

NORTHPOINTE BEHAVIORAL HEALTHCARE SYSTEMS

POLICY TITLE: Dignity and Respect

PAGE: 1 of 2

MANUAL: Recipient Rights

SECTION: Rights

ORIGINAL EFFECTIVE DATE: 2/10/98

BOARD APPROVAL DATE: 11/25/13

REVIEWED/REVISED ON DATE: 3/15/18

CURRENT EFFECTIVE DATE: 4/1/18

REVISIONS TO POLICY STATEMENT: YES NO **OTHER REVISIONS:** YES NO

APPLIES TO:

All mental health programs operated by or under contract with Northpointe Behavioral Healthcare Systems.

POLICY:

It is Northpointe's policy that all service recipients and their family members will be treated with dignity and respect.

PURPOSE:

To establish a policy to ensure that ~~Board~~ recipients as well as their family members are treated with dignity and respect.

DEFINITIONS:

Dignity - To be treated with esteem, honor, politeness, or honesty; to be addressed in a manner that is not patronizing, condescending, or demeaning; to be treated as an equal; to be treated the way the individual wants 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 the individual to make choices. Dignity and respect shall be further clarified by the recipient or family member and considered in light of the specific incident, treatment goals, safety concerns, laws and standards, and what a reasonable person would expect under similar circumstances.

Examples of dignity and respect include, but are not limited to: Calling a person by his or her preferred name; knocking on a closed door, using positive language, encouraging the individual to make choices instead of making assumptions about what he or she wants, taking the individual's opinion seriously, including the individual in conversations, allowing the individual to do things independently or to try new things.

PROCEDURE:

- A. The following shall be construed to protect and promote the dignity and respect to which recipients and their family members are entitled:
 1. NBHS policies and procedures;
 2. Mental Health services provided and the manner in which they are provided;
 3. Employee interactions with recipients and their family members.
- B. All employees shall treat recipients and their family members with dignity and respect, being sensitive to conduct that is or may be deemed offensive to the other person. Staff shall refrain from coarse or vulgar language in the presence or hearing of recipients/family members.
- C. In addition to the above, showing respect for family members shall include:
 1. Giving family members an opportunity to provide information to the treating professionals;
 2. Providing family members 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.
- D. Information shall be received from or provided to family members within the confidentiality

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constraints of Section 748 of the Mental Health Code and 42 CFR Part 2.

- E. The Office of Recipient Rights shall ensure that all employees receive training related to dignity and respect before or within 30 days after being employed.