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North Sound Mental Health Administration

Section 4500 – Consumer Affairs: Anti-Retaliation

Authorizing Source:
Cancels: New
See Also:
Responsible Staff: Ombuds Lead

Approved by: Board of Directors
Motion #: 05-046

Date: 7/14/2005

POLICY #4502.00

SUBJECT: ANTI-RETALIATION

PURPOSE

To establish the NSMHA anti-retaliation policy for consumers, Ombuds, NSMHA Advisory Board, Quality Review Team, NSMHA Staff and Board of Directors.

POLICY

1. It is the policy of the North Sound Mental Health Administration that there be no retaliation, intimidation, coercion or harassment directed against any consumer for filing a complaint or grievance, or for disclosing or alleging official misconduct. The term retaliation shall have the meaning that it does under state whistleblower laws.
2. NSMHA prohibits retaliation of any kind against the Ombuds and QRT staff, NSMHA staff, Board of Directors, or Advisory Board members for the completion of their official duties, in accordance with NSMHA personnel policies and procedures.
3. NSMHA's commitment to improve the quality of services through the complaint and grievance process is vital to NSMHA's Quality Management and Quality Improvement process.

Retaliation is completely incompatible with the values and goals of NSMHA and will not be tolerated. Retaliation, whether actual or threatened, destroys a sense of community and trust that is central to a quality mental health care program. NSMHA, therefore, wishes to make clear that it considers acts or threats of retaliation a serious violation of NSMHA policy.

4. The NSMHA will take action in accordance with its personnel policies and procedures to prevent and correct behavior that violates this policy.

Any employee who violates this policy, or acts in a way that is contrary to this policy, is subject to progressive disciplinary action in accordance with the NSMHA personnel policies and procedures. In the event a complaint is made against a member of the Board of Directors, their respective county will be informed so that they may follow their own policies and procedures.

5. Full records of all complaints regarding retaliation will be maintained in confidential files by the Executive Director or designee.
6. The Executive Director will review all substantiated complaints regarding retaliation with the Executive/Personnel Committee of the Board of Directors.

ATTACHMENTS

None