

SANILAC COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

CLINICAL POLICY

NUMBER: RR040

NAME: PRIVACY AND HUMAN DIGNITY

INITIAL APPROVAL DATE:	08/26/1997	BY: Sanilac CMH Board
STAKEHOLDER REVIEW:	09/17/2024	BY: Recipient Rights Advisory Committee
(LAST) REVISION DATE:	06/20/2017	BY: Recipient Rights Officer
(LAST) REVIEW DATE:	10/17/2024	BY: Policy Committee
DISCONTINUED DATE:	N/A	REPLACED BY: N/A

I. PURPOSE

To establish a policy regarding staff's responsibility to treat all individuals receiving services, along with family members with dignity and respect. This includes the responsibility to provide services in a humane and dignified manner and regarding personal care assistance in a safe and sanitary environment.

II. APPLICATION

Populations: **ALL**
Programs: Direct - **ALL**
Contracted: **ALL**

III. POLICY

The worth, dignity and uniqueness of all individuals receiving services and their family members, as well as their rights and opportunities, shall be respected and promoted. The privacy of an individual's interests and rights shall be observed.

IV. DEFINITIONS

Dignity: To be treated with politeness and respect; to be addressed in a manner that is not patronizing, condescending, demeaning, or unsupportive.

Respect: To be treated in a manner that is courteous, considerate and conforms to standards of what one would consider proper and socially acceptable; to be understanding of and sensitive to cultural differences.

Humane: To show kindness, thoughtfulness, consideration, tolerance, and compassion. To be sympathetic, good-hearted, and attentive to an individual's needs.

V. STANDARDS

A. An individual and any family member of an individual receiving services shall be addressed in a respectful and non-patronizing manner using his or her legal name or a version thereof. Adult individuals receiving services shall be addressed in terms that indicate they are adults.

Sanilac County Community Mental Health Authority Policy Manual

- B. Family members of individuals receiving services 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.
- C. An individual'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.
- D. An individual 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 physically handicapped individuals.
- E. Individuals 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.
- F. Intimate personal hygiene for adult individuals 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 individual or guardian.
- G. An individual is entitled to live in a home which is clean, free of odors and hazards, and which complies with Adult Foster Care Licensing Rules and health, safety, and fire regulations.
- H. A residential program shall ensure that there are frequent changes of bedding and other linen not less than once every week.
- I. Soiled bedding shall be changed immediately. Soiled clothing shall be changed as soon as possible and not be worn again until laundered.
- J. An individual shall be appropriately dressed and permitted to have and wear his/her own clothing that shall be inconspicuously marked with the individual's name. Exceptions shall be documented and justified.
- K. An individual 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.

VI. ATTACHMENTS

None

VII. APPEALS

An individual receiving services, or other interested individuals on behalf of the individual receiving services, has the right to appeal decisions concerning privacy and human dignity. Appeals may be made in accordance with the Sanilac County Community Mental Health Authority Appeals Policy (RR035).

VIII. REFERENCES

Department of Health and Human Services Code 330.1704, 330.1708, 330.1711.
Appeals Process – Policy RR035.