Office of Recipient Rights
Site Visit Monitoring
Provider Guidance for Recipient Rights Site Visits

Use this checklist to prepare for a Recipient Rights site visit. The reviewer will look for rights information that is visible, current, accessible, and supports recipient dignity, safety, and confidentiality.

Provider Pre-Visit Checklist

- ☐ Current recipient rights booklets are available in a common or accessible area (not only in the office).
- ☐ Recipients can identify their Rights Officer and how to contact the Rights Office.
- ☐ If recipients are served by more than one CMH, each applicable Rights Office contact is posted or available.
- ☐ Rights Office poster is posted in a conspicuous area where recipients and staff can see it.
- ☐ Recipient rights complaint forms are available in common areas without needing to ask staff.
- ☐ Printed copies of Mental Health Code Chapters 7 and 7A are available in a common area.
- ☐ Documentation verifying that Recipient Rights training was completed within 30 days of hire is required for all new staff. The documentation must include the staff name, hire date, and Recipient Rights training date. Documentation may also be submitted via email to RRCSDept@babha.org.

During the Site Visit, the Reviewer May Check That:

- ☐ Rights postings are visible, accurate, and easy to locate.
- ☐ Rights booklets and complaint forms are available without barriers.
- ☐ Staff understand abuse and neglect reporting requirements.
- ☐ Staff interactions with recipients reflect dignity and respect.
- ☐ Prohibited items are posted and visible, if applicable.
- ☐ Confidential documents are secured and stored properly.
- ☐ The site is clean and free from obvious health or safety concerns.