

07/29/2011-Charge #2 Disposition: plead Nolo Contendere Guilty

07/29/2011-Charge #2 Sentence: to serve 12 months in county jail, probation ordered with special conditions, suspended

07/29/2011-Charge #3 Disposition: plead Nolo Contendere Guilty

07/29/2011-Charge #3 Sentence: to serve 6 months in county jail, probation ordered with special conditions, suspended

07/29/2011-OJA case termination filed on 07/29/11.

08/01/2011-Custody Slip filed. RWC

08/03/2011-Journal Entry of Misdemeanor Conviction and Sentencing (DV) filed RWC COPIES SENT TO JAIL AND CECILIA MARIANI

09/26/2011-Order of Probation filed and approved. SRE

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Case Number: 11CR 00297

Plaintiff: STATE OF KANSAS,,
Defendant: [REDACTED]
Attorney: MANLY,WILL,,
Attorney: MARIANI,CECILIA,T,
Division: CR
Next Activity: None

02/16/2011-Complaint filed on 02/16/11 approved by EZW.

02/16/2011-CONDITION ON BOND:NO CONTACT WITH VICTIM.

02/16/2011-Affidavit closed for examination.

02/16/2011-Arrest Report # 00031-11; TPD.

[REDACTED]

02/16/2011-Warrant requested Bond: \$2,500.00 PS, as to [REDACTED]

02/16/2011-Entry of Appearance filed. LOGAN L MCRAE

02/16/2011-BOND MAY ALSO BE CASH

02/16/2011-Warrant issued as to [REDACTED] to the Sheriff of Shawnee County, KS.

02/28/2011-Bond posted: \$2,500.00/PS. Surety: TWENTYFOURSEVEN BAIL BONDS. Date to appear: 04/13/11 - EZW.

02/28/2011-SET - Docket on 04/13/11 at 09:00AM. in division CR. DTA ON BOND

02/28/2011-Notice of hearing for 04/13/11 Criminal Docket issued to , LOGAN L MCRAE , [REDACTED]

02/28/2011-Warrant returned, personal service - as to [REDACTED] 02/27/11 .

04/13/2011-DOCKET: DIG 11 RECORDER- STATE APPEARS BY ASST DA CLAY HOUSER. DEFENDANT PRESENT, CECILIA MARIANI APPT AND APPEARS. DEFENDANT WAVIES FORMAL ARRAIGNMENT AND STANDS SILENT, THE COURT ENTERS A PLEA OF NOT GUILTY. CASE SET FOR MPT 060111 AT 10:30AM. RWC

04/13/2011-Court appoints: CECILIA T MARIANI (CAA). RWC

04/13/2011-Affidavit and Complaint sent to CECILIA MARIANI this date.

04/13/2011-SET - Misdemeanor Pre-Trial on 06/01/11 at 10:30AM. in division CR.

04/13/2011-Notice of hearing for 06/01/11 Misdemeanor Pre-Trial issued to , LOGAN L MCRAE , CECILIA T MARIANI .

04/13/2011-OJA case filing entered. Case source: O.

04/13/2011-COURTS CONTINUANCE FORM FILED. COPY GIVEN TO DEFENDANT IN COURT.

- 04/13/2011- State of Idaho has response TO DEFENDANTS REQUEST FOR DISCOVERY FILED.
- 06/01/2011-Misc. State by [REDACTED] defendant appears in person and by counsel WILLIAM PETERSON. Reporter NONE. MPT-(WILLIAM PETERSON APPEARS FOR CECILIA MARIANI) Misdemeanor Pre-Trial set on June 29, 2011 AT 10:30A.M. in division CR. JMM.
- 06/01/2011-SET - Misdemeanor Pre-Trial on 06/29/11 at 10:30AM. in division CR.
- 06/01/2011-Notice of hearing for 06/29/11 Misdemeanor Pre-Trial issued to , LOGAN L MCRAE , CECILIA T MARIANI .
- 06/01/2011-COURTS CONTINUANCE FORM FILED. COPY GIVEN TO DEFENDANT IN COURT.
- 06/29/2011-Misc. State by [REDACTED] defendant appears in person and by counsel EDWARD COLLAZO. Reporter NONE. Docket set on July 6, 2011 AT 09:00A.M. in division CR. JM.
- 06/30/2011-Notice of Entry of Appearance and Substitution of Counsel filed. MANLY,WILL,, replacing MCRAE,LOGAN,L, as attorney of record.
- 06/30/2011-SET - Docket on 07/06/11 at 09:00AM. in division CR.
- 06/30/2011-Notice of hearing for 07/06/11 Criminal Docket issued to , WILL MANLY , CECILIA T MARIANI .
- 07/06/2011-DOCKET; STATE APPEARS BY ASST DA ANN ELLOIT. DEFENDANT PRESENT AND WITH ATTORNEY. CASE CONT TO DOCKET 071311 AT 09:00AM. DBD
- 07/06/2011-SET - Docket on 07/13/11 at 09:00AM. in division CR.
- 07/06/2011-Notice of hearing for 07/13/11 Criminal Docket issued to , WILL MANLY , CECILIA T MARIANI .
- 07/06/2011-Financial Affidavit filed and approved. DBD
- 07/13/2011-DOCKET; STATE APPEARS BY ASST DA WILL MANLY. DEFENDANT PRESENT AND WITH ATTORNEY. CASE SET FOR MPT 072711 AT 10:30AM. FRT
- 07/15/2011-SET - Misdemeanor Pre-Trial on 07/27/11 at 10:30AM. in division CR.
- 07/15/2011-Notice of hearing for 07/27/11 Misdemeanor Pre-Trial issued to , WILL MANLY , CECILIA T MARIANI .
- 07/27/2011-Misc. State by WILL MANLY, defendant appears in person and by counsel CECILIA T MARIANI. Reporter NONE. MPT-(DEFENDANT APPEARS IN CUSTODY) Plea set on July 29, 2011 AT 09:00A.M. in division CR. JMM.
- 07/27/2011-SET - Plea on 07/29/11 at 09:00AM. in division CR.
- 07/27/2011-Notice of hearing for 07/29/11 Plea issued to , WILL MANLY , CECILIA T MARIANI .
- 07/27/2011-COURTS CONTINUANCE FORM FILED. COPY GIVEN TO DEFENDANT IN COURT.
- 07/29/2011-PLEA. State by WILL MANLY, defendant appears in person and by counsel CECILIA T MARIANI. Reporter Digital Div 1. The Court sustains amendments and dismissals and enters defendant's plea(s) as follows: Ct(s) 1, 2, 3 nolo contendere. Reading of complaint is waived. After Court's advice of rights and inquiry, the Court finds defendant's plea is knowingly, voluntarily and intelligently made. The Court

accepts plea and defendant is adjudged guilty. P.S.I. is waived. Allocution offered to the defendant. Sentenced to custody of Shawnee Co. Jail as follows: Ct 1 a term of 12 months; and Ct 2 a term of 12 months concurrent; and Ct 3 a term of 12 months concurrent. The foregoing sentence(s) shall run concurrent to the defendant's sentence imposed in Case #(s) 11CR1237, 11CR1236, 11CR309.. Defendant shall receive credit for time served as provided by law. The court suspends execution of sentence of imprisonment places defendant on 24 months supervised probation. Supervision by Court Services with the following conditions: a) You shall pay: Court Costs \$138.00, Surcharge \$22.00, Probation \$60.00, Attorney Fee \$250.00. b) All supervised probation is subject to the District Courts Standard Conditions of Probation set forth in DCR 3.308 which the Court directs be incorporated into your order of probation, a copy will be provided to you by Court Services. c) Other Special Conditions: 1. No violent contact with [REDACTED] 2. No contact with [REDACTED] Defendant advised of right to appeal conviction and sentence forma pauperis. Completion of 60 day residential treatment in Forever Recovery. Upon arrival Defendant to sign release of info to Court Services. Facility to provide weekly updates. Defendant to immediately return to Topeka and report to Court Services upon release from treatment. Obtain and maintain employment upon release from treatment. RWC.

07/29/2011-Charge #1 Disposition: plead Nolo Contendere Guilty

07/29/2011-Charge #1 Sentence: to serve 12 months in county jail, probation ordered with special conditions, suspended

07/29/2011-Charge #2 Disposition: plead Nolo Contendere Guilty

07/29/2011-Charge #2 Sentence: to serve 12 months in county jail, probation ordered with special conditions, suspended

07/29/2011-Charge #3 Disposition: plead Nolo Contendere Guilty

07/29/2011-Charge #3 Sentence: to serve 12 months in county jail, probation ordered with special conditions, suspended

07/29/2011-OJA case termination filed on 07/29/11.

08/01/2011-Custody Slip filed. RWC

08/03/2011-Journal Entry of Misdemeanor Conviction and Sentencing (DV) filed RWC

CERTIFIED COPIES DISTRIBUTED

09/26/2011-Order of Probation filed and approved. SRE

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Case Number: 11CR 00309

Plaintiff: STATE OF KANSAS,,, **Attorney:** MANLY,WILL,,
Defendant: [REDACTED] **Attorney:** MARIANI,CECILIA,T,
Division: CR
Next Activity: None

02/17/2011-Complaint filed on 02/17/11 approved by MSB.

02/17/2011-CONDITION ON BOND: NO CONTACT WITH VICTIM.

02/17/2011-Affidavit closed for examination.

02/17/2011-Arrest Report # 02696-11; TPD.

[REDACTED]
02/17/2011-Entry of Appearance filed. LOGAN L MCRAE

02/18/2011-Warrant requested Bond: \$2,500.00 PS, as to LEVI WILLIAM STEIN

02/18/2011-BOND MAY ALSO BE CASH

02/18/2011-Warrant issued as to [REDACTED] to the Sheriff of Shawnee County, KS.

02/28/2011-Bond posted: \$2,500.00/PS. Surety: TWENTYFOURSEVEN BAIL BONDS. Date to appear: 04/13/11 - MSB.

02/28/2011-SET - Docket on 04/13/11 at 09:00AM. in division CR. DTA ON BOND

02/28/2011-Notice of hearing for 04/13/11 Criminal Docket issued to , LOGAN L MCRAE , [REDACTED].

02/28/2011-Warrant returned, personal service - as to [REDACTED] 02/27/11 .

04/13/2011-DOCKET: DIG 11 RECORDER- STATE APPEARS BY ASST DA CLAY HOUSER. DEFENDANT PRESENT, CECILIA MARIANI APPT AND APPEARS. DEFENDANT WAIVES FORMAL ARRAIGNMENT AND STANDS SILENT, THE COURT ENTERS A PLEA OF NOT GUILTY. CASE SET FOR MPT 060111 AT 10:30AM. RWC

04/13/2011-Court appoints: CECILIA T MARIANI (CAA). RWC

04/13/2011-Affidavit and Complaint sent to CECILIA MARIANI this date.

04/13/2011-SET - Misdemeanor Pre-Trial on 06/01/11 at 10:30AM. in division CR.

04/13/2011-Notice of hearing for 06/01/11 Misdemeanor Pre-Trial issued to , LOGAN L MCRAE , CECILIA T MARIANI .

04/13/2011-OJA case filing entered. Case source: O.

04/13/2011-COURTS CONTINUANCE FORM FILED. COPY GIVEN TO DEFENDANT IN COURT.

04/13/2011-Financial Affidavit filed and approved. RWC

04/26/2011-STATE OF KANSAS' RESPONSE TO DEFENDANT'S REQUEST FOR DISCOVERY FILED.

06/01/2011-Misc. State by [REDACTED] defendant appears in person and by counsel

WILLIAM PETERSON. Reporter NONE. MPT-(WILLAM PETERSON APPEARS FOR CECILIA MARIANI) Misdemeanor Pre-Trial set on June 29, 06/01/2011-SET - Misdemeanor Pre-Trial on 06/29/11 at 10:30AM. in division CR.

06/01/2011-Notice of hearing for 06/29/11 Misdemeanor Pre-Trial issued to , LOGAN L MCRAE , CECILIA T MARIANI .

06/01/2011-COURTS CONTINUANCE FORM FILED. COPY GIVEN TO DEFENDANT IN COURT.

06/29/2011-Misc. State by [REDACTED] defendant appears in person and by counsel EDWARD COLLAZO. Reporter NONE. Docket set on July 6, 2011 AT 09:00A.M. in division CR. JM.

06/30/2011-Notice of Entry of Appearance and Substitution of Counsel filed. MANLY,WILL,, replacing MCRAE,LOGAN,L, as attorney of record.

06/30/2011-SET - Docket on 07/06/11 at 09:00AM. in division CR.

06/30/2011-Notice of hearing for 07/06/11 Criminal Docket issued to , WILL MANLY , CECILIA T MARIANI .

07/06/2011-DOCKET: STATE APPEARS BY ASST DA ANN ELLIOT. DEFENDANT PRESENT AND WITH ATTORNEY. CASE CONT TO DOCKET 071311 AT 09:00AM. DBD

07/06/2011-SET - Docket on 07/13/11 at 09:00AM. in division CR.

07/06/2011-Notice of hearing for 07/13/11 Criminal Docket issued to , WILL MANLY , CECILIA T MARIANI .

07/06/2011-Financial Affidavit filed and approved. DBD

07/15/2011-DOCKET: STATE APPEARS BY ASST DA WILL MANLY. DEFENDANT PRESENT AND WITH ATTORNEY. CASE SET FOR MPT 072711 AT 10:30AM. FRT

07/15/2011-SET - Misdemeanor Pre-Trial on 07/27/11 at 10:30AM. in division CR.

07/15/2011-Notice of hearing for 07/27/11 Misdemeanor Pre-Trial issued to , WILL MANLY , CECILIA T MARIANI .

07/27/2011-Misc. State by WILL MANLY, defendant appears in person and by counsel CECILIA T MARIANI. Reporter NONE. MPT-(DEFT. APPEARS IN CUSTODY) Plea set on July 29, 2011 AT 09:00A.M. in division CR. JMM.

07/27/2011-SET - Plea on 07/29/11 at 09:00AM. in division CR.

07/27/2011-Notice of hearing for 07/29/11 Plea issued to , WILL MANLY , CECILIA T MARIANI .

07/27/2011-COURTS CONTINUANCE FORM FILED. COPY GIVEN TO DEFENDANT IN COURT.

07/29/2011-PLEA. State by WILL MANLY, defendant appears in person and by counsel CECILIA T MARIANI. Reporter Digital Div 1. The Court sustains amendments and dismissals and enters defendant's plea(s) as follows: Ct(s) 1 nolo contendere. Reading of complaint is waived. After Court's advice of rights and inquiry, the Court finds defendant's plea is knowingly, voluntarily and intelligently made. The Court accepts plea and defendant is adjudged guilty. P.S.I. is waived. Allocution offered to the defendant. Sentenced to custody of Shawnee Co. Jail as follows: Ct 1 a term of 12 months. The foregoing sentence(s) shall run concurrent to the defendant's sentence imposed in Case #(s) 11CR1236, 11CR1237, 11CR297.. Defendant shall receive

credit for time served as provided by law. The court suspends execution of sentence of imprisonment places defendant on 24 months supervised probation. Supervision by Court Services with the following conditions: a) You shall pay: Court Costs \$138.00, Surcharge \$22.00, Probation \$60.00, Attorney Fee \$250.00. b) All supervised probation is subject to the District Courts Standard Conditions of Probation set forth in DCR 3.308 which the Court directs be incorporated into your order of probation, a copy will be provided to you by Court Services. c) Other Special Conditions: 1. No violent contact with [REDACTED] 2. No contact with [REDACTED] Defendant advised of right to appeal conviction and sentence forma pauperis. Completion of 60 day residential treatment in Forever Recovery. Upon arrival Defendant is to sign release of info to Court Services. Facility to provide weekly updates. Defendant to immediately return to Topeka and report to Court Services upon release from treatment. Obtain and maintain employment upon release from treatment. RWC.

07/29/2011-Charge #1 Disposition: plead Nolo Contendere Guilty

07/29/2011-Charge #1 Sentence: to serve 12 months in county jail, probation ordered with special conditions, suspended

07/29/2011-OJA case termination filed on 07/29/11.

