


Policy and Procedure Manual Saginaw County Community Mental Health Authority		
Subject: Recipient Rights – Communication, Mail, Telephone & Visiting Rights	Chapter: 02 - Customer Service and Recipient Rights	Subject No: 02.02.23
Effective Date: March 7, 2000	Date of Review/Revision: 3/19/03, 1/25/08, 7/13/09, 6/19/12, 6/14/14, 11/27/16, 6/1/18, 1/8/19, 2/11/20, 2/9/21, 5/10/22	Approved By: Sandra M. Lindsey, CEO
	Supersedes: 06.02.25.00	Responsible Director: Tim Ninemire, Director of Customer Services & Recipient Rights
 SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY		Authored By: Tim Ninemire Additional Reviewers: None

Purpose:

The purpose of this policy is to ensure the rights of consumers receiving mental health services from Saginaw County Community Mental Health Authority (SCCMHA) to have access to mail and telephone, and to visit with persons of their choice.

Policy:

It is the policy of SCCMHA to assure consumers of mental health services are not discriminated against in having access to mail and telephone, and to visit with persons of their choice.

Application:

This policy applies to all consumers of SCCMHA services living in residential settings.

Standards:

- R1) Telephones will be made accessible, and a reasonable amount of funds will be made available to consumers for the purpose of phone use if necessary.
- R2) Correspondence can be conveniently and confidentially received and mailed and writing materials and postage will be provided in reasonable amounts.
- R3) Space will be made available for visits.
- R4) In residential settings, telephone, mail, and receiving visitors shall not be further limited except as authorized in the Individual Plan of Service (IPOS).

- R5) No limitation of communication by mail, telephone, or visit may be imposed on any consumer if that communication is between consumer and the Recipient Rights Office, clergy, or the court, or attorney, or other individual when the communication involved matters, which are or may be in the subject of legal inquiry.
- R6) A resident who is able to secure the services of a mental health professional shall be allowed to see that person at any reasonable time.
- R7) A postal box or daily pickup and deposit of mail is required in order for consumers to be able to easily send and receive communication by mail.
- R8) Consumers shall be entitled to unimpeded, private, and uncensored communication with others by mail and telephone, and to visit with persons of their choice, except under circumstances where the limitation is clearly documented in the individual plan of service per Michigan Mental Health Code (MMHC).
- R9) Writing materials and postage shall be provided to consumers, in reasonable amounts, if the consumer is unable to procure such items.
- R10) Mail for a consumer shall not be opened unless a consumer, their guardian, the parent of a minor or loco parentis has consented that an article of mail may be opened by a designated person, or there is reasonable belief that the mail is a violation of a law.
- R11) Outgoing and incoming mail shall not be opened or destroyed without written consent of a consumer, their guardian, parent of a minor or loco parentis. Instances of opening or destruction of mail by staff shall be recorded and placed in the consumer's record.

Definitions:

Support Staff: Case Manager, Supports Coordinator, or Therapist

References:

Michigan Mental Health Code 330.1715;

Michigan Mental Health Code 330.1726;

Administrative rules 330.7199

Exhibits:

None

Procedure:

ACTION	RESPONSIBILITY
1) Limitations may be imposed upon a consumer's right to access communication, telephone, and visiting rights only if it is clearly documented in the individual plan of service per Michigan Mental Health Code (MMHC).	1) Support Staff

2) Limitations will be removed when they are no longer essential to achieve objectives which justified the restrictions or limitations. The removal of the restrictions or limitations will be documented in the clinical record.	2) Support Staff
3) The consumer or guardian will be notified they may file a Recipient Rights complaint if they feel the restrictions or limitations are not justified.	3) Support Staff