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**2010 RECIPIENT RIGHTS CONFERENCE  
RADISSON HOTEL AND SUITES  
100 W. MICHIGAN AVENUE  
KALAMAZOO, MI 49007  
OCTOBER 5-8, 2010**

# ⌘ SESSION TRACKS: SOMETHING FOR EVERYONE ⌘

#	SESSION TITLE	CONSUMERS	COMMITTEE MEMBERS	LPH	BASIC RIGHTS	ADVANCED RIGHTS (CMH/LPH)	SW CEU	RIGHTS CEU
PRE	Statement Analysis and Cognitive Interviewing		X	X	X	X	S O C I A L  W O R K  C R E D I T  P E N D I N G  F O R  A L L  S E S S I O N S	5.5
1	Ethics of Dual Relationships					X		2.5 Category I
2	Recovery: Using the Travelers Guide Model	X	X	X	X			2.5 Category III
3	So You're New to Rights			X	X			2.5 Category I
GS1	Finding Our Voice	X	X	X	X	X		2.0
4	Hospital Rights: What You Need to Know			X	X			1.5 Category I
5	Deaf Advocacy Within Mental Health Agencies & LPH/U's	X	X	X	X	X		1.5 Category II
6	Dealing with Difficult People and Situations			X	X	X		1.5 Category III
7	Recipient Rights 2 <sup>nd</sup> Level Appeal Process			X	X	X		1.5 Category III
8	Partnering with Patients for Safety	X		X	X	X		1.5 Category I
9	The Role of Culture and Race in the Investigative Process	X	X	X	X	X		2.5 Category I
10	Prevention of Adult Abuse & Neglect: A New Training Model for Long Term Change			X	X	X		2.5 Category I
11	Effective Training and Design				X	X		2.5 Category I
12	Trends in Psychiatry			X	X	X		1.5 Category I
13	Behavior Treatment Management					X		1.5 Category III
14	HIV/AIDs Confidentiality			X	X	X		1.5 Category III
15	Q & A with Tonier Cain	X	X	X	X	X		1.5 Category II
16	End of Life Decisions					X		1.5 Category III
17	Critical Investigative Techniques		X	X	X	X		1.5
18	Substance Abuse Confidentiality				X			1.5 Category III
19	An Overview of National Labor Relations Board					X		1.5 Category III
GS2	Staying Motivated in Challenging Times	X	X	X	X	X		1.5 Category III
20	Taming the E-Mail Beast	X	X	X	X	X	1.5 Category III	
21	Pain Management					X	1.5 Category III	
22	Confidentiality/Privileged Information			X	X	X	1.5 Category I	

# Pre Conference Workshop

Tuesday, October 5, 2010 9:00 AM – 4:00 PM



## Statement Analysis and Cognitive Interviewing

Wesley Clark



Interviewing and analysis skills – two key proficiencies needed by every rights investigator are the subjects of this year’s pre-conference program. Wesley Clark, a former Connecticut State Police investigator, will cover both these topics in his program. **INVESTIGATIVE STATEMENT ANALYSIS** is the structured and systematic analysis of language, whether written (statements, transcripts, electronic mail, etc) or spoken. Through the analysis of the words people use, the investigator can gain insight into the individuals thought process and obtain a tremendous advantage prioritizing and conducting follow-up interviews, directing their investigations, and reaching accurate conclusions relating to the veracity of the information that people provide. This training is based upon the principle that the psychological stress associated with deception manifests subconsciously within our choice of words. Many times even the motive for the action will be identified through careful analysis, which often goes undetected by investigators who have not received training in this powerful technique. If you conduct interviews or obtain written statements without the knowledge of statement analysis, you are doing the equivalent of processing crime scenes without proper training in the recognition and collection of evidence. Much of the information will be overlooked or misinterpreted, your investigation may suffer and you will never reach the TRUTH – which is our ultimate goal. **COGNITIVE INTERVIEWING** is a powerful interviewing technique used to extract significantly more accurate information from victims and witnesses. Used by investigators within the United States as well as numerous countries throughout the world, this highly effective research based technique of investigative interviewing has proven to enhance the memory of the individuals being interviewed and effectively increase accurate recall of information. Through guided memory retrieval techniques, the investigator will enhance their ability to develop rapport with people and extract more accurate and reliable information from victims and witnesses than traditional methods.

