

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

Revised 4/2026

INSTRUCTIONS:

- A. This test has 20 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* (16+ 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 3 and 3A 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) before the end of the employee’s shift.
8.	When a reportable incident occurs, employees/volunteers must complete a separate incident report for every recipient involved in the incident.

9.	In the description section of an Incident Report, the full names of all the recipients involved in the incident must be clearly identified.
10.	Employees/volunteers are not permitted to share confidential information about recipients of community mental health services with their family members/friends.
11.	Employees/Volunteers may not leave confidential documentation unsecured on counters, fax machines, copy machines, printers, and in vehicles owned by their agency.
12.	Employees/Volunteers may take a photograph of a recipient on the employee's/volunteer's personal device if the guardian requests the employee to.
13.	Employees/Volunteers must provide the services outlined in the recipient's Individual Plan of Service.
14.	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.
15.	An Office of Recipient Rights has the authority to investigate allegations of recipient rights violations that occur between a recipient and another recipient.
16.	Only staff members can file a recipient rights complaint on behalf of a recipient of community mental health services.
17.	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.
18.	Appeal rights are only available to complainants, recipients, and guardians.
19.	An employee/volunteer must treat a recipient and/or the recipient's family with dignity and respect.
20.	Appeals must be filed in writing on one of the following grounds: The investigative findings were inconsistent with facts, laws, rules, or polices; The plan of action proposed by the responsible provider agency did not provide an adequate remedy for the violation; The investigation was not initiated or completed in a timely manner.