

Michigan Department of Community Health
OFFICE OF RECIPIENT RIGHTS



RIGHTS:
AMBASSADORS
for **CHANGE**

18TH ANNUAL RECIPIENT RIGHTS CONFERENCE
OCTOBER 18-21, 2011
CRYSTAL MOUNTAIN RESORT
THOMPSONVILLE, MI

Session Tracks: Something for Everyone

#	SESSION TITLE	CONSUMERS	COMMITTEE MEMBERS	LPH RIGHTS STAFF	BASIC RIGHTS	ADVANCED RIGHTS (CMH/LPH)	APPROVED SOCIAL WORK CEU's	RIGHTS CEU
PRE	The Impact of Cultural Diversity on Rights Protection			X	X	X	5.5	5.5 Category IV
1	Developing Better Relationships Between Rights and Police-Part I					X	3.0	3.0 Category I
2	Children's Interviewing Techniques			X	X		3.0	3.0 Category III
3	So You're New to Rights			X	X		2.5	2.5 Category I
GS1	"That's Just Crazy Talk" Victoria Maxwell	X	X	X	X	X	1.0	1.0
4	Developing Better Relationships Between Rights and Police- Part II			X	X		2.0	2.0
5	The Rights Office Interface with the Behavior Treatment Committee			X	X	X	2.0	2.0 Category II
6	Skills for Creating Open Dialogue and Resolving Disagreements			X	X	X	2.0	2.0 Category III
7	Developing an Effective Rights Advisory Committee	X	X	X	X	X	2.0	2.0 Category III
8	Trauma Informed Environment of Care	X	X	X	X	X	3.0	3.0 Category I
9	Effective Training with Small Groups			X	X	X	3.0	3.0 Category I
10	Barbara's Views			X			3.0	3.0 Category I
11	Ethical Practice				X	X	3.0	3.0 Category I
12	Bridging the Gap: Skills for Spanning the Generations			X	X	X	3.0	3.0 Category I
13	Understanding Stress Triggers					X	3.0	1.5 Category III
14	The Forensics of Interviewing			X	X	X	3.0	1.5 Category III
15	The Bazelon Project inn Detroit	X	X	X	X	X	3.0	1.5 Category II
GS2	"New Work Realities" Joyce Weiss					X	3.0	1.5 Category III
16	The State of Rights in Michigan	X	X	X	X	X		1.5

Conference Meals:

The Conference is pleased to provide the following meals included with your registration: Tuesday Lunch (if registered for the Pre-Conference program), Wednesday Dinner, Thursday Lunch, and Friday Breakfast. There will be a Continental Breakfast served on Thursday morning. All other meals are on your own. Crystal Mountain will provide a special buffet dinner for conference attendees on Tuesday and Thursday evenings.

Pre Conference Workshop

Tuesday, October 18, 2011 9:00 AM – 4:00 PM



The Impact of Cultural Diversity on Rights Protection

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

This workshop will make a firm distinction between culture and race in order to understand the challenges of providing human services in a “multicultural but racialized” society. Equating culture with race has led to confusion in professional development/training, ethics, and competencies. The awareness, knowledge, and skills of cultural competency will be reviewed and then distinguished from the work of becoming racially responsive. Storytelling, lecture, discussion, and safe experiential exercises designed for adults will be the vehicles for learning in this workshop.

Objectives

1. To recognize the distinction between culture and race in the context of human services.
2. To list the challenges of cultural competency in human service delivery.
3. To describe the work of becoming racially responsive in human service delivery.

Biography:

D. John Lee, Ph.D. is a licensed psychologist and Coordinator of the Multi-Ethnic Counseling Center Alliance (MECCA) at Michigan State University. As a part of the MSU Counseling Center, MECCA provides a variety of culturally and racial-ethnic sensitive services to the MSU community. John received his B.A. degree in psychology from the University of British Columbia, his M. Sc. in Counseling Psychology from Western Washington University, and earned his Ph.D. in Cognitive Psychology from Kansas State University. He has been a keynote speaker and consultant to over 250 companies, agencies, colleges, and universities throughout the United States and Canada. Dr. Lee has edited 5 books and contributed several articles to professional and scholarly journals. John was born and raised in Vancouver, B.C., Canada and currently lives with his wife and two children in Lowell, Michigan.