08/01/2011-Custody Slip filed. RWC

08/05/2011-Journal Entry of Misdemeanor Conviction and Sentencing (DV) filed RWC COPIES SENT TO JAIL AND C. MARIANI

09/26/2011-Order of Probation filed and approved. SRE

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Case Number: 11CR 01236

Plaintiff: STATE OF KANSAS,, **Attorney:** BRASSEL,MICHELENE,L,

Defendant: [REDACTED] **Attorney:** ROTH,JENNIFER,C,

Division: 05

Next Activity: None

- 06/29/2011-Bond set at \$5,000.00/PS. - JM BOND MAY ALSO BE CASH (14300-11)
- 06/29/2011-Arrest Report Minute Sheet filed. -JM COURT APPOINTS PUBLIC DEFENDER. -JM KANSAS STANDARD ARREST REPORT FILED. (14300-11)
- 06/29/2011-Bond set at \$5,000.00/PS. - JM BOND MAY ALSO BE CASH. (14197-11) KANSAS STANDARD ARREST REPORT FILED. (14197-11)
- 06/29/2011-Arrest Report Minute Sheet filed. -JM
- 07/01/2011-Complaint filed on 07/01/11 approved by RWC.
- 07/01/2011-Affidavit closed for examination.
- 07/01/2011-Arrest Report # 14197-11; TPD.
- 07/01/2011-Arrest Report # 14300-11; TPD.



- 07/01/2011-Warrant requested Bond: \$5,000.00 PS, as to [REDACTED]
- 07/01/2011-BOND MAY ALSO BE CASH
- 07/01/2011-Warrant issued as to [REDACTED] to the Sheriff of Shawnee County, KS.
- 07/01/2011-SET - Criminal Assignment Docket on 07/07/11 at 01:30PM. in division 05.
- 07/01/2011-Notice of hearing for 07/07/11 Criminal Assignment Docket issued to , DAKOTA T LOOMIS , PUBLIC DEFENDER .
- 07/06/2011-Entry of Appearance filed. MICHELENE L BRASSEL
- 07/06/2011-Warrant returned, personal service - as to [REDACTED] 07/05/11 .
- 07/07/2011-Order Appointing Counsel filed and approved. CRK
- 07/07/2011-Misc. State by MICHELENE L BRASSEL, defendant appears in person and by counsel JENNIFER ROTH. Reporter NONE. Preliminary Hearing set on July 18, 2011 AT 10:00A.M. in division 05. EZW.
- 07/08/2011-SET - Preliminary Hearing on 07/18/11 at 10:00AM. in division 05.
- 07/08/2011-Notice of hearing for 07/18/11 Preliminary Hearing issued to , MICHELENE L BRASSEL , CINDY SEWELL .
- 07/11/2011-4 SUBPOENAS ISSUED FOR THIS APPEARANCE TO APPEAR 07/18/11 09:45A.M..

- 07/11/2011-SUBPOENA RETURNED EMPLOYMENT SERVICE AS TO ANTHONY T
- 07/11/2011-SUBPOENA RETURNED EMPLOYMENT SERVICE AS TO LOUIS A CORTEZ.
- 07/11/2011-Notice of Entry of Appearance and Substitution of Counsel filed.
ROTH,JENNIFER,C,, replacing SEWELL,CINDY,, as attorney of record.
- 07/18/2011-PREL. HRG. State by MICHELENE L BRASSEL, defendant appears in person and by counsel JENNIFER C ROTH. Reporter [REDACTED] The defendant is advised of right to hearing. The defendant waives preliminary hearing. The Court accepts defendant's waiver and finds it to be knowingly, voluntarily, and intelligently made. Misd. counts certified for trial. The Def. waives formal arraignment. The Court on Defendant's behalf enters plea(s) of not guilty on each count. Def. and all counsel ordered to appear for Pre-Trial Conference in Div.05 on October 4, 2011, AT 11:30A.M. EZW.
- 07/18/2011-OJA case filing entered. Case source: O.
- 07/18/2011-SET - Pre-trial on 10/04/11 at 11:30AM. in division 05.
- 07/18/2011-Notice of hearing for 10/04/11 Pre-trial issued to , MICHELENE L BRASSEL , JENNIFER C ROTH .
- 07/18/2011-\$2500.00 OR BOND.
- 07/18/2011-Conviction efiled to DMV
- 07/18/2011-ABSTRACT OF CONVICTION FILED.
- 07/18/2011-ABSTRACT OF CONVICTION FILED.
- 07/19/2011-Bond set at \$2,500.00/OR. - EZW.
- 07/19/2011-Bond posted: \$2,500.00/OR. Surety: [REDACTED] Date to appear: 10/04/11 - EZW.
- 07/22/2011-Subpoena returned no service as to DEPUTY KYLE COCHRAN, VACATION OUT OF STATE
- 07/29/2011-Correction as of 08/22/11 as follows:
[REDACTED]
- 07/29/2011-Correction as of 08/22/11 as follows:
[REDACTED]
- 07/29/2011-Correction as of 08/22/11 as follows:
[REDACTED]
- 07/29/2011-Correction as of 08/22/11 as follows:
[REDACTED]
- 07/29/2011-PLEA. State by Will Manly, defendant appears in person and by counsel Cecilia Mariani. Reporter Digital Div 1. The Court sustains amendments and dismissals and enters defendant's plea(s) as follows: Ct(s) 2, 3, 4 dismissed, Ct(s) 1 nolo contendere. Reading of amended complaint is waived. After Court's advice of rights and inquiry, the Court finds defendant's plea is knowingly, voluntarily and intelligently made. The Court accepts plea and defendant is adjudged guilty. P.S.I. is waived. Allocution offered to the defendant. Sentenced to custody of Shawnee Co. Jail as follows: Ct 1 a term of 12 months. The foregoing sentence(s) shall run concurrent to the defendant's sentence imposed in Case #(s) 11CR1237, 11CR309, 11C297. Defendant shall receive credit for time served as provided by law. The court suspends execution of

sentence of imprisonment places defendant on 24 months supervised probation. Supervision by Court Services with the following conditions: a) You shall pay: Court Costs \$138.00, Surcharge \$22.00, Probation \$60.00, Attorney Fee \$250.00. b) All supervised probation is subject to the District Courts Standard Conditions of Probation set forth in DCR 3.308 which the Court directs be incorporated into your order of probation, a copy will be provided to you by Court Services. c) Other Special Conditions: 1. No violent contact with [REDACTED] 2. No contact with [REDACTED] Defendant advised of right to appeal conviction and sentence forma pauperis. Completion of 60 day residential treatment in Forever Recovery. Upon arrival Defendant is to sign release of info to Court Services. Facility to provide weekly updates. Defendant to immediately return to Topeka and report to Court Services upon release from treatment. Obtain and maintain employment upon release from treatment. RWC.

07/29/2011-Charge #1 Sentence: to serve 12 months in county jail, probation ordered with special conditions, suspended

07/29/2011-OJA case termination filed on 07/29/11.

07/29/2011-*****correction to the plea minutes*****. COUNT 1 WAS AMENDED TO MISD OBSTRUCTION. THE DEFENDANT PLED TO THE [REDACTED] RATHER THAN THE [REDACTED] KM

08/01/2011-NOTICE OF INTENT TO SEEK AN ORDER FOR RESTITUTION FILED.

08/01/2011-Custody Slip filed. RWC

08/19/2011-*****AMENDED COMPLAINT/INFORMATION FILED. -

EZW*****

*****COPY SENT TO JENNIFER ROTH*****



08/24/2011-Journal Entry of [REDACTED] and Sentencing (DV) filed DBD COPIES SENT TO JAIL AND JENNIFER ROTH

09/26/2011-Order of Probation filed and approved. SRE



A Forever Recovery

A Forever Recovery
216 St. Mary's Lake Road
Battle Creek, MI 49017
Phone: (269) 788-0496

To Whom This May Concern
Re: [REDACTED]

Date: 07/28/2011

This letter is to document that [REDACTED] in conjunction with his [REDACTED] has taken the steps to enroll in the A Forever Recovery Drug and Alcohol Treatment Program in Battle Creek, Michigan. A Forever Recovery is a State Licensed (License # 130102) facility. After a complete examination of [REDACTED] and [REDACTED] history we qualified him to participate in the A Forever Recovery Program. Should he be permitted to attend our program, [REDACTED] would be undergoing intensive treatment in duration of an indefinite period (between 60-120 days or longer if necessary), as our program is individually based, and focuses upon the underlying issues of the [REDACTED]. As a part of [REDACTED]'s aftercare, we could recommend and help him to find a residential half-house as continued therapy in his immediate area under jurisdiction of the courts.

A Forever Recovery is an inpatient treatment facility in a private, recovery-conducive area located in Battle Creek Michigan. Our facility sits on 14 acres located about 20 minutes north of Downtown Battle Creek and is considered a medium security environment by local Courts and Probation Departments. The clients in the program are definitively restricted in their movements and under continuous supervision, via both personnel and video camera surveillance. Also, like many conventional correctional facilities, mobile phones and personal computers are expressly prohibited, and all incoming items are searched and inspected by our staff. Additionally we have a staff presence around the clock, supplemented by a bonded security officer, who is on the premises during evening and nighttime hours.

The A Forever Recovery Program addresses not only the many aspects of addiction, but criminal behavior as well. Using MRT (Moral Recognition Therapy) which is the current cognitive therapy of choice for many drug court programs, this sets the ethical, moral and personal discipline standards for the clients and their behavior, including punctuality, honesty, respecting others' rights and fulfilling one's responsibilities. There are client counselors on duty to enforce the client rules of conduct and to handle any violations. Our staff also practices regular, as well as randomly selected, testing for drugs, alcohol and other prohibitive substances, as well as periodic room searches for contraband.

Our program utilizes a heavy cognitive behavioral therapy model, but also includes standard group and individual counseling, inventory and self-discovery. In addition, we have several tracks to our program which include 12-step, holistic and cognitive.

I have enclosed a packet of the therapies in which [REDACTED] will be participating. It is our wish that court takes into consideration the assertive changes he wants to make in his life, and permits Mr. [REDACTED] to attend the A Forever Recovery program under the discretion of the court. Weekly updates and drug screens can be made available to any agencies overseeing [REDACTED] at this time. If I can be of any further assistance, please do not hesitate to call me.

Darwin Dixon

Darwin Dixon
Intake Counselor
A Forever Recover
216 St. Mary's Lake Rd.
Battle Creek, MI 49017
Phone: 877-458-3313

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2013-cp04161740609-A

Submitted: 4/16/2013 5:40:08 PM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] M.I.:
Your Street Address: [REDACTED] City: Menominee
Your State: MI Zip Code: 48295
Your County: Menominee
Your Home Phone: [REDACTED] Your Work Phone: Ext.:
Fax Number: E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name: A Forever Recovery City: Menominee
Street Address: 216 St. Marys Lake Rd Zip Code: 48295
State: MI Phone:
County: E-mail Address:
Fax Number: Product Offered:
Web Site Address:
Primary Jurisdiction: None

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name: City:
Street Address: Zip Code:
State: MI Phone:
County: E-mail Address:
Fax Number:
Web Site Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:
Vehicle VIN No.:

Complaint Information

Incident Date\Time: 4/16/2013 1:00:00 AM
Incident Location: a forever recovery
Approximate Monetary Value:
Did you sign a contract? False
Where did you sign this contract?
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? True
What was the response from the business? holding my husband mike against his will
If no complaint was given to the business directly, why? complained to joseph and anyone who'd listen
Was this complaint filed with any other agencies? False

Complaint Detail/Inquiry Information

looking for a place to help my [REDACTED] kick a [REDACTED] habit he picked up after [REDACTED] I was calling every where to no avail. then I called a forever recovery, Brandon made it sound so good.....then they took [REDACTED] hostage. no phone calls and then 10 minute phone calls. in tears when he could call he said they wont let me out. I asked him flat out.....did you ask and he said yes but they wont let him leave. they don't answer phone calls, if one leaves a message for joseph his 'counselor' he talks a minute and makes an excuse to leave phone. this is a nightmare...they didn't fill out FMLA and DISABILITY papers for 10 days and I kept getting phone calls from his place of employment. my union worker is a big strong pipefitter he doesn't cry or flippantly call the place a prison. HE NEEDS TO BE FLOWN BACK HOME I told Brandon he needed 15 days to tweek his sobriety. I ended up calling him and telling him he was deceitful. I wouldn't send a loved one there again if their very life was on the line. THANK YOU for your time I hope you can help get mike stivers out of ...AFOREVER RECOVERY. I will help to close that place down"" thanks, [REDACTED]

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*)I certify that the information on this form is true and accurate to the best of my knowledge.

(*)I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2010-cp05181936168-A

Submitted: 5/18/2010 7:36:44 PM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] M.I.:
J
Your Street Address: [REDACTED] City: Tucson
Your State: AZ Zip Code: 85741
Your County: Outside Michigan
Your Home Phone: [REDACTED] Your Work Phone: [REDACTED] Ext.:
Fax Number: [REDACTED] E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: A Forever Recovery City: Battle Creek
Street Address: St. Marys Lake Road Zip Code: 49012
State: MI Phone: [REDACTED]
County: [REDACTED] E-mail Address: [REDACTED]
Fax Number: [REDACTED] Product Offered: Substance Abuse Center
Web Site Address: [REDACTED]
Primary Jurisdiction: None

Secondary Company Or Person Your Complaint Is About

Company or Person? Company

Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: [REDACTED] City: [REDACTED]
Street Address: [REDACTED] Zip Code: [REDACTED]
State: MI Phone: [REDACTED]
County: [REDACTED] E-mail Address: [REDACTED]
Fax Number: [REDACTED]
Web Site Address: [REDACTED]

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:
Vehicle VIN No.:

Complaint Information

Incident Date\Time: 2/23/2009 1:00:00 AM
Incident Location: A Forever Recovery
Approximate Monetary Value: 30,000.00
Did you sign a contract? False
Where did you sign this contract?

Is a court action pending? False

Do you have an attorney representing you on this matter? False

Are you willing to testify in court regarding this complaint? True

Did you complain directly to the business? False

What was the response from the business?

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? False

Complaint Detail/Inquiry Information

My name is [REDACTED] and the allegation below is against A Forever Recovery, located in Battle Creek, Michigan. I flew to Michigan on October 27, 2008 to check myself into the A Forever Recovery rehab facility. I have a [REDACTED] disease and was getting pain medications prescribed to me which I then became dependent upon. I no longer wanted to live that life so I went as far away as possible to get the help that I needed. During my 3 month stay in A Forever Recovery's facility I met Keith Matthews who became my one-on-one counselor. When I graduated the program A Forever Recovery asked me to stay and work. I decided it would be best to stay in order to maintain my sobriety. I did not want to go back home around the same people I used to associate with. I initially wanted to work as a security guard for A Forever Recovery due to the fact that it would look good on my resume because I intend to become a police officer. Unfortunately, Per Wickstrom, the owner of AFR needed a personal assistant not another security guard. So even though I had no idea what a personal assistant did, I decided to give it a chance. They found out really quickly that I wasn't lying because instead of training me they just said "here do it" and when I asked Pamela (Per's sister and co-owner) questions about how to do something I was yelled at and told to figure it out on my own and when I did it wrong I was yelled at again and basically [REDACTED]. So after they realized on their own that I was not cut out to be anyone's secretary they moved me to an intake counselor position which, again, I knew nothing about. I was enthused to try anything because I couldn't leave because I knew my [REDACTED] would be in jeopardy if I went back home. So, fresh out of treatment they had me working from 9am to 9pm everyday with one day starting at 12:00 to 9pm and one day off. Needless to say I got burned out and frustrated very quickly. During this time I looked to my counselor Keith Matthews to help me through these hard times. So basically I was talking to Keith as often as Per the C.E.O would let me, which wasn't too often. Later Keith told me that Paul his supervisor told him if he wanted to continue counseling myself and other graduate's, who AFR had working 50 hours a week with out being allowed to leave the building that he would have to do it on his own time. Keith told them that what they were doing was prescribing for pushing myself and other graduates to relapsing. While working at this new position I met another fellow intake counselor by the name of Murray Dailey. Mr. Dailey was the person who trained me to be an intake counselor and who was also one of my bosses. He had me sit in his office every day for a week and a half just listening to him pitch or try to sell the program to other struggling drug addicts. During the time I started working as an intake counselor I had to sign a contract saying I could not leave the premises without one other staff member so I looked to anyone and everyone to take me off-site because I had been there so long and was working so much I just wanted to get away. One day when I was sitting in Mr. Dailey's office when he was training me I had asked him if it would be alright if he could take me off-site which I explained to him that was the only way I could leave, he obliged and later that day after work I went with him off-site. He first stopped at a liquor store to buy himself a six pack of beer. I went into the store with him and he offered to buy me a can of Sparks, which has 6% alcohol, as well as his 6 pack of beer we then went to his house. I was a little apprehensive but really did not want to go back to AFR after being there for months. I just wanted to get away for a little while. After not [REDACTED] for [REDACTED] I quickly became [REDACTED] from the [REDACTED] and that's when Mr. Daily [REDACTED] me for the first time. I felt uncomfortable but knew that he voluntarily took me with him and I didn't want to make a scene. So after that we [REDACTED] around until my 30 days were up. I asked him if this was wrong and he said no because we were equals because I worked with him so I said okay. This was not true because it states in AFR own policies and principles (#9) booklet that no counselor or employee of AFR can have any type of [REDACTED] contact with a client for 3 to 5 years or it will result in immediate termination. Right when I got off those 30 days probation where I could only leave with a staff member he [REDACTED] me to his house where we [REDACTED] in [REDACTED] for the first time. Every day I would go with Murray after we both got off work and he would stop at the [REDACTED] store and he would buy us some [REDACTED] and then he would [REDACTED] me to his house where we [REDACTED] together and [REDACTED] in [REDACTED] every night. After about 2 weeks he started telling me I should just [REDACTED] in [REDACTED] because I had a curfew at 2:00 a.m. which he never got me back on time so after [REDACTED] together he would [REDACTED] me back to the center around 3am or later so he kept telling me "you don't want to live at the center because of

