

The 23rd Annual
Recipient Rights Conference
September 27-30, 2016
Detroit Troy Marriott Hotel
Troy, MI



Moving in the
"Rights" Direction
2016 Recipient Rights Conference

SESSION TRACKS: SOMETHING FOR EVERYONE

#	SESSION TITLE	CONSUMERS	COMMITTEE MEMBERS	LPH RIGHTS STAFF	BASIC RIGHTS	ADVANCED RIGHTS (CMH/LPH)	REQUESTED SOCIAL WORK CEU's	RIGHTS CEU
PRE	THE ART OF ELICITATION	X	X	X	X	X	5.5	5.5 Category I
GS1	INTERSECTIONS: CULTURAL & RACE IN HUMAN SERVICES		X	X	X	X	1.0	1.0 Category IV
1	TALKING THE TALK; WALKING THE WALK CROSS GENERATIONAL COMMUNICATION	X	X	X	X	X	1.5	1.5 Category IV
2	ACCURATE BODY LANGUAGE	X		X	X	X	1.5	1.5 Category I
3	IT'S TIME TO TALK ABOUT SEGREGATION	X	X	X	X	X	1.5	1.5 Category IV
4	AUTISM COMMUNICATION: HOW SYMPTOMS OF ASD CAN IMPACT AN INDIVIDUAL'S ABILITY TO COMMUNICATE EFFECTIVELY WITH OTHERS		X	X	X	X	1.5	1.5 Category IV
5	STATEMENT ANALYSIS	X	X	X	X	X	3.0	3.0 Category I
6	BEHAVIORAL HEALTH STANDARD CONSENT FORM	X	X	X	X	X	1.5	1.5 Category II
6A	UNDERSTANDING RIGHTS AND INVESTIGATIONS IN SUD			X	X	X	1.5	1.5 Category I
7	INTERSECTING IDENTITIES AND POSITIONALITIES		X	X	X	X	3.0	3.0 Category IV
8	SECONDARY TRAUMA FOR THE RIGHTS ADVISOR	X	X	X	X	X	3.0	3.0 Category III
9	AUTISM: MICHIGAN MEDICAL SERVICES SAFETY STRATEGIES AND RESOURCES, AND AUTISM SAFETY TRAINING, (MAST)	X	X	X	X	X	3.0	3.0 Category IV
10	BUILDING YOUR PCP AWARENESS	X	X	X	X	X	2.5	2.5 Category IV
11	LOGICAL FALLACIES AND REVIEWING EVIDENCE	X	X	X	X	X	1.5	1.5 Category I
12	WORKING RESPECTFULLY WITH THE LGBTQ POPULATION	X	X	X	X	X	3.0	3.0 Category IV
13	PSYCHOTROPIC MEDICATION WHAT RIGHTS OFFICERS NEED TO KNOW			X	X	X	1.5	1.5 Category I
14	DECISION 2016: RIGHTS OF VOTERS WITH MENTAL DISABILITIES	X	X	X	X	X	1.5	1.5 Category II
15	HOW TO BE A BETTER TRAINER	X	X	X	X	X	3.0	3.0 Category I
16	UNDERSTANDING STATE LICENSURE, FEDERAL CERTIFICATION REQUIREMENTS AND PROCESSES	X	X	X	X	X	1.5	1.5 Category I
17	ALTERNATIVES TO GUARDIANSHIP			X	X	X	1.5	1.5 Category II
18	DO YOU SEE WHAT I SEE: COMMON PSYCHIATRIC SYMPTOMS AND DIAGNOSES	X	X	X	X	X	1.5	1.5 Category I
19	ADMINISTRATIVE MEDICAID MOCK HEARING DEMONSTRATION	X	X	X	X	X	1.5	1.5 Category II
20	INFORMED CONSENT	X	X	X	X	X	1.5	1.5 Category II
GS2	HOW TO REDUCE THE RISK OF ABUSE TO PEOPLE WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES	X	X	X	X	X	1.5	1.5 Category II
21	SERVICE ANIMALS: THE LAW UNDER THE AMERICANS WITH DISABILITIES ACT AND NEW MICHIGAN LEGISLATION		X	X	X	X	1.5	1.5 Category II
22	FORENSIC INTERVIEWING			X	X	X	1.5	1.5 Category I

Conference Meals:

The Conference is pleased to include the following meals with your registration: Tuesday, Wednesday and Thursday Lunch, Friday Breakfast. Continental Breakfast will be served on Tuesday, Wednesday and Thursday mornings. All other meals are on your own.

Pre-Conference
Tuesday, September 27, 2016
9:00 am – 4:00 pm



The Art of Elicitation

5.5 CEUs Category IV

Session Description:

Elicitation is a positive, non-threatening interviewing technique to obtain information from interviewees that they would not usually report using direct questions. Elicitation is an effective technique to use during interviews that address sensitive social and workplace issues. Elicitation also reduces the power disparity between the interviewer and the interviewee, which often impedes the free-flow of information.

Objectives: Participants will be able to identify the component parts of rapport and pivot technique; identify the mechanics of elicitation and identify 10 elicitation techniques.

Biography:

Dr. John R. Schafer is a retired FBI Special Agent who is currently employed as an Assistant Professor at Western Illinois University. Dr. Schafer served as a behavioral analyst assigned to FBI’s National Security Behavioral Analysis Program. Dr. Schafer earned a Ph.D. in psychology from Fielding Graduate University, Santa Barbara, California. Dr. Schafer owns his own consulting company and lectures and consults in the United States and abroad. He authored a book titled, “Psychological Narrative Analysis: A Professional Method to Detect Deception in Written and Oral Communications.” He also co-authored a book titled “Advanced Interviewing Techniques: Proven Strategies for Law Enforcement, Military, and Security Personnel.” He has published numerous articles on a wide range of topics including the psychopathology of hate, ethics in law enforcement, detecting deception, and the universal principles of criminal behavior. Dr. Schafer’s latest book is “The Like Switch: An Ex-FBI Agent’s Guide to Influencing, Attracting and Winning People Over.”

Conference Registration Desk Hours

Monday	4:00 pm – 7:00 pm
Tuesday	7:30 am – 6:00 pm
Wednesday	7:30 am – 4:00 pm
Thursday	8:00 am – 4:00 pm
Friday	8:00 am – 12:00 pm



WEDNESDAY, SEPTEMBER 28, 2016

8:30 AM – 10:00 AM

General Session

Intersections: Cultural and

Race in Human Services 1.0 CEU Category IV

JOHN LEE, Ph.D.



