



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

**I. PURPOSE STATEMENT:**

Centra Wellness Network's (CWN) Governing Body establishes and evaluates policies and related procedures as required by statutory and contractual obligations.

CWN reserves the right in its sole discretion to adopt and implement policies and procedures that ensure a safe, functional and professional workplace that operates with integrity using person-centered focus and planning, trauma informed practices and respect of others, cultural sensitivity and transparency in communication and practice. Organizationally and in practice, CWN is responsive to the needs of clients, community and staff.

Any statements and procedures are subject to review and/or unilateral change, modification, suspension or cancelation in whole or in part of any published/unpublished policies or procedures without notice and without having to give cause, justification, or consideration to any employee. Recognition of these rights and prerogatives of CWN is a term and condition of and maintaining employment.

Policies and Procedures are approved by the Board and/or upon recommendation by the Executive Director or his/her designee.

**II. APPLICATION:**

Agency Wide, including employees, affiliated providers and interpreters.

**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. POLICY STATEMENT:**

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.

**V. PROCEDURES:**

- 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.

**VI. EXHIBITS:**

N/A

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

**VII. REFERENCES:**

<b>Authority and Related Directives Trace</b>	
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
NMRE	Administrative Manual, Policy #07-01-04 – Enrollee Rights
County	Interlocal Agreement of December 1992 Section IX(j)
CARF	CARF 2018 Behavioral Health, Standards
Other	CWN Board By-Laws, Section 7.E.