the curfew, the dirty rooms with smelly water and with a roommate I was forced to live. He kept reminding me of all the negative things because he wanted me to [redacted] in with him. Honestly I had been in that place for so long and had no car to go and come as I pleased so I really did not like staying there at all and if I had the money I would have moved out to my own apartment. However the fact was that I had absolutely no money and Murray kept telling me I could come [redacted] in with him and I wouldn't have to pay for anything to stay there. So it was either be at the center where it was dirty, cold, uncomfortable, and lonely or go [redacted] at Murray's house and watch TV and sleep in a comfortable bed. So Murray said we will just tell everyone that I was paying him to stay in his extra bedroom and that it was no one's business what we do. So when people asked if we were together I had to lie to them because Murray thought it would be better that way. So after I stayed there for a few weeks Murray started talking about how I don't even really need to work that he makes a lot of money and he would give me money if I decided I didn't want to work. I work so much and I was burned out so it sounded like a good idea. He also said he would buy me a car. So I had been [redacted] with Murray for about a month when unfortunately my [redacted] passed away on March 10, 2009 so I went back to Tucson, Arizona, on March 6th or 7th, 2009 so I could attend his funeral. We were very close and he had always prayed for me to get off my [redacted] so in a way I felt like I got clean for him. I was devastated so I only stayed in Tucson for a week because I was just too sad and I wanted to get away from the people and places and things that reminded me of when I used to take [redacted] pills. So I went back to [redacted] with Murray and to continue working at AFR. One day Murray went grocery shopping and I guess when he bent down to pick up a bag of groceries he hurt his back so he went to the ER where they first gave him [redacted]. Then he followed up with a primary care provider where he first got a script for [redacted] (I think that was the milligrams). They were white with pinkish spots on them. So I was now living with someone who has [redacted]. Needless to say I saw him taking them and naturally wanted to take them also since they had been my "[redacted] of choice" before [redacted]. I asked him if Per would be mad if he took [redacted] while working a AFR as an intake counselor and he said no because it's a [redacted] and that he told Per he needed them because he was in a lot of pain and he told me that Per said just go down to the Church of Scientology and write up your averts and then everything will be fine. That is when Murray started telling me how I should go down there and watch the DVD that explains about it and he said it would look really good to Per and that he would love me if I started studying Scientology. I had heard people and staff talk about Scientology and how it was a form of brain washing and many stated that it was a cult. Also, Murray said he wanted a [redacted] that was interested in Scientology just like he was. So I decided to give it a shot mainly because I wanted to impress Murray and Per and I knew Per would respect me more if I did. After Murray got [redacted] from his doctor he started giving me some to take because sometimes I would ask him because they were always around and I always saw him taking them. Then his doctor referred him to a physical therapist and that doctor started giving him 7.5 milligrams of [redacted] which were orange and that were obviously stronger than the 5 mg ones. So he would keep them in the house and that is when I decided to go home and visit for a while because I was working so much and Murray was giving me his [redacted] so I thought it might be a good idea to leave until he can get off of them when his back stopped hurting. So I went home for about 3 or 4 weeks and I talked to Murray everyday and when it came close to going back I asked him if he was done taking [redacted] because there was no way I could live with him when he was taking [redacted] because I didn't want to [redacted] again. He told me he had no [redacted] and he wasn't taking them anymore so I believed him and went back to Battle Creek, MI to [redacted] with him. The day I got back he told me "well I had like 10-12 of them left" and that he would give me half of them and he would take half and no more after that so of course I didn't say no to free [redacted]. Murray lied to me when I came back to live with Murray he had the "thousands" which are the strongest [redacted] that there is and these ones were yellow. So he has had three different types of [redacted]. Well needless to say that was not the case because Murray kept getting script after script and so we started taking [redacted] everyday. This was after I stopped working at AFR because when I came back they finally let me be a security guard which was what I really wanted to do because I want to be a police officer some day. Well, that didn't last long because Murray recently started working in a different building and so I would tell him how Pam who was part owner and Pers sister would tell me oh you can do better than Murray and that he was too old for me so when I told him that a few times Pam had said it he decided he would send an email to Pam to tell her to mind her own business. I asked him not to say anything because she was basically my boss and he said he would not. He sent her an email against my wishes and when Pam got that email she was furious at me. She told me "oh you have to run and tell Murray everything and that my days there were numbered". For some reason I thought Murray wanted me to get fired because he said I didn't have to work that he would give me money if I maintained the house and took his dog Lenny for walks as often as possible and of course keep having [redacted] and getting [redacted] with him. So Pam started asking around trying to find anything and everything she could about me so she had a reason to fire me. Well, she got some hearsay personal information from a few people and she fired me the very next day. So I was sad I lost my job but Murray said it was better this way. I was so upset at him and the whole situation that I went back

home again. He started calling me telling me I should come back and just [redacted] with him. He would buy me a car and I wouldn't have to work and so I went back and that's when he swore he was done taking [redacted] again. It didn't take long to realize he was not done and he immediately started giving me more and more of his [redacted] every day. He also bought me a car but every time we got into a fight he would make me give him the car keys and I wasn't allowed to go any where. I told him he always controlled me with the car and if I wanted to take a drive after a fight I was not allowed to and when I did once he said if I didn't come right back he was going to call the police so basically I was his property now. He had me back on [redacted] thousand of miles from home with no job because of him and no money but what he gave me. So I got scared and brought the car right back So now he has been giving me his [redacted] for a month and I met this girl who had some stronger [redacted] and I told Murray and he gave me money to go buy us some and sometimes he would come with me to get them. Soon he had a girl he was getting [redacted] from because his script always ran out early because we were both taking them so he would buy us some of those yellow [redacted] which he called [redacted] So I ended up [redacted] with him having [redacted] with him, and taking [redacted] with him for about three months when I had finally had enough of him trying to control me with the [redacted] money, and the car. That is when I broke up with him because at this point he was taking a lot of [redacted] and he was buying him and me [redacted] as well. So one day when he was at work I packed all my things, put them in boxes and was ready to leave as soon as he got home. I always told him that it made me nervous about the fact that I knew practically on one and I was thousands of miles away from home and he would always tell me not to worry if something were to happen to us like [redacted] up he would buy me a plane ticket and send me my stuff through the mail or Fed Ex. Well when it happened he did none of those things. He told me he bought me an airplane ticket for a flight that departed out of Detroit not Battle Creek and that I had to find a ride there because it's not his problem and he packed up all my stuff and took away my cell phone that he had bought for me so there was no way I could call anyone for help and he dropped me and some of my stuff off at a hotel. I begged him to switch the flight to Battle Creek and told him there was no way I could get there unless he paid for a cab. After practically begging him to switch the flight he said he would just pay for a taxi to take me and he swore he would send my 4-5 boxes of belonging because there was no way I could bring them. I didn't have the money to ship them myself. I stayed in the hotel by myself and after taking [redacted] with Murray for 3 months I didn't want to [redacted] on the plane so I had to go buy some. I tried calling Tim, the aftercare specialist his job was to call and keep check up on students that had graduated the program. Part of the payment my m [redacted] paid AFR for was supposed to be for Tim's help to check up on and help graduates if they [redacted] or needed a [redacted]'s phone number for support. I told him what Murray had did and asked for his help in getting a ride to Detroit but he said that he could not help me. So I'm on my way to Detroit with less than half of my belongings. When I get to the Detroit airport and the taxi leaves and I go check in at my flight, and they tell me that it was reserved but never paid for so now I am stranded in Detroit with no cell phone, no money, and nowhere to go and I didn't know anyone in Detroit so I begin to panic and cry and I call my n [redacted] crying hysterically telling her I was scared and I didn't know what to do. My [redacted] took the first available flight to Detroit to come help me. My [redacted] decided that it would be best for us to drive to Battle Creek to get my belonging. The next day we rented a car to drive the 2 hours back to Battle Creek so I could get my boxes of belongings because at this point I did not trust Murray to send them to me as he said he would. Unfortunately this trip cost my [redacted] all the money that she had and could borrow. She had spent all the money she could get a hold of to send me to [redacted] in the first place. I feel as if Murray Daily manipulated and used me when I was at my most vulnerable. He supplied me with [redacted] and [redacted] because he knew it would have a hold on me. He purposely had me fired so that he would be able to control me more and keep a better hold on me. He pushed me into studying Scientology although I told him I was a practicing Catholic and had attended 12 years of Catholic school. I went along with most of his demands because he always held over my head the fact that I had no job, no money, no car, no cell phone, and nowhere else to live. I feel that his actions did more harm to me than the [redacted] I was [redacted] to in the first place. After being stranded in Detroit, I was so traumatized that I got deeper and deeper into [redacted] after I got back to Tucson. After a year of being away from him, I am still trying daily to get my life back on track. A Forever Recovery and Murray Daily should not be able to get away with using and manipulating vulnerable people.

[redacted] Tucson, AZ, 85741 [redacted]

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*)I certify that the information on this form is true and accurate to the best of my knowledge.

(*)I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

CP_Email1, CP_Email1 (AG)

From: Corey Leuffgen <cleuffgen@stopyouraddiction.com>
Sent: Tuesday, October 19, 2010 4:20 PM
To: CP_Email2
Subject: 2010-cp05181936168-A
Attachments: [REDACTED].pdf

To whom it may concern,

Attached is response to AG complaint 2010-cp05181936168-A received from your office.

Corey Leuffgen, Deputy Executive Director
A Forever Recovery
216 St. Mary's Lake Road
Battle Creek, MI 49017
Phone: (269) 788-0496
Fax: (269) 964-7932
Email: cleuffgen@stopyouraddiction.com
www.stopyouraddiction.com

This message is for the named person's use only. It may contain confidential, proprietary or legally privileged information. No confidentiality or privilege is waived or lost by any miss-transmission. If you receive this message in error, please immediately notify the sender and delete this and all copies of this message. You must not directly or indirectly use, disclose, distribute, print or copy any part of this message if you are not the intended recipient. Thank you for your cooperation.



A Forever Recovery

A Forever Recovery
216 St. Mary's Lake Road
Battle Creek, MI 49017
Phone: (269) 788-0496
Fax: (269) 964-7932

October 18, 2010

Re: [REDACTED]
Entered AFR program October 30, 2008 through January 16th, 2009

To whom it may concern,

This letter is in reference to an Attorney General complaint (# 2010-cp05181936168-A).

[REDACTED] entered into the A Forever Recovery program in October 2008 and did successfully complete the A Forever Recovery program in January 2009. [REDACTED] applied to work at A Forever Recovery and was offered a position, which she accepted. According to [REDACTED]'s own complaint she acknowledges that she left Michigan on three separate occasions and willingly returned to Michigan on three separate occasions. She came back voluntarily. [REDACTED] was under so much duress, as she claims, why in the world would she return to that situation three times? This simply does not add up to the environment that she claims she was living in. There are always rumors and third-party conclusions in any environment where people are coming off drugs. The majority of [REDACTED]'s complaint is toward an individual with whom she had an [REDACTED] relationship and not A Forever Recovery itself. [REDACTED] never made any verbal or written complaints to the Human Resources Department while she was employed by A Forever Recovery. Her complaint resembles that of an angry [REDACTED] trying to attack the character of her [REDACTED]. It is not surprising that [REDACTED] has composed this false allegation that she was under the control of [REDACTED] and [REDACTED] is a responsible [REDACTED] who is capable of making her own life's decisions and that is exactly what she did. A Forever Recovery's position is that much of what [REDACTED] alleges is due to the fact that she was caught using drugs again and asked to leave the residence where she was living. According to statements from Murray Dailey it was he who discovered that [REDACTED] had [REDACTED] in her possession while [REDACTED] in his residence. Upon confronting her with the evidence, [REDACTED] became very angry and began making threats to Murray. She became [REDACTED] and was asked to leave the residence. [REDACTED] was driven, upon her request, to the Detroit Metropolitan Airport.

Respectfully submitted,

Corey Leuffgen
Deputy Executive Director
A Forever Recovery

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2013-cp12022200606-A

Submitted: 12/2/2013 10:00:53 PM

Consumer Information

Your Last Name: [REDACTED] First Name [REDACTED] M.I.: C
Your Street Address: [REDACTED] City: Winter Haven
Your State: FL Zip Code: 33884
Your County: [REDACTED]
Your Home Phone: [REDACTED] Your Work Phone: [REDACTED] Ext.:
Fax Number: [REDACTED] E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: Best Drug Rehab Tranquility Detox
Street Address: 327 Capital Av Ne City: Battle Creek
State: MI Zip Code: 49017
County: Phone: 2697047200
Fax Number: E-mail Address: [REDACTED]
Web Site Address: www.bestdrugrehabilitation.com Product Offered: Substance Abuse Rehabilitation
Primary Jurisdiction: None

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: [REDACTED]
Street Address: [REDACTED] City: [REDACTED]
State: MI Zip Code: [REDACTED]
County: Phone: [REDACTED]
Fax Number: [REDACTED] E-mail Address: [REDACTED]
Web Site Address: [REDACTED]

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:
Vehicle VIN No.:

Complaint Information

Incident Date\Time: 9/18/2013 9:00:00 AM
Incident Location: Tranquility Detox, Battle Creek, MI
Approximate Monetary Value: 20000
Did you sign a contract? True
Where did you sign this contract? Battle Creek MI
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? True
What was the response from the business? Nothing
If no complaint was given to the business directly, why?
Was this complaint filed with any other agencies? True

Complaint Detail/Inquiry Information

Company misrepresented themselves on their website. They have a picture of a hotel room on the website but it is a far cry from a hotel room. The facility consists of bunk beds and old furniture with up to 8 bunk beds in each room. They represent that the company is not Scientology but it is. They have huge stacks of Ron L. Hubbard books with workbooks and teach patients how to stare for up to two hours. I have never been in a rehab so I did not know what to expect. They take most of your belongings from you and store them in a storage unit outside the facility. Most of your belongings, cell phone, electronics and beauty supplies are taken away to be returned at the end of your stay. You are not allowed to speak to your [REDACTED] for the entire time of your stay. When clients are sold the rehab center they are told that they have 48 hours to get there so that they will not have time to research the rehab center and change their mind. I was told that they had a scholarship but I had to be there within 48 hours to qualify. I was also offered free airfare but I had to be there within 48 hours. Then when the clients get there and there are vulnerable getting off of substances, there are given all of this paperwork to sign. When they are coming off of [REDACTED] and have no representatives to assist i.e. [REDACTED] you are signing for things that you are not sure of. Since I have gotten home I have sent several notarized written requests for my documents but I have not been provided with these, so I am not sure what I have signed. They changed my mailing address to Battle Creek MI and my insurance claims checks were sent there. When I did not receive the check and called with Blue Cross Blue Shield because the check had been cashed, I was informed that I had made them Power of Attorney. I would have not done that in my right mind but I was not in my right mind when I arrived there due to getting off of [REDACTED]. I asked them to email me the Power of Attorney that I had signed but have not been provided with this. I have asked numerous times for my records and not been provided these. Until I am provided this documentation I am not positive the documents signed.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*)I certify that the information on this form is true and accurate to the best of my knowledge.

