

<b>Title:</b>	3.6.04, Communication and Visits (Residential/Inpatient)		
<b>Subject:</b>	Recipient Rights		
<b>Section:</b>	Clinical		
<b>Related Policies:</b>	3.6.04, Communication and Visits (Residential/Inpatient)		
<b>Policy:</b> <input type="checkbox"/> <b>Procedure:</b> <input checked="" type="checkbox"/>	<b>Issued by:</b> Director of Quality, Customer Service and Recipient Rights	<b>Effective Date:</b> 04/12/84	<b>Applies to:</b> <input checked="" type="checkbox"/> All CMHA-CEI staff <input checked="" type="checkbox"/> Contract Providers
<b>Page:</b> 1 of 2	<b>Approved by:</b> N/A	<b>Review Date:</b> 8/31/16	<input type="checkbox"/> Other:

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

II. **Procedures:**

- A. The residential service provider shall:
1. Make telephones reasonably accessible.
  2. Ensure that correspondence can be conveniently and confidentially received and mailed, with daily pick up and deposit of mail available.
  3. Make space for visits available.
  4. Provide writing materials, funds for telephone usage, and postage in reasonable amounts to residents unable to procure them.
  5. Document instances of opening or destruction of mail by staff in the consumer record.
  6. May establish a reasonable time and place for the use of telephones and visits and if established, shall be in writing and posted in each living unit of a residential program.
  7. Ensure that the right to communicate by mail or telephone or to receive visitors shall not be further limited except as authorized in the resident's plan of service.
  8. Not limit communication between a resident and an attorney or court or any other individual if the communication involves matters that may be the subject of legal inquiry.
  9. Allow a resident, if she or he is able to secure the services of a mental health professional, to see that person at any reasonable time.
- B. Requests from individuals to limit or prohibit a recipient from contacting them shall be
1. In writing.
  2. Placed in the recipient's clinical record.
  3. Implemented by staff.

III. **Definitions:**

- A. **Center:** a facility operated by the Department of Health and Human Services to admit individuals with developmental disabilities and provide habilitation and treatment services.
- B. **Facility:** a residential facility for the care or treatment of individuals with serious mental illness, serious emotional disturbance, or developmental that is either a state facility or a licensed facility.
- C. **Hospital or psychiatric hospital:** an inpatient program operated by the Department of

Health and Human Services for the treatment of individuals with serious mental illness or serious emotional disturbance or a psychiatric hospital or psychiatric unit licensed under the regulations of the state of Michigan.

- D. Legal inquiry: search for information related to matters of law.
- E. Licensed facility: a facility licensed by the Department of Health and Human Services under the regulations of the state of Michigan, or an adult foster care facility.
- F. Resident: an individual who receives services in a facility.

**IV. Monitor and Review:**

This procedure is reviewed annually by the Director of Quality, Customer Service and Recipient Rights. This procedure is monitored by accrediting bodies and regulatory agencies as applicable.

**V. References:**

1974 PA 258, Michigan's Mental Health Code, as amended:

- A. 330.1100a--Definitions; A to E.
- B. 330.1100b--Definitions; F to N.
- C. 330.1715--Services of mental health professional.
- D. 330.1726--Communication by mail and telephone; visits.
- E. 330.1752--Policies and procedures.

**VI. Review Log**

Review Date	Reviewed By	Changes (if any)
8/01, 3/4/05, 2/1/07, 6/15/10, 2/6/10, 3/10/13	----	-----
8/31/16	Recipient Rights Officer, QI Specialist	Update to new format.

**VII. Attachments None.**