

COMMUNITY MENTAL HEALTH AUTHORITY	POLICY: <u>3.3.14</u>	Reviewed	
	Page: <u>1</u> of <u>2</u>	10/26/86	9/18/98
CLINTON-EATON-INGHAM	ISSUED BY: Director of Recipient Rights, Quality and Customer Service	10/25/89	5/25/99
		03/19/90	03/16/04
		02/14/91	05/12/05
		01/08/92	
		02/19/93	
SUBJECT: Abuse, Neglect, or Mistreatment of Recipients	APPROVED BY: Board of Directors		
SCOPE: CMHA Network and Providers	Effective 04/09/81		Revised 06/21/05

I. Purpose:

To safeguard recipients of mental health services from abuse, neglect, or mistreatment, to promote the safety, security, and well-being of recipients, and to ensure protection of their person, rights, and properties.

II. Policy:

- A. Recipients of the CMHA Network and providers shall be protected from abuse, neglect, or mistreatment.
- B. The CMHA Network and providers shall provide a responsive system of reporting and accountability for safeguarding recipients from abuse, neglect, or mistreatment. This includes immediate reporting of suspected abuse or neglect to the Recipient Rights Office, the immediate reporting of suspected criminal abuse to law enforcement, and reporting to Family Independence Agency and the Michigan Department of Consumer and Industry Services as appropriate.
- C. Actions by employees, volunteers, or agents of the CMHA Network or providers which jeopardize or impair the rights, safety, well-being, best interests, and properties of recipients are prohibited.
- D. Willful actions of staff which adversely affect the care and treatment of recipients are prohibited.
- E. The CMHA Network and providers shall ensure appropriate penalties are given in cases of substantiated violations of abuse and neglect.

III. Responsibilities:

- A. All staff (employees, volunteers, and agents) of the CMHA Network and providers are responsible for safeguarding recipients from abuse, neglect, or mistreatment.

- B. It is the assigned duty and legal responsibility of a staff person who has knowledge of, or reasonable cause to suspect, recipient abuse to make or cause to be made a report to the local law enforcement agency or state police when appropriate.
- C. It is the assigned duty and responsibility of the staff person who has knowledge of, or reasonable cause to suspect, recipient abuse, neglect, or mistreatment, to report it to the Recipient Rights Office, and to the program director/designee.

IV. Monitoring and Review:

This policy is reviewed by the Director of Quality Customer Service and Recipient Rights. It is monitored internally by the Recipient Rights Office and the Recipient Rights Advisory Committee. It is monitored externally by the Department of Community Health.