

Policy and Procedure Manual Saginaw County Community Mental Health Authority		
Subject: Recipient Rights – Dignity and Respect	Chapter: 02 - Customer Services & Re- cipient Rights	Subject No: 02.02.28
Effective Date: January 25, 2008	Date of Review/Revision: 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, 3/14/23, 3/12/24, 4/8/25, 3/10/26	Approved By: Sandra M. Lindsey, CEO Responsible Director: Kentera Patterson, Officer of Recipient Rights Authored By: Kentera Patterson, Officer of Recipient Rights Additional Reviewers: Judy Sausedo, Supervisor of Recipient Rights
	Supersedes:	
 SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY		

Purpose:

The purpose of this policy is to ensure people served 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 people served 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:

- 1) SCCMHA staff and the Service Provider Network protect and promote the dignity and respect to which all people served of services are entitled.
- 2) Family members of the people served are treated with dignity and respect.
- 3) Family members are given an opportunity to provide information about treating professionals.
- 4) Family members will be provided with 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 people served as well as their rights and opportunities, shall be respected and promoted. 2) Family members of the people served shall also be treated with dignity and respect. 3) Complaints regarding the dignity and respect of people served or their family members will be investigated or an intervention on behalf of the person served, or family member will be completed.	1) All SCCMHA staff and Service Provider Network staff 2) All SCCMHA staff and Service Provider Network 3) Office of Recipient Rights