Chapter Title	Chapter #		Subject #
Recipient Rights	RR		991
Subject Title **Consumerism**	Adopted 10/30/00	Last Revised 12/15/15	Reviewed 11/23/04 7/26/10; 8/22/11; 9/24/12; 9/23/13; 12/10/14; 12/15/15; 12/14/16

POLICY

Application

This policy shall apply to The Right Door for Hope, Recovery and Wellness and all services operated by or under contract with it.

1.0 Consumerism

1.1 People receiving The Right Door for Hope, Recovery and Wellness supports and services are partners in the planning, delivery, and evaluation of those supports and services. Their active involvement will be promoted and pervasive throughout the agency. Accommodations will be made available to consumers as needed to promote their full and active involvement, not only on an individual level, but also on a systems level.

1.2 “Person-first language” will be utilized in all publications, formal communications, and daily discussions.

1.3 People receiving The Right Door for Hope, Recovery and Wellness supports and services will be educated regarding issues impacting their mental health, the resources and supports available at The Right Door for Hope, Recovery and Wellness, in the community, and other available options.

1.4 Efforts and accomplishments of people receiving The Right Door for Hope, Recovery and Wellness supports and services will be celebrated and recognized.

1.5 Input and ideas from people receiving The Right Door for Hope, Recovery and Wellness supports and services regarding their experience and the supports and services at The Right Door for Hope, Recovery and Wellness will be sought and incorporated into the planning and delivery of supports and services.

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1.6 Education of people receiving The Right Door for Hope, Recovery and Wellness supports and services, their families and the community regarding mental illness and developmental disabilities will be ongoing, and will address prevention, promote expansion of opportunities for people with disabilities, and emphasize attitudes that foster inclusion, opportunity, and mental health.

1.7 It is the intent of The Right Door for Hope, Recovery and Wellness to employ a consumer of mental health services as its customer service representative. The Right Door for Hope, Recovery and Wellness recognizes that a consumer understands consumer issues from a unique and a relevant perspective, because that person is a consumer. This perspective affords the consumer the best position possible to advocate for other consumers. Relevant consumer input of this nature enables The Right Door for Hope Recovery and Wellness to implement the philosophy of self-determination through the promotion of self-advocacy by consumers themselves.

1.8 The Right Door for Hope, Recovery and Wellness shall strive to help consumers acquire appropriate transportation for The Right Door for Hope, Recovery and Wellness appointments.

1.9 The Right Door for Hope, Recovery and Wellness shall strive to make the composition of its staff representative of the various cultural groups that are present in Ionia County. In this way, staff members who belong to these cultural groups will be available and in an advantageous position to meet the needs of consumers who identify with these cultures. The Right Door for Hope, Recovery and Wellness recognizes that these cultures have unique identities and unique needs which must be addressed in an adequate fashion, best by members of those cultures.

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Reference

MDHHS Consumerism Guideline

Melissa McKinstry, Board Chairperson	Date		