



105 Hall Street, Traverse City MI 49684

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

This is to certify that:

Heather Pancake

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

3 Hours

Lisa Jones

Recipient Rights Advisor

September 16, 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