



- B. **Family Member**  
A parent, stepparent, 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.
- C. **Person-Centered Planning**  
A process for planning and supporting the individual receiving services that builds upon the individual's capacity to engage in activities that promote community life and that honors the individual's preferences, choices, and abilities. The person-centered planning process involves family, friends, and professionals as the individual desires or requires.
- D. **Pre-Admission Screening Unit (PSU)**  
Any hospital under contract with the MCCMH Board for doing pre-admission screening, and the MCCMH Access Center.
- E. **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.

## **V. Standards**

- A. **Dignity and Respect**
  - 1. Recipients shall be regarded and addressed in a respectful and non-patronizing manner. Provider staff shall protect/respect each recipient's human rights, civil rights, and code-protected rights, which are set forth throughout Chapter 9 of the MCCMH MCO Manual.
  - 2. Recipients shall be treated with respect, courtesy, and fairness during both face-to-face, telephone, and written communications.
  - 3. Family members of recipients 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.
  - 4. If an individual chosen by a recipient to participate in the Plan of Service process is not included because inclusion might constitute a substantial risk of physical or emotional harm to the recipient or substantial disruption of the planning process, justification for such exclusion shall be documented in the clinical record.

B. Services suited to condition

1. Each recipient provided services has a right to those mental health services suitable to his or her condition. A comprehensive assessment/analysis of a recipient's challenging behaviors shall be conducted as part of the initial assessment/intake, and shall be reviewed and updated as necessary at the annual re-assessment (see MCCMH MCO Policy 2-013, "Assessments.")
2. MCCMH Board-provided mental health services shall include those mandated by statute, rule, policy and/or as stipulated by its master contract with Michigan Department of Community Health (MDCH). Additional mental health services which the MCCMH Board has elected to provide may also be offered.
3. Provided/accepted mental health services suitable to a recipient's condition shall be in accordance with the written plan of service.
4. The written plan of service shall utilize a person-centered planning process in partnership with the recipient, parent(s) if the recipient is a minor, or a legally-empowered guardian, if applicable, and other individuals of the recipient's choice.
5. Individual behavior treatment plans developed during the person-centered planning process that propose restrictive or intrusive behavior treatment interventions shall be reviewed by the appropriate Behavior Treatment Plan Review Committee pursuant to the provisions of MCCMH MCO Policy 8-008, "Behavior Treatment Plan Review Committee." Any limitations or restrictions of a recipient's rights shall include documentation describing attempts to avoid such restrictions as well as what action will be taken as part of the plan to ameliorate or eliminate the need for restrictions in the future.
6. The written plan of service shall identify strategies for assuring that recipients have access to needed and available supports identified through a review of their needs. Areas of possible need may include any of the following: food, shelter, clothing, physical health care, employment, education, legal services, transportation, recreation.
7. An applicant for Community Mental Health services who is denied service eligibility or inpatient hospitalization has the right to seek a second opinion pursuant to the provisions of MCCMH MCO Policy 9-180, "Second Opinion Rights."

C. Humane treatment environment

1. Recipients receiving mental health services from MCCMH network providers shall be provided said services in a safe, sanitary, and humane treatment environment.
2. Provisions for the safety, sanitation and comfort of recipients shall be in compliance with the sanitation, health, and environmental safety codes of the applicable federal, state, local authorities having primary jurisdiction/enforcement authority.

D. Least restrictive setting

1. Mental health services shall be offered in the least restrictive setting that is appropriate and available to meet each recipient's needs.
2. Mental health services offered shall be provided in the setting that minimizes restriction on the recipient's movement; affords protection against communicable disease and personal injury; provides treatment in the shortest practicable time; maximizes the recipient's ability to cope with as normal an environment as possible and which assists him/her to develop and realize potential abilities.

**VI. Procedures**

- A. None.

**VII. References / Legal Authority**

- A. MCL 330.1708
- B. MCL 330.1711
- C. MCL 330.1712
- D. MDCH Administrative Rules, R 330.7005
- E. MDCH Administrative Rules, R 330.7012
- F. MDCH Administrative Rules, R 330.7158
- G. MCCMH MCO Policy 9-180, "Second Opinion"
- H. MCCMH MCO Policy 8-008, "Behavior Management Committee"
- I. MDCH Residential Training on Recipient Rights

MCCMH MCO Policy 9-606  
**DIGNITY / SERVICES SUITED TO CONDITION /  
HUMANE ENVIRONMENT / LEAST RESTRICTIVE  
TREATMENT ENVIRONMENT**  
Date: 1/23/13

**VIII. Exhibits**

A. None.