

**NORTHEAST MICHIGAN COMMUNITY MENTAL HEALTH AUTHORITY**

**POLICY & PROCEDURE MANUAL**

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PERSONNEL  
(Manual Section)

**RECIPIENT RIGHTS:  
DIGNITY AND RESPECT**  
(Subject)

Approval of Policy :

Dated:

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Last Revision of Policy Approved:

February 13, 1997  
August 11, 2006

**•1 POLICY:**

It is the policy of the Agency to protect and promote the dignity and respect to which a consumer of services is entitled. Family members are to be treated with dignity and respect and are given an opportunity to provide information to the treating professionals. Family members are provided an opportunity to request and receive general educational information about the nature of disorders, medications, and their side effects, available support services, advocacy and support groups, financial assistance and coping strategies.

The rights of family members as defined in Section 711 of the Act does not relieve the provider of confidentiality obligations as defined in Sections 748 and 750 of the Act.

**•2 APPLICATION:**

All employees.

**•3 DEFINITIONS:**

**DIGNITY:** means 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.

**FAMILY MEMBER:** means a parent, stepparent, spouse, sibling, child, or grandparent of a primary consumer. It is also any individual upon whom a primary consumer depends for 50 percent or more of his or her financial support.

**RESPECT:** means 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.

**•4 REFERENCES:**

**•5 FORMS AND EXHIBITS:**

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**Administrative Approval of Procedure:**

**Dated:**

March 7, 2008

**•6 PROCEDURE:**

Employees of the Agency are expected to promote dignity and respect of an individual in attempting to promote independence as an individual, as well as providing personal privacy and personal dignity. Care is given in an atmosphere of respect and consideration of the person's belief system and personal values, with sensitivity to conduct that is or may be deemed offensive to the other person.

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

**•6.1 APPLICATION:**

All employees.

**•6.2 OUTLINE / NARRATIVE:**

**•6.3 CLARIFICATIONS:**

**•6.4 CROSS-REFERENCES:**

Mental Health Code Section 330.1704 (3), 1708(4), and 1711

**•6.5 FORMS AND EXHIBITS:**