

CHAPTER Recipient Rights	CHAPTER 04	SECTION 001	SUBJECT 25
SECTION Recipient Rights		DESCRIPTION Rights of Family Members/Respect and Dignity	
WRITTEN BY Lisa K. Jolly, B.S. Recipient Rights Officer	REVISED BY Kelly North, MBA Recipient Rights Advisor		AUTHORIZED BY Brooke Sankiewicz, LMSW, CADC, CEO

APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input checked="" type="checkbox"/> Board Members	<input checked="" type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input checked="" type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input checked="" type="checkbox"/> Persons Served		

POLICY:

Lapeer County Community Mental Health (LCCMH) ensures persons served and their family members will be treated with dignity and respect. (Mental Health Code 704(3) and 711).

STANDARDS:

- A. Staff treat persons served and their family members with dignity and respect, being sensitive to conduct that is or may be deemed offensive.
- B. Dignity and respect is covered in initial and annual Recipient Rights staff training.
- C. Examples of treating a person with dignity and respect include, but are not limited to: calling a person by their 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.

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D. Respectful behaviors include, but are not limited to: listening to different points of view, showing compassion, protecting dignity and privacy, and asking permission. Examples of disrespectful behaviors include, but are not limited to: shouting and talking down to people, taking others' time for granted, disregarding cultural differences, and bullying or belittling people.

PROCEDURES:

- A. In addition to the above, showing respect for family members includes:
1. Giving family members an opportunity to provide information to the treating professionals.
 2. Providing family members an opportunity to request and receive educational information about the nature of disorders, medications and their side effects, available support services, advocacy and support groups, financial assistance, and coping strategies.
- B. All information will be received or provided to family members within the confidentiality constraints of Section 748 of the Mental Health Code.

DEFINITIONS:

Dignity: To be treated with esteem, honor, politeness; to be addressed in a manner that is not patronizing, condescending or demeaning; to be treated as an equal; to be treated the way any individual would like to be treated.

Respect: To show deferential regard for; to be treated with esteem, concern, consideration or appreciation; to protect the individual's privacy; to be sensitive to cultural differences; to allow an individual to make choices.

Family member: A collection of persons living together in one household; those persons of the same lineage; persons having a relationship with each other, blood or otherwise.

Humane: To show kindness, thoughtfulness, consideration, tolerance and compassion. To be sympathetic, good-hearted, and attentive to recipient's needs.

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REFERENCES:

Mental Health Code 704(3) and 711
Mental Health Code 748

KN:rb

This policy supersedes
#10/09024 dated 10/06/2009.