**Wesley Clark**, the owner of L.I.E.S., was a presenter at the International Conference on Investigative Interviewing which was held in Portsmouth, England in 2006. This conference was established to enhance the field of investigative interviewing both within the practitioner and academic communities worldwide. Mr. Clark also presented at the congress for the International Academy of Law and Mental Health in Padua, Italy in 2007, as well as at the International Association of Forensic Linguists in Seattle, Washington in 2007. Mr. Clark has conducted seminars for the New England State Police Administrators Conference, the Fairfield County Detectives Conference, the International Conference on Investigative Interviewing, the Association of Threat Assessment Professionals, the International Association of Financial Crime Investigators, and the National College of District Attorneys to name a few. He has also trained investigators within major insurance agencies as well, and have acted as consultants on various investigations and internal matters.

**Educational Sessions**  
**Wednesday, October 6, 2010**  
**9:00 AM – 12:00 PM**

**Session 1: *The Ethics of Dual Relationships: Gaining Knowledge, Self-Awareness and Prevention Tools***

Boundaries are absolutely crucial to the safety, well-being and recovery of consumers receiving mental health services. Without these limits, a dual relationship is born from the worker's power and the consumer's vulnerability. Dual relationships jeopardize the worker-consumer relationship and may contribute to rights violations. An analysis of peer reviewed literature supports that when workers and consumers are offered educational and consultative opportunities, their self-awareness increases and incidents of boundary/rights violations decrease.

**Presenter:** *Kristen Ora, MSW, Livingston County CMH Services*

**Session 2: *Recovery: Using the Traveler's Guide as a Model***

Participants will be provided with an overview of the process used to develop the Travelers Guide Curriculum, how the Travelers Guide supports individual recovery and an opportunity to review the Travelers Guide Workbook. Discussion will include the individual sections of the Travelers Guide Chapters and how they contribute to the learning process. Participants will complete a Life Domain Assessment, Dreams exercise and identify of at least two personal recovery goals. Participants will participate in 2 activities to enhance the recovery process, including a strengths assessment and an exercise to demonstrate the importance of decision making in the recovery process.

**Presenter:** *Lynn Guernsey, MA, LBSW, Each Life Matters*

**Session 3: *"So, You're New to Rights!"***

For those who began working in Recipient Rights within the past 12 months, this session is designed with you in mind. Staff from rights offices at State, Community Mental Health and Hospital settings will share information on the workings of their offices, the rights conference and the Recipient Rights Officers Association of Michigan, (RROAM). Designed to be both fun and informative, this is a time when you can network with other "new" rights staff and hear tips from "experienced" rights staff, with expertise in your area, who will share their perspectives, offer suggestions and answer questions.

**Moderator:** *Beverly Sobolewski, DCH, ORR*

Appearances by: Dianne Baker, Director of Field and Community Operations, Michigan Department of Community Health; Sheri LaMar, Conference Logistics Coordinator; Angie O'Dowd, Community Rights Specialist, Michigan Department of Community Health; Janice Terry, Community Rights Specialist, Michigan Department of Community Health; Rich Reppenhagen, Recipient Rights Advisor, St. Clair County; Jill Bevier Recipient Rights Supervisor, Lifeways; Susan Porpora, Recipient Rights Advisor, Behavioral Center of Michigan; Michelle Bradley, Recipient Rights Officer, Ionia County CMH Services; Denice Virgo, President, Recipient Rights Officers Association and **John Sanford, Director**, Office of Recipient Rights, Michigan Department of Community Health.