Lunch is provided.

Educational Sessions
Wednesday, October 19
9:00 AM – 12:00 PM

Session 1: Developing Better Relationships between Rights and Police-Part I

There is a movement toward training law enforcement on how to have safer and more productive contacts with people who have mental illness and/or developmental disabilities. However, with dwindling budgets in both the human and emergency services fields, developing/maintaining relationships and providing training with local law enforcement departments is becoming more difficult. In this session, you will learn about police culture and ways that your agency can make connections with police departments and how to get their support for human services led training. Providing training for police officers has to be more than lecture and Power Point presentations, therefore you will also get an overview of an adult learning model and other tips for training police.

Presenters: *Michelle Rose-Armstrong, Contact Training & Consulting, LLC, and Nan Gelman Oakland University Police Department*
THIS SESSION CONTINUES IN SESSION 4

Session 2: Child Interviewing Techniques

This presentation will cover the basic techniques of Michigan’s child forensic interviewing protocols. The eight phases of the forensic interview will be discussed in detail. There will be a discussion about pre-interview preparation and its importance to having a successful interview. This presentation will also summarize some of the common mistakes that are made by investigators during forensic interviewing.

Presenter: *Matt Houchlei, Child Welfare Training Institute at the Department of Human Services*

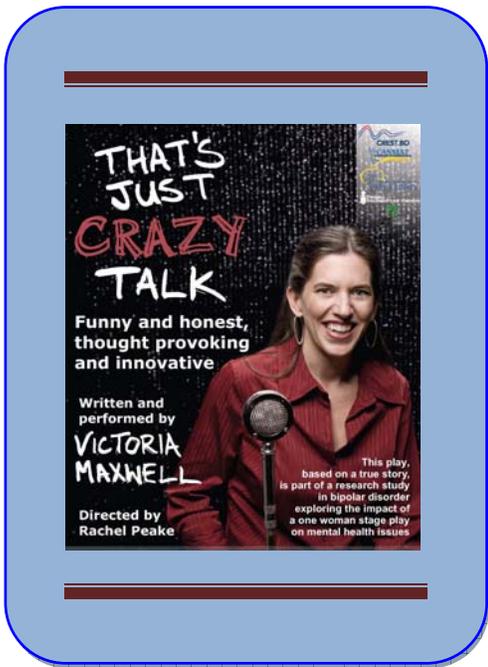
Session 3: “So, You’re New to Rights!”

This session is designed for those who began working in Recipient Rights within the past 12 months. 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: Andrew Silver, Conference Director, Angie O’Dowd, Community Rights Specialist, Michigan Department of Community Health; Janice Terry, Community Rights Specialist, Michigan Department of Community Health; Cheryl Parker, Recipient Rights Advisor, Newaygo County; Christina Wilkins, Recipient Rights Advisor, War Memorial Hospital; Denice Virgo, President, Recipient Rights Officers Association and **John Sanford, Director**, Office of Recipient Rights, Michigan Department of Community Health.

OPENING GENERAL SESSION WEDNESDAY, OCTOBER 19, 2011 1:00 PM



Like Victoria Maxwell’s previous solo shows (*Crazy for Life, Funny... You Don’t Look Crazy and Head Over Heels*) **That’s Just Crazy Talk** looks at both the light and dark side of living with bipolar disorder, anxiety and psychosis. It describes one woman’s journey of coming to terms with mental illness within herself and her family. An intimate, yet universal story exploring the judgment we face not only from others, but from ourselves and the mysteries of family secrets. This funny and achingly truthful play both entertains and educates, exploding stigmas and portraying the love and resilience it takes to stay together as a family in the midst of illness and the beauty that can result when we face our demons.

