

Dial Help Policies

Code of Ethical Conduct

Employees, volunteers, and the Board of Directors of Dial Help follow established rules of conduct that protect the interests and safety of the employees, clients, and organization at all times. Inappropriate conduct is prohibited. Individual(s) engaging in inappropriate conduct could be subject to disciplinary action, up to and including termination.

Confidentiality and Recipient Rights

Dial Help adheres to the standards listed in the Michigan Mental Health Code, 2001 (Act 258 of the Public Acts of 1974 as amended) regarding:

- Recipient Rights
- Confidentiality
- Duty to Warn

Dial Help, Inc also adheres to Michigan State Protective Service Reporting Standards as mandated reporters.

Confidentiality

Dial Help, Inc. complies with confidentiality regulations established by: 42 CFR Part 2: Confidentiality of Alcohol and Drug Abuse Records and provisions established by the Michigan Mental Health Code, 333.1700-330-1788.

Information contained in reports and records of communication of the agency shall be considered confidential. Under no circumstances will any information be released about a client without a signed release of authorization.

Dial Help provides non-judgmental, trained Crisis Specialists to help individuals clarify their situation and develop a plan to stay safe. Any information disclosed to Dial Help is confidential. Confidentiality is only broken when legally required because one or more of the following factors are present: child abuse or neglect, vulnerable adult abuse or neglect, imminent harm to a third party, or imminent risk to the person in crisis. Emergency services may be dispatched in cases of imminent risk. Please note that some anonymous data may be collected for statistical purposes, such as age, gender, and race.

Recipients Rights Policy

Dial Help complies with the administrative Rules for Substance Abuse Service Programs in Michigan as required by Michigan Public Act 368 Section 2 (R325.14304). Dial Help also complies with Act 258m Chapter 7 of the Michigan Mental Health Code.

The program's policies and procedures for Recipient Rights are reviewed annually by the governing body. Recipients Rights information and poster are readily available in the reception area of Dial Help.