(*)I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

January 9, 2012

Dept. of Attorney General
Consumer Protection Division

JAN 11 2012

RECEIVED

Michigan Department of Attorney General
Bill Schuette
Consumer Protection Division
P.O Box 30213
Lansing, MI 48909

To Whom It May Concern:

I am forwarding a copy of this letter to you; which I have sent to Best Drug Rehabilitation. All I ask is that you will find the time to read my claim. I would greatly appreciate any help you could offer me to resolve this matter and help me to get back some of the monies I have lost due to this company using fraudulent advertisement.

If you have any questions or would like to discuss my situation further with me, please do not hesitate to contact me:

Email : [REDACTED]

Thank you very much for any assistance you are able to offer me.

[REDACTED]

January 1, 2012

Best Drug Rehabilitation Center
300 Care Center Drive
Manistee, MI 49660

To Whom It May Concern:

My daughter [REDACTED] was admitted to your facility at the address above on November 11, 2011. When she arrived there, she was sent to the [REDACTED] facility. Due to poor living conditions and forced required participation in religious activities she was allowed to leave. My [REDACTED] agreed to go to the center under fraudulent promises of care and services. I should be refunded my monies due to a fraudulent enticement on the part of Best Drug Rehabilitation Center.

I am requesting that 70% of my payment be refunded to me because my payment was made based on fraudulent advertisements of services to be offered. I paid a total of \$13,575.00 directly to Best Drug Rehab. \$2,575.00 was on my credit card and later an \$11,000.00 check was issued. I am requesting that Best Drug Rehab refund \$9,502.50; which is 70% of the amount they have fraudulently extracted from my accounts.

Your facility advertised online (www.BDR.com) and over the phone that there would be yoga classes, acupuncture, and qualified therapists for the appointed patients and a number of other activities. You informed me that people learn in different ways and that there would be different ways for her to learn to lead a better life free of [REDACTED]. I specifically asked the representative over the phone, before agreeing to the services, if there was a religious theme to the program and was told that there was no required religious involvement, although the representative stated that there were numerous religious denominations available for worship and guidance. There was, in fact, a lack of religious choice. [REDACTED] was given a religious handbook entitled "Scientology" and was told that it was mandatory to follow this manual. The name of this representative I talked with regarding this issue was Jaime Mann and his personal number is 269-964-6731, desk number is 269-964-6731, and office number is 877-456-3313.

My [REDACTED] claimed that there was an insufficient number of staff members and that staff members were tired, over worked and lacked appropriate experience. All of these factors led to their lack of interest in her physical and psychological well-being and her personal needs. There were inadequately experienced counselors handling the physiological and psychological needs of the patients. Poorly qualified therapists were appointed to care for patients and their issues. When [REDACTED] was [REDACTED] she was still forced to attend meetings regardless of her health.

Essential personal hygiene items such as soaps, shampoo, cleaning and hygiene items were not provided. Money was needed in order to purchase the items that were needed. When I asked Darwin if she needed any money for anything he answered that she did not need any.

Another serious concern that occurred while [REDACTED] was at your facility was that there was actually a shortage of food and day-old food was served to the residents. The facilities were unsanitary and not well kept. Another concern was that there was an outbreak of athlete's foot that took place while she was there. Her health was jeopardized.

I have tried a number of times to reach Steven Anderson the financial advisor, but he never returned my calls. When I did call the center I always got the receptionist, who would come back on the line and say that Steven was out of the office and asked if I wanted his voice mail. I did leave a number of messages. He did not return my calls. I also asked to speak to Sarah Bennett, Administrative Assistant (1-855-255-5014) and Darwin (1-877-456-3313). People I had spoken to when [REDACTED] was first admitted to the center, people I trusted to help me in my time of need, refused to address my concerns.

Darwin informed me that [REDACTED] would have no outside contact until her [REDACTED] period was over which was at least 15 days. At that time I informed him that I specifically did not want her to communicate with a certain person. That specifically named individual was someone about whom we knew the facility needed to be aware! Darwin assured me that she would have only [REDACTED] contact. But this statement was also fraudulent. She was able to call out of the facility and this named, prohibited individual was actually allowed to remove her from BDR against previously agreed conditions. Darwin was aware of this concern and agreed to prevent contact. This action was specifically responsible for her leaving the BDR.

I request that you respond to this letter by January 26th 2012.

A copy of this statement will be sent to the Attorney Generals of Wisconsin and Michigan, the Better Business Bureau also.

Sincerely,

[REDACTED]



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF HEALTH PROFESSIONS
RAE RAMSDELL
DIRECTOR

STEVEN H. HILFINGER
DIRECTOR

January 25, 2012

Dept. of Attorney General
Consumer Protection Division

JAN 27 2012

RECEIVED

[REDACTED]
Milwaukee, WI 53221

Re: Best Drug Rehabilitation

Dear Ms. [REDACTED]

We have reviewed your correspondence in the above-referenced matter. While we understand your expressed concerns, please be advised our office has no jurisdiction over the nature of your complaint.

The Bureau of Health Professions is responsible for licensing and regulating twenty six health care professions. The health professional boards only have the authority to take disciplinary action against licensees for practicing below acceptable standards, or for other violations enumerated in the Michigan Public Health Code.

You may wish to contact the following agency to see if they can be of any assistance:

Department of Attorney General
Consumer Protection Division
P.O. Box 30213
Lansing, MI 48909
(517) 373-1140

I am sorry we cannot be of further assistance to you at this time. If you have any questions, please contact me at (517) 373-9196.

Sincerely,

Sherri White, Manager
Allegation Section
Health Investigation Division
Bureau of Health Professions

SW/lt

Michigan Department of Community Health
Bureau of Health Systems, Complaint Investigation Unit

RESIDENT/PATIENT CARE COMPLAINT FORM

RECEIVED
JAN 18 2012
DEPARTMENT OF LABOR & ECONOMIC GROWTH
BUREAU OF HEALTH PROFESSIONALS
HEALTH INVESTIGATION DIV. - ALLEGATION SECTION

Print clearly or type information on all sections of this form. Call 1-800-882-6006 if you need help completing the form.

RESIDENT INFORMATION							
Resident/Patient Name						Birthdate	
Date Admitted		Room #		Discharge Date (If no longer in facility)			
Guardian/Resident Representative							
FACILITY INFORMATION							
<input type="checkbox"/>	ASC	<input type="checkbox"/>	EMS	<input type="checkbox"/>	FS-ASC	<input type="checkbox"/>	HOSP
<input type="checkbox"/>	CMCF	<input type="checkbox"/>	ESRD	<input type="checkbox"/>	HHA	<input checked="" type="checkbox"/>	HSPC
<input type="checkbox"/>	CORF	<input type="checkbox"/>	FSOF	<input type="checkbox"/>	HLTU	<input type="checkbox"/>	NH
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	OPT
							PSYCH HOSP
							RHC
							RS
							X-RAY
Facility Name							
Best Drug Rehabilitation							
Facility Street Address				City		State	Zip Code
300 Care Center Drive				Manistee		MI	49660
INFORMATION ABOUT PERSON FILING THE COMPLAINT							
Your Name (if not resident)				Daytime/Work Phone #		Evening Phone #	
Street Address				City		State	Zip Code
				Milwaukee		WI	53221
Contact Person (if different)				Daytime/Work Phone #		Evening Phone #	
E-mail Address							
INFORMATION ABOUT YOUR COMPLAINT							
Date of problem or incident:				Time			
11/11/11				12 PM			
The Department will not disclose the name of the complainant or the resident named in the complaint unless either gives written consent. However, the survey can proceed more quickly if the complaint can be discussed at the time of the investigation.							

Do you give permission for the resident's name to be released to discuss the complaint?		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
I will submit additional documentation within 5 business days.		Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
What is the complaint about? The rehabilitation facility advertised different services the n were actually rendered. I lost out on nearly \$14,000 by sending my [redacted] to a drug rehabilitation center that seemed great as it was advertised online as well as discussed over the phone prior to my investment. After my [redacted] was admitted she was not given the care that she needed and that was promised by the center's representatives. She was also forced to participate in activities of the Church of Scientology; which was never once brought up in any discussion nore was it aparant by the website. Essential personal hygiene items such as soaps, shampoo, cleaning and hygiene items were not provided. Money was needed in order to purchase the items that were needed. My [redacted] claimed that there was an insufficient number of staff members and that staff members were tired, over worked and lacked appropriate experience. The facilities were unsanitary and not well kept. Another concern was that there was an outbreak of athlete's foot that took place while she was there. Because of all this I feel I was lied to and deceived and I believe I deserve a refund.			
Submitted on: 1/8/2012 11:33:40 PM			
Have you contacted the facility about your complaint?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	If yes, person's name and title? Jamie Mann
Your Signature: *** Form was submitted online ***		Date Signed: 01/09/2012 07:29:04	

Other agencies that help citizens with complaints are:

The State Long Term Care Ombudsman

State long-term care ombudsman will help identify, investigate and help resolve complaints of residents of licensed long-term care facilities through its network of local ombudsmen. Call 1-866-485-9393 (toll free)
<http://www.elderslaw.org/>

Department of Attorney General (AG)

The Attorney General investigates elder abuse and Medicaid fraud. Call 1-800-242-2873 or file a complaint online at
<http://www.michigan.gov/ag/>

Michigan Protection & Advocacy Service (MPAS)

MPAS can tell you who you should call to report abuse/neglect, help you file a complaint, or investigate an abuse/neglect allegation. Call 1-800-288-5923 or (517)487-1755
<http://www.mpas.org/>

Citizens for Better Care (CBC)

CBC is an advocacy group for nursing home residents and families.
Detroit 1-800-833-9548
Lansing 1-800-292-7852
Bridgeport 1-800-284-0046
Grand Rapids 1-800-782-2918
Kalamazoo 1-800-332-4802
Traverse City 1-231-947-2504
<http://www.cbcmi.org>



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Web Site

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Substance Abuse Program Information

Program Name : BEST DRUG REHABILITATION SERVICES

Address : 300 CARE CENTER DRIVE
MANISTEE, MI 49660

License Number : 510026

Director : RICHARD ALMSTED

Phone # : 231/218-4406

Service Description	License Type	Begin Date	Date Expired
CASE MANAGEMENT	STANDARD	11/16/2011	
RESIDENTIAL	STANDARD	11/16/2011	
CAIT	STANDARD	11/16/2011	
INTEGRATED TREATMENT	STANDARD	11/16/2011	
RESIDENTIAL DETOX	PROVISIONAL	11/16/2011	05/16/2012
EARLY INTERVENTION	STANDARD	11/16/2011	
RESIDENTIAL DETOX	TEMPORARY	09/16/2011	12/16/2011
EARLY INTERVENTION	TEMPORARY	09/16/2011	12/16/2011
CASE MANAGEMENT	TEMPORARY	09/16/2011	12/16/2011
RESIDENTIAL	TEMPORARY	09/16/2011	12/16/2011
INTEGRATED TREATMENT	TEMPORARY	09/16/2011	12/16/2011
CAIT	TEMPORARY	09/16/2011	12/16/2011

RECEIVED
 JAN 18 2012
 DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 BUREAU OF HEALTH PROFESSIONALS
 HEALTH INVESTIGATION DIV. - ALLEGATION SECTION

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State of Wisconsin
Governor Scott Walker

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

January 31, 2012

Dept. of Attorney General
Consumer Protection Division

FEB 03 2012

[REDACTED]
MILWAUKEE WI 53221

RECEIVED

RE: File 544928 (Refer to this number when contacting our agency)
BEST DRUG REHABILITATION CENTER
300 CARE CENTER DR
MANISTEE MI 49660

Dear Ms [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Best Drug Rehabilitation Center.

The issues in your complaint may be within the authority of the agency listed below, so we are forwarding your complaint directly to them:

CONSUMER PROTECTION DIVISION
OFFICE OF ATTORNEY GENERAL
PO BOX 30213
LANSING, MI 48909

Telephone: 517 373-1140

If you have additional information or wish to follow-up on your complaint, please contact them at the telephone number or address listed above.

Sincerely,

Lynnea Suter
Consumer Information Specialist
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4939
E-mail: Lynnea.Suter@wisconsin.gov

Agriculture generates \$59 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

January 09, 2012

Attorney General J. B. Van Hollen
Wisconsin Department of Justice
P. O. Box 7857
Madison, WI 53707-7857

WDATCP

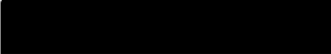
JAN 27 2012

Division of Trade &
Consumer Protection
Madison, WI

To Whom It May Concern:

I am forwarding a copy of this letter to you; which I have sent to Best Drug Rehabilitation. All I ask is that you will find the time to read my claim. I would greatly appreciate any help you could offer me to resolve this matter and help me to get back some of the monies I have lost due to this company using fraudulent advertisement.

If you have any questions or would like to discuss my situation further with me, please do not hesitate to contact me:

Email : 

Thank you very much for any assistance you are able to offer me.

Beatriz Angeles

January 1, 2012

Best Drug Rehabilitation Center
300 Care Center Drive
Manistee, MI 49660

To Whom It May Concern:

My daughter [REDACTED] was admitted to your facility at the address above on November 11, 2011. When she arrived there, she was sent to the [REDACTED] facility. Due to poor living conditions and forced required participation in religious activities she was allowed to leave. M [REDACTED] agreed to go to the center under fraudulent promises of care and services. I should be refunded my monies due to a fraudulent enticement on the part of Best Drug Rehabilitation Center.

I am requesting that 70% of my payment be refunded to me because my payment was made based on fraudulent advertisements of services to be offered. I paid a total of \$13,575.00 directly to Best Drug Rehab. \$2,575.00 was on my credit card and later an \$11,000.00 check was issued. I am requesting that Best Drug Rehab refund \$9,502.50; which is 70% of the amount they have fraudulently extracted from my accounts.

Your facility advertised online (www.BDR.com) and over the phone that there would be yoga classes, acupuncture, and qualified therapists for the appointed patients and a number of other activities. You informed me that people learn in different ways and that there would be different ways for her to learn to lead a better life free of drugs. I specifically asked the representative over the phone, before agreeing to the services, if there was a religious theme to the program and was told that there was no required religious involvement, although the representative stated that there were numerous religious denominations available for worship and guidance. There was, in fact, a lack of religious choice. [REDACTED] was given a religious handbook entitled "Scientology" and was told that it was mandatory to follow this manual. The name of this representative I talked with regarding this issue was Jaime Mann and his personal number is 269-964-6731, desk number is 269-964-6731, and office number is 877-456-3313.

My [REDACTED] claimed that there was an insufficient number of staff members and that staff members were tired, over worked and lacked appropriate experience. All of these factors led to their lack of interest in her physical and psychological well-being and her personal needs. There were inadequately experienced counselors handling the physiological and psychological needs of the patients. Poorly qualified therapists were appointed to care for patients and their issues. When [REDACTED] was [REDACTED] she was still forced to attend meetings regardless of her health.

Essential personal hygiene items such as soaps, shampoo, cleaning and hygiene items were not provided. Money was needed in order to purchase the items that were needed. When I asked Darwin if she needed any money for anything he answered that she did not need any.

Another serious concern that occurred while [REDACTED] was at your facility was that there was actually a shortage of food and day-old food was served to the residents. The facilities were unsanitary and not well kept. Another concern was that there was an outbreak of athlete's foot that took place while she was there. Her health was jeopardized.

I have tried a number of times to reach Steven Anderson the financial advisor, but he never returned my calls. When I did call the center I always got the receptionist, who would come back on the line and say that Steven was out of the office and asked if I wanted his voice mail. I did leave a number of messages. He did not return my calls. I also asked to speak to Sarah Bennett, Administrative Assistant (1-855-255-5014) and Darwin (1-877-456-3313). People I had spoken to when [REDACTED] was first admitted to the center, people I trusted to help me in my time of need, refused to address my concerns.

Darwin informed me that [REDACTED] would have no outside contact until her [REDACTED] period was over which was at least 15 days. At that time I informed him that I specifically did not want her to communicate with a certain person. That specifically named individual was someone about whom we knew the facility needed to be aware! Darwin assured me that she would have only family contact. But this statement was also fraudulent. She was able to call out of the facility and this named, prohibited individual was actually allowed to remove her from BDR against previously agreed conditions. Darwin was aware of this concern and agreed to prevent contact. This action was specifically responsible for her leaving the BDR.

I request that you respond to this letter by January 26th 2012.