Biography:

At the age of 25, Victoria was diagnosed with bipolar disorder, anxiety, and psychosis. For 5 years she refused to accept this and in turn was in and out of the hospital. Finally after acknowledging her disorders, with the help of her family and a good psychiatrist, she became proactive in her recovery. Since that time she’s become one of North America’s most popular speakers and educators on the ‘lived’ experience of mental illness, recovery and dismantling stigma. In addition to being a mental health worker, she’s a blogger of Psychology Today under “Crazy for Life: Escapades of a Bipolar Princess” (www.psychologytoday.com/blog/cra_zy-life), is a core researcher of CREST.BD (an international team that studies issues of bipolar disorder) and has worked for over 20 years as an actress and writer for both film and stage. Her one-person shows tour internationally and have garnered awards in both the United States and Canada.

Educational Sessions
Wednesday, October 19
3:00 PM – 5:00 PM

Session 4: Developing Better Relationships between Rights and Police-Part II

There is a movement toward training law enforcement on how to have safer and more productive contacts with people who have mental illness and/or developmental disabilities. However, with dwindling budgets in both the human and emergency services fields, developing/maintaining relationships and providing training with local law enforcement departments is becoming more difficult. In this session, you will learn about police culture and ways that your agency can make connections with police departments and how to get their support for human services led training. Providing training for police officers has to be more than lecture and Power Point presentations, therefore you will also get an overview of an adult learning model and other tips for training police.

Presenters: *Michelle Rose-Armstrong*, Contact Training & Consulting, LLC and *Nan Gelman* Oakland University Police Department
THIS SESSION CONTINUES FROM SESSION 1

Session 5: The Rights Office Interface with the Behavioral Treatment Committee

Are you new to the BTC and are not quite sure of your role? Or, have you been on the BTC for a while and still don't know your roles and/or feel isolated and unsure of yourself in the meeting? This presentation's aim is to aid CMH Rights Officers who are both new and old to the BTC who struggle with the understanding their role and how they can contribute to a BTC meeting. This will occur through in depth description of roles/responsibilities, thinking patterns of a rights officer at a BTC meeting, and how to offer more than basic contributions during the meeting.

Presenter: *Dr. Justin W. Peer*, Washtenaw County Health Organization

Session 6: Skills for Creating Open Dialogue and Resolving Disagreements

Whether it's a problem with poor quality, declining customer satisfaction, or strained relationships, you need to be able to talk honestly. Crucial Conversation Training teaches skills for communicating when stakes are high, options vary, and emotions run strong. You'll learn how to speak with complete candor (no matter the topic) and complete respect (no matter the person). Put Crucial Conversations to work and you'll be able to surface the best ideas, make high-quality decisions, and act on those decisions with unity and commitment

Presenter: *Doug Finton*, Premier Associate of VitalSmarts, and a Master Certified Trainer of Crucial Conversations ®.

Session 7: Developing an Effective Advisory Committee

The Rights Advisory Committee is mandated by the Michigan Mental Health Code, for all of us. This session explores how to make the most of these quarterly meetings. Advisory committees can be a support and contribution to your office, and not just a perfunctory meeting! This session utilizes a PowerPoint presentation to assist in reviewing various ideas to be discussed. Handouts and examples are given. The session is beneficial to the beginning Rights Officer, or for the experienced Rights Officer looking to obtain or share Advisory Committee ideas.

Presenter: *Rochelle Steimel*, OTR, MPH, Munson Hospital

Conference Special Event

Welcome Reception and Dinner

Hosted by: John T. Sanford, Director, MDCH-ORR

Wednesday, October 19, 2011

6:00 PM – 8:30 PM

All conference attendees are invited

ENTERTAINMENT FOLLOWS

Educational Sessions
Thursday, October 20
9:00 AM – 12:00 PM

Session 8: Trauma Informed Environment of Care

Studies indicate a majority of clients served through the mental health system have a history of multiple traumatic experiences. Client's interaction with treatment provider is based partly through the lens of their trauma history. The ability to provide trauma informed treatment of care is a critical factor in a client's recovery process. This presentation will provide a basic understanding of how a history of trauma affects client's perception of the system and treatment providers. Further, we will discuss what we can do to foster a safe environment for the clients we serve.

