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| **MONTCALM CARE NETWORK****611 North State Street, Stanton, MI 48888** |
| SUBJECT: The Office of Recipient Rights | Section: 8900 |
| Effective Date: December 21, 1982 | Revised Date: August 26, 1997; April 25, 2006; February 27, 2018 |
| Version: 1 | Status: Current |

1. In addition to the rights, benefits, and privileges guaranteed by other provisions of the law, the Michigan Constitution of 1963, and the Constitution of the United States, a recipient of Mental Health Services will have the rights guaranteed by Chapter 7 and 7A of the Mental Health Code, which provides a system for determining whether in fact violations have occurred; and shall ensure that firm and fair disciplinary and appropriate remedial action is taken in the event of a violation.
2. The Board of the Montcalm Care Network will empower the Recipient Rights Officer with authority to intervene as necessary to protect the rights of recipients of services at the Montcalm Care Network.
3. The Recipient Rights Officer and Recipient Rights Advisor will be subordinate only to the Director of the Montcalm Care Network and will provide no direct consumer services. The Recipient Rights Advisor will assume all duties of the Recipient Rights Officer in his/her absence.
4. The rights office will be protected from pressures that could interfere with the impartial, even-handed, and thorough performance of its duties. Any actions construed to be harassment or retaliation shall be reported immediately to the Director of the Montcalm Care Network and appropriate disciplinary action will be taken.
5. The Director of the Montcalm Care Network willsubmit to the Board of the Montcalm Care Network and MDHHS an annual report prepared by the Rights Office on the current status of recipient rights and a review of the operations of the Rights Office.
6. The Director of the Montcalm Care Network will ensure adequate recipient rights coverage. In the absence of the Recipient Rights Officer and Recipient Rights Advisor, the Director of the Montcalm Care Network will appoint a designee with nonclinical responsibilities to receive and initiate investigation of alleged recipient rights violations.
7. The name, address and phone number of the Recipient Rights Officer will be conspicuously posted in all service sites.
8. The rights office will have unimpeded access to all programs and services operated by or under contract to the Montcalm Care Network, as well as all staff employed by or under contract and all evidence necessary to conduct a thorough investigation or to fulfill its monitoring function.
9. All Montcalm Care Network employees, as well as contract providers and agents of providers, will cooperate in investigations as requested.
10. In the event of an unplanned absence of the Executive Director, the Clinical Director shall assume all duties for addressing responsibilities related to the Rights Office.