



CMHA-CEI Policies and Procedure Manual

Title:	3.3.14, Abuse, Neglect, or Mistreatment of Recipients		
Subject:	CONSUMER TREATMENT, TRAINING, AND LIVING		
Section:	Clinical		
Policy: X Procedure: <input type="checkbox"/>	Issued by: Director of Quality, Customer Service, and Recipient Rights (QCSRR)	Effective Date: 12/06/02	Applies to: X All CMHA-CEI staff X Contract Providers
Page: 1 of 2	Approved by: Board of Directors	Review Date: 2/13/17	X Other: volunteers

I. **Purpose:**

To safeguard recipients of mental health services from abuse, neglect, or mistreatment, to promote the safety, security, and well-being of recipients, and to ensure protection of their person, rights, and properties.

II. **Policy:**

- A. Recipients of the Community Mental Health of Clinton, Eaton and Ingham Counties (CMHA-CEI) Network and providers shall be protected from abuse, neglect, or mistreatment.
- B. The CMHA-CEI Network and providers shall provide a responsive system of reporting and accountability for safeguarding recipients from abuse, neglect, or mistreatment. This includes immediate reporting of suspected abuse or neglect to the Recipient Rights Office, the immediate reporting of suspected criminal abuse to law enforcement, and reporting to Michigan Department of Human Services protective services and Adult Foster Care licensing, as appropriate.
- C. Actions or inactions by employees, volunteers, or agents of the CMHA-CEI Network or providers which jeopardize or impair the rights, safety, well-being, best interests, and properties of recipients are prohibited.
- D. Willful actions of staff, volunteers, or agents of the CMHA-CEI Network or providers which adversely affect the care and treatment of recipients are prohibited.
- E. The CMHA-CEI Network and providers shall ensure appropriate penalties are given in cases of substantiated violations of abuse and neglect.

III. **Responsibilities:**

- A. All staff (employees, volunteers, and agents) of the CMHA-CEI Network and providers are responsible for safeguarding recipients from abuse, neglect, financial or other exploitation or mistreatment.
- B. It is the assigned duty and legal responsibility of a staff person (employees, volunteers, and agents) of the CMHA-CEI Network and providers who have knowledge of, or reasonable cause

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to suspect, recipient abuse to make or cause to be made a report to the local law enforcement agency or state police when appropriate.

- C. It is the assigned duty and responsibility of the staff person (employees, volunteers, and agents) of the CMHA-CEI Network and providers who have knowledge of, or reasonable cause to suspect, recipient abuse, neglect, or mistreatment, to report it to the Recipient Rights Office, and to the program director/designee.

IV. Definitions:

N/A

V. Monitoring and Review:

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

VI. References:

MHC 330.1722
MHC 330.1723

VII. Related Policies and Procedures:

N/A

VIII. Review Log:

Review Date	Reviewed By	Changes (if any)
10/25/89	-	-
03/19/90	-	-
02/14/91	-	-
01/08/92	-	-
02/19/93	-	-
09/18/98	-	-
05/25/99	-	-
03/16/04	-	-
05/12/05	-	-
01/31/07	-	-
05/26/10	-	-
09/05/13	-	-
02/13/17	QCSRR Director	Updated to new format