
Chapter: **RECIPIENT RIGHTS**
Title: **RECIPIENT RIGHTS TRAINING**

Prior Approval Date: 7/30/09
Current Approval Date: 8/29/12

Approved by: BOARD ACTION

Executive Director

Date

08/29/12

I. Abstract

This policy establishes the standards and procedures for the Macomb County Community Mental Health (MCCMH) Office of Recipient Rights (ORR) and for assurance that all employees and independent contractors of its network providers receive training regarding Recipient Rights.

II. Application

This policy shall apply to all directly-operated and contract network providers of the MCCMH Board.

III. Policy

It is the policy of the MCCMH Board that protection of the rights of recipients of its direct and contract service providers shall be fostered through the provision of Recipient Rights training to ensure that all persons who work with recipients are aware of Recipient Rights issues and maintain compliance with Recipient Rights' standards and procedures.

IV. Definitions

A. None.

V. Standards

- A. All MCCMH employees and independent contractors who work in MCCMH Programs shall receive Recipient Rights training as a part of New Employee Orientation.
- B. All staff in contract residential homes shall receive Recipient Rights training as a part of the direct care training component offered by the MCCMH Board.
- C. Employees and independent contractors of contract providers shall receive training in Recipient Rights from the MCCMH ORR or another County Community Mental Health system as approved by the MCCMH ORR.
- D. Staff of the MCCMH ORR shall receive training in the area of Recipient Rights protection not less than annually. A record of training activities by office staff shall be recorded and maintained.

VI. Procedures

- A. New employees and independent contractors of the MCCMH Board shall complete Recipient Rights training within thirty (30) days from the date they begin work at MCCMH, and face to face refresher training every two years thereafter.
- B. New employees and independent contractors of MCCMH contract providers shall complete Recipient Rights training within thirty (30) days from the date they begin work for the provider, and a face to face refresher training every two years thereafter.
- C. The MCCMH ORR shall promulgate/maintain a Recipient Rights training components package and a current training schedule. Said schedule shall be available via the MCCMH website, under the training tab.
- D. Provider supervisory personnel/administrators shall ensure that new employees and independent contractors contact the MCCMH ORR to schedule employee/independent contractor participation in Recipient Rights training within the specified time periods as provided in VI.A. or B.
- E. Upon successful completion of the Recipients Rights training, the employee/independent contractor shall receive a Recipient Rights Training Certificate (Exhibit A) from the MCCMH ORR. Copies of the documents shall be provided to the individual's administrative file for annual review by the MCCMH ORR.
- F. Repeat training shall be provided to employees/independent contractors in response to findings/recommendations from Recipient Rights complaint/investigation reports.
- G. During its annual rights advocacy/monitoring assessments the MCCMH ORR shall review administrative records to ensure providers' compliance with this policy.

MCCMH MCO Policy 9-140
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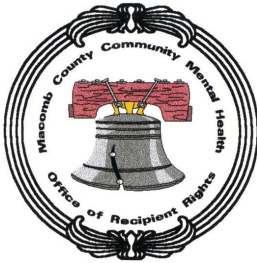
VII. References / Legal Authority

- A. MCL 330.1752
- B. MCL 330.1754

VIII. Exhibit

- A. Recipient Rights Training Certificate

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Recipient Rights Training Certificate
Macomb County Community Mental Health

Awarded to:

[Name]

Director, Office of Recipient Rights

Date of Training

This certificate verifies that the named individual has successfully completed the requirements for training (two hours) set forth in the Macomb County Community Mental Health Services Board Administrative Policy: 9-01-040 "Recipient Rights Training".