***We aren't telling just yet...***

***Be sure to attend the Thursday Awards Luncheon to see who receives the Cookie Gant Award and the Director's Awards***

**GENERAL SESSION**  
**Daniel Fisher, M.D., Ph.D.**  
**Executive Director**  
**National Empowerment Center**  
**Wednesday, October 6, 2010**  
**1:00 PM – 3:00 PM**

*“When people are told that they suffer from a permanent biological brain disorder, they feel they will never recover or regain control of their lives. This treatment approach has ensured that people remain hopeless, helpless, patients and has made them indefinitely dependent on the mental health system.*



Recovery and community integration are greatly facilitated by consumer/survivor playing an active role in their mental health care at the individual and community levels. To improve a person’s capacity to engage in the decisions affecting a person’s care, NEC has found it valuable to train persons in leadership and advocacy. This session will give an overview of this training, called “Finding Our Voice” as well as the principles of dialogue. The session will then review state and national advocacy level work consumers who are engaging in further recovery and wellness opportunities.

Dr. Fisher travels to all parts of the country to conduct workshops, give keynote addresses, teach classes, and organize conferences for consumers/survivors, families, and mental health providers to promote recovery of people labeled with mental illness by incorporating the principles of empowerment. He has been featured on many radio and television programs, including CNN Special Report. In addition he is a researcher having carried out research into neurotransmitters at the National Institute of Mental Health and on the ways that people recover. Along with Laurie Ahern, he developed the Empowerment Model of Recovery and the PACE/Recovery program to shift the system to a recovery orientation. He was recognized for this work by being selected for both the Clifford Beers National Mental Health Association Award and the Bazelon Center for Mental Health Law's Advocacy Award.

**Educational Sessions**  
**Wednesday, October 6, 2010**  
**3:30 PM – 5:00 PM**

***Session 4: Hospital Rights Issues For new LPH/U Staff***

This interactive session is for new LPH/U rights staff with less than 2 years of rights protection experience in a psychiatric hospital/psychiatric unit setting. Mr. Dukay will review and discuss psychiatric hospital/psychiatric unit rights protection procedures required by State and Federal statutes.

***Presenter:*** Alexander Dukay, Licensing Officer for Licensed Psychiatric Programs, Bureau of Health Systems, Michigan Department of Community Health

***Session 5: Deaf Advocacy within Mental Health Agencies and LPH/U's***

Participants will learn about cultural and linguistic barriers Deaf individuals face, particularly in Mental Health settings. This workshop will incorporate hands on exercises to facilitate understanding and empathy. Various tools will be discussed for use in assisting Deaf individuals in assuring their rights and needs are met.

***Presenter:*** Mary Luczski, Interpreter Training Program, Baker College

**Session 6: Dealing with Difficult People/Difficult Situations**

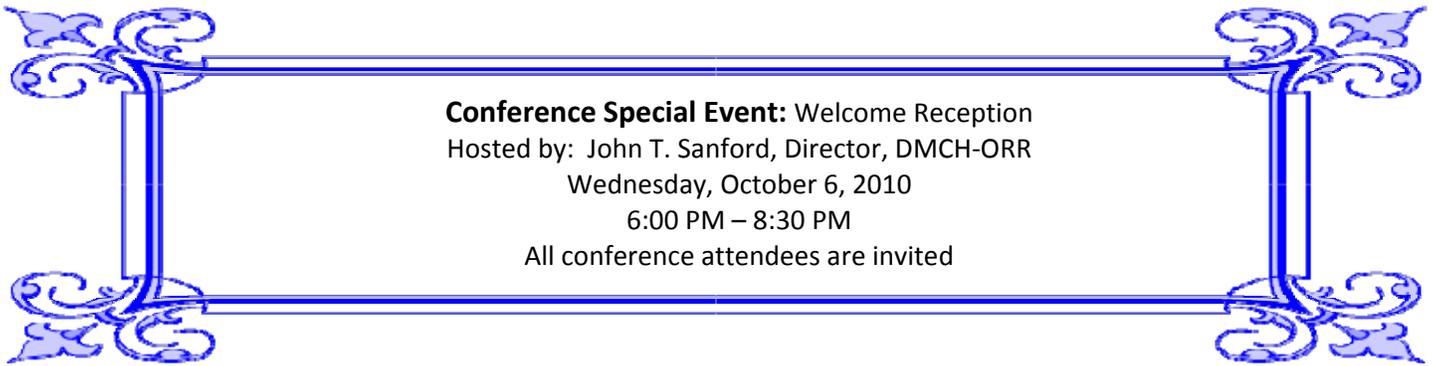
Every day we are faced with difficult people and adverse situations that call for wisdom and practical skill sets that will prevent these problems from impacting our work culture in a long term negative manner. This session will give you a philosophical understanding of how difficult situations and people develop and the necessary steps to deescalate the situation before it becomes front page news in the organizational gossip mill.

