

## PATHWAYS CMH

<b>POLICY TITLE:</b> Dignity and Respect	<b>CATEGORY:</b> Recipient Rights	
<b>EFFECTIVE DATE:</b> July 6, 2005	<b>BOARD APPROVAL DATE:</b> July 6, 2005	
<b>REVIEW DATE:</b> April 15, 2017	<b>REVISION(S) TO POLICY STATEMENT:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>OTHER REVISION(S):</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>RESPONSIBLE PARTY:</b> Recipient Rights Supervisor or Designee	<b>CEO APPROVAL:</b> Mary J. Swift, CEO	

**APPLIES TO:**

Employees, volunteers and contractual providers of Pathways CMH

**POLICY:**

It is the policy of the Pathways Board that recipients and their family members are treated with dignity and respect.

The following standards shall be adhered to:

- A. The following shall be construed to protect and promote the dignity and respect to which recipients and their family members are entitled:
  - 1. Pathways 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.
- B. All employees, volunteers and contractual providers of Pathways 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.

**PURPOSE:**

To protect the rights of recipients

**DEFINITIONS:**

Dignity

To be treated with esteem, honor, politeness, or honesty; to be addressed in a manner that is not patronizing or condescending; 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.

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 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, allowing the person to do things independently or to try new things.

### Family Member

Means a parent, stepparent, spouse, sibling, child, or grandparent of a primary consumer, or an individual upon whom a primary consumer is dependent for at least 50% of his or her financial support.

### **REFERENCES:**

Act 258 of the Public Acts of 1974, as amended (Mental Health Code) Sections 100b (3), 704 (3), 708 (4), 711, and 748.

### **HISTORY:**

Dates Reviewed: June 2008; May 2011; July 11, 2013; July 11, 2014; May 5, 2015; April 19, 2016; April 15, 2017

Dates Revised: June 2008; May 2011; July 11, 2013

Dates Approved: July 6, 2005

**PROCEDURES**

N/A