policy applies to all Northern Lakes CMHA 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 have elected to adopt and adhere to Northern Lakes CMHA policies and procedures pertaining to Recipient Rights under the terms of its Participating Provider Agreement.

Policy

Northern Lakes CMHA and its contracted providers shall treat recipients with dignity and respect as guaranteed by the Michigan Mental Health Code [P.A. 258 of 1974, MCL 330.1708(4)].

Dignity is defined as the unconditional value of an individual.

Respect is defined as a demonstrated attitude of polite consideration and communication that promotes an individual's dignity.

STANDARDS

A. RESPECTFUL COMMUNICATION

Services shall be provided to all applicants, recipients, family members, legal representatives and natural support persons in a manner that:

1. Is, at all times, courteous and professional.
2. Is humane, and is designed to assist all persons served to achieve self-esteem, independence, and quality of life.
3. Considers and is responsive to the nature of a recipient's disorder or disability, especially considering the phenomenon of institutionalization and/or degree of dependency that the recipient may have experienced.

4. Considers and does not reinforce the realities of stigma, inequality, and discrimination that the person may have encountered or may encounter in community life as a result of his or her disability.
5. Accommodates the recipient's need for privacy during all therapeutic interventions, whether these services are provided in an office or community setting, and especially considers the need for privacy and personal space when the person lives in a foster care home setting.
6. Prioritizes the use of positive approaches in addressing treatment or support goals and in overcoming barriers to the achievement of full inclusion in the community.
7. Addresses a minor recipient's expressed treatment needs, goals, and objectives in a manner that treats both the minor recipient and his or her family members with dignity and respect.

B. FAMILY DIGNITY AND RESPECT

1. Services provided to a minor shall, to the extent possible, promote the minor's relationship to the parent, guardian, or person in loco parentis, and shall not undermine the values that the parent, guardian, or person in loco parentis has sought to instill in the minor.
2. Family members shall be treated with dignity and respect given an opportunity to provide information to the agency and to providers.
3. Family members shall be provided an opportunity to request and receive non-recipient identifying 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. In all cases, family members will be offered information and referral services without delay.
4. Observing the rights of family members as specified above does not relieve the provider of observing the confidentiality obligations specified in sections 748 and 750 of the Mental Health Code and Northern Lakes CMHA Policy and Procedure 106.1306 Confidentiality and Disclosure.

Procedures

None.

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