



## HURON BEHAVIORAL HEALTH PROCEDURE

Procedure #: RR.2.14

Issue Date: 07/20/00

Rev. Date: 06/22/23

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### Title: Dignity, Respect, and Privacy Procedure

Prepared By: Recipient Rights Officer

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#### Purpose:

To define the policy and practices for Huron Behavioral Health consumers and their families to be treated with dignity and respect and be allowed privacy.

#### Scope:

This procedure applies to all employees (including full-time and part-time employees), contract providers, volunteers, students, and/or interns, of Huron Behavioral Health (HBH).

#### Information:

- The worth, dignity, and respect, and uniqueness of all consumers and their family members, as well as their rights and opportunities, shall be protected and promoted. The privacy of consumer interests and rights shall be observed.

#### Procedure:

- A consumer and any family member of a consumer shall be treated in a welcoming, respectful, and non-patronizing manner using his or her legal name or the consumer's preferred version of their legal name. Adult consumers shall be addressed in terms, which indicate they are adults.
- Family members of consumers shall be treated with dignity and respect. They shall be given an opportunity to provide information to the treating professionals. They shall also be provided 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.
- Staff shall not ever swear; or use coarse, vulgar, degrading, demeaning, or threatening language in the presence of or within the hearing range of recipients, family members, friends, or other employees.
- A consumer's privacy shall be respected and honored by courtesies such as knocking on closed doors before entering, ensuring privacy for telephone calls and visits, etc.
- A consumer is entitled to adequate, clean, and private bathing and toileting facilities. Toilets and bathing facilities shall be accessible and have appropriate devices for use by individuals with physical disabilities.
- Consumers requiring assistance with dressing, toileting, bathing, or other personal hygiene shall be assisted in a timely manner by staff of the same gender, whenever possible.
- Intimate personal hygiene for adult consumers shall be provided by persons of the same sex, unless a like gender staff is not present or in the event of an accident which requires immediate attention. Where same sex care is routinely unavailable, a waiver shall be signed by the consumer/guardian.
- A consumer is entitled to live in a home which is clean, free of odors and hazards, and which complies with health, safety, and fire regulations.
- A residential program shall ensure that there are frequent changes of bedding and other linen not less than once every week.
- Soiled bedding shall be changed immediately. Soiled clothing shall be changed as soon as possible and not worn again until laundered.
- A consumer shall be appropriately dressed and permitted to have and wear his/her own clothing, which shall be inconspicuously marked with the consumer's name. Exceptions shall be documented and justified.

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12. A consumer is entitled to the standard of care and treatment required by law, rules, policies, guidelines, written directives, and his or her Individual Plan of Service (IPOS) which is developed through the person-centered planning process.

### Complaint Process:

A consumer or another individual on behalf of a consumer has the right to file a complaint regarding privacy and human dignity. Complaints may be filed with the HBH Recipient Rights Office.

### Definitions/Acronyms:

#### ACRONYMS:

CMHSP – Community Mental Health Services Program

HBH – Huron Behavioral Health

IPOS – Individual Plan of Service

#### DEFINITIONS:

Dignity – means to be:

- treated with esteem, honor, politeness
- addressed in a manner that is not patronizing, condescending, or demeaning
- treated as an equal
- treated the way the individual would like to be treated

Degrade – means to:

- treat humiliatingly: to cause somebody a humiliating loss of status or reputation or cause somebody a humiliating loss of self-esteem; make worthless; to cause a person to feel that they or other people are worthless and do not have the respect or good opinion of others (Synonyms: degrade, debase, demean, humble, humiliate. These verbs mean to deprive of self-esteem or self-worth; to shame or disgrace.)
- degrading behavior shall be further defined as any language or epithets that insult the person's heritage, mental status, race, sexual orientation, gender, intelligence, etc.

Family Member - means a parent, step-parent, spouse, sibling, child, or grandparent of a primary consumer, or an individual upon whom a primary consumer is dependent for at least 50% of his or her financial support. Michigan Mental Health Code, Act 258 of 1974, Section 330.1100b (3):

Primary Consumer - means an individual who has received or is receiving services from the department or a community mental health services program or services from the private sector equivalent to those offered by the department or a community mental health services program. Michigan Mental Health Code, Act 258 of 1974, Section 330.1100c (5):

Recipient - means an individual who receives mental health services from the department, a Community Mental Health Services Program (CMHSP), or a facility or from a provider that is under contract with the department or a CMHSP. [Michigan Mental Health Code, Act 258 of 1974, Section 330.1100c (12)]:

Respect - means to:

- show deferential regard for
- be treated with esteem, concern, consideration, or appreciation
- protect the individual's privacy
- be sensitive to cultural differences
- allow an individual to make choices

Threaten – means to tell someone you will hurt them or cause problems if they do not do what you want.

### Forms:

N/A

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**Records:**

N/A

**Reference(s) and/or Legal Authority**

Mental Health Code 330.1704, 330.1708, 330.1711, 330.1752, 330.1100

**Change History:**

Change Letter	Date of Change(s)	Changes
A	05/26/03	Format & number added for tracking purposes, Complaint Process added, updated references
B	08/05/03	Removed the words "with proper consent" in Procedure point #2 to comply with DCH Recipient Rights audit POC.
C	03/01/06	Added "Definitions" (Dignity & Respect), changed "handicapped" to "disabled", cleaned up formats
D	06/28/06	Added "and respect", and changed "respected" to "protected" in "Information – Policy" section to comply with recommendations from Recipient Rights Audit
E	03/24/09	Changed title to from Privacy & Human Dignity to "Dignity, Respect and Privacy", added "family members" in purpose. Added "Family Members", "Primary Consumer", and "Recipient" to the definitions section, and added 330.1100 to reference section.
F	02/02/12	Reviewed by the HBH Recipient Rights Advisory Committee w/ no content changes recommended.
G	05/15/13	Reviewed and revised by the HBH Recipient Rights Advisory Committee – added #3, no other content changes made.
H	04/28/15	Reviewed by the HBH Recipient Rights Advisory Committee w/ no content changes recommended.
I	02/07/17	Reviewed by the Recipient Rights Advisory Committee – in #1 changed "a version thereof" to "the consumer's preferred version of their legal name".
J	08/07/18	Reviewed by Recipient Rights Advisory Committee – No content changes.
K	10/16/19	In "Procedure" section #3 added the words "degrading" and "or threatening", in "Definitions" section added "Degrade" and "Threaten"
L	09/14/21	Made several minor wording/grammatical changes/corrections throughout procedure without changing sentence content.
M	06/22/23	In "Procedure" section #1 added "welcoming", made several minor wording/grammatical changes/corrections throughout procedure without changing sentence content.