

## The Right Door for Hope, Recovery, and Wellness

Chapter Title Customer Rights	Chapter # RR	Section # 122.1	
Subject Title <b>Residential Services: Communication by Mail, Telephone, Visits and Access to Media</b>	Adopted 9/26/96	Last Revised 6/28/17	Reviewed 4/18/06; 3/29/10; 1/4/17; 6/28/17; 11/6/20; 11/22/21; 12/2/22; 11/16/23

### PROCEDURE

#### Application

This procedure shall apply to all services operated by or under contract with The Right Door for Hope, Recovery, and Wellness. This procedure shall serve as a guide to assure compliance with Board policy regarding Recipient Rights.

#### 1.0 Mail

- 1.1 Each residential program shall ensure that writing materials, including non-letterhead stationery and postage, are available and provided in reasonable amounts to consumers unable to procure such items.
- 1.2 Each facility shall ensure that correspondence can be conveniently and confidentially received and mailed.
- 1.3 Mail shall be picked up and distributed to consumers Monday through Saturday (except legal holidays).
- 1.4 Mail for a consumer shall not be opened unless a consumer, a legally empowered guardian, or the minor's legal representative has consented that an article of mail may be opened by a designated person or there is reasonable belief that the mail is in violation of a limitation.
  - 1.4.1 Outgoing mail shall not be opened or destroyed without written consent of a consumer, legally empowered guardian, or legal representative of a minor.

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1.4.2 Instances for opening or destroying mail by staff for the consumer shall be:

- conducted under controlled conditions,
- recorded in the consumer's record.

1.5 Outgoing mail from consumers shall go unimpeded, and distribution of mail received for a consumer shall not be delayed, unless an authorized individual limitation has been incorporated into the consumer's Written Plan of Service.

1.6 Mail addressed to a consumer whose mail is individually limited as documented in the consumer's record shall be left unopened and held for safekeeping as designated in the Plan of Service.

1.7 Mail reasonably believed to contain contraband or money is to be delivered and opened under controlled conditions. The mail is to be opened by the consumer under the surveillance of appropriate personnel.

1.8 Mail addressed to consumers for whom full guardianship has been determined or to consumers who have guardians appointed to receive mail, shall be forwarded to the guardian unless the guardian has consented to authorize the provider or consumer to open the mail.

1.9 Mail is not to be detained or withheld to threaten or coerce a consumer.

## 2.0 Telephone

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- 2.1 Each residential program shall make telephones reasonably accessible to consumers and provide a reasonable amount of telephone usage funds for calls to those who are unable to provide their own.
- 2.2 Residential programs may set limits to the length of incoming and outgoing calls but shall not limit calls to less than five (5) minutes.
- 2.3 Times and/or limitations of telephone use shall be posted in all telephone areas, on bulletin boards, and written in the program rules.

**3.0 Visitors**

- 3.1 Regular visiting hours are to be allowed during reasonable times.
- 3.2 Visiting hours are to be posted in guest areas, on bulletin boards and in the program rules.
- 3.3 Programs shall make adequate space available for visiting with consumers during times specified in the program rules.
- 3.4 Consumers shall be able to secure services of a mental health professional at any reasonable time.

**4.0 Media**

Residential programs will determine residents' interest in the provision of a daily newspaper.

**5.0 Limitations to a consumer's right to mail, telephone, and visitors**

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A limitation upon the rights guaranteed by subsection (1) of MHC 330.1726 shall not apply between a resident and an attorney or a court, or between a resident and other individuals if the communication involves matters that are or may be the subject of legal inquiry.

**References**

Mental Health Code 330.1726  
Department of Health and Human Services Administrative Rules 330.7239

Kerry Possehn, Chief Executive Officer	Date		