This address will make a distinction between culture and race to understand the challenges of providing mental health and human services in a “multicultural but racialized” society. Then, the social constructions and intersections of the culture and race will be outlined to articulate the dynamics of a service relationship. Finally, recommendations will be made to develop cultural competency and racial responsiveness within organizations as well as individual recipient rights officers.

Objectives: Participants will be able to list 3 challenges of “culturally competent” human services; list 3 challenges of “racially responsive” human services and list 6 recommendations for developing cultural competency and racially responsiveness for organizations and individuals

EDUCATIONAL SESSIONS
WEDNESDAY, SEPTEMBER 28, 2016
10:15 am – 11:45 am

Session 1: Talking the Talk, Walking the Walk: Cross Generational Communication and Training 1.5 CEUs Category IV

Presenter: Jean Pfaendtner, LMSW

Does age, generation, and experience matter in communication? You bet it does! Baby Boomers to Gen X and beyond, the generational features that we grew up with affect not only how we communicate, but the messages behind the communication. Come and explore generational and cross-generational perspectives as they apply to not only communication, but learning as well. We will examine what it takes to meet the needs of every generation when developing and implementing trainings, conducting meetings, and in communication in general.

Objectives: Participants will be able to demonstrate an understanding of 10 generational differences in communication, identify how their generation is unique when compared to others, and examine 3 ways that generational influences affect their approach in communicating with others

Session 2: Accurate Body Language: Five Step Process to Get to the Truth 1.5 CEUs Category I

Presenter: Janette Ghedotte, MA LLP CAADC CIRT CHT

Attendees will learn the Accurate Body Language Five-Step Process to get to the Truth and capture, compare, and contrast congruency and contradictions in context:

1. Interview Tools and Using all 5 senses
2. Observing Baseline Behaviors
3. Face
4. Body
5. Words

Objectives: Participants will learn and identify the Accurate Body Language Five-Step Process to Get to the Truth, detect case, un-ease deviations and potential deception in facial expression, body language, word selection or omission, voice and speech qualities, and capture, compare/contrast congruency and contradictions in context.

Session 3: It's Time to Talk about Segregation

1.5 CEUs Category IV

Presenter: Annette Downey

The type of supports people are asking for is changing, and the funding and regulations for support arrangements are changing too. Now is the time for service providers to start adapting their service array to provide the supports that people want and need to achieve community based outcomes. "Getting great services" is obviously not the ultimate goal for people with disabilities..."GETTING A GREAT LIFE" is.

Objectives: Participants will be able to review the compelling case for the need to change through exposure to the history of the disability rights movement (Olmstead Decision, ADA), cite reasons why service agencies need to start thinking and serving people differently, (CMH setting regulations, Olmstead enforcement, Department of Justice cases, etc.), and expose others to these ideas, resources, and people like them who are already on board (videos, link, stories).

Session 4: Autism Communication: How Symptoms of ASD Can Impact an Individual's Ability to Communicate Effectively with Others

1.5 CEUs Category IV

Presenter: Leslie Becerra, MA

The presentation will discuss how symptoms of Autism Spectrum Disorder (ASD) can impact an individual's ability to communicate effectively with others. The presenter will discuss how symptoms and features of ASD can vary among individuals based on their overall cognitive functioning and verbal abilities. An integration of how symptoms can affect an individual's ability to understand and process information, to report issues, and to share information about themselves during an interview will be discussed. Finally, the presentation will provide suggestions about ways to gain information during an interview and ways to present material to an individual with ASD.

Objectives: Participants will learn about variations in symptoms and features of ASD based on an individual's overall cognitive functioning and verbal abilities, learn how symptoms and features of ASD can impair an individual's ability to understand and process information, to report issues, and to provide information during an interview, and learn ways to present information and ask questions when working with an individual with ASD.

LUNCH
WEDNESDAY, SEPTEMBER 28, 2016
12:00 pm – 1:15 pm

A large, 3D-style graphic of the number '100%' in red, with the percentage sign being smaller and positioned to the right of the '00'.

Featuring the presentation of the

2015-16 "Full Compliance Awards"

Cynthia M. Ward, J.D. and Janice Terry, J.D.

EDUCATIONAL SESSIONS
WEDNESDAY, SEPTEMBER 28, 2016
1:30 pm – 4:30 pm

Session 5: Statement Analysis 3.0 CEUs Category I

Presenter: H. John Wojnaroski, III

This seminar will provide the participant with an overview of how to analyze a person's statement/words. This technique, LSI-SCAN was authored by Avinoam Sapir, founder of the Laboratory for Scientific Analysis (SCAN). SCAN is an investigative technique that is used to obtain information and detect deception strictly by verbal communication. SCAN is being used throughout the world by investigators (military, law enforcement & private corporations) to identify true and false statements. SCAN operates on the assumption that every person has their own personal linguistic code

for how they speak. SCAN shows the investigator how to unlock that code and determine if the person is being truthful or not. This investigative technique does not deal with body language. It only focuses on the person's words (spoken or written). *Objectives: Participants will be provided with an overview of the LSA-SCAN technique, be shown several examples of how to obtain a statement from a person being investigated, and learn how to analyze the subject's statement.*

Session 6: Behavioral Health Standard Consent Form (1:30 pm – 3:00 pm) 1.5 CEUs Category II

Presenters: Leslie Asman, J.D.; and Meghan Vanderstelt, MA

MDHHS has been working with health care providers and other stakeholders to promote the sharing of behavioral health information for the purposes of care coordination. Increased sharing of behavioral health information across the Michigan health care system will enhance the delivery of services and improve health outcomes for Michiganders with behavioral health needs, developmental disabilities, or intellectual disabilities. A major part of this effort was the creation and implementation of the Behavioral Health Consent Form. The Behavioral Health Consent Form (also known as DCH-3927) allows individuals to consent to the sharing of behavioral health information for the purposes of care coordination. MDHHS created the form in compliance with Public Act 129 of 2014. The purpose of the presentation is to offer an overview of the Behavioral Health Consent Form and its uses, application, and associated guidance.

Objectives: Participants will be provided a greater understanding into the background and history of the form's creation and implementation, guidance and understanding into its application and use, and encourage adoption and widespread use for care coordination purposes.