Presenter: Michelle Davis-Koenig, LMSW, Montcalm Center for Behavioral Health

Session 9: Effective Training with Small Groups

This workshop will enhance the training skills of both experienced and novice trainers/speakers. Find yourself needing to talk to small groups? Get the anxious butterflies when talking to groups of any size? This workshop is for you! Our focus will be on designing and conducting in-services and training for small groups (under 10 people). Identifying audience needs, selecting content, designing an approach, and doing the small group training will be covered. Creating learning opportunities through activities that work well with smaller groups will be explored. Working with small groups provides us with many options usually not available in larger trainings. Come and discover what they are!

Presenter: Jean Pfaendtner, LMSW, Director of Training and Development, Training & Treatment Innovations, Inc.

Session 10: Barbara's Views: A Guide to Rights Work in the LPH Environment

For new LPH/U rights staff with less than 2 years of rights protection experience in an inpatient psychiatric unit setting, this will be the place to gain insight into issues affecting rights protection in inpatient psychiatric settings. Ms. Billings will review standards for effective operation of a hospital rights system, licensing requirements, and frequently encountered licensure survey findings.

Presenter: Ms. Billings, Health Care Surveyor for Licensed Psychiatric Programs, Bureau of Health Systems, Michigan Department of Community Health

Session 11: Ethical Practices

As ambassadors we have numerous opportunities to educate consumers, families and our community on the importance of ethical practices. Ethics are not a punishment! Ambassadors embrace the opportunity to follow in the footsteps of great leaders and everyday heroes. Understanding social and cultural issues in the assessment and treatment of pain helps us to advocate for fair and ethical treatment of consumers.

Presenter: Nancy Johnson, Children and Family Therapist, Saginaw County Community Mental Health Authority

Educational Sessions
Thursday, October 20
1:30 PM – 4:30 PM

Session 12: Bridging the Gap: Skills for Spanning the Different Generations

This session will engage participants in activities and discussion that will highlight characteristics in the different generations that are found in the workplace today. Behind this fun and interactive exploration are practical ways to engage with others whose foundations began in a different time than your own and whose preferences, work styles and communications may have been shaped by the events and experiences of that era. Learning to span the generation gap when it exists will help in interviewing, teaching, communicating in relationships and working with others in the workplace.

Presenter: Mary O'Hare, Washtenaw Community Health Organization

Session 13: Understanding Stress Triggers

There are many reasons why individuals feel *stressed*. All of these stressors have the potential to impact our overall well-being and ability to cope with difficult situations. It is important to understand our individual stress level as well as each target area so that necessary changes can occur. It is important to not only understand the factors that trigger abuse, but also to teach ourselves to know when we are nearing a “trigger point.” We all respond differently to the triggers, some internalize more than others. We need to know ourselves so that we can prevent ourselves from abusing. Having become more aware of stress triggers and trigger signals, participants can focus on strategies to diffuse and relieve stresses to prevent inappropriate and potentially abusive situations. By consciously pursuing these strategies at work, participants will be able to effectively reduce the triggers and their stress as well as create an atmosphere focused on the clients’ needs and a more satisfying work life.

Presenter: Catherine A. Macomber, MSW, LMSW

Session 14: The Forensics of Interviewing

Participants will learn that people who are telling the truth and people who are lying have very different linguistic patterns in their speech. Being able to recognize these patterns can assist the investigator in their pursuit of the truth. Participants will learn some proven techniques that will help them better distinguish the truthful person from the deceptive one.

Presenter: H. John Wojnarowski, Wojnarowski Consulting Services, LLC

Session 15: The Bazelon Project in Detroit

This session will discuss Detroit’s Performance Improvement Project or PIP, focused on improving mental health care for individuals in Detroit’s Midtown by examining the community’s response to mental health crises and interaction of those in crisis with the criminal justice system. Detroit is one of five sites across the country awarded a three year research grant by Bazelon Center for Mental Health Law, a national advocacy organization. The presentation will outline the purpose of the research, our methodology, the findings and how the community has utilized our research to improve care for those involved in the community mental health system. The session will also provide information about research the Bazelon Center has conducted nationally and best practices that have emerged from the project.

