BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY
POLICIES AND PROCEDURES MANUAL

Chapter: 3	**Member Rights & Responsibilities**		
Section: 3	**Rights of Consumers**		
Topic: 3	**Dignity and Respect**		
Page: 1 of 3	**Supersedes Date:** **Pol: 6-18-98** **Proc: 6-3-02, 2-8-98**	**Approval Date:** **Pol: 6-3-02** **Proc: 3-20-13**	_____ ***Board Chairperson Signature*** _____ ***Chief Executive Officer Signature***
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Policy

It is the policy of Bay-Arenac Behavioral Health Authority (BABHA) that recipients and their family members are treated with dignity and respect.

Purpose

This policy and procedure is established to ensure that all recipients and their families are treated with dignity and respect.

Education Applies to

☒ All BABHA Staff
☐ Selected BABHA Staff, as follows:
☒ All Contracted Providers: ☐ Policy Only ☒ Policy and Procedure
☐ Selected Contracted Providers, as follows:
☐ Policy Only ☐ Policy and Procedure
☐ BABHA's (Affiliates): ☐ Policy Only ☐ Policy and Procedure

Definitions

Dignity
To be treated with esteem, honor, politeness, or honesty; to be addressed in a manner that is not patronizing, condescending, humiliating, or demeaning, to be treated as an equal; to be treated the way the individual wants to be treated.

Respect
To show differential 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 the individual to make choices.

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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; using positive language; encouraging the individual to make choices instead of making assumptions about what he or she wants; taking the individual's opinion seriously; including the individual in conversations; allowing the individual to do things independently and to try new things.

Procedure

I. Standards

A. The following shall be construed to protect and promote the dignity and respect to which recipients and their family members are entitled:
    1. Agency 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 shall treat recipients and their family members with dignity and respect, being sensitive to conduct that is offensive to others.

C. Employees shall not inflict or take part in the belittlement, embarrassment, or humiliation of a recipient or their family members in any way.

D. 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.

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.

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Attachments

N/A

Related Forms

N/A

Related Materials

N/A

References/Legal Authority

Michigan Mental Health Code 330.1704, 708, 711, 752.

Submission Form

Approving Body/Committee/Supervisor:	Author/Reviewer:	Approval/Review Date:
Linda Maze CEO	M. Wolber L. Maze	11/10/09 3/20/13

Result:
Deletion ☐ New ☐ No Changes ☒ Replacement ☐ Revision ☐

List reason for deletion/replacement/revision here. If replacement, list policy to be replaced.
Chapter 3 review only - format and language updated
Triennial Review – added language to address humiliation as recommended by CARF.