

<p>Washtenaw County Community Mental Health</p>	<p><i>Policy and Procedure</i></p> <p><i>Treatment of Consumers</i></p>
<p>Author: WCCMH Board of Directors Approval Date: 10-1-2015 Approved By: WCCMH Board</p>	<p><i>Policy Type: Executive Authority</i></p> <p style="text-align: right;">Number 03-002 Page: 1 of 1</p>

With respect to interactions with consumers, or those requesting service, the Executive Director will ensure conditions, procedures, and decisions are safe, respectful, trauma-informed, and provide appropriate confidentiality and privacy.

Accordingly, s/he shall:

1. Use methods of collecting, reviewing or storing client information that protects against improper access to the information elicited.
2. Maintain clean, safe and welcoming facilities and environments that provide a reasonable level of privacy, both aural and visual.
3. Provide procedural safeguards for the transmission of information.
4. Establish with consumers a clear contract of what may be expected and what may not be expected from the services offered.
5. Encourage consumer participation and leadership so that their input and insight are included in the operation of the organization.
6. Inform consumers of this policy and provide a grievance process to those consumers who believe that they have not been accorded a reasonable interpretation of their rights under this policy.