Presenter: Meghan Takashima

**Educational Sessions
Friday, October 21
8:00 AM – 12:30 PM**

8:00 AM Breakfast

**9:00 AM MDCH Director’s Awards Olga Dazzo, Director, MDCH
Cookie Gant Award**

9:45 AM “NEW WORK REALITIES”

Career development is necessary to insure the growth of any organization. It is the responsibility of everyone to continuously become the best in his or her field. The rules have changed in today’s workplace. Productive employees need to develop professionally in order to change the status quo – which is the kiss of death in any company. Competition is brutal. The New Work Reality is for everyone to manage his or her career.

Joyce Weiss is an accountability coach and conflict resolution consultant. She helps her clients improve their working condition by resolving conflict and interpersonal issues. She is the author of *Take the Ride of your Life! And Full Speed Ahead*. Joyce has given bold solutions to boost the bottom line to companies such as BAE Systems, Ford Motor Company, US Army Reserves, the IRS, Blue Cross Blue Shield, and Spectrum Health. Joyce attained her Master’s Degree in Guidance and Counseling from Oakland University in Rochester MI and sits on the Board of Directors for the School of Education and Human Services. She maintains her certification as “Best Practices Company.” As a Certified Speaking Professional (CSP), **Joyce has achieved the highest ranking a speaker can earn from the National Speakers Association (NSA) and the International Federation for Professional Speakers (IFFPS)**. The CSP is an International Designation. Joyce is one of only 215 women IN THE WORLD who has earned the Certified Speaking Professional Credential.



Joyce Weiss

10:45 AM – 12:00 PM THE STATE OF RIGHTS PROTECTION IN MICHIGAN

Join the staff of MDCH-ORR as they provide updates into legislative, contractual, and educational requirements for recipient rights officers and advisors.

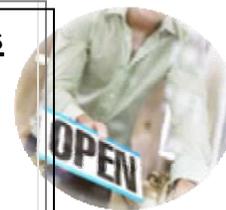
As a cost-saving effort registration for the conference is being done online. **To register for the conference** paste the following link in your browser: <http://www.regonline.com/2011rightsconference>

※Conference Fees Reduced from 2010!※

Category	REGISTRATION OPTIONS	BEFORE 9/21/11	ON OR AFTER 9/21/11
I	Pre-Conference: Tuesday, 10/18/11, 9:00 AM - 4:00 PM Includes luncheon	\$89.00	\$150.00
II	Main Conference: 10/19/11 thru 10/21/11 Includes Wednesday reception, Thursday luncheon, Friday breakfast	\$239.00	\$305.00
III	 Pre-con and Full Conference: 10/18/11 thru 10/21/11 Includes Tuesday luncheon, Wednesday reception, Thursday luncheon, Friday breakfast	\$312.00	\$400.00
IV	Wednesday only 10/19/11 Includes sessions 1-7, general session, and reception/dinner	\$125.00	\$200.00
V	Thursday only 10/20/11 Includes sessions 8-15, and luncheon	\$150.00	\$200.00
VI	Friday only 10/21/11 Includes breakfast, Friday general sessions	\$100.00	\$150.00
VII	Pre-Con and Wednesday Includes pre-con, sessions 1-7, general session and reception	\$275.00	\$325.00
VIII	Pre-con and Thursday Includes pre-con, sessions 8-15, and luncheons	\$250.00	\$300.00
IX	Wednesday and Thursday only Includes sessions 1-15, Wednesday general session, reception/dinner and Thursday luncheon	\$275.00	\$325.00
X	Thursday and Friday Includes sessions 8-15, Friday general sessions, 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



Refund Policy:

Refund requests or cancellations must be received in writing by September 23, 2011 and are subject to a \$35.00 processing fee. Refunds will not be processed until after the event. There will be no cancellations accepted after September 23, 2011. No-shows will be billed the full amount.

