

**BARRY COUNTY COMMUNITY MENTAL HEALTH AUTHORITY
POLICY AND PROCEDURE MANUAL**

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| Policy: Dignity and Respect (10Q) | | Application: BCCMHA Staff & Providers |
| Reviewed | Revised | First Effective 9/7/2022 |

I. POLICY

It is the policy of Barry County Community Mental Health Authority (BCCMHA), that the dignity and respect to which a recipient and their family members is entitled, is promoted and protected. To ensure that consumers and family members are treated with dignity and respect by BCCMHA staff and the staff of contracted providers with BCCMHA. Additionally this policy provides clarity to staff regarding what defines dignity and respect.

II. 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. [MHC 1704(3)/RR Standard D2]

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. [MHC 1704(3)/RR Standard D2]

III. STANDARDS

BCCMHA will protect and promoted the dignity and respect that a recipient of services is entitled. [MHC 1704(3), 1708(4)/RR Standard D1]

BCCMHA will treat a recipient’s family members with dignity and respect. [MHC 1711/RR Standard D3]

BCCMHA will ensure that family members are given an opportunity to provide information to the treating professionals. [MHC 1711/ RR Standard D4]

BCCMHA will ensure that family members are provided an opportunity to request and receive general educational information about the nature of disorders, medications, and their side effect, available support services, advocacy and support groups, financial assistance and coping strategies. [MHC 1711/RR Standard D5]

IV. PROCEDURES

Staff shall conduct themselves at all times in a professional manner, which promotes dignity and respect to all people including other staff, consumers, and/or consumer’s family members.

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.

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 the person to make choices instead of making assumptions about what he or she wants, taking the person's opinion seriously, including the person in conversation, allowing the person to do things independently or to try new things.

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.

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.

While dignity and respect to consumers and family members is to be a primary expectation, it shall always be provided with respect to the consumer's confidentiality wishes and expectations under provisions for protected health information sharing. Therefore, information shall be received from or provided to family members within the confidentiality constraints of Section 748 of the Mental Health Code.

REFERENCES

Act 258, Public Acts of 1974, as amended, being MCL 330.1001 through 300.2106
Rule 330.7001 through 330.7254, Administrative Rules of the Department of Community Health
Appropriate Department of Community Health Administrative Manual Sections
1982 Guidelines for Community Mental Health Recipient Rights System
BCCMHA
CARF
CMS
Department of Health and Human Services
Michigan Mental Health Code
Office of Recipient Rights
Administrative Rules
HCBS

ATTACHMENTS

[10-E Recipient Rights attachments.pdf](#)

APPROVED BY:

Richard Thiemkey
Executive Director

Date