**Presenter:** David Hulings, Hulings and Associates

**Session 7: ORR 2nd Level Appeals and the State Office of Administrative Hearings and Appeals**

This session will explain SOAHR’s role within the Recipient Rights appeals process. There will be discussion of what we look for in investigative and summary reports with examples of deficiencies that are likely to result in appeals being returned for additional investigation. The Department’s authority under the Mental Health Code will be explained and a summary of common appeal issues will be provided.

**Presenter:** Vincent Moon, State Office of Administrative Hearings and Rules (SOAHR)



**Education Sessions**  
**Thursday, October 7, 2010**  
**9:00 AM – 11:30 AM**

**Session 8: Partnering with Patients for Safety: Reducing the Use of Seclusion and Restraint**

The appropriate use of seclusion and restraint is a critical safety issue for patients at risk of harming themselves or someone else, as well as a matter of public controversy. Although there is very little national data regarding the prevalence of seclusion and restraint in the inpatient psychiatric setting, there is concern that these procedures are over utilized, sometimes resulting in harm to patients and staff. Following implementation of the Reduction Project at Henry Ford Kingswood Hospital, the use of seclusion and restraint was decreased by 85%. This session will provide strategies used for reducing the use of seclusion and restraint in the inpatient psychiatric setting. It will aid in facilitating the implementation of change, and help in understanding CMS standards regarding the use of seclusion and restraint. This session will also emphasize patient empowerment, encouraging hospital staff to work in partnership with patients to identify alternatives to the use of seclusion and restraint.

**Presenter:** Sue Witting, Recipient Rights Advisor, Henry Ford Kingswood Hospital

**Session 9: The Role of Culture and Race in the Investigative Process**

Cultural competency does not necessarily imply racial sensitivity, and racial awareness does not necessarily imply cultural competency. Discerning the intersections of culture and race is dependent on understanding how these constructions operate differently in our lives. Recommendations for individuals and agencies will be made to enhance both multicultural competency and racial responsiveness. A combination of storytelling, lecture, and experiential methods will be employed for safe interactive learning.

**Presenter:** D. John Lee, PhD., Coordinator, Multi-Ethnic Counseling Center Alliance

**Session 10: Prevention of Adult Abuse & Neglect: A New Training Model for Long Term Change**

A session to introduce the twelve module “Prevention of Adult Abuse and Neglect Training” designed for anyone who directly works with recipients. This training is suitable for rights staff or clinical managers to conduct. The modules focus on developing skills to prevent abuse and neglect, as well as other communications and relational skills. The session will include an overview of all modules and focus, in detail, on one section - “Identifying Potential Signs of Abuse & Neglect”

**Presenter:** Catherine Macomber, MSW, Michigan State University College of Human Medicine

**Session 11: Effective Training Design and Presentation**

Designed for anyone who finds themselves as a speaker in front of groups, this interactive workshop focuses on how to effectively design and implement a presentation to any size audience. Whether you are a seasoned public speaker or a novice preparing your first presentation, this workshop will help enhance your delivery and improve content understanding and retention of participants. This session is ideal for both clinical and administrative staff who find themselves in roles of educators/trainers. We will take a look at the value of openers/closers, use of slides or Power Point, identification of key points and preparing to deliver content related to them, effective use of examples/activities, and much more. This is a hands-on workshop – so roll up your sleeves and come prepared for fun while you enhance your skills!

