

1. ORR FAQ's, etc.
  - Death reporting guidelines & ORR review form
  - LARA Death Reporting form (bhs\_lc\_1036\_362522\_7)
  - ORR Frequently Asked Questions

2. Information for Investigators	
Burns & Bruises	p 1-2
Interviewing for Investigators	p 3-5
Notes for Interviewing	p 7-12
Testifying in Court	p 13-14
Incident Investigating	p 15-16
7 Tips for Effective Listening	p 17-20
Reflective Listening	p 21-22

3. Laws
  - Common Documents in MI Legislature.org p 1-2
  - Summary of Federal Disabilities Laws p 3-11

4. Suggestions for Policy Language and Forms
  - Services Suited to Condition – Standards of Care
  - Abuse I - Sexual Incident form
  - Abuse III – Threaten, Degrade
  - Dignity & Respect
  - Personal Property Protection - Property Waiver
  - Video Surveillance in an Inpatient LPH/U
  - Computer Use on an Inpatient Unit (memo)
  - Voluntary Admission form (DCH-0086)
  - Suggested language for Adult Intent to Terminate Form
  - Guidelines for Attorneys in the Civil Commitment Process
  - Explanation of Involuntary Process (see Chapter 4) 2 examples

5. Timeframes and Templates
  - Information RE: Investigative Documents; when & to whom
  - Acknowledgement Letter Language, (side 2; LPH additions)
  - Quality Review for Acknowledgement*
  - Intervention Criteria
  - Acknowledgement/Intervention Example
  - Quality review for Intervention*
  - Template for Investigative Report
  - Quality review for Investigative Report*
  - Template for 30, 60 day letter
  - Suggested Language for Summary Cover Letter
  - Template for Summary Report
  - Quality Review for Summary report*
  - RIF Example
  - Summary Example

6. Confidentiality & Privilege

Community Mental Health Boards - AG Opinions 5709 - sharing information  
“APS/DMH” Agreement

Child Custody Act - Act 91 of 1970

AG Opinions 7149 - Non-custodial parent’s right to records

Child Protection Law - Act 238 Of 1975 - Reporting Child Abuse

Act 236 of 1961 Revised Judicature Act Of 1961 - victim and sexual assault or  
domestic violence counselor; admissibility.

Act 236 of 1961 - Physician-Patient Privilege, Act 368 of 1978 - Public Health  
Code Confidential Information, Public Health Code Privileged Communication

PA 368 of 1978 - Confidentiality & HIV

Confidentiality & HIV – Consumer information

Poster re: providing information

Questions re: Confidentiality: Law Enforcement, Serving Papers

7. Seclusion and Restraint

Use of Seclusion and Restraint in Hospitals - 42 CFR Part 482

PA 531 of 2004 Seclusion & Restraint in CCI's (amends 116 of 1973)

Use of Seclusion and Restraint – Under 21 - 42 CFR Part 483

8. Whistleblower's  
Whistleblower's Summary  
Whistleblower's Protection Act - Act 469 of 1980  
Health Facility Whistleblower's Protection Act – requirements &  
Whistleblower's Poster for LPH/Us

9. Person Centered Planning
  - Policy and Practice Guideline (FY 12 contract attachment C3.4.1.1)
  - TR on Treatment Plan Review Committees (FY 12 contract attachment C6.8.3.1)
  - Guide to Prevention and Positive Behavior Supports (companion guide)
  - How Person-Centered Planning Works for You
  - Advance Directive for MH in MI
  - Advance Directive Guideline (required components in a standard DPoA)

10. Penal Code
  - Criminal Sexual Conduct - Act 505 of 2000
  - Vulnerable Adult Abuse – Act 559 of 2004
  - MI Penal Code - Act 328 of 1931 750.520a – .520n
  - MI Penal Code - Act 328 of 1931 750.81 – .89