Session 6A: Understanding Rights and Investigations in SUD (3:15 pm – 4:30 pm) 1.5 CEUs Category I

Presenter: Beverly Sobolewski

When Substance Abuse Coordinating Agencies transitioned from external Coordinating Agencies (CAs) to the PIHPs, there was an effect on local rights offices. Further, as hospitals create Substance Use Disorder (SUD) Units, in addition to their Mental Health Units, rights protection must also be provided on those disparate units. What is the role of the local rights officer/advisor in SUD complaints? What happens next? Is there an appeal? This session will review the movement of CAs into the current structure and outline the various complaint levels in substance use disorder, and answer the basic questions of what to do and how to do it. LARA/SUD forms required by each person (the local (on site) rights officer, the CA Consultant, etc.) will be shared, as well as other available resources SUD Units.

Objectives: Participants will understand the movement of CAs into the current structure and outline the various complaint levels in substance use disorder, learn how to utilize the underlying documents governing LARA or SUD and the forms required by each person the local (on site) rights officer, the CA Consultant, etc.) and review the basics of SUD recipient rights processes, and assist rights officers in delineating the differences in processes and reporting responsibilities in MI & SUD complaints.

Session 7: Intersecting Identities and Positionalities 3.0 CEUs Category IV

Presenter: John Lee, Ph.D.

This workshop will apply distinction between culture and race to outline the intersecting identities and positionalities of a service relationship. Some of the knots that get tied in providing mental health and human services can be unraveled by experiencing ourselves as socially constructed in a “multicultural and racialized” society. A combination of lecture and experiential learning activities designed for adults will be utilized to facilitate interaction and dialogue.

Objectives: Participants will be able to identify the identities and positionalities that consciously and unconsciously exist in a “multicultural” service relationship, be able to identify the identities and positionalities that are negotiated in a racialized service relationship, and will experience the social constructions and intersections of language, culture, ethnicity, race, gender, gender presentation, sexual orientation, age, size, ability status, education and religion in a service relationship.

Session 8: Secondary Trauma for the Rights Advisor 3.0 CEUs Category III

Presenter: Lindsay Carr, Ph.D.

As helping professionals, we run the risk of developing symptoms of secondary trauma while completing duties associated with our jobs. Firsthand exposure to trauma stories can lead to emotional distress, which can compromise our professional functioning and diminish our quality of life. Helping professionals who work with traumatized and vulnerable consumers tend to focus almost exclusively on others' needs at the expense of their own. Awareness of the warning signs associated with secondary trauma can help us to address any problems as they arise. By establishing personal and professional boundaries and practicing self-care techniques, we can effectively achieve and maintain health and wellbeing.

Objectives: Participants will be able to understand the concept of secondary trauma and how it can compromise personal and professional functioning, identify warning signs of secondary trauma, and identify self-care practices aimed at managing signs of secondary trauma.

EDUCATIONAL SESSIONS
THURSDAY, SEPTEMBER 29, 2016
8:30 am– 11:45 am

Session 9: Autism: Michigan Medical Services, Safety Strategies and Resources, Michigan Autism Safety Training 3.0 CEUs Category IV

Presenters: Lisa Grost, MA; Scott Schuelke

The growing prevalence of individuals with Autism Spectrum Disorder (ASD) has increased the demand for effective supports, resources, and services to address each child's individual needs, as well as, an emphasis on system collaboration and coordination. Michigan's insurance reform, Medicaid applied behavior analysis services, and growing resources, assist individuals, families and service agencies. This presentation will focus on autism medical services, including applied behavior analysis, the best safety strategies for agencies and individuals, and resources to best service individuals with autism.

Objectives: Participants will be able to: expand their knowledge of autism and recognition skills of persons with autism, understand medical services available for individuals with ASD, including applied behavior analysis, and will acquire information and tips on how to effectively interact with individuals with autism and their families and care providers.

Session 10: Building Your PCP Awareness-A Workshop for Rights Staff on PCP

2.5 CEUs Category IV

Presenter: Jean Pfaendtner, LMSW

Person-centered planning is supposed to be a dynamic process. Too often, however, person-centered planning ends up being "just another meeting". This workshop is designed for recipient rights staff who want to build their understanding on how person-centered planning can be an exciting, engaging, and dynamic process with persons receiving mental health and substance use services! We will explore required elements and essential components of effective person-centered planning. Individual person-centered planning tools such as MAPS, PATH, Essential Lifestyle Planning, Life Domains and other facilitation options will be presented and practiced. Facilitator credentials and fidelity to the individual processes will be discussed as will tips for reviewing person-centered plans. Come prepared to have some fun as well as learn new skills!

Objectives: Participants will be able to identify 5 essential components of person-centered planning and plans, obtain knowledge for 4 different approaches to person-centered planning and practice person-centered planning using 2 tools.

Session 11: Logical Fallacies and Reviewing Evidence (8:30 am – 10:00 am) 1.5 CEUs Category I

Presenter: Jeff Byrnes, Ph.D.

To believe any claim we need supporting evidence, but not all evidence is created equal. We will learn how to identify bad evidence, and how to present good evidence in the best, most logical way.

Objectives: Participants will be able to identify fallacious arguments, identify/construct strong arguments, and learn about valid and sound arguments.

Session 12: Working Respectfully with the LGBTQ Population 3.0 CEUs Category IV

Presenter: Dalton Connally, Ph.D.

This presentation will focus on creating understanding of the Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) experience with particular emphasis on terminology, the current state of science regarding these topics, and the needs of the population.

Objectives: Participants will learn how to communicate with dignity and respect with LGBTQ individuals, develop an understanding of the oppression experienced LGBTQ people, and learn to understand LGBTQ intersectionality with gender, sexual orientation, mental health and social functioning.

Session 13: Psychotropic Medications: What Every Rights Officer Needs to Know

(10:15 am – 11:45 am) 1.5 CEUs Category I

Presenter: Robert Lagrou, D.O.

This presentation will review both FDA indications for, as well as, common clinical uses of most commonly prescribed psychotropic medications. We will discuss dosage ranges and possible side effects associated with each medication. An emphasis on cognitive side effects will inform participants regarding medications effects on patient's ability to participate fully in investigations.

Objectives: Participants will review FDA indications for and clinical uses of most common psychotropic medications, improve their knowledge base of side effects of these medications, and be able to connect side effects and usage to possible effects on patient's ability to participate in Recipient Rights investigations.

