

## CENTRA WELLNESS NETWORK

<b>Board Adopted Procedure</b>		
<b>Policy</b>	03.01.02	<b>Policy Title: Enrollee Rights</b>
<b>Effective Date:</b> 4/12/2012	<b>Subject: General Client Accommodations</b>	
<b>Review Cycle:</b>		
<b>Approval Validation Record</b>		
<b>Action</b>	<b>Date</b>	<b>Board Sec'y Initials</b>
<b>Full Board Vote:</b>	4/12/2012	
<b>Minutes Approved:</b>	5/10/2012	
<b>Accountability</b>		
<b>Board Committee:</b>	Policy Committee	
<b>Agency Function:</b>	Enrollee Rights	
<b>Sunset Review Begins:</b>		
<b>Revised Date:</b>	8-01-2018	R.S.N.
	8-04-2021	R.S.N.
<b>Review Date:</b>	6/03/2015	

## **CENTRA WELLNESS NETWORK**

### **03.01.02 GENERAL CLIENT ACCOMODATIONS**

#### **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to review and/or unilateral change, modification, suspension or cancelation in whole or in part of any published/unpublished policies or procedures without notice and without having to give cause, justification, or consideration to any employee.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.

#### **III. DEFINITIONS:**

**Accommodations:** To accommodate access and assure an individual's full participation and receipt of maximum benefit from services offered, services must be provided in a manner that recognizes and take into consideration the individual's ethnicity, cultural differences, language proficiency, communication and physical limitation. The effort is to provide customer value to services being provided in an effort to improve customer satisfaction.

**Diversity:** The concept of diversity encompasses acceptance and respect. It means understanding that each individual is unique and recognizing cultures in a group organization.

#### **IV. POLICY STATEMENT:**

The purpose of the procedure is to assure client accommodations to access and an individual's full participation and receipt of maximum benefit from services being offered.

#### **V. PROCEDURES:**

Staff throughout CWN need to be sensitive to, and appreciate how important accommodation is to effective service delivery. Creating an atmosphere of staff sensitivity to diversity and recognition of the need for accommodation requires a physical ~~plant~~ environment ~~that~~ is designed to be accessible, ongoing staff training, polices, procedures, and practices which promote such sensitivity.

Diversity: The ultimate goal is to create an environment that effectively manages all forms of diversity. Diversity encompasses an infinite number of variables at Centra Wellness Network, including but not limited to education level, limited-English proficiency, communication impairments, personal values and beliefs, family status, religion, visual impairments, mobility challenges, and physical abilities, as well as race, gender, age, tenure and sexual orientation.

**CENTRA WELLNESS NETWORK**  
**03.01.02 GENERAL CLIENT ACCOMODATIONS**

Centra Wellness Network will create an environment that fully taps and develops the potential talents of each employee and client. Fostering an environment where everyone will do his/her best work in pursuit of CWN’s mission, business objectives, and added client value. CWN will continue to provide educational and training opportunities for staff in order to further promote an understanding of differences and diversity management.

Towards this end all service and administrative sites of CWN will ensure that education level, limited-English proficiency, communication impairments, personal values and beliefs, family status, religion, visual impairments, mobility challenges, and physical abilities, as well as race, gender age, tenure and sexual orientation are considered whenever engaging clients or a potential client of the agency. These considerations will be on-going and persistent throughout the course of engagement between CWN and clients.

CWN will develop informational posters, pamphlets, and other materials used to describe various services and appeals/grievance mechanisms in formats that take into account the ethnicity, cultural diversity, limited-English proficiency, reading abilities, and sensory impairment of the general community. All informational materials generated for the community will be reviewed by CWN for consideration of the above.

Currently CWN utilizes Language Line Service for document and language translation and can be accessed by calling 1-800-752-6096. CWN I.D. number is 508057.

**VI. EXHIBITS:**

N/A

**VII. REFERENCES:**

<b>Authority and Related Directives Trace</b>	
Federal	Section 438.206 (2)
State	Application for participation January 3, 2002 Mental Health Code 330.110b (17) , MDCH GF Contract 3.3.2, 3.3.3 Administrative Hearings Rules 330.2210 (5)(a)(b)-330.2806 (2)(c)
NMRE	
County	Manistee-Benzie Interlocal Agreement Section III
CARF	2020 Behavioral Health Standards Manual
Other	