



**105 Hall Street, Traverse City MI 49684**  
(Serving Crawford, Grand Traverse, Leelanau,  
Missaukee, Roscommon, & Wexford Counties)

*This is to certify that:*

*Caitlin Armour*

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

2 Classroom Hours

*Lisa Jones*

Recipient Rights Specialist

*August 18, 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 Recipient Rights Policies
9. Person-Centered Planning