A copy of this statement will be sent to the Attorney Generals of Wisconsin and Michigan, the Better Business Bureau also.

Sincerely,

A large black rectangular redaction box covering the signature area.

CP_Email1, CP_Email1 (AG)

From: Adrienne Hitchcock <ahitchcock@bestdrugrehabilitation.com>
Sent: Thursday, March 01, 2012 10:17 AM
To: CP_Email2
Subject: AG No.: 2012-0001026-A
Attachments: Attorney General.docx

Attached is the written response from Best Drug Rehabilitation written by Amber Howe, Executive Director.

February 12, 2012

Refer to AG No.: 2012-0001026-A

Michigan Department of Attorney General
Bill Schuette
Consumer Protection Division
P.O. Box 30213
Lansing, MI 48909

Dear Bill Schuette:

This letter is in response to the consumer complaint filed by [REDACTED] Her [REDACTED] [REDACTED] was a participant of the Best Drug Rehabilitation program. [REDACTED] and I had a conversation before she signed herself out of the program against medical advice. She expressed to me that she had no issues with Best Drug Rehabilitation the reason she was leaving was because she hates her [REDACTED] and wants to get back at her. From [REDACTED]'s own admission she did not leave the program because of poor living conditions, unqualified staff, or Scientology.

The claims made by [REDACTED] are completely false. All of our counselors, therapist, and psychologist are licensed and qualified to perform the services that our students need to help assist in their recovery. Best Drug Rehabilitation also has licensed doctors, nurses, and CNA's available around the clock to meet the needs of the students. The facility is constantly staffed and secured to ensure the well-being and safety of all students and staff. The building has passed all inspections, it is up to code, and stays immaculately clean.

[REDACTED] and [REDACTED] received a packing list, this list included personal care products that are needed for the participants as they enter the program. If the students do not have these things they can purchase them from Best Drug Rehabilitation or Kmart for a low price. The Students do not need any money on their person, but it is wise to have money on their student accounts because we do not provide them with cigarettes, soda pop, and other amenities that may make their time here more comfortable. There is never a shortage of food at Best Drug Rehabilitation. The students are given well balanced, freshly prepared meals throughout the course of the day. Fresh fruit, yogurt, juice, coffee, etc. are made available at all times for students in between meals. Day old food is never served.

Best Drug Rehabilitation offers several different spiritual tracts to help our students break the chains of slavery that [REDACTED] have put them in. Our students take courses offered by the Catholic Church, the Presbyterian church, a local Native American tribe, Islam, as well as the Church of Scientology. We use course books based on the works of L. Ron Hubbard, Narconon, Alcoholics and Narcotics Anonymous, The Twelve Steps, Life Recovery, just to name a few. The program is called Best Drug Rehabilitation because we have taken the Best parts of rehab programs, the best parts of counseling, and the best parts of spiritual well-being, combined them all in one program to best serve the needs of our students. Best Drug Rehab is not in the business of converting students; Best Drug Rehab is in the business of saving living lives by getting people off of drugs. The students do not ever receive a

Scientology manual. The students receive a Student Handbook with rules that they must follow. These rules are not Scientology based. The rules are based on ethics and are used to keep the students on the track to recovery. If you have any questions please feel free to give us a call.

Sincerely,

Amber Howe, Executive Director
Best Drug Rehabilitation
(231)887-4590
ahowe@bestdrugrehabilitation.com

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2012-cp08071834144-A

Submitted: 8/7/2012 6:34:24 PM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] MI:
L
Your Street Address: [REDACTED] City: Nashville
Your State: IN Zip Code: 47448
Your County: Outside Michigan
Your Home Phone: [REDACTED] Your Work Phone: [REDACTED] Ext.:
Fax Number: E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name: Best Rehabilitation Center
Street Address: 300 Care Center Drive City: Manistee
State: MI Zip Code: 49660
County: Manistee Phone: 2318874590
Fax Number: E-mail Address:
Web Site Address: <http://www.bestdrugrehabilitation.com> Product Offered:
Primary Jurisdiction: Licensed Business/Person

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name:
Street Address: City:
State: MI Zip Code:
County: Phone:
Fax Number: E-mail Address:
Web Site Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:
Vehicle VIN No.:

Complaint Information

Incident Date\Time: 2/23/2012 9:00:00 AM
Incident Location: Manistee, MI
Approximate Monetary Value: \$39,000
Did you sign a contract? True
Where did you sign this contract? Battle Creek, MI
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? False
What was the response from the business?

I made complaints at the time with the Intake Counselor,
Director of the Facility and discussions with the

If no complaint was given to the business directly, why? Director of the Facility and discussions with the Administrative Assistant to the CFO because he wouldn't talk with me directly

Was this complaint filed with any other agencies? True

Complaint Detail/Inquiry Information

On February 23, 2012 we sent our [REDACTED] to the Best Rehabilitation Center in Michigan. We researched the facility ahead through telephone conversations and on the internet, as well as checking a reference they had given us. It was described to us as a Faith Based Recovery program (as you also can see on the website), but it turned out to be a Scientology program that was nothing like the website or the information that we had been given. After about a week in the program [REDACTED] called us and mentioned that it was all Scientology. We called the intake counselor and he told us that the beginning of the program used a book written by Ron Hubbard (creator of Scientology) but assured us the program was not Scientology. He said this was just used at the start, the remainder of the program was not Scientology and soon [REDACTED] would be able to pick a path of study they would like. However, every book they used, and the entire program, was Scientology based. They worked in the workbooks all day and basically that was the treatment program. Our [REDACTED] met with a licensed counselor one time a week for about 5 minutes and he met with a counselor to whom he has been assigned (not licensed but a graduate of the program) once a week as well. The rest of the time he was supervised by other graduates of the program mostly in their 20's. The selection of a faith based program basically was a bible made available and they could be taken to a church a couple times a week if they didn't have homework in their workbooks at night. When we discussed with the intake counselor the cost of the program they told us it was about a 60 day program and the price would be from about \$21,900 to \$25,000. \$7,500 of that was due when we dropped him off. We also needed to sign a contract that basically said if he left the program early the deposit would be lost and if insurance did not pay we would be responsible for that. Therefore, we felt locked into keeping him in the program at least until we had met our obligation. During the time [REDACTED] was there our insurance had great difficulty in getting any billing or having them return calls. Best had initial communication with our insurance company to know the insurance would be paying but I had to make many calls to try to get Best to return calls to our insurance company. When I talked with the business office I asked how much they were billing a day and they told me "it depended". They said they would have to talk with our intake advisor and they never could give me an amount. After about the 5th week, [REDACTED] had finished most of the books and they were starting to have him repeat books. [REDACTED] told me that some of the people there who had not been there as long as he had been were finishing so I started to suspect that because we had good insurance he was not going to be released. The workbook situation went on and on and I finally called his counselor and said he needed to finish in another week and that we needed confirmation that he had finished the program for our insurance company. I left messages for the director of the facility to discuss this with her but she did not call me until the day before we were leaving to tell us that she would not release him with verification for our insurance company. After much discussion that we were coming she did say she would have documentation for us. We picked up [REDACTED] on 4/7. After the insurance company had settled and paid for all of the \$39,781 due (which was more than Best originally told us with a stay of 15 fewer days) I started communicating with Best to get our deposit back. Of the \$7500, \$6050 was due to us. At first Best said they couldn't return the deposit and when asked why the CFO's assistant told us it was because of our deductible. When I explained that our deductible was already met then she had to get back with the CFO and he then offered \$3500 if we signed a "Settlement Agreement". I left messages for him but I never was allowed to talk with him directly. After more discussions with the assistant, and me providing insurance documentation, the assistant told me the CFO would only give a final offer of \$5,000 in the "Settlement Agreement" which also stated that we would not be able to ever say anything about Best or communicate with anyone the terms of the agreement. We did not sign that. In the end our insurance company was very upset that they had overpaid because Best had never shown our deposit on any of their billings as money already paid. The insurance company sent a letter (with support of their attorney) to Best stating that they needed a refund of the \$6050 because they had overpaid due to our deposit. Best did eventually refund our insurance company the \$6050 due and they have refunded us the overpayment. In summary our complaint involves the following points: 1. Best's marketing, personal discussions and website all were misleading and did not disclose the true nature of their business. 2. Best misrepresented the cost of the program and what would be provided. 3. Best tried to get us to sign a Settlement Agreement when there was no basis for a settlement, but should have been a refund. We are not asking for anything personally from this complaint other than an investigation of their practices so other [REDACTED] can be aware of the true nature of this facility. I can say that our [REDACTED] learned from one counselor and other patients. However, the representatives of the program really werea deceiving. There were many people in the program who felt that they had been mislead (know that is hearsay but [REDACTED] later told us so many stories of things patients had been promised), but I suspect many of them ended up signing settlements because they needed the money returned. We also feel this program is an effort to convert broken people to Scientology as well as a money maker for that organization. If you have any questions, please feel free to contact me. Regards, [REDACTED]

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*) I certify that the information on this form is true and accurate to the best of my knowledge.

(*) I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

CP_Email1, CP_Email1 (AG)

From: Nancy L. Mullett <NMullett@KreisEnderle.com>
Sent: Friday, September 07, 2012 9:44 AM
To: CP_Email2
Subject: AG No. 2012-cp08071834144-A

Good morning

I just received a copy of the above complaint from Best Drug Rehab. I have requested the client's file and will respond as soon as received. Please contact me if this is a problem. Thank you.

Nancy Mullett

Nancy L. Mullett, Attorney

Battle Creek, MI 49017
tel: (269) 966-3000 fax: (269) 966-3022
www.KreisEnderle.com



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CP_Email1, CP_Email1 (AG)

From: Nancy L. Mullett <NMullett@KreisEnderle.com>
Sent: Tuesday, October 09, 2012 8:21 AM
To: CP_Email2
Subject: AG No. 2012-cp08071834144-A [REDACTED] Best Drug Rehabilitation
Attachments: SBTL-KONICA12100907560.pdf

Attached is a copy of the response of Best Drug Rehabilitation to the above referenced consumer complaint.

Nancy Mullett

Nancy L. Mullett, Attorney
Kreis, Enderle, Hudgins & Borsos, P.C.

Battle Creek, MI 49017
tel: (269) 966-3000 fax: (269) 966-3022
www.KreisEnderle.com

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NOTICE TO PERSONS SUBJECT TO UNITED STATES TAXATION DISCLOSURE UNDER TREASURY CIRCULAR 230: The United States Federal tax advice, if any, contained in this document and its attachments may not be used or referred to in the promoting, marketing, or recommending of any entity, investment plan, or arrangement, nor is such advice intended or written to be used, and may not be used, by a taxpayer for the purpose of avoiding federal tax penalties. Advice that complies with Treasury Circular 230 "covered opinion" requirements (and, thus, may be relied on to avoid tax penalties) may be obtained by contacting the author of this document.

KREIS ENDERLE

MEMORANDUM

TO: Bill Schuette, Attorney General

FROM: Nancy Mullett, Attorney for BDR

DATE: October 8, 2012

CLIENT: Best Drug Rehabilitation Center

SUBJECT: AG No. 2012-cp08071834144-A; ██████████ *Best Drug Rehabilitation Center*

Introduction

A consumer complaint was filed against Best Drug Rehabilitation Center, ("BDR"), by ██████████ on behalf of her ██████████ alleging several deceptive practices arising out of her ██████████ enrollment in and attendance at BDR. This memorandum is the response of BDR to the consumer complaint.

Allegations

██████████ on behalf of her ██████████ claims that BDR provided deceptive information about the rehabilitation program which induced her to enroll her ██████████. Specifically, Ms. ██████████ claims that the BDR website promotes itself as faith based program but in reality is all "Scientology". Ms. ██████████ complains that her ██████████'s treatment program consisted of working in workbooks and that his counseling and supervision came primarily from graduates of the program. Ms. ██████████ expressed concerns that others in the program started after her ██████████ but were released sooner leading her to conclude BDR was taking advantage of their insurance. Ms. ██████████ finally complains that she was asked to sign a Settlement Agreement regarding the return of money the ██████████'s overpaid to the facility.

Response to Allegations

Best Drug Rehabilitation Center is a drug rehabilitation program located in Battle Creek Michigan. The program typically consists of a detoxification program followed by a program of recovery of at least 30 days of treatment.

Ms. ██████████'s primary concern stems from her expectations of the program represented to her as compared to the reality of the program as told to her by her ██████████. Ms. ██████████ stated she researched the program online and spoke to representatives from the facility before making her decision. Of particular concern to Ms. ██████████ is that the program is all Scientology, her ██████████ was compelled to participate in the Scientology teachings and had she been aware of the focus on Scientology throughout the program, she would not have sent her ██████████

As noted in several places online, the role of Scientology at BDR is extremely well documented. (App A). The online program description acknowledges that the owner is a Scientologist; however, the core belief at BDR is that clients should explore their own faith on their own terms. If a client chooses Scientology, that is a viable but not mandatory option. Other faith based programs are available to clients and the policy on spirituality, faith and religious practices is reviewed with each client as was done with [REDACTED] (App B). As shown in Ms. [REDACTED]'s case notes, [REDACTED] participated in the Native American group and attended church services. (App C). Accordingly, based on the documentation provided, it is clear [REDACTED] at his option, participated in several faith-based lessons or activities. Consequently, Ms. [REDACTED]'s complaint is not accurate and should be dismissed.

Ms. [REDACTED] next complains that she was misled by the information on the website and by representatives as to the cost of the program and the services to be provided. Ms. [REDACTED] states her [REDACTED] worked in a workbook every day and only saw a licensed counselor once a week for 5 minutes. Ms. [REDACTED]'s complaint is without merit.

A rehabilitation program is an individualized program based upon the client's unique needs, length of addiction, type of addiction and progress towards sobriety. As such the cost of each program varies as does each client's insurance coverage and payment. Before admission to the program, each client or client representative is provided an enrollment agreement that outlines the range of costs and notes client responsibility for payment. The enrollment agreement was completed in this case and nowhere in the agreement is there a total or not to exceed cost. (App D). Like any other medical procedure, the client can only be certain as to what their insurance will cover – the actual cost is not known until treatment is completed. No misrepresentation as to total cost was made in this case.

Nor were misrepresentations made online or in person regarding the services to be provided. As noted online, clients participate in a wide variety of programs depending on which phase of the program the client achieves. Clients are seen by counselors and as noted on the website the counselors have a variety of backgrounds in addiction treatment and work through different phases of recovery. (App E). In this case, Mr. [REDACTED] participated in [REDACTED] Native American groups, completed [REDACTED] phase two assessments, phase three training routines and was completing phase four and five when he left the program. Documentation in Mr. [REDACTED]'s treatment file is perfectly consistent with the information and representations made regarding treatment services. Although not provided with this response, client files are available with proper releases or in response to a subpoena. Moreover, Ms. [REDACTED] notes in her complaint that the services were helpful to her son.

The real issue seems to be that Ms. [REDACTED] believes she paid too much for the program – it wasn't worth the cost. As stated by Ms. [REDACTED] at one point, BDR was reimbursed for services already paid for by Ms. [REDACTED] which apparently necessitated several calls from Ms. [REDACTED] to straighten out. Ultimately the insurance company sent BDR confirmation of the overpayment and BDR reimbursed the insurance company immediately. As is common, the timing of insurance payments often overlaps with billings to a client/patient. It is not unheard of that a patient pays a bill which the insurance company also pays. As happened in this case, Ms. [REDACTED]

requested that BDR reimburse her before BDR had confirmation from the insurance company. For that to have occurred, BDR asked Ms. [REDACTED] to sign an acknowledgment that she received the money, and the payment was in settlement of any other claim. Ms. [REDACTED] did not want to sign the acknowledgment. Consequently, Ms. [REDACTED] was not reimbursed until BDR received written notice from Ms. [REDACTED]'s insurance company that overpayment was confirmed. (App F). Upon receipt, BDR reimbursed the insurance company (not Ms. [REDACTED] as directed.

Conclusion

It is BDR's position that based upon the objective documentation provided with this memorandum, there is no support for Ms. [REDACTED]'s complaints. BDR respectfully requests that this complaint be found to be unsubstantiated and close this matter.

APPENDIX A

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ADDICTIVE

→ Best Drug Rehabilitation and Scientology

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Treatment

At Best Drug Rehabilitation, residents achieve sobriety by following a specific program. The first step is detox, during which the patient is helped through the often painful withdrawal period. This process is different for each patient, with some being weaned off of drugs faster than others. In addition to the prescription of medications, the individual's withdrawal symptoms are also addressed through alternative techniques. These may include exercise, vitamins, special diets, massage therapy and acupuncture.

