



2009 RECIPIENT RIGHTS CONFERENCE

October 6-9, 2009

Radisson Hotel and Suites

Kalamazoo, MI

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RADISSON PLAZA HOTEL & SUITES
KALAMAZOO • MICHIGAN

100 W Michigan Avenue

Kalamazoo, MI 49007

SESSION TRACKS: SOMETHING FOR EVERYONE

#	SESSION TITLE	CONSUMERS	COMMITTEE MEMBERS	LPH	BASIC RIGHTS	ADVANCED RIGHTS	SW CEU	RIGHTS CEU
PRE	LSI Scientific Content Analysis			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	6.0 Category I
1	The Advocates: A Symposium	X	X	X	X	X		2.5 Category I
2	Discriminatory Harassment			X	X	X		2.5 Category III
3	So You're New to Rights		X	X	X			No Credit
4	Hospital Rights: What You Need to Know	X		X	X			1.5 Category I
5	Effective Utilization of Consumers in the Rights Office	X	X		X			1.5 Category II
6	Medications from the Patient's Perspective	X		X		X		1.5 Category III
7	Ethical Issues and Recipient Rights			X	X	X		1.5 Category III
8	Statements What Do They Really Say?			X	X	X		1.5 Category I
9	Investigating Sexual Assault and Domestic Violence			X	X	X		2.5 Category I
10	Creating a Culture of Gentleness	X	X	X		X		2.5 Category III
11	Do Ask, Do Tell! Keys to Facilitating Learning			X	X	X		2.5 Category I
12	Evidence Analysis				X	X		2.5 Category I
13	Strategies for an Efficient Work Life			X	X	X		2.0 Category III
14	Gently Respecting Rights	X		X	X	X		2.0 Category III
15	The Rights-Recovery Connection	X	X					2.0 Category II
16	Understanding Arbitration			X		X		2.0 Category III
17	HIPAA and the Mental Health Code		X	X	X	X		1.5 Category I
18	One-on-one with Victoria Maxwell	X	X		X	X		1.0 Category III
19	Pain Advocacy		X		X	X	1.5 Category III	

Pre-Conference Workshop Scientific Content Analysis (SCAN) H. John Wojnaroski



Scientific Content Analysis (SCAN) is an innovative and effective technique for obtaining information and detecting deception by analyzing the words people use. Everyone wants to tell you everything – and SCAN is the tool that will give you the truth. The LSI one day seminar presents an overview of the SCAN technique, and describes the basic rules for obtaining and analyzing statements.

COURSE CONTENT

INTRODUCTION

- Definition of SCAN (Scientific Content Analysis)
- Obtaining information as a flow of information
- Fulfilling Expectations
- Obtaining information in the framework of authority
- Obtaining information as a verbal process

THE STRUCTURE OF THE CONVERSATION

- The Initial Phase – establishing professional authority
- Obtaining the Pure Version (OPV)*
 - Characteristics
 - How to write a statement
 - How to analyze a statement (SCAN)

* The version of the subject with no intervention by the interrogator/interviewer.

About the presenter:

H. John Wojnaroski III, is a retired Lieutenant of the Michigan State Police. He began his law enforcement career in 1972 and specialized as a polygraph examiner in 1979. He retired in February, 1999. Mr. Wojnaroski has administered over 7500 polygraph examinations and testified in court hearings, arbitrations and civil service trial boards. He has lectured on interviewing and interrogation techniques and courtroom testimony to military, police and private corporations in the United States, Australia, Great Britain, Belgium [NATO], Mexico, United Arab Emirates [Dubai] and South Africa. Mr. Wojnaroski owns and operates WOJNAROSKI CONSULTING SERVICES, LLC, which specializes in Forensic Polygraph Examinations and Private Investigations. He has offices in Farmington, Okemos, Flint, Saginaw, Bay City, East Tawas, Gaylord and Sault Ste. Marie and is the only presenter requested for every Recipient Rights conference.

