COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE POLICY AND PROCEDURES MANUAL				
Chapter **Program Quality**	**Section** **Recipient Rights**	**Chapter** **05**	**Section** **01**	**Subject** **20**
Subject **Dignity and Respect**	**Authorization**		**Approved: 06/26/12** **Replaces: 03/25/97**	

Updated: October 2024; Reviewed/No Update: October 2025

I. PURPOSE: To ensure that all recipients, family members, recipient advocates, and recipient representatives are treated with dignity and respect.

II. APPLICATION: All recipient, recipient representatives, and family members.

III. DEFINITIONS:

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

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

IV. POLICY: Recipients and their family members will be treated with dignity and respect.

A. The following shall be construed to protect and promote the dignity and respect to which recipients and their family members are entitled:

1. All other Gogebic Community Mental Health Authority policies and procedures;

2. Mental health services provided and the manner in which they are provided;

3. Employee interactions with recipients and their family members.

4. Treatment with dignity and respect shall be further clarified by the recipient or family member and considered in light of the specific incident, treatment goals, safety concerns, laws and standards, and what a reasonable person would expect under similar circumstances.

B. All department employees, volunteers, contractual service providers, and employees of contractual service providers shall treat recipients and their family members with dignity and respect, being sensitive to conduct that is or may be deemed offensive to the other person. Staff shall refrain from coarse or vulgar language in the presence or hearing of recipients/family members.

C. In addition to the above, showing respect for family members shall include:

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.

D. Information shall be received from or provided to family members within the confidentiality constraints of Section 748 of the Mental Health Code.

E. The Office of Recipient Rights shall ensure that all employees receive training related to dignity and respect before or within 30 days after being employed.

V. PROCEDURE: Dignity and respect shall be further clarified by the recipient or family member and considered in light of the specific incident, treatment goals, safety concerns, laws and standards and what a reasonable person would expect under similar circumstances. Examples of dignity and respect include, but are not limited to, calling a person by his or her preferred name, knocking on a closed door, using positive language, encouraging the individual to make choices instead of making assumptions about what he or she wants, taking the individual's opinion seriously, including the individual in conversations, allowing the individual to do things independently or to try new things.

VI. REFERENCES AND LEGAL AUTHORITY: Act 258 of the Public Acts of 1974, as amended (Mental Health Code) Sections 704, 708, 711, 748, 755

VII. EXHIBITS: None