2011 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
4th Floor, Lewis Cass Bldg.
320 S. Walnut St.
Lansing, MI 48913

**PAYMENTS MAY BE DELAYED UNTIL OCTOBER 1, 2011, BUT
MUST BE RECEIVED NO LATER THAN OCTOBER 31, 2011**

For Credit Card Payments:

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

2011 Conference Code: ORR11

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 # 00109 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



MDCH Director's Award

Previous Honorees

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 McKeivitz, Oakland County CMH Authority
- 2008 Shane Ray, CMH Partnership of SE Michigan
- 2009 James Tenuta, Doctor's Hospital of Michigan
- 2010 Lisa Jolly, Lapeer CMH

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
- 2010 Jonathan Bennett, Northern Lakes CMH

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
- 2010 Lisa Cook-Gordon, Family-to-Family Health Information and Education Center

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
- 2010 Pamela Stants

HOTEL INFORMATION



- **Hotel Reservations must be made by September 16, 2011**
- **Reservations made after this date will be taken on a space-available basis.**
- **To reserve a room you must use the hotel reservation form (see next page) or book online at <http://www.crystalmountain.com/grouplodging> utilizing group code 4510KN.**
- **Check in time is 4:00 PM Check out: 11:00 AM**

Crystal Mountain offers a variety of accommodations ranging from hotel rooms to five-bedroom townhouses.

Room	Includes Taxes and Service Fee*		Tax-Exempt**	
	Single/Double Rate	Single/Quad Rate	Single/Double Rate	Single/Quad Rate
Guest (One Queen Bed)/Hotel Room	\$ 115.83		\$ 107.91	
Hotel Suite	\$ 147.42		\$ 137.34	
One Bedroom Condo	\$ 157.95		\$ 147.15	
Two Bedroom Condo		\$ 228.15		\$ 212.55
Two Bedroom Cottage (Kinlochen)		\$ 279.63		\$ 260.51
Three Bedroom Condo/Home		\$ 279.63		\$ 260.51
Mountaintop Townhome		\$ 279.63		\$ 260.51
Three Bedroom Cottage (Kinlochen)		\$ 326.43		\$ 304.11
Four Bedroom Townhome		\$ 326.43		\$ 304.11
Five Bedroom. Townhome		\$ 373.23		\$ 347.71

*Quoted rates include 6% state tax, 2% local assessment and 9% service fee.

**Quoted rates include a 9% service fee.

Package Includes: Lodging Only (per unit, per night)

Up to 2 children ages 17 & under sleep free when occupying same room with 1 paying adult.

There is a \$23.40 (\$21.80 when tax exempt) per person, per night charge for additional adults above the quoted occupancy.

Credit card imprint is required at check-in for all guests.

There are no refunds on unused portions of lodging or package stays.

Deposit / Cancellation Policy: A deposit equal to the first night's lodging is required with each reservation. Please make check or money order payable to Crystal Mountain or include a credit card number. Do not send cash. Deposit is fully refundable if cancellation is made 14 days prior to your arrival date. If cancelled or changed within 14 days of arrival, you are responsible for your entire lodging or package stay.

▪ **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.

▪ **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.



Group Name: Michigan Department of Community Health-Recipient Rights
Dates: October 16, 2011-October 22, 2011

Group #: 4510KN
Issued: 6/30/11

Reservations may be made utilizing this form or by booking online at <http://www.crystallmountain.com/grouplodging> utilizing group code **4510KN**. Reservations must be made by **September 16, 2011**, reservations received after this date will be taken on a space-available basis. If room type requested is not available, the next available room type and rate will be confirmed. Crystal Mountain does it's best to accommodate requests, however cannot guarantee specific rooms/units. Please inquire with reservation staff for additional unit types available beyond those listed.