Registration for this workshop is in addition to the conference fee:

Until September 15th: \$100. 00

After September 15th: \$150.00

Approved for 6.0 Recipient Rights CEU

Educational Sessions

Wednesday, October 7, 2009

9:30 AM – 12:30 PM

Session 1: The Advocates: A Symposium

Rights staff aren't the only advocates out there! Here's an opportunity to increase your familiarization with many of the Michigan advocacy organizations. Individuals from ARC-MI, MDRC, MHA-MI, CBC, ACMH, NAMI-MI and MPAS, Inc., will share information about their organizations. Areas covered include a brief history of the organization, its mission, legal authority (if any) and ways advocates interact with local rights offices. Time for questions will be included. Bring your questions!

Moderator: Raymie Postema, DCH, ORR

Presenters: Dohn Hoyle of ARC MI, Norman G. DeLisle, Jr, Michigan Disability Rights Coalition, Mark Reinstein, Mental Health Association in Michigan, Laura Champagne, Citizens for Better Care, Terri Henrize, Association for Children's Mental Health, Larry Ackerman, National Alliance on Mental Illness, Michigan and Tom Masseur, Michigan Protection and Advocacy Services, Inc.

Session 2: Discriminatory Harassment

Complaints alleging sexual and other forms of harassment are now the fourth most frequently alleged discrimination issue brought before enforcement agencies such as MDCR and EEOC. This session offers information, skills and tools that will enhance participants' understanding of the topic of harassment in the workplace, and the laws that govern said harassment. It is designed to help participants gain an awareness and understanding and prevention of sexual and other forms of harassment in the workplace. The apparent, and not so apparent, costs of harassment will also be discussed. Participants will become familiar with terms such as quid pro quo and hostile work environment. Content will also cite racial, ethnic, religious, and other forms of harassment.

Presenters: John Golaszewski, Community Relations Coordinator, Michigan Department of Civil Rights and Alberto Flores, Community Relations Division Director, Michigan Department of Civil Rights.

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; Rich Reppenhagen, Recipient Rights Advisor, St. Clair County; Eliza Smafield, Chairperson, St Clair CRC Board; Les Behnken, Recipient Rights Advisor, Oakwood Hospital, Denice Virgo, President, Recipient Rights Officers Association and **John Sanford, Director, Office of Recipient Rights, Michigan Department of Community Health.**

General Session

Wednesday, October 7, 2009

1:30 PM – 3:00 PM

**Rights: Yesterday,
Today, And Tomorrow?
John Sanford, J.D.**

Educational Sessions

Wednesday, October 7, 2009

3:30 PM – 5:00 PM

Session 4 - Hospital Rights Issues: What New LPH/U Rights Staff Need to Know

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. Mr. Dukay will review standards for effective operation of a hospital rights system, licensing requirements, and frequently encountered licensure survey findings.

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

Session 5: Effective Utilization of Consumers in the Rights Office

Consumers as rights staff - impossible? Absolutely not! This session will talk about how one CMH Rights Office was able to successfully incorporate consumers into the rights protection system. You will learn how to recruit, train, and utilize consumers to make your rights office even better than it is. If you are rights staff or a consumer, you will benefit from this presentation.

Presenters: Lisa Jolly, Director, Office of Recipient Rights, Lapeer County CMHSP and Martin Harris, Recipient Rights Monitor, Lapeer County CMH

Session 6: Medications from the Patient's Perspective

It is common knowledge that many recipients do not take their medication as prescribed. This session will address some of the factors that lead to medication compliance problems. Specific examples from the patient's perspective will be discussed, along with identifying predictors. Further, the session will identify specific strategies to improve the therapeutic alliance and medication concordance.

Presenter: Bonnie Dykstra, RN, Gratiot Medical Center

Session 7: Ethical Issues and Recipient Rights

This session will provide an overview of the major tenets of the ethics codes for social work, psychology, counseling and psychiatry in the context of protecting Recipient Rights. Topics such as Confidentiality, Professional Boundaries, Dual Relationships, Professional Competence, Transference and Counter Transference will be explored. Participants will have the opportunity to ask questions at the end of the session.

Presenter: Pasquale Vignola, MA, LLP. Pasquale currently develops and reviews curriculum for the Virtual Center of Excellence and holds an adjunct faculty position in the graduate counseling program at Spring Arbor University

Session 8: Statements – What do they really say?