LUNCH
Thursday, September 29, 2016
11:45 am – 12:45 pm
Cookie Gant Spirit Award
Presented by: Michelle Milligan, Chair
MDHHS Recipient Rights Advisory Committee



EDUCATIONAL SESSIONS
THURSDAY, SEPTEMBER 29, 2016
1:00 pm to 4:15 pm

Session 14: Decision 2016: Rights of Voters with Mental Disabilities 1.5 CEUs Category II

Presenters: Cynthia M. Ward, J.D.; Chris Swope

What is your hospital's or agency's plan for the fight of recipients to participate in the electoral process? What steps can you take to prevent a voting rights violation and help assure that recipients are not disenfranchised? This non-partisan session will provide an overview of rights of voters with disabilities under federal and state law. Participants will know what to do when a recipient expresses a desire to vote as well as how to handle last minute voting challenges. This presentation will be co-presented by a lawyer and a current city clerk.

Objectives: Participants will review and understand the rights of voters with disabilities, learn what to do when a person expresses a desire to vote, will be able to know how to handle voting/election challenges so people are not so disenfranchised, and attendees will understand the role of the municipal clerk.

Session 15: Training of Trainers: How to Be a Better Trainer 3.0 CEUs Category I

Presenter: James Ypma, MPA

A training for trainers who wish to improve their presentation skills, using techniques to enhance learning outcomes, motivate learners, and become an effective inspiring trainer using adult learning model and interactive methods.

Objectives: Participants will be able to identify successful training methods to increase participation and improve retention of training materials beyond pure lecture and improve outcomes, learn to create energizers, games, and task based activities to foster learning, and to identify difficult learners and how to respond or redirect them professionally and productively.

Session 16: Understanding State Licensure and Federal Certification Requirements and Processes 1.5 CEUs Category I

Presenter: Larry Horvath

This presentation will provide an overview of state licensure requirements for health facilities, including hospitals, as well as federal certification requirements for those providers that are approved to participate in the Medicare and Medicaid programs. This session will provide an overview of the processes to initiate state licensure and federal certification along with maintaining compliance. The session will have particular emphasis and focus on state recipient

rights requirements along with the federal grievance requirements, and include an overview of the complaint investigation process.

Objectives: Participants will gain a general understanding of requirements for state licensure and federal certification, gain an understanding of the processes used by state licensing and federal certification, and identify the importance of written policy and procedures to maintain compliance, and will be able to identify best practices and how to prepare a plan of correction if cited for deficiencies.

Session 17: Alternatives to Guardianship 1.5 CEUs Category II

Presenters: Roxanne Chang, J.D.; Lisa Lepine, J.D.

Attendees will learn alternatives to guardianship for the legal representation of individuals. Additionally, the forms of guardianship (partial and plenary), guardianship of the estate and conservatorship will be briefly explored.

Objectives: Participants will be introduced to at least 3 alternatives to guardianship, explore the legal ramifications of alternatives of guardianship, and explore the scope of alternatives to guardianship..

Session 18: Do You See What I See? Common Psychiatric Symptoms and Diagnoses

1.5 CEUs Category I

Presenter: Robert Lagrou, D.O.

The presenter will review the most common psychiatric diagnoses given along with DSM V criteria and provide Rights officers with insight into how diagnoses are made. During the session, we will explore how clinicians come to a differential diagnosis and what Rights officers should be aware of that may affect their investigation. The presentation will focus on both acute aspects of mental illness, prognosis, and long term expectations for recovery.

Objectives: Participants will understand the development of a Differential Diagnosis, increase knowledge of common DSM V diagnoses, and improve ability to recognize how a patient's symptoms and diagnosis affects their ability to participate in a Rights investigation.

Session 19: Administrative Medicaid Hearing-Mock Hearing 1.5 CEUS Category II

Presenter: Marya Nelson-Davis

The presenter will provide an overview of the Medicaid Fair Hearing process and what is expected of all parties during a hearing before an administrative law judge. Provide an overview of the Michigan Rules of Evidence and how it relates to preparing a party's hearing summary packet. Understanding who has the burden of proof in an administrative hearing will be demonstrated.

Objectives: Participants will have an understanding of the Medicaid Fair Hearing process, updates will be provided on changes in MAHS policy and procedures, and updates will be provided on changes in the Medicaid policy, applicable federal regulations, and/or statutory authority.

Session 20: Informed Consent 1.5 CEUs Category II

Presenters: Roxanne Chang, J.D.; Lisa Lepine, J.D.

This presentation will explore what informed consent is and how it is applied in the community, as well as the importance of preserving self-determination and choice.

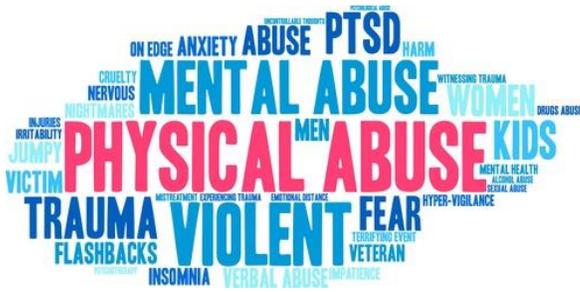
Objectives: Participants will explore the scope of informed consent and how it is applicable throughout the community, understand the importance of preserving choice and self-determination, and explore the parameters of people who learn and communicate differently and the implication of informed consent

BREAKFAST
FRIDAY, SEPTEMBER 30, 2016
8:00 am – 9:00 am

ADVOCACY
INNOVATION
EMPOWERMENT

PRESENTATION OF THE
2016 MDHHS
DIRECTOR'S AWARDS

Presented by: GERALYN LASHER, Deputy Director
External Relations and Communications, MDHHS



FRIDAY, SEPTEMBER 30, 2016

9:15 am – 10:45 am

NORA BALADERIAN, Ph.D.

How to Reduce the Risk of Abuse to People with Intellectual and Developmental Disabilities

1.5 CEUs Category II

How to reduce the risk of abuse of those with intellectual and developmental disabilities is an essential practice for those with a responsibility for oversight of their well-being and safety. Dr. Baladerian will describe the essential steps in designing an Individual Response Plan. This is akin to planning for any other unwanted but possible disaster: fire, flood, earthquake in that no one wants it to happen but it is a recognized probability. Statistics show that those with intellectual and developmental disabilities are at much higher risk of abuse than the generic population, yet how to reduce this risk is just now gaining recognition and adoption. The presentation will detail what can be done in designing individual plans, and provide vignettes to illustrate the power of both the individual with a disability and their plan “partner” (parent, caregiver), that actually reduces the risk and greatly reduces the psychological trauma when abuse occurs.

