

**CENTRA WELLNESS NETWORK
PROCEDURE 03.16 DIGNITY AND RESPECT**

I. APPLICATION:

Agency Wide, including employees, affiliated providers and interpreters.

II. POLICY:

The Centra Wellness Network (CWN) Governing Board shall establish policies with related procedures to ensure clients are offered the rights afforded them pursuant to obligations under the Mental Health Code, Administrative Rules, contractual obligations with the Michigan Department of Health and Human Services, and the Inter-local agreement with Manistee and Benzie Counties, any other state and federal regulations, and pertinent accreditation criteria.

III. 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.

IV. PROCEDURE:

- A. CWN services will be designed to promote and protect the dignity and respect to which all recipients of services are entitled. Recipients, family members, guardians, and advocates will be treated with dignity and respect in a manner consistent with the way each of us would want to be treated or have our families treated if we were receiving care from the agency.
- B. Family members shall be given an opportunity to provide information to the treating professionals.
- C. Family members shall be provided an opportunity to request and receive general educational information about the nature of diagnoses, 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.

V. DISCUSSION OF INTENT:

The intent of this procedure is to ensure that all clients, parents, guardians, family members, and advocates served by CWN are treated with dignity and respect.

| Authority and Related Directives Trace | |
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| Federal | 42 CFR §438.100 (2) (ii), §438.224; 42 CFR Subchapter IV, Mental Health Rights and Advocacy, Section 9501. (O) (2) (B) 42 CFR, Chapter 102, Subchapter IV, §9501, Bill of Rights, (2)(B) |
| State | MHC §330.1704, §330.1708, §330.1711, §330.1752 |
| Affiliation NMRE | Administrative Manual, Policy #07-01-04 – Enrollee Rights |
| County | Interlocal Agreement of December 1992 Section IX(j) |
| CARF | CARF 2016 Behavioral Health, Section 1K. |
| Other | CWN Board By-Laws, Section 7.E. |