

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY
OFFICE OF RECIPIENT RIGHTS
Refresher Training Test Booklet

Revised 01/01/2024

INSTRUCTIONS:

- A. This test has 25 questions/statements. Read each question/statement.
- B. Write an uppercase **T** for **True** or **F** for **False** on the Test Answer Sheet.
- C. When you complete your test, submit your Test Answer Sheet to your supervisor/test proctor.
- D. Your supervisor/test proctor will forward your Test Answer Sheet to St. Clair County Community Mental Health Authority.
- E. You must receive an 80% or higher* (20+ correct answers) to pass this training.
*If you do not receive a passing score, you will be required to re-take the training.

QUESTIONS:

1.	All employees/volunteers must complete Recipient Rights training within 30 days of hire and annually thereafter.
2.	Rights of recipients of community mental health services are guaranteed by chapters 7 and 7A of the Mental Health Code.
3.	A “right” is defined as: “That which a person is entitled to have, to do, or to receive from others, within the limits prescribed by law.”
4.	Certain rights can be modified through the use of restrictions or limitations.
5.	Before a recipient’s rights are limited, the limitation must be approved by the Behavior Treatment Plan Review Committee, and Special Consent must be obtained from the recipient/recipient’s guardian. The limitation is then added to the recipient’s Individual Plan of Service.
6.	A reportable incident is any unusual occurrence that disrupts or adversely affects the course of treatment or care of an individual, the unit management, or facility administration.
7.	Reportable incidents are reported on an Incident Report form (or electronically in OASIS) when the employee has time to complete them.

8.	Critical Incidents include: deaths, hospitalizations due to injury or medication errors, emergency medical treatment due to injury or medication errors, and arrests.
9.	When a reportable incident occurs, employees/volunteers only need to fill out one Incident Report regardless of the number of recipients involved in the incident.
10.	In the description section of an Incident Report, the full names of all the recipients involved in the incident must be clearly identified.
11.	Employees/volunteers are not permitted to share confidential information about recipients of community mental health services with their family members/friends.
12.	Employees/Volunteers may NOT leave confidential documentation unsecured on counters, fax machines, copy machines, printers, and in vehicles owned by their agency.
13.	Recipients do not have the right to treatment with dignity and respect.
14.	Employees/Volunteers should engage recipients in activities that bring meaning/value to the recipient.
15.	Employees/Volunteers are permitted to use their personal cellular phones during non-break work hours for their personal use, i.e., social media, gaming, texting their friends, making personal phone calls, etc.
16.	Employees/Volunteers may take a photograph of a recipient on the employee's/volunteer's personal device.
17.	Employees/Volunteers must provide the services outlined in the recipient's Individual Plan of Service.
18.	Employees/Volunteers must immediately report the apparent or suspected abuse or neglect of a recipient to the Office of Recipient Rights and other parties as identified on the "Requirements for Reporting Abuse and Neglect" poster. It is the employee's/volunteer's responsibility to report to all appropriate parties.
19.	An Office of Recipient Rights has the authority to investigate allegations of recipient rights violations that occur between a recipient and their guardian, if applicable.
20.	Only staff members can file a recipient rights complaint on behalf of a recipient of community mental health services.

21.	During the complaint process, an Office of Recipient Rights will have unimpeded access to all employees/volunteers and documentation necessary to complete a thorough investigation.
22.	A provider agency does not determine if a recipient's rights were violated.
23.	Appeal rights are only available to complainants, recipients, and guardians.
24.	The subject (staff member/volunteer alleged to have violated a recipient's rights) of the investigation has the right to appeal the outcome of the investigation.
25.	Appeals must be filed in writing on one of the following grounds: The investigative findings were inconsistent with facts, laws, rules, or policies; The plan of action proposed by the responsible provider agency did not provide an adequate remedy to the violation; The complaint was not initiated or completed in a timely manner.