Objectives: Participants will learn the current incidence and prevalence rates of abuse of children and adults with intellectual and developmental disabilities, list at least 4 essential tasks to complete and document in an individual Response Plan in the “before” phase for the individual with intellectual or developmental disability, and list at least 4 essential tasks to complete and document in an individual’s Response Plan in the “after” phase for the plan partner.

EDUCATIONAL SESSIONS
FRIDAY SEPTEMBER 30, 2016
11:00 am – 12:30 pm

Session 21: Service Animals: The Law under The Americans with Disabilities Act and New Michigan Legislation 1.5 CEUs Category II

Presenter: Sharon Alston Ellis, J.D.

This session will provide information regarding service animals, including rights and responsibilities of establishment owners and those of people with service animals, the difference between service and comfort animals, and answer your questions. Participants will learn basic the understanding of service animal law in reference to the Americans with Disabilities Act; gain knowledge of new Michigan legislation regarding service animal registry; have an understanding of the difference between service animals and comfort; therapy, emotional support animals.

Objectives: Participants will learn basic understanding of service animal law regarding Americans with Disability Act, gain knowledge of new Michigan legislation regarding service animal registry, and have an understanding of the difference between service animals and comfort/therapy/emotional support animals.

Session 22: Forensic Interviewing 1.5 CEUs Category I

Presenter: Nora Baladerian, Ph.D.

This session will address the principle factors of the interviewing children or adults with intellectual and developmental disabilities. These include issues that impact communication skills, physical comfort of the interviewee, health issues that should be addressed and interaction skills that should be considered. The fairly new option for extended interviewing will be addressed, to accommodate those interviews in which a single contact will not permit sufficient time for the interviewer’s purpose. Examples of interview successes will be described.

Objectives: Participants will be able to identify the characteristics of various individuals, gain new interview skills, and be able to communicate better with interview subjects.

ABOUT OUR SPEAKERS:

Leslie Asman, J.D. is a managing attorney with the Michigan Department of Health and Human Services, where she advises the Department on a variety of regulatory compliance issues and privacy laws as they relate to Medical Services Administration and Behavioral Health and Developmental Disabilities Administration. Leslie is responsible for analyzing, interpreting and providing guidance regarding the Department's compliance with federal and state health laws such as the Social Security Act, HIPAA, the Affordable Care Act (ACA), the Michigan Public Health Code, Mental Health Code and State administrative laws and rules. Through this role, Leslie works directly with MDHHS policy and risk management staff, contract managers, other state departments, including the legislature, federal agencies, the Center for Medicare and Medicaid Services, and other external stakeholders. She also provides support and recommendations to MDHHS leadership and executive committees regarding policy decisions and compliance issues. Leslie earned her law degree from Michigan State University College of Law. She is licensed to practice in both Michigan and Texas.

Nora Baladerian, Ph.D. is a licensed psychologist in Los Angeles, CA. She provides direct therapy to children and adults with intellectual and developmental disabilities, specializing in work with trauma victims, including those who are non-verbal. She works nationally with attorneys in both civil and criminal litigation cases, helping with jury education, conducting evaluations of victims (civil), issues of consent (sexual contact-criminal), and victim interviewing. She conducts training for law enforcement on interviewing and interaction skills. Dr. Baladerian is the Director of the Disability and Abuse Project (www.disabilityandabuse.org).

Leslie Becerra, MA has obtained her M.A. in Clinical Psychology at the University of Detroit Mercy, where she currently pursuing her doctorate (Ph.D.) in Clinical Psychology. Leslie is currently completing her doctoral internship at Hawthorn Center in Child/Adolescent Clinical Psychology. She has gained both therapy and assessment (psychological and neuropsychological) experiences at Children's Hospital of Michigan: Project Challenge, the Third Circuit Court: Clinic for Child Study, Walnut Lake Preschool and Developmental Kindergarten, and the University of Detroit Mercy. Leslie has also been an adjunct professor at the University of Detroit Mercy.

Jeff Byrnes, Ph.D. holds a Ph.D. in Philosophy from the University of Essex in the UK. He is currently an Affiliate Professor of Philosophy at Grand Valley State University. He also collaborates with Spectrum Health System in Ethical Protection of Human Research Subjects.

Lindsay Yeager Carr, Ph.D., LP is a licensed clinical psychologist working as a clinician in the Home Based Unit and the Clinic Treatment Unit of the Clinic for Child Study at the Third Circuit Court of Michigan. Dr. Carr currently provides individual therapy, family therapy, and case management services for adjudicated and Medicaid-covered youth residing in Wayne County, Michigan. Dr. Carr also conducts psychological evaluations at the Wolverine Human Services Diagnostic, Assessment and Treatment Center in Detroit, MI with youth who have been removed from their homes due to allegations of abuse and neglect. Dr. Carr completed her BA in Psychology with honors and high distinction at the University of Michigan-Dearborn in 2000 and she completed her MA and Ph.D. at the University of Detroit Mercy in 2010. She completed her clinical internship at Baylor College of Medicine and the Menninger Clinic in Houston, Texas in 2008.

Roxanne J. Chang, J.D., MS., LLP is an attorney specializing in elder and special needs law. She is also a Limited Licensed Psychologist, with a Graduate Certificate in Gerontology. Ms. Chang has experience in consultation and advocacy for persons with dementia, developmental disabilities, and other individuals with special needs. She has a private practice in Plymouth, Michigan. She is also a consultant for the Guardianship Alternatives Information Network with the ARC of Western Wayne and Northern Wayne Counties. Ms. Chang is currently a member of the Elder Law and Disability Rights, the Probate & Estate Planning, and Alternative Dispute Resolution Sections of the State Bar of Michigan. She was also a former member of the Governor's Task Force on Elder Abuse, the Michigan Dementia Coalition, and council member of the Elder Law and Disability Rights Section of the State Bar of Michigan.

