

## The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Recipient Rights	RR		129
Subject Title <b>Services for Recipients Affected by Physical Barriers</b>	Adopted  09/30/02	Last Revised  6/15/16	Reviewed 12/27/04; 8/28/06; 1/25/10; 3/28/11; 4/23/12; 6/24/13; 9/22/14 ;9/23/15; 6/15/16; 9/13/17; 9/19/18; 10/16/19; 2/22/21; 3/28/22; 2/28/23

### 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

Establish policy dealing with recipients of mental health services affected by physical and cultural barriers.

#### 2.0 POLICY

The Right Door for Hope, Recovery and Wellness shall recognize and reasonably accommodate the physical limitations of the individuals it serves.

No otherwise qualified handicapped individual shall, solely by reason of his/her handicap, be excluded from participation in, be denied the benefits of or be subjected to discrimination under any program or activity operated by, or on behalf of, The Right Door for Hope, Recovery and Wellness.

#### 3.0 STANDARDS

3.1. Persons with physical handicaps shall have equal opportunities to participate in programs and activities. Full participation shall not mandate major renovation or construction, but The Right Door for Hope, Recovery and Wellness programs shall consider the following to assure maximum accessibility:

3.1.1 Redesign of existing equipment;

3.1.2 Structural changes in facilities, when feasible;

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3.1.3 Construction of wheelchair ramps, where appropriate;

3.1.4 Provision of alternative arrangements in an accessible facility if current facilities cannot accommodate recipient needs.

3.2 Special equipment shall be provided for non-ambulatory recipients to assure their safety and comfort, including appropriate devices on toilets and wheelchairs. Provisions shall also be made to assist nonverbal recipients in communication.

3.3 This policy shall not require that all The Right Door for Hope, Recovery and Wellness facilities be barrier free, but a portion of each type of service shall be accessible so as to assure compliance with federal and state legislation regarding accessibility for the physically handicapped.

#### 4.0 MONITORING AND REVIEW

This policy shall be reviewed annually.

Compliance with this policy will be monitored through any of the following:  
Internal quality improvement reviews and committees, external monitoring and/or accreditation bodies, grievance and appeals data, Recipient Rights complaint data and/or staff performance reviews.

#### REFERENCES

MDHHS/CMHSP & Medicaid Managed Specialty Services & Support Contract, 15.3 Non-Discrimination  
CARF Standards Manual, Accessibility

Deborah McPeek-McFadden, Board Chairperson	Date		

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