**Presenter:** Jean Pfaendtner, LMSW, Training and Treatment Innovations, Inc.

Thursday, October 7, 2010  
Lunch - 11:35 AM -1:00 PM  
Director's Awards presented by Jan Olszewski  
"Healing Neen"  
Tonier Cain

Educational Sessions  
Thursday, October 7, 2010  
1:00 PM -2:30 PM

**Session 12: Trends in Psychiatry: An Update on Medical Management of Psychiatric Disorders**

With the advancement of science, the treatment of psychiatric disorders has significantly changed over the past several years. This session will familiarize attendees with current standard of care practices for common psychiatric disorders. Additionally, attendees will be challenged to think critically about current treatment of psychiatric disorders to that of other chronic medical conditions.

**Presenter:** Taft Parsons II, M.D., Henry Ford Kingswood Hospital

**Session 13: Behavior Treatment Plan Review Committees, “What’s Happening Now?”**

This session will consist of a panel discussion of the intricacies related to the implementation and interpretation of the current technical requirements. There will be ample time for questions and dialogue.

**Presenters:** Dianne L. Baker, Director of Field and Community Operations, Office of Recipient Rights, Michigan Department of Community Health; Price Pullins, Psychologist Manager, Office of Psychiatric and Medical Services, Michigan Department of Community Health; Judy Webb, MSW, BS, Director, Division of Quality Management and Planning, Michigan Department of Community Health

**Session 14: HIV/AIDS Confidentiality**

HIV/AIDS 101: from transmission to dispelling the common myths. In addition, one will gain knowledge of the laws that govern confidentiality and how to apply them in an agency. A review of the C.L.A.S.S. standards – a set of laws designed to ensure agencies are giving/providing cultural appropriate services.

**Presenter:** Tim Neal, Sacred Heart Rehabilitation Center

### **Session 15: Q & A with Tonier Cain**

Tonier Cain is a consumer advocate who has spoken nationally on trauma, incarceration, and recovery. She has served as a member of the Protection and Advocacy for Individuals with a Mental Illness (PAIMI) Council, a federally-required advisory body that reviews and guides work funded under the PAIMI grant and, in conjunction with the Board, sets and approves annual program priorities. She has also worked as a case manager and Director of Advocacy Services for a private non-profit in Annapolis, MD. Ms. Cain is featured in the documentary “Behind Closed Doors: Trauma Survivors and the Psychiatric System”. Ms. Cain is the team leader for the National Center for Trauma Informed Care which provides consultation, technical assistance, and training to revolutionize the way mental health and human services are organized, delivered and managed, while furthering the understanding of trauma-informed practices through education and outreach. Ms. Cain is the subject in “Healing Neen”, a documentary based on her life as she moved through multiple systems of care.

**Presenter:** *Tonier Cain*



### **Session 16: End of Life Decisions: Maintaining Maximum Choice & Control**

This session will focus on the importance of end of life care and decision making. It will describe the various tools available in Michigan that afford maximum choice and control over these very basic decisions.

**Presenter:** *Dianne L. Baker, J.D., Director of Field and Community Operations, Office of Recipient Rights, Michigan Department of Community Health*

### **Session 17: Critical Investigative Techniques**

Traditionally, an investigator obtains information by verbally asking a subject questions, taking notes about what the subject says, and possibly getting a written statement from the subject. Then the investigator writes a report that paraphrases what the subject said. However, in this session, participants will learn how to utilize another technique: The Written Interview. Mr. Wojnaroski will demonstrate how this approach eliminates the need to paraphrase what the subject said, thus saving report writing time and producing a completely accurate report of what the subject said. If the subject is trying to conceal information, The Written Interview will increase the likelihood of the subject eventually telling the truth.

**Presenter:** *H. John Wojnaroski, Wojnaroski Consulting Services, LLC*

### **Session 18: Substance Abuse Confidentiality**

This session is to review training in the laws that govern confidentiality in respect to substance abuse treatment, and how to apply those laws within treatment. One will learn how to maintain confidentiality within their agency in regards to the other employees within the same agency.

