The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Recipient Rights	RR		122
Subject Title Title: Communication and Visits (Residential)	Adopted 3/29/99	Last Revised 10/28/24	Reviewed 4/3/06; 1/24/08; 2/22/10; 3/28/11; 3/26/12; 3/25/13; 9/22/14; 9/23/15; 6/15/16; 6/21/17; 6/20/18; 6/19/19; 10/19/20; 10/18/21; 10/17/22; 10/30/23; 10/28/24; 10/20/25; 10/19/26

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. Purpose

To establish guidelines to provide recipients residing in centers, facilities, or hospitals the opportunities for communication and visits with individuals of their choice.

2. Policy

2.1. A resident is entitled to unimpeded, private, and uncensored communication with others by mail and telephone and to visit with persons of his or her choice. Limitations on a resident's access to mail, staff opening a resident's mail, or staff destroying a resident's mail shall only be done as addressed in the individual plan of service. If there is probable cause to suspect that the resident has received contraband or prohibited items though the mail, the Residential Services-Personal Property and Property and Funds policies and procedures will be followed.

2.2. The service provider shall provide a postal box for daily pickup and deposit of mail.

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2.3. The service provider may limit a resident's communications and visits only if such limitation is specifically approved in the resident's individualized plan of service.

2.4. The service provider may establish reasonable times and places for the use of telephones and for visits. General restrictions and house rules of the **general** residential service providers shall be in writing and posted.

2.5. Writing materials, telephone usage funds, and postage shall be provided in reasonable amounts to residents who are unable to procure such items.

2.6. There shall be no limitation on communication and visits between a resident and an attorney or court or between a resident and other individuals if the communication involves matters that are or may be the subject of legal inquiry.

2.7. If a resident secures the services of a mental health professional, the resident shall be allowed to see the professional at any reasonable time.

3. Responsibilities

3.1. The Recipient Rights Office is responsible for ensuring that procedures to implement the intent of this policy are developed, reviewed, and revised as necessary.

3.2. General residential service providers are responsible for establishing, posting, and enforcing house rules which limit residents' right to communication and visits, such as visiting hours and access to telephones

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or other means of communication. **Specialized** residential service providers are not allowed to have house rules.

3.3. The primary clinician in charge of the written plan of service shall ensure the development and implementation of treatment plans involving limitations to a recipient's right to communication and visits.

3.4. Staff are responsible for implementing the house rules and treatment plans of the general residential service provider.

4. Monitoring and Review

This policy is reviewed by the Recipient Rights Office. It is monitored internally by the Recipient Rights Advisory Committee and The Right Door for Hope, Recovery and Wellness Board. It is monitored externally by the MDHHS.

References:

Mental Health Code 330.1726

Deborah McPeek-McFadden, Board Chairperson	Date		