Statements you get from witness are often the key to a successful investigation. Participants in this session will learn that statement (verbal or written) often reveals more than just what is said. Actually, what matters the most is *not* what a statement says, rather what it *doesn't* say. This session will offer some proven investigative interviewing techniques to help you interpret what people are really saying.

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

Conference Special Event

Welcome Reception hosted by
John Sanford, Director, MDCH-ORR

Wednesday, October 7, 2009

6:00 PM – 8:30 PM

Atrium/Grand Centennial Ballroom

All conference attendees are invited.

Educational Sessions

Thursday, October 8, 2009

9:00 AM – 12:00 PM

Session 9: Investigating Sexual Assault and Domestic Violence Allegations

When the victims of sexual assault or domestic violence are disabled, special skills are necessary to conduct a successful investigation. This interactive session will cover the nature, prevalence, and special issues involved in these types of criminal investigations and trials. There will be an overview of what kinds of sexual assault and domestic violence crimes are perpetrated against people with disabilities, including vulnerable adult abuse. The session will explore the differing definitions of “disability” within Michigan law and how these affect prosecution practices. The roles of law enforcement and prosecutors in these important cases will be explained.

Presenter: Herb Tanner, Violence against Women Project Training Attorney, Prosecuting Attorney’s Association of Michigan

Session 10: Creating a Culture of Gentleness

Gentle Teaching is a relationship based philosophy that looks at creating a sense of connectedness with others as the central purpose to care giving. This presentation will review the basic principles of gentle teaching and how they apply to our role as care givers, providers, advocates, friends and family members. Video vignettes will be shown to help demonstrate the basic elements that can be used with any individual who is struggling with a feeling of being disconnected from others. The presenters will discuss ways an organization can begin to create a culture of gentleness for those they serve.

Presenters: Mike Vincent, Director of Training, MORC, and Chad Witcher, Manager, Oakland County Community Mental Health Authority, Office of Recipient Rights

Session 11: Do Ask, Do Tell! Keys to Facilitating Learning

Training is an important part of the rights office function. Whether you are working with individuals or groups, this session has something to offer. Topics will include engaging your target audience, effectively working with adult learners, being in tune to learner diversity, and the development of complex skills—such as facilitating learning. New to teaching? Great! Bring your questions. Been teaching awhile? Excellent! Bring your experience. Or maybe you’re just curious about how to effectively use pipe cleaners, toilet paper, and lizards in the classroom? Awesome! Come join us and find out. (Notice to learners: No real lizards are harmed in any way, shape or form in this session & all efforts are made to protect their rights as applicable.)

Presenter: Piper Probst, Director of Education & Organizational Development, Gratiot Medical Center

Session 12: Evidence Analysis

Reaching the correct conclusion after an investigation is influenced by whether all the appropriate evidence was collected and the resources utilized to interpret the evidence. This session will assist the investigator in acquiring a sound knowledge base in a variety of commonly encountered situations as to what evidence to collect and what resources are available to help interpret the evidence in light of the required “*preponderance of the evidence*” standard.

Presenter: Bonnie Y. Sawusch, J.D., Halpert Weston Wuori & Sawusch, PC



"Celebrate Life"

Jay Lafoon

General Session

Thursday, October 7, 2009

1:15 PM – 2:45 PM

Celebrate Life! Laugh, love, and learn your way to the life you have dreamed. In this hour-long event, Jay will let you in on the secret of daily celebration and how that impacts on every aspect of your life. Jay Lafoon’s combination of power-paced delivery and laugh-out-loud humor hold his audiences captivated. He motivates and inspires and his humorous story-telling and genuine delivery will leave you feeling motivated to “Celebrate Life”

Jay Lafoon grew up in Petoskey and graduated from Taylor University. He served as an Executive Director of a non-profit agency for 15 years. He is a certified instructor with Dynamic Communications International Jay and his wife, Laura, live in Alma, MI with their son, Torrey and daughter, Grace.