**Presenter:** *Tim Neal, Sacred Heart Rehabilitation Center*

### **Session 19: An Overview of National Labor Relations Board Unfair Labor Practice and Representation Case Procedures**

Attendees will accompany an NLRB Field Examiner through a virtual “Day in the Life of an NLRB Examiner,” that includes conducting a representation election, reporting and assisting the Regional Director in deciding an unfair labor practice charge, and the investigation of a concerted activities case. Attendees will participate in a mock election and ballot count. They will learn how the Board has developed case-handling procedures through case adjudication and rule-making. Throughout the presentation there will be opportunities for questions, role-playing and decision-making about legal and investigative problems encountered by the NLRB in fulfilling its mission.

**Presenter:** *Tom Good, National Labor Relations Board*

Friday, October 8, 2010  
Breakfast  
8:00 AM – 9:00 AM  
Keynote Session  
9:00 AM – 10:30 AM

**“Jonathan empowers his audiences with success-centered strategies that not only help them through difficult times, but rebound to even greater heights!”**



## Staying Motivated in Changing Times

How would you describe the state of your company, organization or association? If the answer is “We’re Surviving” or “Just Getting By,” America’s Resiliency Expert, Jonathan Edison will inspire you to do better. Jonathan knows that it takes to go from merely surviving to striving to ALIVE. During this interactive presentation, Jonathan will instill a sense of PRIDE-Practice, Research, Integrity, Dedication and Energy-in your employees or members, emphasizing the importance of their roles and how their attitude affects everyone around them. Individuals who find the positive side of all situations are key to overcoming obstacles and lead to resilient companies and organizations which aren’t just surviving, but thriving.

**Educational Sessions**  
Friday, October 8, 2010  
10:45 AM – 12:15 PM

### **Session 20: Taming the E-Mail Beast**

Every day, managers and professionals are getting buried under a continuing stream of both useful and useless e-mail. Without a system for getting “control of the beast”, professionals spend much of their work (and Personal) time spinning wheels and feeling highly unsatisfied. If you would like to get control of your e-mail “beast”, you should attend this program led by Randy Dean, MBA, and author of the Amazon bestseller, *“Taming the E-mail Beast”*. Randy shares strategies for effective e-mail management, organization, and prioritization that have helped literally thousands of business professionals regain control and sanity with their e-mail activities.

**Presenter:** *Randall Dean, Randall Dean Consulting & Training, LLC*

### **Session 21: It Shouldn’t Hurt: Pain Advocacy and the Rights Advisor**

Have you ever wondered just where to start when you get a call and the main issue seems to be pain? And then have you wondered if there’s a way you can help without giving yourself a headache in the process? Or maybe you have one of the following questions, “Are the people involved really doing what they need to?” “How will I know if reasonable efforts are being made to address this person’s pain?” Or perhaps you just want some review or more information about pain, pain management and advocacy. If so, this may just be the session for you...

Topics will include key concepts related to pain, the difference between ideal and realistic pain management goals, reasonable expectations related to pain assessment and management, and resources to promote advocacy and education when needed.

**Presenter:** *Piper Probst, RNCS, MSN, Director of Education & Organization Development, Gratiot Medical Center*

### **Session 22: Confidentiality/Privileged Information**

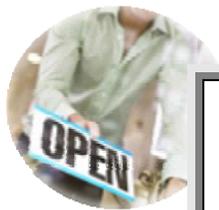
The purpose of this session is to assist rights officers and advisors in identifying and distinguishing privileged communications and confidential information. Additionally rights officers and advisors will learn under what circumstances privileged communications and confidential information may be disclosed and to whom.

**Presenter:** *Dianne L. Baker, J.D., Director of Field and Community Operations, Office of Recipient Rights, Michigan Department of Community Health*

As a cost-saving effort registration for the conference is being done online. To register for the conference **paste the following link in your browser:** <http://www.regonline.com/recipientrights10>