Check-in: 4:00pm

Check-out: 11:00am

Room	Includes Taxes & Service Fee*		Tax Exempt**		1 st & 2 nd Lodging Choice
	Single/Double Rate	Single/Quad Rate	Single/Double Rate	Single/Quad Rate	
Guest (One Queen Bed) / Hotel Room	\$ 115.83		\$ 107.91		
Suite	\$ 147.42		\$ 137.34		
One Bedroom Condo	\$ 157.95		\$ 147.15		
Two Bedroom Condo		\$ 228.15		\$ 212.55	
Two Bedroom Cttg/Kinlochen		\$ 279.63		\$ 260.51	
Three Bdrm. Condo/Home		\$ 279.63		\$ 260.51	
MountainTop Townhome		\$ 279.63		\$ 260.51	
Three Bdrm. Cttg./Kinlochen		\$ 326.43		\$ 304.11	
Four Bedroom Townhome		\$ 326.43		\$ 304.11	
Five Bdrm. Townhome		\$ 373.23		\$ 347.71	

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Group #: 4510KN

Please Print

Arrival Date: _____ Departure Date: _____ Number of: Adults in Party: _____ Children 17 & under: _____

Mr. Mrs. Ms. Dr. (circle one): Name : _____

Address: _____

City: _____ State: _____ Zip: _____ Telephone #: _____ (Home)

e-mail Address: _____ (Work)

Conference attendees sharing same room: _____

Special requests: (handicap accessible, etc.): _____

Would you like to be contacted for dining, lesson, recreation, tee time or spa reservations? Yes _____ No _____

Signature: _____ Date: _____

Tax exempt individual: Personal funds do not qualify for exemption from state tax or local assessments. Please include a state tax exempt form #3372, (IRS authorized letter with 501(c)(3) or 501(c)(4) organizations) and indicate your method of payment below.

_____ Agency check enclosed.

_____ Agency credit card completed below (MUST include credit card authorization form).

_____ Please use my personal credit card to guarantee the reservation. Payment with agency funds will be provided prior to arrival.

AUTHORIZATION NOTE: I authorize and acknowledge that all of the charges below will be processed to my payment card as detailed above.

Credit Card #: _____ Expiration Date: ____/____/____ Billing Zip Code: _____

Agency or individuals name as it appears on Card: _____
 (Agency credit card or copy MUST be presented upon check in)

Please mail or fax to: Crystal Mountain Resort & Spa ~ 12500 Crystal Mountain Drive ~ Thompsonville, MI 49683
 Fax: 231-378-4879 Phone: 231-378-2000 Reservations Only: 800-968-7686 ext 5100 DK



CRYSTAL MOUNTAIN ACCOMMODATIONS

All units are non-smoking and feature: Air conditioning, satellite television, microwave, coffee maker, toaster, video player, hairdryer, iron and ironing board.

Efficiency kitchens include: Small refrigerator, microwave, plates, bowls, utensils.

Full kitchens include: Full size appliances (refrigerator, oven, dishwasher, stove), standard cooking and serving utensils.

Two Barrier-free units are available in an Inn Suite

GUEST ROOM - PINEHURST units are located along the Betsie Valley Course across from Kinloch Lodge & Clubhouse. • One queen bed • Private bath, some units have double whirlpools • Efficiency kitchen.

RESORT HOTEL ROOM

COLONY units are conveniently located next to Kinloch Lodge & Clubhouse. Some feature full kitchens and fireplaces. • Two queen beds • Bathtub with whirlpool jets • Efficiency kitchen.

HAMLET units are located next to the Lodge and the Peak, Crystal's indoor pool & fitness center. • One queen bed, plus either a second queen bed or queen Sico bed • Whirlpool for two • Efficiency kitchen.

1 BEDROOM SUITE – INN UNITS are located at the heart of the resort, base of the slopes, next to the Crystal Center and the Wild Tomato Restaurant. Ideal for the meeting attendee and social guest alike. • Private bedroom with queen bed • Double whirlpool tub • Efficiency kitchen • Electronic work station with integral voice & data ports • Living area with queen sized Sico bed • High quality task area with natural lighting and comfortable seating. • Two barrier-free units are available.

