

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, 3/14/23, 3/12/24, 4/8/25, 3/10/26	Approved By: Sandra M. Lindsey, CEO
	Supersedes: 06.02.25.00	Responsible Director: Kentera Patterson, Officer of Recipient Rights Authored By: Kentera Patterson, Officer of Recipient Rights Additional Reviewers: Judy Sausedo, Supervisor of Recipient Rights
 SAGINAW COUNTY COMMUNITY MENTAL HEALTH AUTHORITY		

Purpose:

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

Policy:

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

Application:

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

Standards:

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

- 5) No limitation of communication by mail, telephone, or visit may be imposed on any person served if that communication is between person served and the Recipient Rights Office, clergy, the court, attorney, or other individual when the communication involved matters, which are or may be in the subject of legal inquiry.
- 6) A person served who is able to secure the services of a mental health professional shall be allowed to see that person at any reasonable time.
- 7) A postal box or daily pickup and deposit of mail is required in order for the person served to be able to easily send and receive communication by mail.
- 8) Person served 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).
- 9) Writing materials and postage shall be provided to the person served, in reasonable amounts, if the person served is unable to procure such items.
- 10) Mail for a person served shall not be opened unless a person served, their guardian, the parent of a minor or loco parentis has consented that a designated person may open an article of mail, or there is reasonable belief that the mail is a violation of a law.
- 11) Outgoing and incoming mail shall not be opened or destroyed without the written consent of a person served, 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 person served 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 person served the 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 achieving objectives which justify the restrictions or limitations. The removal of the restrictions or limitations will be documented in the clinical record.	2) Support Staff
3) The person served 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