**※All Fees Reduced from 2009!※**

Category	REGISTRATION OPTIONS	BEFORE 9/18/10	ON OR AFTER 9/18/10
I	<b>Pre-Conference:</b> Tuesday, 10//05/10, 9:00 AM - 4:00 PM Includes luncheon	\$89.00	\$150.00
II	<b>Main Conference: 10/06/10 thru 10/08/10</b> Includes Wednesday reception, Thursday luncheon, Friday breakfast	\$249.00	\$325.00
III	 <b>Pre-con and Full Conference: 10/05/10 thru 10/08/10</b> Includes Tuesday luncheon, Wednesday reception, Thursday luncheon, Friday breakfast	\$319.00	\$400.00
IV	<b>Wednesday only</b> Includes sessions 1-7, general session, and reception/dinner	\$125.00	\$200.00
V	<b>Thursday only</b> Includes sessions 8-18, and luncheon	\$150.00	\$200.00
VI	<b>Friday only</b> Includes breakfast, keynote and sessions 19-21	\$100.00	\$150.00
VII	<b>Pre-con and Thursday</b> Includes sessions 8-18, general session, and luncheons	\$230.00	\$275.00
VIII	<b>Wednesday and Thursday only</b> Includes sessions 1-18, general session, reception/dinner and Thursday luncheon	\$275.00	\$325.00
IX	<b>Thursday and Friday</b> Includes sessions 8-21, general session, luncheon and breakfast	\$230.00	\$275.00
	Wednesday reception/dinner	\$45.00	\$75.00
	Thursday luncheon	\$25.00	\$40.00
	Friday breakfast	\$25.00	\$40.00
	Five or more staff registering from the same agency Ten or more staff registering from the same agency Register for the Pre-Conference and Full Conference	2% discount for each 5% discount for each 10% discount	



### Conference Registration Desk Hours

Tuesday 8:00 AM – 6:00 PM  
 Wednesday 8:00 AM – 4:00 PM  
 Thursday 8:00 AM – 4:00 PM  
 Friday 8:00 AM – 12:00 Noon

# 2010 RECIPIENT RIGHTS CONFERENCE PAYMENT VOUCHER PAGE

TO ENSURE PROPER CREDIT AND ATTENDANCE AT THE CONFERENCE YOU MUST MAIL YOUR CHECK OR MONEY ORDER WITH THIS COMPLETED PAGE TO:

Michigan Department of Community Health  
Accounting Office  
4<sup>th</sup> Floor, Lewis Cass Bldg.  
320 S. Walnut St.  
Lansing, MI 48913

**PAYMENTS MAY BE DELAYED UNTIL OCTOBER 1, 2010, BUT  
MUST BE RECEIVED NO LATER THAN OCTOBER 31, 2010**

For Credit Card Payments:

<https://www.thepayplace.com/mi/dch/conference>

2010 Conference Code: ORR10

**AGENCY NAME:** \_\_\_\_\_

Please list all those attending (use additional sheets as necessary):

Attendee Name: \_\_\_\_\_ Amount: \_\_\_\_\_

**Total Amount Enclosed:** \_\_\_\_\_

(Make check payable to: State of Michigan)

**Attention: State of Michigan Employees and MDCH Finance Staff**

Index # 20140    PCA # 00110    Object Code # 7666

**MDCH ACCOUNTING STAFF:**

Payment confirmations should be sent by Inter-Departmental mail to:

Veronica Ryan  
Office of Recipient Rights, Training Division  
Hawthorn Center  
18471 Haggerty Rd.  
Northville, MI 48168-8513

# The Office of Recipient Rights Honors Previous Award Recipients

## **The Director's Award for Innovation in Recipient Rights Protection**

- 2000 Oakland County Community Mental Health Authority
- 2001 Woodlands Behavioral Health
- 2002 North Central Community Mental Health
- 2003 West Michigan CMH System
- 2004 Cheryl Parker, Bea Stevens, Newaygo County Mental Health
- 2005 Pat Jolly, MDCH-Office of Recipient Rights
- 2006 Community Network Services - "The Stigma Busters"
- 2007 John McKevez, Oakland County CMH Authority
- 2008 Shane Ray, CMH Partnership of SE Michigan
- 2009 James Tenuta, Doctor's Hospital of Michigan