Dalton Connally, Ph.D. is the owner of Connally Counseling, an organization dedicated to supporting the Lesbian, Gay, Bisexual, and Transgendered community through psychotherapy, support groups, and educational trainings for schools and other social service agencies. Dr. Connally's expertise is working with gender variant individuals across the lifespan with a particular passion for working with youth and adolescents who are experiencing gender nonconformity. In addition to her clinical work, Dr. Connally is a professor at Mott Community College and is the Coordinator of the Social Work Program. She is an NIH post-doctoral fellow with a research focus on sexual identity development, gender variance and trauma. Her most recent publication, "[Gender Diversity: Current Perspectives in Social Work Pedagogy](#)" will be appearing this year in the **Journal of Social Work Education**.

Annette Downey has 22 years of experience working with children and adults with intellectual and developmental disabilities. She is a trainer and consultant for the National Center for Self-Determination, and is also the Executive Director of Community Living Services of Oakland County, Michigan. Annette is a frequently invited speaker at conferences throughout the State of Michigan and nationally on topics including person-centered planning, self-determination, income generation for all, and community focused service provision.

Sharon Alston Ellis, J.D. is the ADA Compliance Director for the State of Michigan, working in the Department of Civil Rights. She and her team are responsible to ensure all aspects of the State of Michigan - from buildings to parks to websites - comply with the Americans with Disabilities Act and Michigan law. Sharon joined the State of Michigan in 2011 as Director of Operations for the Department of Technology, Management and Budget. Before that, she spent 20 years as a political campaign consultant, advising clients running for offices from local school board to governor. A proud Spartan and graduate of Thomas M. Cooley Law School, Sharon is a certified mediator, has practiced and taught law, and was a national speaker for a Fortune 100 company.

Janette Ghedotte is a MA, LLP Clinical Psychologist, and the Founder/CEO of Accurate Body Language. With over 20 years of corporate business, marketing research, advertising and strategic brand positioning, and clinical psychology experience, Janette specializes in understanding the complexities of human behavior, interpersonal relationships, and verbal/nonverbal body language communication.

Lisa Grost, MA is the manager for the Children and Adults with Autism Spectrum Disorders (ASD) Program at the Michigan Department of Health and Human Services (MDHHS). Her primary focus is facilitating health care services, including applied behavior analysis, to children with

Medicaid coverage. She is the ASD liaison to stakeholders including State of Michigan Departments, advocacy organizations and universities. She manages the MDHHS ASD universities and non-profits contracts and supports the Governor appointed Autism Council. Ms. Grost was instrumental in the movement of autism safety trainings in Michigan. Her dedication and effort has resulted in high quality, impactful trainings for law enforcement, emergency services, and communities (local organizations, families, schools and faith based organizations.) Ms. Grost has over 20 years of experience in improving policies, systems and environments to support health and positive lifestyles. She received a Master of Science in Health Services Administration and Bachelor of Science in Community Development from Central Michigan University.

Larry Horvath currently serves as the director of the Bureau of Community and Health Systems (BCHS) within the Michigan Department of Licensing and Regulatory Affairs (LARA). The bureau has regulatory oversight for state licensing of facilities, agencies and programs in Michigan including, but not limited to, nursing homes, hospitals, surgery centers, hospices, etc. In addition, the bureau is the state agency in Michigan on behalf of the Centers for Medicare and Medicaid Services (CMS) for providers interested in being certified to participate in the Medicare and Medicaid programs. Mr. Horvath has over 25 years of governmental experience including 15 years with the State of Michigan and 10 years with a local public health department.

Robert Lagrou, D.O. is the medical director for inpatient psychiatry at Henry Ford Health System. He is a graduate of Michigan State University College of Osteopathic Medication and completed his general psychiatry residency at Henry Ford Health System. He went on to complete a fellowship in Child and Adolescent Psychiatry at the University of Michigan. Dr. Lagrou is double board certified in both General and Child and Adolescent Psychiatry through the American Board of Psychiatry and Neurology. He has been an active member of Michigan Army National Guard where he has served as the Chief Behavioral Health Officer for the past 7 years, in addition, to serving one tour in Iraq in 2011. His academic interests include pediatric bipolar disorder, autism spectrum disorders, and the effect of military deployment on children and families.

D. John Lee, Ph.D. is a licensed psychologist and the Director of the Multicultural Training Association that offers a variety of trainings to meet the challenges of living and working in a "multicultural but racialized" society. For several years John served as a Staff Psychologist and Coordinator for the Multi-Ethnic Counseling Center Alliance (MECCA) at Michigan State University. He received his B.A. degree in psychology from University of British Columbia, his M.Sc. in Counseling Psychology from Western Washington University, and earned his Ph.D. in Cognitive Cross-Cultural Psychology from Kansas State University. Before earning his license as a clinical psychologist, John taught psychology at Tabor College in Kansas and Calvin College in Michigan. He has been a keynote speaker and consultant to over 300 public agencies and private companies 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 in Lowell, Michigan.

Lisa P. Lepine, J.D. attended law school at the University of Detroit Mercy School of Law. Prior to graduate school, she attended Wayne State University and was awarded a Bachelor of Arts with a major in Political Science and a minor in Russian Studies and Language. She has been licensed to practice since 1998. Throughout her years of practice, her focus has been estate planning, with a specific emphasis on families who support individuals and /or family members with special needs such as developmental disabilities and/or mental illness. Ms. Lepine is the Executive Director of the Arc of Macomb, Inc. In this position, she supervises and manages the agency's Administrative Staff by promulgation of appropriate departmental policies and procedures that focus on person-centered services. She also provides direct advocacy services, community outreach, public relations, and coordinates agency efforts to obtain alternative sources of funding.

Marya Nelson-Davis is the Administrative Law Judge Manager for the Michigan Administrative Hearing System-Benefit Services Division. She supervises the Administrative Law Judges who hold hearings for the Department of Health and Human Services. Prior to being a supervisor, Ms. Nelson-Davis was an Administrative Law Judge.

Jean Pfaendtner, LMSW is the Director of Training for the non-profit corporation Training & Treatment Innovations, Inc. (TTI). She has been a trainer in mental health services for 20 years and presents on a wide variety of topics in class, workshop, and conference formats. From Mental Health First Aid, to Making Sense of SSI/SSDI, to Person-centered Planning, to Building your Public Speaking Toolbox, Jean has shared her enthusiasm for training with 1000s. Jean is a MDHHS trained Rights Advisor in addition to coordinating Risk Management within her agency. A family member of both a person with a developmental disability and a person with SPMI, Jean is a committed advocate for both consumers and families.

