

## The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Recipient Rights	RR		991
Subject Title	Adopted	Last Revised	Reviewed
Consumerism	10/30/00	12/18/19	11/23/04; 7/26/10; 8/22/11; 9/24/12; 9/23/13; 12/10/14; 12/15/15; 12/14/16; 12/20/17; 12/19/18; 12/18/19; 5/24/21; 5/23/22; 5/22/23; 5/20/24

### 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. 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 persons served 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. The Right Door will respond to persons served individual ethnic and cultural diversities. This includes recruiting and hiring staff that reflect the ethnic and cultural makeup of the service area. Interpreters will be provided at no charge for non-English or limited-English speaking persons.

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

1.6. Input, personal preferences, meaningful choices and ideas from people receiving The Right Door for Hope, Recovery and Wellness supports and services regarding their experience and the supports and services they receive will be sought and incorporated into the planning and delivery of supports and services.

1.7. The Right Door will involve persons served in evaluating the quality and effectiveness of services by surveying them at least annually and providing other avenues for ongoing feedback.

1.8. 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 in an effort to reduce stigma.

It is the intent of The Right Door for Hope, Recovery and Wellness to employ persons served at all levels of positions, including mental health provision roles.

1.9. The Right Door for Hope, Recovery and Wellness shall strive to help persons served acquire appropriate transportation for The Right Door for Hope, Recovery and Wellness appointments.

1.10. 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

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meet the needs of persons served 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.

1.11. The Right Door will work to create environments of care in which the process of “recovery” can occur.

1.12. Provider performance reports are available for review by individuals, families, advocates, and the public. Some are posted on the website; others can be requested from Customer Services.

Reference:

MDHHS Consumerism Guideline

Nancy Patera, Board Chairperson	Date		