

HIAWATHA BEHAVIORAL HEALTH BOARD
Administrative Policy

CHAPTER: Recipient Rights	SECTION: 6.18 - Right to be Treated with Dignity and Respect
EFFECTIVE DATE: 3/16/98	APPROVAL /REVISED DATE: 8/28/17
REVIEW DATE: 8/25/2025	REVIEW COMMITTEE: Recipient Rights CHANGES: Yes No X

I. Purpose

To establish Policy and Procedure regarding the respectful and dignified manner in which recipients and their family members are to be treated.

II. Policy

It is the policy of Hiawatha Behavioral Health to ensure that all applicants, recipients, family members, legal representatives and guardians are notified of their rights and are treated with the utmost dignity and respect to which they are entitled.

III. Definitions

- A. Accurate Summary of Rights: A written summary of Chapters 7 & 7a of the Mental Health Code which includes the name, address, and telephone number of the Recipient Rights Officers.
- B. Applicant: An individual or his/her legal representative who makes a request for services.
- C. 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 any individual wants to be treated.
- D. Legal Representative: A person who has legal authority to make decisions on behalf of a recipient including, but not limited to, a guardian with authority or a parent with legal custody of a minor child.
- E. Privacy: The right of a person and the person's property to be free from unwarranted public scrutiny or exposure.
- F. Recipient: An individual who receives services from Hiawatha Behavioral Health or from a provider that is under contract with Hiawatha Behavioral Health.
- G. Respect: To show considerate regard for. To be treated with esteem, concern, or appreciation. To protect the individual's privacy. To be sensitive to cultural differences. To allow and encourage an individual to make choices.

IV. Procedures

- A. 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. 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. More examples of treating a person with dignity and respect include taking the person's opinion seriously, including the person in conversations and providing the opportunity for the person to do things independently and to try new things.
- C. All Hiawatha Behavioral Health employees, volunteers, contractual service providers and employees of the 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 and/or the recipient's family members.
- D. In addition to the above, showing respect shall include:
 - 1. Providing family members an opportunity to contribute 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.
- E. Information shall be provided to family members within the limitations of Confidentiality (330.1748) of the Mental Health Code.
- F. The following shall also be construed to protect and promote the rights, dignity, and respect to which recipients and their family members are entitled.
 - 1. An employee who is assigned the responsibility of notifying applicants, recipients, and legal representatives about their rights shall:
 - a. Verbally inform the individual of their rights in an understandable manner and provide an accurate summary of rights at the time services are initially requested.
 - b. Obtain written verification of such notification to be maintained in the recipient's electronic medical record.
- G. If the individual uses sign or any other language other than English, Hiawatha Behavioral Health shall arrange for a translator to provide the explanation of rights. The same shall apply to individuals who are illiterate, have perceptual, visual limitations, etc.
- H. The Hiawatha Behavioral Health Office of Recipient Rights shall have a complete copy of Chapters 7 and 7a readily available for review by applicants, recipients and/or their respective legal representatives.

V. Application

All Programs operated by and/or under contract with Hiawatha Behavioral Health

VI. Cross Reference and Legal Authority

- A. Act 258 of the Public Acts of 1974, as amended – Michigan Mental Health Code - Sections 330.100a, 330.100c, 330.1704, 330.1706, 330.1708, 330.1711, 330.1748
- B. MI Department of Health and Human Services Administrative Rules -R - 330.7011
- C. Black's Law Dictionary Seventh Edition