John R. Schafer, Ph.D. is a retired FBI Special Agent who is currently employed as an Assistant Professor at Western Illinois University. Dr. Schafer served as a behavioral analyst assigned to FBI's National Security Behavioral Analysis Program. Dr. Schafer earned a Ph.D. in psychology from Fielding Graduate University, Santa Barbara, California. Dr. Schafer owns his own consulting company and lectures and consults in the United States and abroad. He authored a book titled, "Psychological Narrative Analysis: A Professional Method to Detect Deception in Written and Oral Communications." He also co-authored a book titled "Advanced Interviewing Techniques: Proven Strategies for Law Enforcement, Military, and Security Personnel." He has published numerous articles on a wide range of topics including the psychopathology of hate, ethics in law enforcement, detecting deception, and the universal principles of criminal behavior. Dr. Schafer's latest book is "The Like Switch: An Ex-FBI Agent's Guide to Influencing, Attracting and Winning People Over."

Sgt. Scott Schuelke (Retired Lansing PD) looks back on his 25 year career in law enforcement and realizes there were many situations that could have been handled differently if he would have known about autism and response strategies to apply to them. Unfortunately departments have been sued over mishandling of people with autism, chiefs and law enforcement staff have lost their jobs, and people have been injured. Sgt. Schuelke was sought out to fill a role of increasing knowledge of autism and risk management safety techniques of those in law enforcement and emergency services. His efforts have successfully trained 14,000+ professionals in law enforcement, emergency services, school districts, community organizations and families.

Beverly Sobolewski is currently the Rights Information Analyst for the Office of Recipient Rights and the Lead in the MDHHS Family Preparedness Area in the Office of Public Health Preparedness. Ms. Sobolewski has been in state government service for over twelve years, serving in the Office of Recipient Rights, where she trains new rights officers and advisors and assists consumers and rights staff in accessing and understanding the

rights system. She also trains advocates and recipients in the community on the rights process and how to successfully navigate the system, from complaint through appeal.

Chris Swope has a long history of public service, having served as an Ingham County Commissioner, policy analyst for the Michigan Senate, and benefits administrator for the Michigan House of Representatives. He was elected Lansing City Clerk in November 2005 and took office on January 1, 2006. He was reelected in November 2009 and November 2013. Chris Swope is a current Board Member for the CMH Authority of Clinton, Eaton, and Ingham Counties and has served in the past on CEI's RRAC and Appeals Committee. Mr. Swope is a past president of the Board of Directors for the Michigan Association of Municipal Clerks and also serves on the Legislative Committee and represents the association on the Council of Election Officials. He is also the Past-President and current Vice-President of the Capitol Area Municipal Clerks Association.

Cynthia M. Ward, J.D. is the Director of Community and Field Operations for the Michigan Department of Health and Human Services-Office of Recipient Rights. Prior to joining MDHHS, Ms. Ward spent 12 years as a full-time member of the faculty at Cooley Law School, where she taught in the elder law clinic, externship program, and developed and taught an elective course on cultural competency. Ms. Ward currently holds the rank for Distinguished Emeritus Professor at WMU-Cooley Law School. Ms. Ward also served as the Associate Clinical Professor of Law and Director of the Women and AIDS Clinic at Rutgers Law School-Newark. There she provided civil legal services to women and children affected/infected by HIV/AIDS. She has also received several awards and honors for her work as legal advocate for women with HIV. Prior to that experience, she was a staff attorney with New Jersey Protection and Advocacy, Inc. (now Disability Rights New Jersey, Inc.).

Meghan Sifuentes Vanderstelt is the Director of the Office of Policy within the Policy, Planning, and Legislative Services Bureau of the Michigan Department of Health and Human Services. Meghan's area is responsible for administering programs that are innovative and serve to advance the services within the Department and throughout Michigan, including the State Innovation Model grant, statewide data sharing policy efforts, and health disparities reduction and minority health equity initiatives. Her area is also responsible for fostering, supporting, and overseeing strategic policy coordination. She also serves as Michigan's State HIT Coordinator and liaison to the U.S. Department of Health & Human Services' Office of the National Coordinator. Through these roles, Meghan works directly with internal stakeholders at MDHHS as well as external partners, including other state agencies and private and public sector health organizations and vendors. She also provides support and recommendations to MDHHS leadership and executive committees regarding strategic alignment and general policy issues. Meghan holds a B.A. in Education and a Masters of Public Administration degree, both from Western Michigan University.

H. John Wojnarowski, 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. Wojnarowski has administered over 8000 polygraph examinations and has testified extensively in court hearings, arbitration's, and civil service trial boards. He has lectured on the LSI - SCAN technique, interview and interrogation techniques and courtroom testimony to military, police and private corporations in the United States, Canada, Australia, Great Britain, Belgium (NATO), Mexico, United Arab Emirates (Dubai) and South Africa. Mr. Wojnarowski owns and operates Wojnarowski 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,

James Ypma, M.P.A. is a training specialist for Network180 for 25 years. He has trained and developed curriculum both classroom interactive and online trainings using the adult learning model in topics such as Mental-Physical Health, Substance Use Disorders, Biology of Addiction, Psychiatric Medications and Recipient Rights for the Provider System. He has excellent training skills and subject matter knowledge. His courses not only deliver the required material but do so in an energetic and often humorous way that has a great impact on student comprehension and retention.

REGISTRATION



To register for the conference use your phone to scan this QR code

OR paste the following link in your browser:
<http://www.regonline.com/2016rightskonference>

REGISTRATION FEE (per person)		
	Before September 12	On or After September 12
Pre Conference Only	\$114	\$164
Pre Conference + Full Conference	\$398	\$448
Full Conference	\$299	\$329
Wednesday Only	\$169	\$210
Thursday Only	\$169	\$210
Guest Lunch (Wed or Thurs)	\$25	\$45
Guest Friday Full Breakfast	\$25	\$45
Cancellation Fee	\$50	\$50

Refund Policy:

Refund requests must be received **in writing** by September 11, 2016 and are subject to a \$50.00 processing fee. No refunds for cancellations received after September 11, 2016. No-shows will be billed the full registration fee. Substitutions are allowed. Refunds will not be processed until after the event.