Detox Services

Detox is just the first step towards sobriety. Once a patient is cleared for release from this part of the program, he or she continues on to orientation. A thorough assessment is conducted to determine which treatment methods are most effective. After a treatment level and team is assigned, the client is introduced to the program's rules, requirements and daily routine. This is followed by the commencement of communication classes and one-on-one counseling, two treatments that make up the bulk of Best Drug Rehabilitation's post-detox services.

The recovery process does not end when a client leaves the rehab environment. Recovering addicts often make the mistake of assuming that they don't need any help once the drugs are out of their system. The truth is, the more support a client has outside of rehab, the more likely he or she is to avoid a relapse. Best Drug Rehabilitation equips all clients with the tools necessary to stay sober, including intense training aimed at helping clients formulate specific goals and plans.

Religious Workshops

Millions of recovered addicts have cited spirituality as the main force behind their recovery. When addicts are able to find their own sense of a greater force, they feel a great freedom from the past and fears. Best Drug Rehabilitation aims to foster that feeling of freedom with the help of specially-planned religious workshops.

→ It is important to note that Best Drug Rehabilitation is not a Scientology-based program. While the owner is a Scientologist, the core belief at Best Drug Rehabilitation is that participants should be free to explore faith on their own terms. A variety of other religious affiliations are discussed and even practiced, allowing for a more comprehensive approach to faith and its role in rehabilitation.

That being said, at Best Drug Rehabilitation, Scientology is viewed as a viable option for emotional healing. During Scientology workshops, participants learn a variety of useful life skills that they can call on to help them out after they've left the rehabilitation center.

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COMBINING A PROFESSIONAL,
PERSONAL APPROACH TO
ADDICTION TREATMENT.

Best Drug Rehabilitation Reviews

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At Best Drug Rehabilitation, we believe that different individuals require individual treatment. There is no one-size-fits-all program, but rather, we understand that one person's needs for recovery from an addiction may not be what the next person needs. Starting your new life should be full of options, based on your



personality and your choices. Recovery from an addiction is not generic. We plan with you what best suits your recovery and help to open the doors to a addiction-free life.

The Best Drug Rehabilitation reviews are positive proof that our patients have met the goals they set for themselves through determination and commitment to becoming better human beings. Our programs are flexible and customized to fit your choices. Treatment all begins the same, but after detoxification you begin to feel like a different person. One patient reflects on her first day at Best Drug Rehabilitation by saying "My first day at Best Drug Rehabilitation was a long night's work. By the next morning I was ready to have an open mind, clean and get better. After withdrawal, all the clients were so friendly and nice to me. So I thought, hey, this program must work in some way or another."

Treatment Plan Options

Once you make the decision to start your life over, you have several treatment options available. All treatment programs begin much the same, with detoxification, medication management classes, a 24-hour emergency aftercare program, including a series of steps that lead and guide you to meet your own personal goals and plan for your

Get Help

First Name

Email

Phone



new life. Addiction takes you of self-respect. At Best Drug Rehabilitation, we strive to help replace the lost respect and dignity.

We encourage patients to take the lead when it comes to offense through several therapies that gives them a voice in their own recovery. With this in mind, it is our hope we believe your rehabilitation will be more successful. Our primary focus areas include choices of:

- Holistic
- Faith-Based
- Native American
- Massage Therapy or Acupuncture
- Educational Therapy
- Fitness Training
- Self-Discovery and World Reconation Therapy
- Group, Individual, Family Counseling
- Vocational Programs
- Medical Supervision Withdrawal and Detoxification Support

The program includes education or faith-based foundation from which to choose. This healing path that occurs many times is where life first began to crumble. Beginning new lives is a sacred tool of the spiritual and whatever personal and religious beliefs a patient has. It is not to meet the end of our patients but to help way to a new form of structure and direction when he had met his needs perfectly. The Best Drug Rehabilitation program was born as an support to society. The goal is to help people find all the good things all, and to help the patient cleansing of the soul and excess burdens. We don't the inner feelings with people who important us all. The total approach was just perfect for me!



All Best Drug Rehabilitation programs are based on the principles in Buddhism, Christianity, Catholic, Muslim, Technology, Native American and Judaism. We are committed to offering the holistic and effective programs we believe that will help patients as they are free to seek the path that is best for them. Many times, the path is not a straight line, but a journey to a road of recovery.

Self-Help Programs

Many conventional drug rehabilitation programs are not designed to help patients. Instead, the patient with the possibility of developing their program is to help them to believe recovery is possible and based on individual needs. We offer a variety of treatment that include self-recovery workshops that can help set the course for a new life. Patients are free to choose from them including:

- Music
- Art
- Exercise Fitness
- Meditation
- Visual Arts
- Yoga
- Writing
- GED Educational Classes
- Release Presentation
- Anger Management
- Transitional Living

- Financial Planning
- Problem Solving
- Creative Thinking

With many challenges, our patients find it easy to become frustrated with stress and negative. One patient reflects on how sad she was upon entering Best Drug Rehabilitation and how her feelings are common.

I was a very scared, timid, and lonely little girl, but by working the staff at Best Drug Rehabilitation I experienced serenity, inner light, and peacefulness. I found out that I'm not crazy, but that my personality had been running my life. Now I am a happy person. I have restored my sanity. Best Drug Rehab gave me a second chance at life, the best.

If you are ever in need of a second chance at life, make the commitment and go to rehab. What could have already been done for you - but there are some things that are waiting on you.

Holistic Treatment

Best Drug Rehabilitation offers holistic treatment programs that address the mind, body, and spirit. Our holistic approach includes:

Best Drug Rehabilitation offers holistic treatment programs that address the mind, body, and spirit.

[READ MORE](#)

Faith-Based Programs

Best Drug Rehabilitation offers faith-based programs that help patients find spiritual healing and support.

Best Drug Rehabilitation offers the true spiritual side of rehabilitation.

[READ MORE](#)

Self-Help Programs

Best Drug Rehabilitation offers self-help programs that empower patients to take control of their lives.

Best Drug Rehabilitation realizes that each individual is unique.

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with us

Christianity

This plays a big role in the lives of many clients at Best Drug Rehabilitation. Catholic patients have access to an onsite priest, whom they find especially helpful during difficult periods. Other denominations may appreciate attending theophostic prayer sessions, during which clients seek God's help and forgiveness as they battle their addictions.

You don't have to be actually be a Buddhist to find Best Drug Rehabilitation's Buddhism program helpful. Those participating in Buddhist workshops are taken on a holistic journey that incorporates meditation and yoga into the recovery process. Muslim workshops take a different direction but are also helpful for interested clients. During these classes, participants focus on prayer and the Koran. Judaism is also a part of Best Drug Rehabilitation's religious program, leaving clients with plenty of great options for exploring their spirituality.

Native American

Spirituality is incorporated into the treatment program at Best Drug Rehabilitation. The Native American program is centered on the groundbreaking Welibriety movement. Traditional teachings and ceremonies help participants access and nurture their inner spirit, while alternative practices such as sweat lodges provide clients with a unique route to spiritual fulfillment.

Before clients get involved with Best Drug Rehabilitation Scientology and other religious workshops, they must sign the religious enrollment agreement. This agreement sets the basic standards for maintaining an open and safe environment during all religious classes and workshops.

Workshops

Counseling, group sessions and religious classes are excellent tools for achieving recovery, but they are even more effective when combined with other therapeutic activities. At Best Drug Rehabilitation, clients can explore a variety of pursuits and decide for themselves which ones are the most helpful. Workshops offered include the following:

- Music

- Art
- Physical fitness
- Nutrition
- Martial arts
- Yogs
- Resume writing
- GED
- Relapse prevention
- Anger management
- Transitional living
- Acupuncture
- Massage
- Ionic foot detox
- Sauna
- Financial planning
- Problem solving
- Creative thinking
- CBT
- 12 Step AA/NA
- Smart recovery
- Religious workshops

We Offer a Well Rounded Program

A well-rounded client is the most likely to achieve lasting sobriety, which is why participation in the above workshops is so strongly encouraged. The hope is that clients will take the skills achieved at Best Drug Rehabilitation out into the greater world when they leave the rehabilitation center. With the help of these techniques, they can prevent relapses and achieve lasting sobriety.

Best Drug Rehabilitation
Policies on
Spirituality, Faith and Religious Practices

Best Drug Rehabilitation is a drug and alcohol treatment program that encourages all students to find their own path to recovery. Some of you may already have a faith of your own; others may be exploring spiritual concepts for the first time or even re-exploring the faith of your childhood. Others still may have no interest in the spirituality of the mind and do not seek empowerment through outside means. All faiths are welcome here and we encourage all students to explore their own paths to spirituality. Many of our staff is members of variety of different faiths. In order to make Best Drug Rehabilitation a positive environment for all our students, we have outlined a set of policies involving spiritual practices.

- a) You must respect the rights of others to have their faith or belief system, or lack thereof of a specific religion. You may not disciple, preach or push your faith on another student unless he/she requests information. You must allow them to walk their own path.
- b) You are allowed to practice your faith as you see fit as long as it doesn't violate the program rules, disrupt program services or affect the well being of other clients.
- c) If your faith involves attending church services, we will make every effort to accommodate, but understand that Christian services will probably be limited to non-denominational Christian service and/or Catholic Mass. We do not have the resources to accommodate every sect of Christian faith. With other faith services, including, Muslim and Judaism, we will attempt to accommodate as well with appropriate services.
- d) You may openly discuss your faith with staff without fear of condemnation, reprisal or invalidation. If the staff member is not a member of your faith and you desire spiritual counseling, he/she may refer you to the appropriate staff member or outside pastor minister.
- e) Practices involving the lighting of candles, incense or other materials will be limited to the outside due to fire regulations.
- f) The practice of smudging in Native American faith can be performed, but only with approval of the Program Director and under the guidance of staff.
- g) You may not invalidate the beliefs of another student at any time. If two students agree and wish to have a religious debate and/or discussion, that is permitted as long as both students are in agreement as to the nature of the discussion. Heated discussions or arguments that disrupt others are not permitted.
- h) The reading of spiritual materials is encouraged. Religious materials are welcome in your room.
- i) The hanging on the wall of spiritual or religious articles such as crosses, pictures, dream catchers, etc, is not permitted without the consent of all your roommates and the approval of staff.
- j) Certain Native American, South American, and African faiths involve the ingesting of mood altering substances as a part of their ritual. At no time is a student allowed to ingest mood or mind-altering substances regardless of their faith.

Client Signature/Date

Best Drug Rehabilitation Representative/Date

Initial



Best Drug Rehabilitation
300 Care Center Drive
Manistee MI. 49660
(231)887-4590

Page 4
Name: _____
Date: _____
Concurrent Review Form

Counseling (continued)

Group Participation: _____

What Treatment Goals Are Being Worked On? _____

pp _____

Counseling (continued)

Group Participation:

What Treatment Goals Are Being Worked On?

Barriers to Treatment (Dual Diagnosis, isolating, poor support system, enabled family):



Best Drug Rehabilitation
300 Care Center Drive
Manistee MI. 49660

Page

5

Name:

[Redacted Name]

Date:

3/23/2012

Best Drug Rehabilitation Recovery, Inc. ENROLLMENT AGREEMENT

This Enrollment Agreement ("Agreement") is entered into by and between Best Drug Rehabilitation, Inc., whose address is 300 Care Center Drive, Manistee, Michigan 49660, ("Best Drug Rehabilitation"), and

TO: _____
 ADDRESS: _____ St. Joseph, MI 49085
 PHONE: _____
 DATE: 05/22/2012
 FROM: Terry Taylor, Intake Counselor
 Best Drug Rehabilitation Representative

WHEREAS, Best Drug Rehabilitation provides a Drug and Alcohol Treatment Program ("Program"), and Client desires to enroll and participate in the Program:

WHEREAS, if the Client cannot cover the cost of Program by himself/herself, he/she may elect to have a Third-Party Guarantee ("Cosigner") cover the cost of the Program;

WHEREAS, if the Client cannot cover the cost of Program by himself/herself, he/she may elect to have a Third-Party Guarantee ("Cosigner") cover the cost of the Program;

WHEREAS, the Client has reviewed and completed the Agreement, initialed the bottom of each page, and faxed it back to Best Drug Rehabilitation at (269) 964-8273;

NOW THEREFORE, In consideration of the mutual promises set forth in this Agreement, Best Drug Rehabilitation and Client (hereinafter the "Parties") mutually agree as follows:

- I. **CLIENT'S REPRESENTATIONS:** The Client warrants that he or she is not a minor and is legally competent to execute this Agreement. The Client desires to and does hereby contract with Best Drug Rehabilitation for the Client's enrollment in the Program according to the terms and conditions of this Agreement. In entering into and performing under this Agreement, Best Drug Rehabilitation is relying on all representations and promises of the Client contained or expressed in this Agreement and all other documents and information sheets from the Client to Best Drug Rehabilitation, and Client expressly warrants the truth and accuracy of the same.
- II. **ENROLLMENT OF THE CLIENT:** Upon the Client's initial payment as set forth in paragraph III, and completion of this Agreement, Client Rules of Conduct and all related documentation, and upon Best Drug Rehabilitation's execution of this Agreement, Best Drug Rehabilitation shall accept the Client for enrollment in the Program, subject to the terms and conditions of this Agreement.
- III. **PROGRAM COSTS AND PAYMENT TERMS:** A Client enrolling into the Program is primarily responsible for payment of any and all of the Program fees and related charges, and must make full and satisfactory payment arrangements with Best Drug Rehabilitation prior to the Client's entry into the Program. However, as provided in the Recitals of this Agreement, a Cosigner may elect to cover the costs of the Program on behalf of the Client. All payments are nonrefundable except as noted below.

Payment for the standard program (as described in the program description) must be made by one

of the following methods: cash, certified funds, personal check, or credit card. A three percent (3%) administrative fee applies to all credit card payments.

Extra charges for the Withdrawal/Supervised Detoxification portion of the program may apply.

(A) PROGRAM PAYMENT:

- 1) An initial payment of \$1,000.00 (One Thousand and 00/100 Dollars) is due prior to or upon entry into the Program; and
- 2) The remainder is to be covered by insurance. However, in the event the insurance does not cover the costs these will be the responsibility of the party or parties signing this Agreement. In the event the policy has a no pay penalty clause, (non-completion of the program) and the insurance policy will not cover the costs the party or parties that signed this agreement become responsible for the balance due for the program. In the event your policy becomes defunct for any reason: non-payment of premium, late payment, cancellation, expiration or any other reason for non-coverage, the party or parties signing this agreement are responsible for all program costs.

(B) NOTICE REGARDING PROGRAM FEES: The above fees are cash scholarship rates; insurance rates may vary. Individual services may cost extra and elective services may be available upon request. In addition, a Client may require a longer stay in Best Drug Rehabilitation's medically supervised detoxification unit. Each additional day is \$1,675.00 (One Thousand Six Hundred Seventy-Five and 00/100 Dollars).

(C) INSURANCE: A Client may have medical insurance which may pay all or some of the Program fees and/or costs. Best Drug Rehabilitation accepts insurance as payment and there are two options (Pre-Qualified and Non-Qualified) available for filing the insurance. Under the Pre-Qualified option, Best Drug Rehabilitation will assist the Client or Client's designee in submitting necessary information to the insurance company for reimbursement if the Client calls the insurance company and pre-qualifies the Client before his or her arrival at Best Drug Rehabilitation. Under the Non-Qualified option, Best Drug Rehabilitation will file insurance claims on the Client's behalf with the insurance company.

The Client understands that there is no guarantee the Client will receive any reimbursement from the insurance company and that the Client's insurance company's rejection does not alter or modify his or her obligation to pay Best Drug Rehabilitation. The client is responsible for paying all Program fees not covered by insurance. If the insurance policy has a no pay penalty clause (for non-completion of the Program) and the insurance policy will not cover the costs of Program, the Client becomes responsible for the balance due for Program fees and costs. If the insurance policy lapses for any reason, the Client is responsible for all Program fees and/or costs. For a Client electing to file his or her own insurance claim, the Client must request reimbursement from his or her insurance company in writing within two (2) days of execution of this Agreement.

