


<b>Policy and Procedure Manual</b> <b>Saginaw County Community Mental Health Authority</b>		
<b>Subject:</b> Recipient Rights – Dignity and Respect	<b>Chapter:</b> 02 - Customer Services & Recipient Rights	<b>Subject No:</b> 02.02.28
<b>Effective Date:</b> January 25, 2008	<b>Date of Review/Revision:</b> 1/25/08, 7/13/09, 9/20/10, 6/19/12, 6/14/14, 11/27/16, 6/6/18, 1/8/19, 2/11/20, 2/9/21, 5/10/22	<b>Approved By:</b> Sandra M. Lindsey, CEO
	<b>Supersedes:</b>	<b>Responsible Director:</b> Tim Ninemire, Director of Customer Services & Recipient Rights
 SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY		<b>Authored By:</b> Tim Ninemire
		<b>Additional Reviewers:</b> None

**Purpose:**

The purpose of this policy is to ensure consumers of mental health services and their families are treated with dignity and respect, to which they are entitled.

**Policy:**

It is the policy of SCCMHA that all consumers and their families are treated with dignity and respect.

**Application:**

This policy applies to all staff of SCCMHA as well as the Service Provider Network.

**Standards:**

- D1) SCCMHA staff and the Service Provider Network protect and promote the dignity and respect to which all consumers of services are entitled.
- D2) Dignity and Respect are defined in the Definitions section of this policy.
- D3) Family members of consumers are treated with dignity and respect.
- D4) Family members are given an opportunity to provide information to the treating professionals.
- D5) Family members will be provided 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.

**Definitions:**

**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.

**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.

- 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.

**Support Staff:** Case Manager, Supports Coordinator, or Therapist

**References:**

- Michigan Mental Health Code 330.1704;
- Michigan Mental Health Code 330.1708;
- Michigan Mental Health Code 330.1711;
- Michigan Mental Health Code 330.1752

**Exhibits:**

None

**Procedure:**

ACTION	RESPONSIBILITY
1) The worth, dignity, and uniqueness of all consumers as well as their rights and opportunities, shall be respected and promoted.	1) All SCCMHA staff and Service Provider Network staff
2) Family members of consumers shall also be treated with dignity and respect.	2) All SCCMHA staff and Service Provider Network
3) Complaints regarding the dignity and respect of consumers or their family members will be investigated or an intervention on behalf of the consumer or family member will be completed.	3) SCCMHA ORR