2016 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 Association of Community Health Boards

(Make check payable to: MACMHB)

426 S. Walnut St.

Lansing, MI 48933

PHONE (517) 374-6848

FAX (517) 374-1053

**PAYMENTS MAY BE DELAYED UNTIL SEPTEMBER 27, 2016
BUT MUST BE RECEIVED BY END OF THE CONFERENCE**

AGENCY NAME: _____

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

Attendee Name: _____ Amount: _____

Total Amount Enclosed: _____

PAYMENT METHODS

Payment DOES NOT need to accompany registration form. However, payment must be received by the end of the conference.

Check Enclosed (payable to MACMHB)

MACMHB uses PayPal to process all credit card payments. If you are paying by credit card you must pay through PayPal. A PayPal account is not required. Go to www.macmhb.org; click on "Services," click on "Make a Payment," then follow the prompts to complete the process. In the additional payment information "please indicate RR conf 2024-7". No on-site credit card payments will be accepted.

You must pay with check, money order or cash onsite.

QUESTIONS? CALL MACMHB (517) 374-6848

The Michigan Association of Community Mental Health Boards (MACMHB), provider #1140, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) www.aswb.org, through the Approved Continuing Education (ACE) program. MACMHB maintains responsibility for the program. ASWB Approval Period: 11/10/13-11/10/16. Social Workers should contact their regulatory board to determine course approval. Social Workers participating in this training may receive a maximum of 21.5 clock hours.

Course Delivery Method: Conference

Certificate Awarded: At the conclusion of this training, you will turn in your Verification of Attendance form to the Staff to be initialed. You will turn in the top sheet and retain the bottom sheet which serves as your certificate of participation.

Who Should Attend: Recipient Rights Staff, CMH and LPH CEO's, Customer Service representatives, Administrative investigators. CPS and APS staff, MPAS staff

Evaluation: There will be an opportunity for each participant to complete an evaluation of the course and the instructor. If you have any issues with the way in which this training was conducted or other problems, you may note that on your evaluation of the training or you may contact MACMHB at 517-374-6848 or through our webpage at www.macmhb.org for resolution.

MDHHS Director's Award Honorees

The Director's Award for Innovation in Recipient Rights Protection

2000 Oakland County Community Mental Health Authority	2007 John McKevez, Oakland County CMH Authority
2001 Woodlands Behavioral Health	2008 Shane Ray, CMH Partnership of SE Michigan
2002 Jonathon Bennett, North Central Community Mental Health	2009 James Tenuta, Doctor's Hospital of Michigan
2003 West Michigan CMH System	2010 Lisa Jolly, Lapeer CMH Office of Recipient Rights
2004 Cheryl Parker, Bea Stevens, Newaygo CMH	2011 Linda Maze, Bay-Arenac Behavioral Health Rights Office
2005 Pat Jolly, MDCH-Office of Recipient Rights	2012 Recovery Care Committee, Center Forensic Psychiatry
2006 Community Network Services - "The Stigma Busters"	2013 Sue Witting, Henry Ford Kingswood Hospital

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

2000 MDCH-Mt. Pleasant Office of Recipient Rights	2009 Les Behnken, Oakwood Heritage Hospital
2001 Macomb County Community Mental Health Services	2010 Jonathan Bennett, Northern Lakes CMH
2002 Borgess Medical Center and Kalamazoo Valley Community College	2011 Christina Wilkins, War Memorial Hospital
2003 Sanilac County Community Mental Health Services	2012 Rebecca Browne, Shiawassee County CMHA
2004 Dianne Baker, MDCH-Office of Recipient Rights	2013 John Rogers, Detroit Wayne Mental Health Authority
2005 Kevin Oosterhouse, Network 180	2014 Renee Richards, Mercy Memorial Hospital System
2006 Judy Tucker, MDCH Office of Recipient Rights	2014 Honorable Judge Frank Arnold, Monroe County Probate Court
2007 Newaygo County CMH	2015 Lisa Haywood, Henry Ford Wyandotte Hospital
2008 Sue Witting, Henry Ford Kingswood Hospital	

The Director's Award for Consumer Empowerment

2000 Tuscola Behavioral Health Systems	Mental Health
2001 Lifeways	2008 Eunice Howard, Detroit-Wayne County Community Mental Health Agency
2002 Oakland County Community Mental Health Authority	2009 Shannon Kaufmann, InterAct of Michigan
2003 Chad Witcher, MDCH Office of Recipient Rights	2010 Lisa Cook-Gordon, Family-to-Family Health Information and Education Center
2004 Cindy Tewksbury, Tuscola Behavioral Health Systems	2011 Renee Uitto, Community Living Services
2005 Robert E. Chadwick, Tuscola Behavioral Health Systems	2012 Janet Dietsch, Network 180
2006 William Allen, Oakland County CMH Authority	2013 Mark Mishal, Macomb County CMH Services
2007 Jeff Patton, Kalamazoo County CMH & SA Services	2014 Cheryl Parker, Newaygo County CMH Services
2008 Jack Donaldson, Oakland County CMH Authority,	2015 Tamera Varkas, Beaumont Hospital-Taylor
2008 Marc DeRush, Macomb County Community	

The Cookie Gant Spirit Award

2003 Cookie Gant (posthumously)	2010 Pamela Stants
2004 Marty Raaymakers	2011 Malkia Newman
2005 Jamie Armstrong	2012 Dalia Smith
2006 Linda Rama	2012 Kate Zajac
2007 James Lindsey	2013 Sheryl Kuenzer
2008 Donna Nichols	2014 Todd Koopsman
2009 Nancy Lewis	2015 Donna Orrin

LODGING INFORMATION



Detroit Marriott Troy
200 West Big Beaver Road
Troy, MI 48084-5219

- **Hotel Reservations must be secured prior to 5:00 PM on September 11, 2016;**
- **Cost is \$119.00/standard room per night plus taxes**
- **To reserve a room**
 - Book online: <http://tinyurl.com/c9nol4k>
 - Or call the hotel direct at: (248) 680-9797 or (800) 228-9290

USE CODE: MDCMDCA

- **Check in time is 3:00 PM Check out: 12:00 PM**

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 7 % assessment taxes.

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.

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.

GUARANTEED RESERVATIONS

All reservations must be accompanied by a first nights room deposit or guaranteed with a major credit card. Hotel will not hold any reservations unless secured by one of the above methods.