

**NORTH COUNTRY COMMUNITY MENTAL HEALTH
ADMINISTRATIVE MANUAL**

CHAPTER: Five – Member Rights
POLICY NAME: DIGNITY AND RESPECT
EFFECTIVE DATE: November 1, 2016

PURPOSE

To set policy and standards to ensure that all recipients and their family members are treated with dignity and respect. North Country Community Mental Health will promote and protect the dignity and respect to which a recipient of services is entitled.

APPLICATION

All North Country Community Mental Health direct service programs and contracted direct service providers.

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.

POLICY

1. All recipients of mental health services and their family members shall be treated with dignity and respect. 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 concern, laws and standards, and what a reasonable person would expect under similar circumstances.
2. 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 conversations, and allowing the person to do things independently or to try new things.
3. All employees, volunteers and contractual service providers shall be sensitive to conduct that is or may be deemed offensive to another person. Staff shall refrain from coarse or vulgar language in the presence of or hearing range of recipients and their family members.
4. In addition to the above, showing respect for family members shall include:
 - a. Giving family members an opportunity to provide information to the treating professionals.
 - b. 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.

REFERENCE: Michigan Mental Health Code 330.1704, 330.1708, 330.1711

REVIEWED: 03/24/08; 05/30/10; 07/01/13; 06/20/19; July 13, 2020

REVISED: 05/31/07; 07/02/15; 06/29/16

APPROVED BY SIGNATURE:

Alexis Kaczynski

Director

Edward G. Ginop

NCCMH Board Chair

10/20/2016

Date

10/20/2016

Date