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| **MONTCALM CARE NETWORK**  **611 North State Street, Stanton, MI 48888** | |
| SUBJECT: Dignity and Respect | Section: 8911 |
| Effective Date: May 27, 1997 | Revised Date: March 2, 1999,  April 22, 2003, February 22, 2005, April 25,  2006 |
| Version: 1 | Status: Current |

1. All Montcalm Care Network employees, volunteers, contractual service providers and employees of contractual service providers will treat recipients and their family members with dignity and respect, being sensitive to conduct that is or may be deemed offensive to the other person.
2. Dignity is defined as: 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.
3. Respect is defined as: 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.
4. Treatment with dignity and respect shall be further clarified by the recipient or family member, and considered in light of the specific incident, treatment goals, safety concerns, laws and standards, and what a reasonable person would expect under similar circumstances.
5. Examples of treating a person with dignity and respect include but are not limited to calling a person by his or her preferred name, knocking on a closed door before entering, using positive language, encouraging the person to make choices instead of making assumptions about what he or she wants, taking the person's opinion seriously, including the person in conversations, allowing the person to do things independently or to try new things.
6. In addition to the above, showing respect for family members shall include:
   1. Giving family members an opportunity to provide information to the treating professionals;
   2. Providing family members an opportunity to request and receive educational information about the nature of disorders, medications and their side effects, available support services, advocacy and support groups, financial assistance and coping strategies.
7. Information will be received from or provided to family members within the confidentiality constraints of Section 748 of the Mental Health Code.