For Clients who elect to have Best Drug Rehabilitation file an insurance claim on his or her behalf, any amount collected over the agreed Program amount will be retained by Best Drug Rehabilitation. Such fees and extra charges are considered administrative costs, in connection with billing insurance and extra costs associated with, but not limited to, billing, doctors, nurses, counselors, clinicians, administrative time, and intake. There is also a fifteen percent (15%) charge that applies for Med-Pro Billing Services. A \$398.00 (Three Hundred Ninety-Eight and 00/100 Dollar) processing fee applies to process all insurance forms and to provide necessary codes for the insurance company for a Client electing to file his or her own insurance

claim.

(D) ADDITIONAL PROGRAM FEES: As a Client withdraws from the use of drugs and alcohol, physical ailments that have been dormant from the use of drugs or alcohol may surface and present a problem with the Client during his or her program. The cost for services to correct these issues is above and beyond the cost of the Program. Additional costs may include dental work, x-rays, hospitalization, prescriptions, etc. Best Drug Rehabilitation requests an additional \$500.00 (Five Hundred and 00/100 Dollars) to cover these costs, which will be deposited in the Client's account. If any medical, dental, or other such expenses exceed \$500.00 (Five Hundred and 00/100 Dollars), the Client accepts responsibility for those additional costs or expenses for said care. If the Client's account reaches a zero balance, all medical benefits provided by Best Drug Rehabilitation will be stopped; however, the Client understands that he or she has the option to seek medical services on his or her own within the surrounding community.

IV. REFUND POLICY: Best Drug Rehabilitation customizes each Client's Program for that individual Client's entire enrollment and reserves a place for the Client in the Program for the entire term. Consequently, program fees and facilities are budgeted in advance. The Client agrees that his or her obligation to pay the Program fees and charges for the full term of the program is absolute and unconditional and is not affected or excused by withdrawal, discharge, or suspension of the Client for any reason, unless otherwise stated herein. The major expense and cost to Best Drug Rehabilitation for the operation of the program is experienced in the earliest days of the Client's participation, including but not limited to, initial nursing assessment, 24-hour trained withdrawal specialists, 24-hour registered nursing, massage and aromatherapy, evaluations and assessments, physicals (performed by a medical doctor), psychological evaluations (if needed), administrative fees (intake), room and board, books and materials for the entire program, and counseling services. This cost is approximately \$14,900 to Best Drug Rehabilitation.

NO REFUNDS except as follows: If a Client leaves the Program, voluntarily or involuntarily, within the first 7 days of the program (day count begins on the actual day of the Client's arrival, regardless of time), Best Drug Rehabilitation shall be entitled to 75% of all fees.

The Client understands and acknowledges that he or she is bound by the terms and conditions of this refund policy and the other provisions of this Agreement.

V. CLIENT ACCOUNTS: Throughout a Client's Program, he or she may be in need of personal items not provided by Best Drug Rehabilitation. These personal items may include shampoo, feminine hygiene products, cigarettes, phone cards, etc. It is important that a Client has money available in his or her personal account for such items. It is against Best Drug Rehabilitation's policy to loan Clients money or to transfer money from another Client's account to another Client's account. It is the responsibility of the Client to assure money is placed in his/her account for this purpose. Any credit card charge for Client accounts will incur a 10% (ten percent) administrative fee. All money, whether cash or check, that a Client has in his or her possession when he or she enrolls into the Program will go directly into his or her Client account. Upon graduation or suspension from the Program, any money remaining in the Client's account will be returned to the Client in the form of a check.

VI. LOYALTY, RESPECT, AND CONFIDENTIALITY: The Client understands and agrees that, during the course of the Program, the Client may obtain confidential information concerning other Clients and staff members, including information about his or her private lives, his or her personal and medical histories, and his or her family situations. The Client agrees and acknowledges that such information is to be treated with the utmost confidentiality and shall not be used or disclosed to any third party or any other Client if unrelated to the Client's specific program. The Client

further agrees that he or she shall not, during or following the Client's departure from the program, successfully or unsuccessfully, disparage or otherwise denigrate the program, Best Drug Rehabilitation or its staff, or other Clients to anyone.

VII. DISCHARGE OR SUSPENSION FROM THE PROGRAM: The Client may, at his or her request, be discharged from the Program at any time. In addition, the Client may be discharged or suspended from the Program at the sole discretion of Best Drug Rehabilitation, under any of the following circumstances:

- A. If the Client breaches any of the terms of the Agreement;
- B. If the Client breaches any of the Client Rules of Conduct;
- C. If the Client engages in activities reasonably determined by Best Drug Rehabilitation to be harmful to the Client, staff, other participants in the Program, or any person.

The Client acknowledges that if he or she decides to leave against medical advice or is involuntarily discharged, he or she shall choose one of the following if the Client is prematurely discharged from the Program:

- **INITIAL** A. Hold the Client at the Center for a maximum of 12 hours while the Client's family or designated representative flies or drives to BDR to pick up the Client. If the Client selects this option, the Client acknowledges that Best Drug Rehabilitation is not liable for false imprisonment or negligence.
- **INITIAL** B. Contact the Client's family or designated representative to make travel arrangements for the Client. BDR will bring the Client to the airport, bus terminal, or other transportation hub, so long as the public transportation hub is within 45 miles of BDR. Transportation fees will be paid by the Client. The Client will receive \$10.00 upon discharge unless the Client specifies a smaller amount. The Client's departure on public transportation shall be no later than 8 hours from the time the Client discharges from the program.
- **INITIAL** C. Transport the Client to a hotel with \$10.00. (Hotel fees to be paid by the Client). Best Drug Rehabilitation will contact the Client's designated representative.
- **INITIAL** D. Transport the Client to a shelter with \$10.00. Best Drug Rehabilitation will contact the Client's designated representative.

Despite the choice selected above, Best Drug Rehabilitation may make its own determination of how to discharge the Client, depending upon the circumstances surrounding the discharge. In the event that the Client is suspended from or otherwise leaves the Program, the Client may reapply for readmission under certain specified criteria. Readmission will depend upon the following:

- (1) meeting the established criteria;
- (2) reapplying and completing an amendment to the Agreement; and
- (3) having his or her requests for readmission approved by the Best Drug Rehabilitation's Executive Council. If the Client is discharged or suspended from the program, his or her status as a Client will cease immediately and Best Drug Rehabilitation will no longer have any responsibility for the

Client's welfare or safety (if the Client is an adult).

The Client understands that if he or she is discharged, suspended, or wishes to leave, that the Client waives the confidentiality of his or her ethics file and Best Drug Rehabilitation will contact the appropriate parties.

- VIII. CLIENT RULES OF CONDUCT:** Except as otherwise stated herein, the Client has been provided with a current copy of the Client Rules of Conduct. These rules have been explained to the Client and by signing them, the Client has acknowledged that he or she understands all of these rules and these rules and agrees that the Client will abide by them. Breaking the rules can result in immediate discharge or suspension from the Program. Clients who break the rules will also be subject to Consequential Behavior therapy (three days at the mission or room confinement).
- IX. LEAVE OF ABSENCE:** A Client may not leave the Program except under extreme emergency circumstances. A Client granted a leave must sign a Leave of Absence form. A Client will be allowed a leave of absence only for the following reasons: (1) a verified family emergency, or (2) a verified court hearing which cannot be postponed or rescheduled. Granting leave is at the sole discretion of Best Drug Rehabilitation.

The Client Rules of Conduct are incorporated into this agreement.

- X. RE-ENTRY FEES:** A person returning from a leave of absence, discharge, or suspension must place a waiver accepting responsibility for his or her additional costs incurred if there is a relapse while he or she is away from the Program. Prior to reentry, the Client will be subject to appropriate drug testing and be interviewed by the ethics section to gain acceptance and readmission. The cost of reentry will include the cost of the subsequent withdrawal the Client may require and any other part of the Program that must be redone. Any reentering Client must complete at least 24 hours of withdrawal. Withdrawal carries a minimum fee of \$1,675.00 (One Thousand Six Hundred Seventy-Five and 00/100 Dollars) per day. If a Client fails to pass a drug test, reentry fees shall be at least \$3,500.00 (Three Thousand Five Hundred and 00/100 Dollars).
- XI. ENTIRE AGREEMENT:** The Agreement expresses the entire agreement and understanding between the Client and Best Drug Rehabilitation. Except as expressly stated herein, there are no other representations, warranties, covenants, or undertakings, written or oral, prior to or contemporaneous to the execution of this Agreement between the Client and Best Drug Rehabilitation related to the subject matter of the Agreement. This Agreement can only be amended, supplemented, or changed by a written instrument signed by the Client and Best Drug Rehabilitation.
- XII. SIGNATURES:** The Client agrees that he or she may be signing by facsimile or email and affirms and warrants that his or her signature is as valid and enforceable as an original signature.
- XIII. NON-ASSIGNABILITY:** The Client's rights and obligations under this Agreement may not be assigned or transferred.
- XIV. SEVERABILITY:** in the event that any provision of this Agreement, or any operation contemplated hereunder, is found by a court of competent jurisdiction to be inconsistent with or contrary to any law, ordinance, or regulation, the latter shall be deemed to control and the

Agreement shall be regarded as modified accordingly and, in any event, the remainder of this Agreement shall continue in full force and effect.

XV. RELEASE OF INFORMATION: The parties authorize the release of the Client's information via E-mail, Internet technology, voice mail or US mail. While every effort will be made to maintain confidentiality, Best Drug Rehabilitation accepts no responsibility for the mistransmission that could result in information becoming available to someone other than the intended receiver. Best Drug Rehabilitation shall handle all such protected health information (also "PHI") pursuant to the guidelines promulgated in the Health Insurance Portability & Accountability Act ("HIPAA") of 1996.

XVI. APPLICABLE LAW AND FORUM: This agreement shall be governed by and construed in accordance with the laws of the State of Michigan. Any action arising from a dispute between the Client arising from or related to the subject matter of this Agreement shall be brought in Calhoun County, Michigan. Best Drug Rehabilitation, as the prevailing party in any litigation arising from or related to the subject matter of this Agreement shall be entitled to recover its actual court costs and reasonable attorney fees.

CLIENT:	BEST DRUG REHABILITATION
Signature: _____	Signature: _____
Print Name: _____	Print Name: _____
Date: _____	Date: _____

RESPONSE:

Signature: _____

Print Name: _____

Date: 5-22-2012

1 (877) 482-0867

Counseling

Home » Counseling

Counseling is an important aspect in the recovery process, and at Best Drug Rehabilitation Services we place great emphasis on this service in order to help the client, for a successful recovery, working closely with our highly trained and very caring staff of counselors and therapists in the recovery center to help the client achieve their goals.

We offer the following types of counseling:

Group Counseling

Guided by addiction counselors, group counseling helps the client to discover areas of their recovery that might be otherwise missed. Learning about solutions and methods used by others can be a helpful tool for recovering addicts to utilize as they attempt to reintegrate into society.



Individual Counseling

Individual counseling allows the client to discuss their recovery with a counselor in a one-on-one setting. This allows the client to discuss their recovery in a safe and confidential environment. The counselor can provide support and guidance throughout the recovery process. Individual counseling is available at various times throughout the client's addiction treatment program.



Staff Credentials

Location

Philosophy

History of the Center

What We Do

Recovery Factors

Training Courses

Services

Counseling

Detox

Alcohol Abuse Facts

Alcohol Rehab

Treatment for Alcohol Addiction

Treatment for Cocaine

Aftercare/Prevention

Success Stories



1 (877) 482-0867

Withdrawal

Home » Withdrawal

To start any drug rehabilitation program, you must subside withdrawing from immediate effects of the drug. We have two methods of accomplishing this: a standard withdrawal, and medically supervised withdrawal. For someone not wanting to experience the full symptoms of opiate withdrawal, or maintain a very high level of alcohol consumption, methadone, or other prescription drugs, a medically supervised detoxification is available.



Upon entry to Best Drug Rehabilitation's detox treatment program, every client will enter the medically Detox Withdrawal Clinic for a minimum 24-hour observation period. Here the client will be evaluated, see our medical staff, and a detoxification will be made as to whether the client needs a medically supervised detoxification.

Medical Detox Withdrawal Clinic

In some cases, it is not an immediate withdrawal, but the physical withdrawal of chemicals that a medically supervised withdrawal is required. This is a 24-hour observation period. Our detoxification clinic is a medically supervised withdrawal. When the physical withdrawal is complete, the client will be able to enter the primary treatment facility. The duration of withdrawal varies in the case of the more potent drugs, or most potent drugs associated with a physical detox via a standard withdrawal.

- Alcohol
- Cocaine
- Benzodiazepines
- Mettropramol
- Tramadol
- Marijuana
- Heroin
- LSO / A101
- Estasy



In the withdrawal clinic, we provide 24-hour supervision with trained withdrawal technicians and registered nurses who are available 24 hours a day. During this process, there are certain criteria that must be met before moving on to begin their journey at our primary treatment facility. The individual must demonstrate that:

1. They have successfully overcome the influence of mind-altering substances.
2. The threat of medical complications during drug use and withdrawal has been eliminated.
3. Withdrawal symptoms have subsided and no longer an issue.

After these three items are completed, the client then is transferred to the primary treatment facility located on the beautiful shores of Lake Michigan. They are encouraged to work with our client with nutritional diet, exercise, and other services. We offer 24-hour support and emergency medical therapy. Although every aspect of the drug withdrawal process is designed to help our clients, we will only be able to help clients to start their journey and get on the road.



Staff Credentials

Addiction

Faith-Based

Historic Drug Rehab

Withdrawal

Recovery Programs

Training Centers

Courses

Counseling

The Body

Alcohol Abuse Facts

Alcohol Rehab

Drug Detoxification and Detox

Treatment for Cocaine

Aftercare Programs

Suboxone Services

1 (877) 482-0867

1 (877) 482-0867

Best Drug Rehabilitation Recovery Phases

Home » Best Drug Rehabilitation » Recovery Phases



Best Drug Rehabilitation provides clients with a highly effective approach for immediate drug and alcohol rehabilitation. We believe one can be rehabilitated through successful treatment of mind, body, and spirit, and that empowerment comes through choice. In order to successfully recover from addiction, every client needs to find the best recovery path for their unique needs and preferences. Our program offers different paths, such as inpatient, outpatient, intensive, and more, with an emphasis on...

rehabilitation. Best Drug Rehabilitation lets clients choose the path that works best for them, and this is one of the reasons we have a high success rate.

The Best Drug Rehabilitation Program Phases

Phase One: Best Drug Rehabilitation Program Withdrawal and Detox

The beginning phase of the Best Drug Rehabilitation Program is a professionally supervised withdrawal and detox process. The withdrawal and detoxification process takes place in the detox center. During this phase, drug treatment is customized according to the client's personal and medical needs. The detox center is supervised 24 hours a day, seven days a week by a team of highly trained detox treatment professionals. The detox process involves nutritional therapy, massage therapy, cupping, and other complementary therapies and other practices and therapies. Nutrition and withdrawal treatment are also provided during the withdrawal and detox process. After withdrawal, recovery begins with a focus on any major drug or alcohol withdrawal symptoms, the client is ready to begin the next phase: One-step to the Best Drug Rehabilitation Program.

Phase Two: Best Drug Rehabilitation Program Trauma Treatment

Phase Two of the Best Drug Rehabilitation Program is a trauma treatment phase. This phase is designed to help clients deal with the emotional and psychological issues that often accompany addiction. Clients will work with a team of professionals, including therapists, counselors, and case managers. The case managers will meet with clients to discuss their current situation and help them set goals for the future. This phase is designed to help clients deal with the emotional and psychological issues that often accompany addiction. After this phase, the clients will begin the next phase: Trauma Treatment.

Phase Three: Best Drug Rehabilitation Trauma Treatment (Communicate, Confront, and Control)

Communicate: Best Drug Rehabilitation knows the importance of effective communication and how these skills can help clients deal with tough issues. This is why this phase begins with teaching communication skills to clients.

Confront: It is important for clients to confront their issues in their day-to-day life. This is why Best Drug Rehabilitation teaches clients how to confront everyday troubles, whether they involve relationship problems, financial problems, or tough situations. Clients can implement confronting skills learned at Best Drug Rehabilitation in order to ensure a lasting recovery. It is important to remember that once a problem is confronted, a solution can be found. If the problem is never confronted, the problem will remain.

Control: Best Drug Rehabilitation helps individuals take control over their lives. Clients will learn how to take control of the difficult problems and situations that may arise. Clients will learn how to take control of their lives. Clients will be taught how to take control of their lives. Clients will be taught how to take control of their lives.

