

# LICENSED RESIDENTIAL SERVICES

If you receive residential services, the following rights apply unless limited by a court order, agency policy, home rules, or your Person-Centered Plan of Services and Supports, commonly called a Person-Centered Plan of Care.

## You Have the Right

- To live in a clean and safe environment with proper heat, lighting, fresh air, water, bathroom privacy, and personal storage space.
- To send and receive unopened mail unless there is concern it may contain something harmful or illegal.
- To talk on the phone privately.
- To have visitors during visiting hours and meet with your doctor or counselor at reasonable times.
- To practice your religion or choose not to participate in religious activities.
- To vote and receive help registering if needed.
- To wear your own clothes and keep personal belongings.
- To understand the reason for any search and to be free from unreasonable searches.
- To be paid for work performed outside of normal personal chores.
- To go where you choose unless limits are part of your service plan or other requirements.
- To receive healthy meals each day unless different dietary needs are included in your service plan.

## You Have the Responsibility

- To help pay for services based on your ability to pay.
- To respect the rights, privacy, property, and beliefs of others.
- To help with your personal care and responsibilities when able.
- To follow rules and reasonable restrictions.
- To let staff know when leaving and when you plan to return.

To request a complete copy of this policy or other Riverwood Center policies and procedures, please contact Customer Services at 269-934-3478 or toll free at 1-800-336-0341.

24/7 Crisis Line: 1-800-336-0341  
Customer Service: 1-866-729-8716  
TTY: MI Relay Service at 7-1-1

[RiverwoodCenter.org](http://RiverwoodCenter.org)



# Your Guide to Rights, Respect & Support

This easy-to-read guide explains your rights, responsibilities, and available supports while receiving services at Riverwood Center.

## PRIVACY AND RESPECT

### You Have the Right

- To be treated with dignity and respect.
- To receive services in a clean and safe environment.
- To have your personal and treatment information kept private as required by law.
- To review your records.
- To receive services without discrimination.
- To make complaints and have them taken seriously.

### You Have the Responsibility

- To respect the rights, privacy, beliefs, and property of others.
- To treat others with courtesy and respect.
- To follow court orders and agency rules when applicable.
- To safely use and store prescription medications.
- To not bring weapons, alcohol, illegal drugs, or drug paraphernalia onto property.
- To inform staff if you have a contagious illness when visiting.
- To accept responsibility for your actions and any consequences for breaking rules.

## Appeals and Complaints

### You Have the Right

- To appeal when it is believed that any of these rights are being violated or denied by calling Customer Service at 269-934-3478, toll-free 1-800-336-0341, or TTY: MI Relay Service at 7-1-1.
- To file a complaint or discuss rights by calling the Office of Recipient Rights at 269-927-8629.
- To be protected from harassment or retaliations for making a complaint.

### You Have the Responsibility

- To be honest and accurate when sharing concerns or complaints.
- To respect the complaint review and investigation process.

# EMPLOYEE CODE OF CONDUCT AND ETHICS

(\*Excerpt)

**Policy:** Riverwood Center, the service name of Berrien Mental Health Authority (BMHA), is committed to creating a workplace culture that encourages ethical and lawful behavior for all employees.

Employees are expected to:

1. Demonstrate high moral, legal, and professional standards in business, marketing, and clinical services.
2. Respect the privacy and well-being of the people we serve, while also protecting the safety of the public.
3. Promote competency, accountability, responsibility, nondiscrimination, and service excellence.
4. Follow all agency policies, procedures, rules, and regulations.

## Guiding Principles (\*Excerpt)

**Integrity:** One of Riverwood Center's greatest strengths is its reputation for honesty and integrity. Riverwood Center is committed to following all applicable laws and maintaining strong ethical standards. Achieving results through illegal or unethical actions is never acceptable. All employees are expected to conduct business and daily operations in a lawful, ethical, and professional manner.

**Honesty:** Employees must be truthful in all interactions with government agencies and representatives. False information, inaccurate records, or improper billing requests must never be submitted. Any employee responsible for approving or certifying records must ensure the information is complete and accurate before doing so.

**Bribes & Gifts:** Employees may not offer, give, or accept bribes, payments, gifts, or anything of value in exchange for business or regulatory influence. Small gifts of nominal value that are legal and part of normal business practices may be acceptable. Employees may not accept gifts of any value from consumers. Any offer or receipt of gifts above nominal value must be reported to a supervisor and the Corporate Compliance Officer.

**Conflict of Interest:** Employees must avoid financial or personal interests that could influence decisions involving Riverwood Center, vendors, suppliers, providers, or consumers.

To request a complete copy of this policy, please call Customer Services toll free at 1-800-336-0341 or TTY: Mi Relay Service at 7-1-1.

# CONSUMER BILL OF RIGHTS & RESPONSIBILITIES

This Consumer Bill of Rights and Responsibilities helps protect and support people receiving public mental health services. Rights and responsibilities should always be used with fairness and respect for others. Consumers receiving services, either on their own or through a legal representative, have the following rights and responsibilities.

## Consent - You Have The Right:

- To understand why treatment is being recommended and to take part in decisions about your treatment, release of information, and changes to your care.
- To request changes if you feel your treatment is no longer meeting your needs or request a change when you believe anything agreed to concerning treatment is no longer in your best interest.
- Learn about treatment options and other choices that fit your needs, including lower-risk options when possible.
- To stop treatment unless it has been ordered by a court.

## You Have the Responsibility

- To help identify and communicate your needs.
- To consider treatment suggestions that support your growth and recovery while taking responsibility for your actions and choices.

## Treatment - You Have The Right:

- To have a Person-Centered Plan of Care that meets your needs. Your plan should be explained in a way that is easy to understand. You have the right to help create, review, and request changes.
- To receive information about family planning services and referrals, including contraception, sterilization, and abortion.
- To know that receiving mental health services does not depend on accepting family planning services.
- To learn about the risks and benefits of available treatment options.
- To understand treatment costs and receive help finding resources for everyday living needs.
- To be protected from abuse, neglect, exploitation, seclusion, or restraint.

## You Have the Responsibility

- To take part in creating your Person-Centered Plan of Care.
- To pay for treatment based on your ability to pay, attend scheduled appointments, and let staff know about any problems or concerns.
- To respect the property and belongings of others.
- To report any suspected abuse, neglect, or someone being taken advantage of.