COMMUNITY SUPPORT & TREATMENT SERVICES

BILL OF RIGHTS & RESPONSIBILITIES

COMMUNITY... EVERYONE IS A MEMBER

OUR MISSION

WASHTENAW COUNTY

Support the people we serve in leading lives rich in community membership and personal fulfillment.

We accomplish our purpose through:

- Excellence in service to individuals and families
- Advocacy and education
- Partnerships with Alliances and others who share our vision.

Our talented staff light a path to an inclusive future.

CSTS VALUES

We work to inspire and encourage:

- Hope
- Freedom
- Integrity
- Excellence

For the consumers, their families, and the whole of Washtenaw County.

Client Involvement

- ☑ I will be supported to ask questions, and make sure I know how and why decisions are made about services. I will be active in creating my Person Centered Plan.
- ☑ I will be able to give my opinions about services in satisfaction surveys, small groups, or other ways. My opinions will be considered in policy-making committees and boards.
- ☑ I will be treated as a partner whose say is as important as staff. My family members or other people important to me will be treated the same way.

Quality Services

- ☑ I have the right to services that meet my needs, to get those services when I need them, and to have quality services. These services are evaluated in order to always improve them.
- ☑ I will be treated with care, courtesy and respect by all staff. Staff will be clear in their actions and in what they expect of me.
- My information about me will be kept private and confidential. My information will be shared only when I give permission or as allowed/required by law.
- ☑ I will have services to help me achieve my goals and give me as much independence as possible.
- ☑ I will feel safe when I am taking part in services.
- ☑ I have the right to services from staff that knows me well, both my strengths and my needs, so they can serve me well.

Access to Services

- ☑ I will have access to services and supports in a timely way.
- ☑ I will get help from my CMH staff or other staff, to make sure that I have basic needs like housing, food, clothing, and other basic needs.
- ☑ To find and get other services such as dental services, legal help, transportation, education and recreation, and other community resources
- ☑ (flip this page over for more)

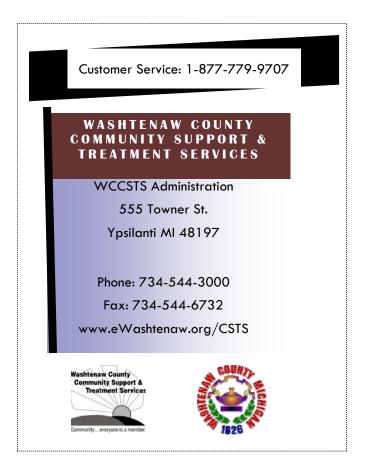
I will take part in services provided to me by the Community Mental Health Partnership of Southeastern Michigan or its providers, as named in my Person Centered Plan. These services will be in a place I can get to and at times that I can attend. These services may include:

- Client services management
- Inpatient services for children, adolescents and adults
- Psychiatric services
- Community living resources
- Vocational services

My Responsibilities As A Client

As best I can, I will...

- $\ensuremath{\square}$ Take part in the planning of my services through my Person Centered Plan.
- ☑ Take part in the services I receive.
- ☑ Tell staff what I need and if those needs change.
- ☑ Tell staff when I no longer want services.
- oxdet Be responsible for my own actions, and for the results of those actions.
- ☑ Keep appointment times as scheduled, or call ahead to cancel.
- $oxed{\square}$ Tell staff whenever I am worried about my safety with the services I am getting.



You have rights through the Michigan Mental Health Code and other laws. It's okay to ask questions about your treatment so you can make the choices you feel are best for you.

If you believe that your rights have been violated, tell your staff, the Office of Recipient Rights, or Customer Services. If you disagree with a decision about your services you can request an appeal.

Your services or access to services will not be affected in any way if you choose to pursue any of these options with your rights. Call 734-544-3000 and request the Rights Officer of the Day for more information.

TO GET SERVICES:

734-544-3050 or 1-800-440-7548 Monday– Friday, 8:30 am—5:00 pm