

## The Right Door for Hope, Recovery and Wellness

|   |                        |                    |   |
|---|------------------------|--------------------|---|
| Chapter Title<br><b>Recipient Rights</b>              | Chapter #<br><b>RR</b> |                    | Subject #<br><b>105</b>   |
| Subject Title<br><b>Remediating Rights Violations</b> | Adopted<br>9/30/02     | Revised<br>3/16/16 | Reviewed<br>9/22/05; 3/26/07;<br>4/27/09; 8/30/10;<br>9/26/11; 1/28/13;<br>3/24/14; 3/18/15;<br>3/16/16; 3/15/17;<br>12/20/17 |

### **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 PURPOSE**

To establish the expectation that all substantiated rights violations will be remediated in a timely manner according to a standard process that applies to services provided internally as well as those which are provided under contract.

#### **2.0 POLICY**

It is the policy of the Board that the remedy for any substantiated rights violations, or other issues of recipient safety, care or concern requiring administrative action, shall be prompt and adequate.

- 2.1 The Chief Executive Officer is responsible for implementing appropriate corrective action to ensure compliance with this policy and related procedures.
- 2.2 The Recipient Rights Officer is responsible for informing the Chief Executive Officer of any impediments to the prompt execution of this policy, the prompt remediation of substantiated rights violations and compliance with the time frames for same established in the Mental Health Code (see Sections 778, 780 and 782).
- 2.3 The Recipient Rights Officer is responsible for informing the Contract Manager of the failure of any contract agency to comply with procedures and timelines established in law or in policy for the remediation of rights issues.

#### **References**

Michigan Mental Health Code, Sections 330.1752, 330.1755, 330.1778, 330.1780, and 330.1782

|                                 |      |  |  |
|---------------------------------|------|--|--|
|                                 |      |  |  |
| Nancy Patera, Board Chairperson | Date |  |  |