- 11. Resources for Trainers
  - a. Checklist for Trainers
  - b. Getting Ready
  - c. Connecting with Your Participants – quick tips
- Readings (included)
  - f. The Essence of Who You Are
  - g. Anyway
  - h. You and I
  - i. We Are Here to Listen
  - j. Credo For support
  - k. What If
  - l. What Does it Mean?
  - m. Review of Rights as an Opener
- Evaluation templates
  - n. standard
  - o. advanced
  - p. feedback form & personal action plan

12. HIPAA/FOIA

HIPAA & ORR memo – 5/28/03

HIPAA guidelines – 45CFR 164.524

Freedom of Information Act - PA 442 of 1976 (FOIA)

FOIA Letter example

FOIA Fee Calculation example

FOIA Policy example

Medical Records Access PA 47 of 2004.

## 13. Community Dispute Resolution Programs

14. Bullard-Plawecki

PA 397 of 1978/Chapter 7 Interface (1996)

Bullard-Plawecki Employee Right to Know - Act 397 of 1978

Example of Bullard-Plawecki Notices

Disclosure of Employee Job Performance –Act 90 of 1996

Weingarten Rights of Union Employees

## 15. Appeals

Technical Advisory: Appeal Process

Letters for Summary, Appeal

Michigan DCH-APPEALS; Level 2 Appeal

List – Hospitals Using the DCH Appeals Committee

Example – Statement of Acceptance

16. Job Information

Job Description; Advisor

Job Description; (Advisor Alternate or Contract Advisor)

Recipient Advocate; example language

Contract FY11 C6.3.2.3 Technical Requirement – rights staff training

17. Specialized Residential Training
  - Submission Requirements
  - Approved Curricula
  - MDCH Group home curriculum – rights module (7-09-2009)

18. Annual report

Licensing Interpretive Guideline regarding Advisory Committee Membership in Hospitals

ORR Annual Data Report Instructions with Report Form (abridged)

Codesort: an Annual Report Assistant

E-Mail regarding report completion (Annual & Semi-Annual)

ORR Annual Data Report Director's letter template

19. Open Meetings Act - Act 267 of 1976

- 20. Survey Tools
  - A. DCH-BHS LPH/U
    - Licensing Survey Agenda
    - Rights Office Self-Assessment
  - B. CMHSP
    - site visit monitoring form
    - inpatient monitoring checklist
  - C. DCH-ORR
    - Attachment A for CMHSPs
    - Attachment A for LPH/Us
    - Attachment B for CMHSPs
    - Attachment B for LPH/Us

- 21. AG Opinions Regarding Do Not Resuscitate
  - AG Opinion 6986 on Do Not Resuscitate: AFC Facilities
  - AG Opinion 7009 on Do Not Resuscitate: Minors
  - AG Opinion 7056 on Do Not Resuscitate: Patient Advocate
  - PA 193 of 1966, revised (DNR definitions)

22. EPIC

Protected Individuals

Highlights of the Estates and Protected Individual's Code - Act 386 of 1998

A Guide to EPIC

Protected Individuals

23. MPAS

Federal Mandate (P & A Nat'l)

Local Support (P & A MI)

Access Authority

MPAS - 61 FR 51158 – Additional Access Rights

When Will MPAS Represent Me?

24. CMH/Provider Contract Development  
Memo re: Practice Guide 10-24-05 (agreement between ORRs)  
Coordination of Rights Protection 8-25-05 (agreement between ORRs)

25. Miscellaneous

- A.
- B. CMHSP Assignments - Community Rights Specialist
- C. Request for Investigation of an Attorney
- D. Filing a Bureau of Health Systems Complaint – LPH Poster Information
- E. Bureau of Health Professions Complaint Instructions/Forms (6 pages)
- F. Filing a Civil Rights Complaint
- G. Filing a HIPAA Complaint via Civil Rights
- H. Substance Use Disorder Complaint Form
- J. Case File Sheet
- K. Required Policies for MH Providers (& recommended)
- L. Resources Necessary to Run the Office