BERRIEN MENTAL HEALTH AUTHORITY
-- PROCEDURE --

SUBJECT: CONSUMER BILL OF RIGHTS AND RESPONSIBLITIES	SECTION: 01-19-00 Page 1 of 4
APPLICATION: All Primary Consumers EFFECTIVE DATE: 04/29/99 APPROVED BY: _____ Chief Executive Officer REVISED: 10/99, 7/00, 10/00, 3/02, 11/04, 3/05, 4/06, 2/08, 8/2023	REQUIRED BY: MHC CARF

POLICY: It is the policy of Berrien Mental Health Authority (BMHA) that each individual's rights and responsibilities are communicated to recipients of mental health services.

PURPOSE: To assure that each individual's rights and responsibilities as a citizen and consumer of public mental health services are protected and supported; and that when an individual exercises their rights, the results do not harm others or prevent them from exercising their rights.

STANDARDS:
100% of BMHA consumers will receive initial and annual information pertaining to their Rights while receiving mental health services.

DEFINITIONS: N/A

PROCEDURE:

- A copy of the "Your Rights" booklet will be given to recipients and/or their legal representative at the time of ***intake*** into the mental health system. *(This book is also available at any time on the BMHA – Riverwood Center website)*
- A copy of the "Consumer Bill of Rights & Responsibilities," (see below) will be given to recipients and/or their legal representative at the time of ***intake*** into the mental health system. *(This document is also available at any time on the BMHA – Riverwood Center website)*
- A copy of the "Your Rights" booklet will be given to recipients and/or their legal representative at their ***annual*** person-centered planning meeting.
- A copy of the "Consumer Bill of Rights & Responsibilities" will be given to recipients and/or their legal representative at their ***annual*** person-centered planning meeting.
- The staff responsible for assuring recipients receive this information will assure verification form is completed.
- The staff responsible for assuring recipients receive this information will afford an opportunity for the person to ask simple questions regarding the materials.

- The Office of Recipient Rights or Customer Services Representative will assist with any additional questions that consumers may have regarding their rights.
- A copy of the Consumer Bill of Rights & Responsibilities will be displayed at primary points of consumer entry into BMHA service sites.

BERRIEN MENTAL HEALTH AUTHORITY
CONSUMER BILL OF RIGHTS & RESPONSIBILITIES

This Consumer Bill of Rights and Responsibilities is established to assure that each individual's rights and responsibilities as a citizen and consumer of public mental health services are protected and supported. Rights and responsibilities go together and cannot be separated. We must not exercise our rights when the results would do harm or prevent others from exercising their rights. Fairness is the responsibility shown by each of us while exercising our rights.

Consumers of public mental health services, personally or through their legal representative, have the following rights and responsibilities:

CONSENT

You have the Right:

- To be informed of the facts used to determine the need for treatment, to participate in making decisions regarding treatment, release of any information concerning yourself or your treatment, and to any changes in treatment.
- To request a change when you believe anything agreed to concerning treatment is no longer in your best interest.
- To not be fingerprinted.
- To not be photographed, videotaped or observed through one-way glass without your written permission.
- To withdraw from treatment unless court ordered.

You have the Responsibility:

- To help accurately identify and meet your personal needs.
- To consider alternative ways to achieve personal growth and insight into your identified issues if a therapeutic suggestion is made.
- To be responsible for your own actions and for the consequences of those actions.

TREATMENT

You have the Right:

- To have a Person-Centered Plan of Services and Supports, that is appropriate to meet your individual needs. The plan should be developed in language that is understood. You shall participate in the plans' development and may review, ask questions, about, or ask that it be changed.
- To be informed of the availability of family planning services, including contraception, sterilization and abortion.
- To be informed that mental health services are not contingent on receiving family planning services.

- To be informed of the possible risks and benefits associated with various treatments offered by the provider.
- To be told how much the treatment costs and to have assistance in determining eligibility for other available assistance to meet the everyday needs of life.
- To be protected from Abuse, Neglect or Exploitation.

You have the Responsibility:

- To be an active participant in the development of the Person-Centered Plan of Services/Supports.
- To pay the cost of treatment based upon ability to pay, to keep scheduled appointments, and to let people know if there are any problems.
- To request family planning information/referral if desired.
- To not take advantage of another person's money or property.
- To report any suspected or apparent Abuse, Neglect or Exploitation of myself or any Berrien Mental Health Authority (BMHA) consumers.

PRIVACY & RESPECT

You have the Right:

- To be treated with dignity and respect.
- To have your family members treated with dignity and respect.
- To receive Mental Health Services in a clean and safe environment.
- To have personal and treatment information kept private within the requirements of the law.
- To personally review your own record.
- To not be discriminated against in receiving services from public agencies.
- To complain and have the complaint taken seriously.

You have the Responsibility:

- To respect the rights, privacy and beliefs of others by showing courtesy and respect.
- To respect the environment and property of others as well as your own.
- To be reasonable in making demands and complaints and to assist in finding solutions to problems.
- To obey orders of the court.
- To store and use prescription medications safely.
- To not bring weapons, alcohol, illegal drugs or paraphernalia used to do drugs to any mental health service site.

APPEALS & COMPLAINTS

You have the Right:

- To appeal when it is believed that any of these rights are being violated or denied by calling the Berrien Mental Health Authority Office of Recipient Rights and/or Customer Services (269) 925-0585 or 1-800-336-0341 (toll free) for assistance.
- To be protected from harassment or retaliations for making a complaint.

You have the Responsibility:

- To be accurate and honest in describing what happened and who or what you think is the cause.
- To not take actions against those involved in a complaint investigation or intervention.

LICENSED RESIDENTIAL SERVICES—If you are receiving residential services, except as limited by Court Order, agency or home policy, or your Person Centered Plan of Services/Supports:

You have the Right:

- To stay in a place that is clean, has good light, enough heat, fresh air, hot and cold water, a bathroom with privacy, and reasonable personal storage space.
- To send and receive mail without anyone else opening it unless there is reason to believe the mail contains something that could result in breaking the law or is harmful to you or others.
- To talk on the phone in private.
- To have visitors during regular visiting hours and to see your own doctor or counselor at reasonable times.
- To practice your religion or faith and to not be required to be involved in religious activities, as you choose.
- To vote, when, if, and for whom, you choose. If you are not registered, you may arrange to become registered, with assistance if needed.
- To wear your own clothes and keep your personal belongings.
- To be free from unreasonable searches, to watch if a search does occur, to have the reason for the search explained to you and written in your record.
- To be paid for work you are offered other than personal housekeeping chores such as cleaning your room or making your own bed.
- To go where you want except when there are specific limits set.
- To have adequate nutritious meals three (3) times a day unless your dietary needs must be met in a personally designed manner, as documented in your Person Centered Plan of Services/Supports.

You have the Responsibility:

- To pay for the cost of your residential services based upon your ability to pay.
- To respect the rights, privacy and beliefs of others and to show courtesy and respect towards other residents and staff.
- To respect the property and environment of others as well as your own.
- To help with your own care and personal chores as much as possible.
- To cooperate with the rules and restrictions upon you and to be reasonable in making demands or complaints.
- To let the proper people know when you will be gone and when you expect to return.

FORMS: Consumer Bill of Rights & Ethics

REVIEWER: Office of Recipient Rights
REVIEWED: 2/08, 3/09, 6/10, 9/11, 5/12, 6/13, 3/14, 7/15, 7/16, 4/17, 7/18, 5/19, 4/2020, 9/2021, 7/2022, 8/2023, 8/2024, 8/2025