

# SANILAC COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

## CLINICAL POLICY

**NUMBER: BC022**

**NAME: ORIENTATION OF INDIVIDUALS SERVED**

INITIAL APPROVAL DATE:	04/11/1996	BY: Administrative Committee
STAKEHOLDER REVIEW:	09/06/2023	BY: Consumer Advisory Board
(LAST) REVISION DATE:	06/18/2013	BY: Clinical Policy Committee
(LAST) REVIEW DATE:	04/18/2024	BY: Policy Committee
DISCONTINUED DATE:	N/A	REPLACED BY: N/A

### I. **APPLICATION**

Populations: ALL

Programs: All Direct and Contracted Programs and Services

### II. **POLICY**

It is the policy of Sanilac County Community Mental Health Authority that all individuals served will be advised of the purpose and goals of services and of their rights and responsibilities at the time services are initiated.

### III. **DEFINITIONS**

### IV. **STANDARDS**

- A. At the initial intake appointment, and at the time of the individual's annual, they will be advised of all services relevant to their individual needs and of the availability/admission criteria for these services. The Orientation Checklist Form #1035 should be completed and documented in the person's record.
- B. When services are initiated, and annually thereafter, the primary staff will identify their role, contact information, and provide each individual with the information listed on the Orientation Checklist and on the Agency Mission in a format that is understandable to the individual. The individual will be given an opportunity to receive further information or clarification, as needed, and will indicate their receipt of this information as part of their consent to services.
- C. The primary therapist or case manager will provide assistance, as needed, throughout the course of services to assure that the individual's rights and responsibilities are understood and practiced.
- D. Grievance procedures are identified in the Agency Policy on Grievances, Appeals and Second Opinions (BA040).

### V. **ATTACHMENTS**

None

### VI. **REFERENCES**

Form #1035 Orientation Checklist  
Policy BA040 Grievances, Appeals, and Second Opinions