Educational Sessions

Thursday, October 8, 2009

3:15 PM – 5:15 PM

Session 13: Strategies for an Efficient Worklife -- 10 Tips on 10 Topics in 100 Minutes

So much to do, so little time. How often have you or a co-worker said that? If there was one tip that could make life easier, would you try it? What if there were ten things that you could do? Bev Sobolewski, Rights Information Analyst, MDCH is going to take on ten problem areas and present take-home tips for each that you can make a permanent part of your own repertoire. Whether it’s setting realistic, manageable goals, letting go of being overwhelmed or living a clutter-free life, if you are open to some new ideas, you are already on your way to living a more efficient work life.

Presenter: Beverly K. Sobolewski, Rights Information Analyst, Michigan Department of Community Health, Office of Recipient Rights

Session 14: Gently Respecting Rights

This presentation will provide a brief overview of the principles and philosophy of Gentle Teaching. We will examine how creating a Culture of Gentleness allows those we serve to live more meaningful and fulfilling lives. This session will provide a portion of time to discuss what the role of the rights advisor and advocate is in developing more positive approaches in dealing with those who are the most marginalized.

Presenters: Mike Vincent, Director of Training, MORC, and Chad Witcher, Manager, Oakland County Community Mental Health Authority, Office of Recipient Rights

Session 15: The Rights-Recovery Connection – A Natural and Necessary Relationship

What's rights got to do with recovery? Everything! Recovery means, in part, that a person has hope, opportunity, and means to live a self-determined life with full integration in the community. This session outlines the history of a recovery movement as a civil rights movement and explores how the promotion and protection of rights is a precondition for recovery. We will examine the legacy of traditional treatment and support models in creating obstacles to recovery. We will also explore how consumers and providers can use rights to create accessible pathways to recovery. We will review the current status of the recovery movement in Michigan and beyond and wrap up with an interactive dialogue about the roles the Recipient Rights office can have in helping to transform the mental health system to a recovery-oriented culture.

Presenters: Jonathan Bennett and Rob Grimes, Northern Lakes CMH, Office of Recipient Rights

Session 16: Understanding the Arbitration Process

Provide participants with copies of published arbitration decisions and allow them to read each parties position in an effort to determine the outcome. This exercise allows the participant to see both sides of the issue to get a better understanding as Arbitrators arrive at their decision and what an advocate can do in an effort to get a favorable outcome.

Presenter: Valerie Hill, Office of the State Employer, Michigan Department of Civil Service

Friday, October 9, 2009

Breakfast

8:00 AM – 9:00 AM

Director's Awards

9:00 AM – 9:15 AM

Keynote Session

9:15 AM – 10:30 AM

"Crazy for Life"

Victoria Maxwell

Join us for this true-life story written and performed by Victoria Maxwell, BFA, BPP*. A brave, humorous and compelling look at experiencing, surviving and coming to terms with mental illness, Crazy for Life takes

audiences around the bend and back from meditation groups to the psych ward, from black depressions to manic psychoses. It both entertains and educates, dislodging stigmas and inspiring hope. Centered on Victoria's personal journey with bipolar disorder, anxiety and psychosis, the play is a celebration of the richness of life, the strength of the human spirit and the power of the human heart. You will walk away with an expanded vision of not what's improbable, but instead what is possible.

Since being diagnosed with bipolar disorder, anxiety and psychosis, Victoria has become one of North America's top speakers and educators on the 'lived' experience of mental illness and recovery and successful return to work strategies. In addition to being a mental health worker, Victoria has worked for over 20 years as an actress and writer for both film and stage. Her one-person shows, Crazy for Life and Funny...You Don't Look Crazy?! tour internationally and have garnered awards in both the United States and Canada. You will also find Victoria blogging for Psychology Today under 'Crazy for Life: Escapades of a *Bipolar Princess'.



Educational Sessions

Friday, October 9, 2009

11:00 AM – 12:30 PM

Session 17: HIPAA and Michigan's Mental Health Code: Everything You Want to Know, But Have Been Afraid to Ask

Have you been living in acronym limbo, only able to nod and smile earnestly when HIPAA is mentioned? Or, would you like to be better versed in HIPAA requirements and to better understand how HIPAA and the Michigan Mental Health Code relate to each other? This session will help you understand the portions of federal HIPAA law that are pertinent to consumer rights. The similarities and differences between HIPAA and Michigan Mental Health Code will also be explored so that the relationship between the two bodies of law can be better understood.

