

	<b>Montana Mental Health Nursing Care Center Policy Manual</b>	<b>Policy Number</b>	<b>1107</b>
		<b>Original Date</b>	<b>06/26/1986</b>
	<b>Department: Social Services</b>	<b>Revised Date</b>	<b>07/09/2015</b>
	<b>Resident Mail/Financial Statement</b>		

**POLICY:**

Residents shall have an unrestricted right to send and receive sealed mail unless designated by a legal guardian. DPOA, Financial statements are distributed with the mail.

**PROCEDURE:**

1. Social Service and Recreation staff shall assist with answering, preparing and mailing correspondence.
2. Social Services staff or a designee will deliver mail Monday through Saturday excluding Holidays. The mail will be distributed on the day of arrival.
  - A. Staff will read correspondence to residents if the resident needs assistance.
  - B. Correspondence that is business related shall be opened and handled by staff with the approval of the resident, guardian/DPOA and Care Planning Committee as deemed necessary. A form giving this permission is kept in the resident accounts file (Attachment #1)
  - C. Residents will be encouraged to deposit large sums of money received in the mail in their accounts. Staff receiving such monies, shall deposit monies at the Resident Accounts Office.
  - D. Social Service staff may screen incoming and out going mail if approved by Care Plan team and guardian/DPOA. Resident mail may be restricted to protect residents from exploitation and to prevent residents from sending threatening or delusional messages that could cause harm to the receiver, or at the request of the recipient.
3. Social Service staff shall deliver requested monthly financial statements and bills to all residents unless otherwise directed by the Care Planning Team.

- A. The Care Plan Team shall determine which residents should not receive a care & maintenance billing or financial statements due to their confusion and inability to understand the bill, or the anxiety that it may produce for the resident. A copy of the list of these residents will be kept by the Social Worker (Attachment #2). The original list will be submitted to the business office.
  
- B. Residents and/or guardian/DPOA who designate on the Personal Finance Permission form (Attachment #1) that they wish to receive a monthly statement of transactions in the resident account will be given one unless the care plan committee directs otherwise.