

Group Home Residential Services Rights— *Continued*

- To have a reason for any search explained and written in your file and to be free from unreasonable searches.
- To be paid for work you are hired to do. (This does not include any personal chores such as making your bed.)
- To go anywhere you want, unless limited by:
 - Law
 - Policy
 - Your treatment plan

Other Rights

Other agencies such as Family Independence Agency; Department of Education, etc. may have rights just about that agency. You are encouraged to contact them about those rights.

Your family members have the right to be treated with dignity and respect. They may give a treating professional information about you. They may receive information about any specific illness and how it is best treated. Any information about you cannot be given without your written consent.

Bill of Responsibilities

Rights and responsibility go together. People cannot always exercise rights when it would burden others. The importance of rights does not diminish an individual's responsibilities for their own lives. A sense of fairness depends on the responsibility shown by each of us. As a customer of public mental health services, I have the responsibility:

- To be fully responsible for my own actions and their consequences
- To take an active part in my treatment and complain to the appropriate person if I do not agree with my treatment plan.
- To do as much as possible to identify and meet my own needs.
- To respect the rights, privacy, and beliefs of others by showing courtesy and consideration.

- To be responsible for the cost of treatment based on my ability to pay.
- To keep appointment times as scheduled or telephone 24-hours in advance to cancel.
- To respect the environment and property of others, as well as my own.
- To express what agency staff does well and what can be done better.



Your opinion about your services is important to us. Please address comments or customer relations complaints to:

VBCMH

Customer Service
Representative
Lisa Whelan
269-655-3365

Southwest Michigan Behavioral Health

Customer Service
Representative
800-890-3712

Recipient Rights

Customer Service
Representative
269-782-7604

Community Partner



Van Buren Community Mental Health Authority

Customer Bill of Rights



CONTACT INFORMATION

657-5574
24-hour crisis line: 1-800-922-1418
<http://www.vbcmh.com>
711 Relay available for the hearing impaired
Office Hours: 8:30AM—5:00PM

Working Together Towards Wellness

Preamble

As a customer of public mental health services, the Michigan Mental Health Code assures your rights and responsibilities. As a citizen of the United States and the State of Michigan, you are protected under the following *Customer Bill of Rights and Responsibilities*.

Notification of Rights

- To be told about your rights in a way you understand
- To be told about advocacy and support groups as soon as you enter services.

Treatment Rights

- To choose your mental health professionals within the limitations of the agency.
- To have a treatment plan developed within seven (7) days after beginning services. Also, to 1) participate in the plan development; 2) ask people you want involved to help develop the plan; 3) ask questions and ask for changes if you believe the plan does not meet your needs; 4) ask that the plan be explained in a way you understand.
- To be told what your cost for services will be based on your ability to pay and your right to appeal that amount if you do not agree.
- To receive written and verbal information about any medication (s) you are given.
- To be treated with dignity and respect in a safe and clean treatment place.
- To be examined within two hours if you are brought for a hospitalization screening by a peace officer and to notify your family if you ask.
- To have help in finding and obtaining additional available community resources to meet the everyday needs of life and to receive information about available family planning and health information and/or education.
- To stop treatment with the agency at any time, unless your treatment is court ordered.

Rights to Consent

You have the right:

- To make decisions about your treatment based on the facts
- To decide about the release of any information about your treatment.
- To consent to any changes in your treatment
- To change your mind about a treatment goal if you believe it is not good for you.

Confidentiality Rights

To have information about you and your treatment kept private within the requirements of the law.

Access to Records Rights

- As a legally competent adult, you have the right to information entered into your file after March 28, 1996 by **this** agency only.
- You have the right to place a statement in any part of your file you believe has incorrect information.

Civil Rights

- To not be discriminated against for services by the agency
- To have all the legal protections under:
 - Americans with Disabilities Act
 - Federal Fair Housing Act.
 - Michigan Handicappers Civil Rights Act
 - Section 504 of the Rehabilitation Act

Right To Complain

- To file a complaint in writing or verbally with a Customer Relations Representative if you think something is wrong with your treatment.
- To ask staff for the business address and/or telephone number of a Customer Relations Representative without being questioned.
- To ask the Chief Executive Officer (CEO) of Community Mental Health for a second opinion if you are denied services or hospitalization and to receive a written conclusion.

Group Home Residential Services Rights

If you are receiving residential services you have the right:

- To get and receive unopened mail unless:
 - It is believed to include something against the law
 - It is harmful to you or others
 - It is limited by your treatment plan
- To talk in private on the phone, unless limited by your treatment plan or agency policy.
- To see visitors of your choice during visitation hours, unless:
 - The visitor is considered a threat to you; or
 - Limited by your treatment plan
- To see your own doctor or spiritual counselor.
- To talk to your lawyer at any time about your legal matters.
- To practice your religion or faith.
- To be registered to vote and go to the polls to vote as a registered voter.
- To stay in a clean place that has:
 - Good light
 - Enough heat
 - Fresh air
 - Hot and cold running water
 - A bathroom with privacy
 - A place to store your own things
- To wear your own clothes and keep your own things, unless restricted by:
 - Law
 - Policy
 - Your treatment plan
- To receive a receipt for your own things that are withheld at any time.

