

The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #	Section #	
Customer Rights	RR	109.1	
Subject Title	Adopted	Last Revised	Reviewed
Dignity and Respect	4/22/99	7/10/20	9/20/05; 3/2/10; 1/4/17; 7/10/20; 7/30/21; 7/26/22; 7/25/23; 7/10/24

PROCEDURE

Application

This procedure shall apply to The Right Door for Hope, Recovery, and Wellness and all services operated by or under contract with it. This procedure shall serve as a guide to assure compliance with Board policy regarding Customer Rights.

1. Definitions:

- 1.1. Dignity: To be treated with esteem, honor, politeness; to be addressed in a manner that is not patronizing, condescending, or demeaning; to be treated as an equal; to be treated the way any individual would like to be treated.
- 1.2. 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.

2. Procedure

- 2.1. All persons receiving services from The Right Door for Hope, Recovery, and Wellness are treated with dignity and respect in the most inclusive setting.
- 2.2. Family members of persons served receiving services from The Right Door for Hope, Recovery, and Wellness will be treated with dignity and respect.
- 2.3. Family members are given an opportunity to provide information to the treating professionals.
- 2.4. Family members are provided an opportunity to request and receive general educational information about the nature of disorders, medications, and their side effects, available support services, advocacy and support groups, financial assistance, and coping strategies.

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References:

Mental Health Code 711

Kerry Possehn, Chief Executive Officer	Date		