

Rights.....did you know???

The Mental Health Code requires staff to treat consumers with dignity and respect. This means treating a consumer with esteem, politeness and honor.

Dignity and Respect is further clarified by the consumer or family and considered in light of the specific incident, treatment goals, safety concerns, standards, and *what a reasonable person would expect under similar circumstances.*

Here are some easy things we can all do to show consumers dignity and respect:

- Ask the person how they prefer to be addressed (ex. first name, Mr/Mrs., etc)
- Be on time for scheduled appointments
- Focus attention on the person, limiting distractions and multi-tasking
- Use a respectful voice and age appropriate, positive language
- Encourage the person to make choices, do things independently and try new things
- Engage and include the person in conversations
- Be sensitive to literacy issues, spiritual/religious beliefs, cultural differences, etc.

As always, if you have any questions about this Tip or any other rights issue, please contact the Officer of the Day. Thanks !!