## **The Director's Award for Advocacy on Behalf of Mental Health Recipients**

- 2000 MDCH-Mt. Pleasant Office of Recipient Rights
- 2001 Macomb County Community Mental Health Services
- 2002 Borgess Medical Center and Kalamazoo Valley Community College
- 2003 Sanilac County Community Mental Health Services
- 2004 Dianne Baker, MDCH-Office of Recipient Rights
- 2005 Kevin Oosterhouse, Network 180
- 2006 Judy Tucker, MDCH Office of Recipient Rights
- 2007 Newaygo County CMH
- 2008 Sue Witting, Henry Ford Kingswood Hospital
- 2009 Les Behnken, Oakwood Heritage Hospital

## **The Director's Award for Consumer Empowerment**

- 2000 Tuscola Behavioral Health Systems
- 2001 Lifeways
- 2002 Oakland County Community Mental Health Authority
- 2003 Chad Witcher, MDCH Office of Recipient Rights
- 2004 Cindy Tewksbury, Tuscola Behavioral Health Systems
- 2005 Robert E. Chadwick, Tuscola Behavioral Health Systems
- 2006 William Allen, Oakland County CMH Authority
- 2007 Jeff Patton, Kalamazoo County CMH & SA Services
- 2008 Jack Donaldson, Oakland County CMH Authority,
- 2008 Marc DeRush, Macomb County Community Mental Health
- 2008 Eunice Howard, Detroit-Wayne County Community Mental Health Agency
- 2009 Shannon Kaufmann, InterAct of Michigan

## **The Cookie Gant Spirit Award**

- 2003 Cookie Gant (posthumously)
- 2004 Marty Raaymakers
- 2005 Jamie Armstrong
- 2006 Linda Rama
- 2007 James Lindsey
- 2008 Donna Nichols
- 2009 Nancy Lewis



# HOTEL INFORMATION



100 W Michigan Avenue

Kalamazoo, MI 49007

269-343-3333

[www.radissonkz.com](http://www.radissonkz.com)

**For reservations call 800-395-7046**

*Identify yourself as being with the Office of Recipient Rights Conference*

OR

REGISTER ONLINE AT [WWW.RADISSONKZ.COM](http://WWW.RADISSONKZ.COM)

ENTER GROUP CODE: OORR

**Room Rates: \$99.00 (single or double)**

**To assure these rates, room reservations must be made by **MONDAY, SEPTEMBER 14, 2010****

Room rates are per room per night and are subject to 6% state tax and 5% county assessment

Please note the following important information:

- **Check-in time is: 4:00 PM    Checkout time is: 12:00 PM**
- **Reservation Cancellations**  
In order to avoid charges, cancellations must be made prior to 6 PM on the day of arrival.
- **Tax Exempt Organizations**  
In order to be exempt from payment of the 6% state tax, payment must be made by agency check or agency credit card. You must also present your agency's tax-exempt form, signed by the appropriate official, at the time of payment. *There is no exemption from the 5% county assessment.*
- **Paying with an agency credit card?**  
You must either have the credit card with you at check in or have photocopy of both sides of the card with completed credit card authorization form. This form is available from the hotel, or on the conference website, [www.michigan.gov/recipientrights](http://www.michigan.gov/recipientrights).
- **Paying with a debit card?**  
If you are paying with a debit card you should be aware **that there will be a hold put on your checking account for the entire amount of room and tax charges for the length of your stay, plus \$20 per day for incidentals.** Additionally, it may take up to 15 days for any funds, in excess of the amount you owe, to be released. Furthermore, if this amount exceeds the funds on deposit in your account you may be subject to overdraft charges by your bank. **Therefore, use of a debit card at check-in IS DISCOURAGED.** You may want to provide a credit card at check-in, and then switch to a debit card at check out to avoid any inconvenience and penalties.
- **Not using a credit or debit card?**  
At check-in, the hotel will require you to provide \$20 per day in cash for incidentals in addition to your room fees.
- **Parking information**  
Parking is available in the covered lot west of the hotel across Rose Street. **Parking fee is \$10.00 per day per vehicle** for hotel and non-hotel guests. **Valet parking is COMPLIMENTARY for handicapped individuals.**