



**105 Hall Street, Traverse City MI 49684**

(Serving Crawford, Grand Traverse, Leelanau,  
Missaukee, Roscommon, & Wexford Counties)

*This is to certify that:*

*Lauren Lora*

Has successfully completed training  
**"Rights of Individuals Receiving Mental Health Services"**  
(Description below)

  3   Hours

*Lisa Jones*

Recipient Rights Advisor

*August 5, 2021*

Today's Date

### ***Course Description***

1. Basis of Rights, including Michigan Mental Health Code
2. Abuse & Neglect
3. Reporting Abuse/Neglect, procedures & consequences
4. Incident Reporting
5. Responsibilities
6. Office of Recipient Rights
7. Complaint & Appeal Process
8. Northern Lakes CMHA Rights Policies
9. Person-Centered Planning