Presenter: Cynthia Sherburn, J.D., Family Division Legal Counsel to the Third Circuit Court of Michigan

Session 18: One-on-One with Victoria Maxwell (45 minute session)

Victoria Maxwell (Crazy for Life Co.) is one of North America's most sought-after speakers and educators on the 'lived' experience of mental illness and recovery, raising awareness and reducing stigma on campus, and successful early detection and accommodation strategies. Creative Director of Crazy for Life Co. and an award-winning actress and playwright with over 20 years experience, Victoria has worked alongside **David Duchovny, John Travolta and Johnny Depp**, among others. After her diagnosis of bipolar disorder, anxiety & psychosis, she became extremely proactive in her recovery. She combines her theater background, personal experience of psychiatric illness & professional knowledge as a mental health worker, to give a unique & powerful 'insider's' perspective on dealing with depression & other mental illnesses. Here is your chance to go one-on-one with Victoria and get the inside information on her career and success story.

Presenter: Victoria Maxwell

Session 19: Pain, Advocacy and the Rights Advisor...It shouldn't hurt

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, Director of Education & Organizational Development, Gratiot Medical Center

REGISTRATION INFORMATION

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/recipientrights09>

Category	REGISTRATION OPTIONS	BEFORE 9/18/09	ON OR AFTER 9/18/09
I	Pre-Conference: LSI: Scientific Content Analysis Tuesday, 10/06/09, 9:00 AM - 4:00 PM Includes luncheon	\$100.00	\$150.00
II	Main Conference: 10/07/09 thru 10/09/09 Includes Wednesday reception, Thursday luncheon, Friday breakfast	\$275.00	\$400.00
III	 Pre-con and Full Conference: 10/06/09 thru 10/09/09 Includes Tuesday luncheon, Wednesday reception, Thursday luncheon, Friday breakfast	\$325.00	\$425.00
IV	Wednesday only Includes sessions 1-8, general session, and reception/dinner	\$155.00	\$200.00
V	Thursday only Includes sessions 9-16, general session, and luncheon	\$150.00	\$190.00
VI	Friday only Includes breakfast, keynote and sessions 17-19	\$100.00	\$140.00
VII	Pre-con and Thursday Includes sessions 9-16, general session, and luncheons	\$200.00	\$250.00
VIII	Wednesday and Thursday only Includes sessions 1-16, general sessions, reception/dinner and Thursday luncheon	\$300.00	\$400.00
IX	Thursday and Friday Includes sessions 9-19, general sessions, luncheon and breakfast	\$225.00	\$275.00
GUEST INFORMATION			
	Wednesday reception/dinner	\$50.00	\$75.00
	Thursday luncheon	\$25.00	\$40.00
	Friday breakfast	\$25.00	\$40.00
DISCOUNT INFORMATION DISCOUNTS APPLY ONLY TO REGISTRATION CATEGORIES I, II, III			
	Five or more staff registering from the same agency	5% each	
	Ten or more staff registering from the same agency	10% each	
	Register for the Pre-Conference and Full Conference	\$50 discount	

**2009 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

**PAYMENT CAN BE DELAYED UNTIL OCTOBER 1, 2009, BUT
MUST BE RECEIVED NO LATER THAN OCTOBER 31, 2009**

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.



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

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

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, Marc DeRush, Macomb County Community Mental Health, and Eunice Howard, Detroit-Wayne County Community Mental Health Agency

The Cookie Gant Spirit Award

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

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

HOTEL INFORMATION



RADISSON PLAZA HOTEL & SUITES
KALAMAZOO • MICHIGAN

100 W Michigan Avenue
Kalamazoo, MI 49007
269-343-3333

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

ENTER GROUP CODE: 0910MR

Room Rates: \$120.00 (single or double)

To assure these rates, room reservations must be made by **MONDAY, SEPTEMBER 14, 2009**

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.
- **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. **It is COMPLIMENTARY for hotel guests/\$8.00 per day for non-hotel guests. Valet parking is COMPLIMENTARY for handicapped individuals/\$10.00 per day per vehicle for hotel and non-hotel guests.**