1 BEDROOM CONDOMINIUM

PINEHURST Condos are located along the Betsie Valley Course, across from Kinloch Lodge & Clubhouse and Nordic Center. • Living room with fireplace and sofa sleeper • One bedroom with king bed • One bath including tub with whirlpool jets • Full kitchen • Dining area • Private outdoor deck overlooking the Betsie Valley Course.

WINTERGREEN Condos are located among the trees lining the Betsie Valley Course, adjacent to the tennis courts, and just steps away from the slopes. • Living room with fireplace & Sico bed • One bedroom with queen bed • One bath including tub with whirlpool jets • Full kitchen • Dining area • Private outdoor deck overlooking the Betsie Valley Course.

KINLOCHEN Condos are located in Kinloch Lodge & Clubhouse overlooking the Betsie Valley course and the ski slopes. • Living room with fireplace & queen sofa sleeper • One bedroom with two queen beds • One bath including tub with whirlpool jets • Full kitchen • Dining area.

2 BEDROOM CONDOMINIUM

WINTERGREEN Condos are beautifully situated among the trees lining the Betsie Valley Course, just steps away from the slopes. • Living room with fireplace • Master bedroom with one queen bed and giant whirlpool for two with skylight • Guest bedroom with queen bed • Full kitchen • Dining area • Private outdoor deck overlooking the Course • Two full baths.

KINLOCHEN Condos are located in Kinloch Lodge & Clubhouse overlooking the Betsie Valley course and the ski slopes. • Living room with fireplace, some with sofa sleeper • Master bedroom with one king or two queen beds • Guest bedroom with varied bedding • Two baths including one tub with whirlpool jets • Full kitchen • Dining area.

2-3 BEDROOM COTTAGE

COTTAGES AT WATER'S EDGE Bungalows are beautifully situated among small ponds and streams, adjacent to the Park at Water's Edge and just steps away from the village center. • Living room with fireplace or woodstove and queen sofa sleeper • Master bedroom with one king bed • Two baths, one with single whirlpool tub • Full kitchen • Dining area • Screened-in porch.

3 BEDROOM CONDOMINIUM

WINTERGREEN Condos are beautifully situated among the trees lining the Betsie Valley Course, adjacent to the tennis courts, and just steps from the slopes. • Living room with fireplace • Master bedroom with queen bed and giant whirlpool for two with skylight • Dining area • One bedroom with queen bed • One bedroom with two sets of bunk beds • Two full baths • Full kitchen • Private outdoor deck overlooking the Betsie Valley Course.

KINLOCHEN Condos are located in Kinloch Lodge & Clubhouse overlooking the Betsie Valley course and the ski slopes. • Living room with fireplace and sofa sleeper • Master bedroom with one king bed • Guest bedroom with two queen beds • Guest bedroom with varied bedding • Two baths including one tub with whirlpool jets • Full kitchen • Dining area.

2-3 BEDROOM TOWN HOME

MOUNTAINTOP Town Homes are perched upon the ridgetop overlooking the ski slopes. Gracious decorator-appointed units. • Living room with fireplace • Three baths • Master suite with king bed and double whirlpool • Guest bedroom • Living room with sofa sleeper • Family room with varied bedding • Full kitchen • Dining area • Private decks with views.

PINEHURST GREEN Town Homes are situated along the Betsie Valley Course. • Living room with fireplace • Master bedroom with full bath and whirlpool for two • Guest bedroom with queen bed • Loft bedroom • Guest bath • Private outdoor deck overlooking the Golf Course • Full kitchen • Dining area.

4-5 BEDROOM TOWN HOME - MOUNTAINSIDE Town Homes are set among beech, maple and aspen trees along the Mountain Ridge course. • Living room with fireplace • three to four baths • Master suite with whirlpool • Guest bedrooms • Full kitchen • Dining area • Private decks overlooking the Golf Course.

3-5 BEDROOM RESORT HOMES - RESORT HOMES are fully furnished, privately owned vacation homes. • Individual homes vary in architectural style • Living room with fireplace • Three to five bedrooms • Two to three baths, some may include a whirlpool • Some homes feature patio decks and fairway locations

• Full kitchen • Dining room.