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| COMMUNITY MENTAL HEALTH PARTNERSHIP OF SOUTHEASTERN MICHIGAN | | <i>Policy and Procedure</i> | |
| | | <i>Non-Discrimination In Provision of Service</i> | |
| Department: Office of Recipient Rights Author: N. LaBrie | | Local Policy Number (if used) | |
| Revision Date | Approval Date | Implementation Date | |
| | 10/17/06 | | |
| Archive Information | | | |
| Date: | | | |
| Reason: | | | |

I. PURPOSE

To establish guidelines to prohibit discrimination in the provision of services and activities by the Community Mental Health Partnership of Southeastern Michigan (CMHPSM).

II. APPLICATION

All recipients while under the care of any CMHPSM staff, students, volunteers and/or contractual agencies within the provider network.

III. POLICY

No qualified person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any services or activities of the CMHPSM solely on the basis of race, color, religion, national origin, ancestry, age, gender, height, marital status, sexual orientation, physical or mental disability, political belief, or ability to pay for services.

IV. DEFINITIONS

Discrimination - means illegal treatment, either intentional or unintentional, of a person or group based on the factors specified in Sec. III above.

Handicap - means a determinable physical or mental characteristic of an individual or a history of the characteristic which may result from disease, injury, congenital condition of birth, or functional disorder which is unrelated to the individual's ability to utilize and benefit from a service.

V. STANDARDS

None

VI. EXHIBITS

None

VII. REFERENCES

| Reference: | Check if applies: | Standard Numbers: |
|--|-------------------|-----------------------|
| The Rehabilitation Act of 1973 | X | Sec. 504, P.L. 93-112 |
| The Michigan Handicappers' Civil Rights Act of 1976, P.A. 220, as amended by P.A. 478 of 1990. | X | |
| The Americans with Disabilities Act (1990) | X | |
| Michigan Mental Health Code Act 258 of 1974 | | Sec. 330.1705 |
| CMHPSM Grievance and Appeal Policy | X | |
| CMHPSM Office of Recipient Rights Policy | X | |
| CMHPSM Member Services Policy | X | |
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VI. PROCEDURES

WHO

DOES WHAT

Applicant or Recipient of Services

1. Informs any CMHPSM staff if (s)he believes that (s)he has been denied service(s) for a reason which is defined as discriminatory under this policy.

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| CMHSP staff | <ol style="list-style-type: none"> 1. Contacts the Office of Recipient Rights to report alleged discrimination. 2. Informs the applicant or recipient of services of their right to file a complaint with the Office of Recipient Rights. 3. Informs the applicant or recipient of services of their right to contact Member Services to file a grievance. |
| Program Supervisor/Designee | <ol style="list-style-type: none"> 1. After being informed by staff, reviews the complaint and determines, in consultation with her/his Program Administrator, how to resolve the situation. |
| Applicant or Recipient of Services | <ol style="list-style-type: none"> 1. May direct a request for a second opinion regarding a denial of services to the Director. The Director shall secure the second opinion from a physician, licensed psychologist, registered professional nurse, master's level social worker or master's level psychologist. |
| Applicant or Recipient of Services | <ol style="list-style-type: none"> 1. May register a complaint with the Office of Recipient Rights at any time, or if the matter has not been resolved to her/his satisfaction and if (s)he wishes to pursue the complaint further. |
| Office of Recipient Rights | <ol style="list-style-type: none"> 1. When informed of an allegation of discrimination, provides appropriate follow-up (Including but not limited to interventions/investigations) in matters concerning any protected right under the Michigan Mental Health Code and decides on proper disposition as indicated in the CMHPSM Office of Recipient Rights Policy. |
| Member Services | <ol style="list-style-type: none"> 1. When contacted by an applicant or recipient of services regarding an allegation of discrimination, provides appropriate follow-up and decides on proper disposition as indicated in the CMHPSM Grievance and Appeal Policy and the CMHPSM Member Services Policy. |