Staff Confidential

Addiction

Explain Based

Alcoholic Drug Rehab

Withdrawal

Recovery Phases

Treatment Centers

Client

Personal

The Body

Alcohol Abuse Facts

Alcohol Rehab

Recovery and Detoxification

Treatment for Alcohol

Alcohol Abuse Facts

Alcohol Abuse Facts

Success



After completing the treatment, clients are evaluated and if a client is ready for Phase Four: Life Improvement Courses.



Phase Four: Best Drug Rehabilitation Life Improvement Courses

At Best Drug Rehabilitation, life improvement courses in order to help clients with learn how to function and thinking while practicing sobriety in their lives. These courses include:

- **Anger Management Course:** This course is designed to help clients learn how to control their anger and deal with it in a healthy way.
- **Assertiveness Course:** This course is designed to help clients learn how to assert themselves in a healthy way.
- **Communication Course:** This course is designed to help clients learn how to communicate effectively.
- **Decision Making Course:** This course is designed to help clients learn how to make good decisions.
- **Financial Literacy Course:** This course is designed to help clients learn how to manage their money.
- **Job Interviewing Course:** This course is designed to help clients learn how to prepare for and succeed in a job interview.
- **Life Skills Course:** This course is designed to help clients learn various skills that are necessary for living independently.
- **Self-Defense Course:** This course is designed to help clients learn how to defend themselves.
- **Stress Management Course:** This course is designed to help clients learn how to manage stress.
- **Time Management Course:** This course is designed to help clients learn how to manage their time.
- **Writing Course:** This course is designed to help clients learn how to write effectively.

Why? Anger Management Course: The Anger Management Course covers models and ethics that show the client where they have gone wrong in the past, and how to make the future better. The ending result of this course will be a happier person.

Electives: There are over twenty electives offered at Best Drug Rehabilitation with topics such as: motivation, time management, relationships, organization, marriage, parenting, and many others. These are offered to clients to help them focus on problems and issues that they are facing in their lives.

Phase Five: The Five Best Drug Rehabilitation Track Modalities

Best Drug Rehabilitation Program offers five modalities for clients to choose which is the best method of treatment for them. These tracks are the Self-Help Enhancement track, the Earth-Based track, the Health track, the Holistic track, and the One to One track.

Self-Help Enhancement Track: This track is best for clients who have interest in a self-help approach to their recovery process. Those who choose this track will receive a manual, logs, and a self-help manual.

- **Self-Help Enhancement Track:** This track is best for clients who have interest in a self-help approach to their recovery process. Those who choose this track will receive a manual, logs, and a self-help manual.
- **Earth-Based Track:** This track is best for clients who have interest in a natural approach to their recovery process. Those who choose this track will receive a manual, logs, and a self-help manual.
- **Health Track:** This track is best for clients who have interest in a health-focused approach to their recovery process. Those who choose this track will receive a manual, logs, and a self-help manual.
- **Holistic Track:** This track is best for clients who have interest in a holistic approach to their recovery process. Those who choose this track will receive a manual, logs, and a self-help manual.
- **One to One Track:** This track is best for clients who have interest in a one-on-one approach to their recovery process. Those who choose this track will receive a manual, logs, and a self-help manual.

Self-Help Enhancement Track: This track is best for clients who have interest in a self-help approach to their recovery process. Those who choose this track will receive a manual, logs, and a self-help manual.

One to One Track: This track is offer personalized treatment for the client and includes counseling that will help the addict find the recovery from the addiction that has been plaguing their life.

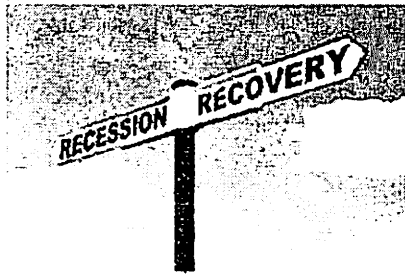
Phase Six: Recovery Maintenance at Best Drug Rehabilitation

This phase of recovery deals with creating a plan for relapse prevention that deals with recognizing and dealing with situations that could cause a person to turn back to old habits. Recovery maintenance is important because a person needs to know how to handle certain situations in order to ensure their recovery is a lasting one. Next is Phase Seven:

Phase Seven: The Aftercare Program at Best Drug Rehabilitation

The aftercare program is designed to help clients stay sober after graduation from the program. The aftercare program includes a variety of services such as: individual counseling, group counseling, and support groups. The aftercare program is designed to help clients stay sober and maintain their recovery.

Phase 7: to help with the transition from the facility back to society.



Phase Eight: Graduation

The graduation ceremony with family and loved ones is a time of celebration, support and encouragement. The client will also receive a certification for completing the treatment program.

Phase Nine: Aftercare and Follow-up Services

The final phase provides aftercare and follow-up services for the clients. Graduated clients are called back in the first two weeks, then weekly calls are made for the following four weeks. Monthly calls are made for the rest of the year following graduation, if necessary. Clients can be placed on a "hot" list if they are struggling, as well as the aftercare and follow-up services are made readily accessible for the graduated client.

Call for more information on the Best Drug Rehabilitation phases and to find out how you or your loved one can put an end to addiction.

DUNN
 & Associates
 BENEFIT ▪ ADMINISTRATORS ▪ INC.

4550 Middle Road
 Suite A
 PO Box 2369
 Columbus, Indiana 47203

June 20, 2012

DRUG
BEST DAY REHABILITATION
121 CAPITAL NE AVENUE
BATTLE CREEK, MI 49017

Our records indicate that an overpayment of \$ 6,050.00 was made on the following claim(s):

Patient (s): [REDACTED]
 Patient Account Number: [REDACTED]
 Date of Service: 02-23-2012 thru 04-07-2012
 Amount Paid: \$38,331.25
 Check #: [REDACTED]

Reason for Overpayment:

- Both patient and insurance company paid on the account
 Other: At the time of payment, we were not aware that the patient had paid a \$7,500 down payment for services. After complete consideration of claims from your facility, the patient's responsibility is only \$ 1,450.00. This results in an overpayment of \$6,050.00. Upon receipt of your \$6,500 refund, we will reprocess the claim and adjust/update the payment to the insured.

Please make your refund check payable to: Brown County Schools EBT , PO Box 2369, Columbus, IN 47202. If you have any questions, please call our office at (812) 378-9960 or (800) 880-9960.

We request that you expedite this refund request. We expect to receive the monies due within 10 business days

Thank You,

Tammy Shaw
 Tammy Shaw
 Senior Benefit Analyst

Cc

Mike Thomasson, Attorney
 David & Janis Shaffer, Insured

Dept. of Attorney General
Consumer Protection Division

NOV 07 2012

RECEIVED

October 23, 2012

Bill Schuette, Attorney General
State of Michigan
Department of Attorney General
P.O. Box 30213
Lansing, MI 48909

Refer to AG No: 2012-cp08071834144-A
RE: Best Drug Rehabilitation Center

Dear Mr. Schuette,

We received your report and the correspondence you received from Best Drug Rehabilitation Center.

There were many things in the Best Drug Rehabilitation report for which we would like to provide further documentation. We feel their documentation still did not provide evidence that there was no consumer deception. In fact, the attached documentation shows that there is further consumer deception.

1. All of the books used in the program were Scientology and based on the works of L. Ron Hubbard, founder of Scientology. This was their treatment program and the completion of these workbooks was required before a patient could be released. This certainly contradicts their statement that the program was not Scientology-based and it also negates their promise that the treatment program was tailored to each client's individual needs. The only tailoring was what the client did in the evenings when not in mandatory programs. Their "Life Improvement Courses", as discussed in their original website, were all books based on the works of L. Ron Hubbard and nothing was ever said about that or Scientology.
2. BDR lied in telling us that the program was going to be 60 days with the cost from \$21,900 to about \$25,000. It ended up being \$39,781 and would have been more had I not insisted that they allow [REDACTED] to finish his books to get a letter of completion after 45 days at BDR- \$14,00 more and 15 days less than their estimate.
3. BDR had NO intention of ever paying the refund back until our insurance company got involved. In fact they tried to get us to sign a "Settlement" for less and the promise of confidentiality! We actually think saying they were not going to refund the money was a ploy to get a "Hush" Settlement signed because so many people in the treatment facility had similar problems. Unfortunately, we feel sure many people have had to sign such agreements so complaints could not be made.

Attached is more detail to support some of our concerns. There were many other concerns but these are the only ones for which we feel there is sufficient documentation to show BDR's deception and unethical practices. They are misrepresenting and cheating many consumers and we hope this documentation helps you in your role to advocate and protect other consumers in the State of Michigan.

Please let me know if you have further questions or if we can be of further assistance.

Regards,
[REDACTED]

Scientology-

1. Copies of the website information I copied at the time and attached from 3/27/12 shows NO mention of Scientology. These were from their website of www.bestdrugrehabilitation.com . Please note on all three of the website pages there is NOT one mention of Scientology. See *Appendix A*
2. In the "Treatment Phase" of the www.bestdrugrehabilitation.com site it talks about Phase 4: Life Improvement Courses with NO mention of Scientology.
3. Please note that the pages BDR attached under their Appendix A are not the normal Best Drug and Alcohol Rehabilitation website, but another site found only if the key word of "Scientology" is also added. Consumers would NOT find this unless they were looking for a Scientology Program. Please note that site is different than the site found when searching for Best www.bestdrugrehabilitation.com/scientology.
4. In a conversation with the Intake Counselor, Jamie Mann, a week after [REDACTED] was admitted to BEST I expressed concern that the program was Scientology because [REDACTED] had told us that all he was doing was working in a Scientology book. Jamie said the first week was based on 3 principles that Alan Hubbard used, but that it was NOT Scientology and they would be moving on past any teachings after the first week so not to worry.
5. Listed below are the books [REDACTED] brought home that he had been using the entire time and were REQUIRED regardless of the track chosen. See copies of the covers of all of the books in *Appendix B*
 - "Basic Study Manual, Based on the Works of L. Ron Hubbard", ISBN: 1-58460-000-4
 - "Narconon- Therapeutic TR Course" Based on the Works of L. Ron Hubbard
 - "Overcoming Ups & Downs in Life"- Based on the Works of L. Ron Hubbard, "A Scientology Life Improvement Course"
 - "How To Get Motivated"- Based on the Works of L. Ron Hubbard," A Scientology Life Improvement Course"
 - "How to Improve Relationship with Others"-Based on the Works of L. Ron Hubbard, "A Scientology Life Improvement Course"
 - "The Way to Happiness Course"- L. Ron Hubbard
 - "The Way to Happiness- A common Sense Guide to Better Living", L. Ron Hubbard ISBN: 978-1-59970-053-3
6. Please see BDR's own documentation on page 2 of their Appendix A (provided to the Attorney General on 10/15/12) of Best Drug Rehabilitation and Scientology website (where they have marked with an arrow) that "Best Drug Rehabilitation is not a Scientology-based program". Also note that is their Scientology website.
7. All morning and all afternoon each day except Sunday was spent at tables completing the Scientology Workbooks and that was about 90% of their treatment program. There was no choice in completing the workbooks and in fact they would not release [REDACTED] until all of the workbooks were finished as that was their point of graduation.
8. Any other of the religious affiliations that were mentioned on the web site consisted of going to church one of the nights or having access to a bible to read in the evening after the classes. [REDACTED] had selected the Native American Indian path and that consisted of a meeting one or two times a week in the evening for an hour. That was used as a reward and was taken away if there were any infractions during the day.

9. When I called to check on ██████'s progress I was told that he MUST complete all of the workbooks before they could release him, but after about 4 weeks it was becoming very clear that they kept having him do things over and over. They knew that ██████ needed to complete the program or our insurance might not have paid any of the cost involved. We had primary and secondary insurance so as long as they could keep him there, they could keep collecting from the companies.
10. When he finished his books, they were starting him on one of the books for a second time. That is when I said they needed to get him finished as they seemed to be prolonging his stay (I believe since we had excellent insurance). It was only after several strong conversations with Elizabeth from Ethics and Amber the Director that I finally told them we were coming to pick him up and I expected a letter of completion upon our arrival.

Native American Selection-

1. ██████ did select the Native American Selection, but this consisted of only very limited classes one or 2 times a week in the evening for an hour, but it had nothing to do with graduation or completion of the requirements.
2. Physical Fitness consisted of a pickup basketball game in the evenings if he wanted to play.
3. Church services could be attended a couple nights a week if they wanted to go.

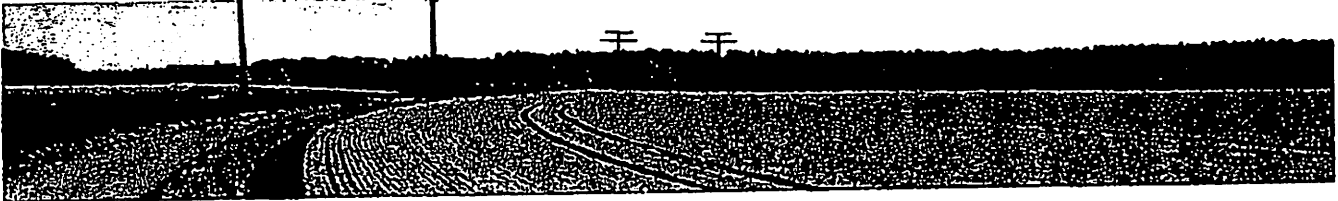
Finances-

1. As shown in the documentation BDR attached in their Appendix D, another "██████████" had to pay an initial payment of \$1,000. This was NOT our contract or our ██████. I have attached the contract they has us sign under *Appendix C*.
2. You can see that in our contract (page 2) the initial payment was \$7,500 for the exact same services. Again, I feel they knew we could pay more and we also had primary and secondary insurance (which they verified before we were accepted) so there really was no reason for us to have a higher down payment than someone else!
3. We were told by the intake counselor that the cost of the program would be between \$21,900 and \$25,000 and was for a 60 day program. As the program progressed, and we became more upset with the lack of treatment and counseling, they could not tell us how much the program cost per day or how much we had spent to that point. We were in a difficult position also because if ██████ left early, our insurance might not have paid anything.
4. By April 26th our primary insurance company paid \$38,331 out of \$39,781 due (a statement to this effect can be requested if necessary to support this date and amount). With our \$7500 deposit down, there was an overpayment of \$6050, but BDR did not report the deposit to our insurance company. That meant that BDR had been overpaid \$6050. The \$7500 was paid first BEFORE any insurance payments so BDR definitely knew they had been overpaid.
5. I started on May 21st to try and get this refund back since BDR had received all money due from the insurance company in excess of \$6050. Please note this was almost a month after our insurance company had paid all of the bills totaling \$38,331 in addition to our \$7500 paid on 2/23. I talked with Lindsey in the accounting office on 5/21, 5/24, left message for Intake counselor on 5/24, left message for CFO (Steve) to call me on 5/25, 5/28, left another message for intake counselor on 5/29, left message for Jessie (CFO's assistant) on 5/29 and finally talked with Steve's assistant Jessie Daniels on 5/31.

6. On 5/31 Jessie said she would talk with Steve (CFO) about ██████'s case and she called me back on 5/31 to tell me that the CFO said they could only give us back \$3500 at most. I told her that we were due \$6050 for the overpayment so she eventually said she would go back to talk with Steve. They were not offering a refund but wanted a "Settlement" to which they thought I would agree just to get anything back.
7. On 6/1 I talked with Jamie Mann, Intake Counselor, and he said he would talk with the finance office. He confirmed that he had told us when we admitted ██████ that if our secondary insurance kicked in and everything was paid, we would get the \$7500 back. In that 6/1 conversation Jamie said that the CFO decided on that, but he would put in a good word for us.
8. On 6/6 Jessie (CFO's Assistant) told us that the CFO had met with Board of Directors and they would agree to a \$5,000 Settlement but we would have to sign the "Confidential Release and Settlement Agreement" before they would make a refund – *Appendix D*. There was no explanation as to why they were not going to refund the total amount due but that the \$5,000 would not be refunded if the settlement was not signed. As you can see they were looking for a "settlement" where they required confidentiality rather than a refund due.
9. We talked with our insurance company and they were very upset that our refund was not being issued. They sent a certified letter on June 20, 2012 (with their attorney copied) that requested a refund to them based on the fact that they had overpaid because BEST had not shown the \$7500 deposit that was paid initially (see letter attached).
10. As per the documentation BDR supplied to the Attorney General, they said "the timing of insurance payments often overlaps with billings", but they already had all of their money from the insurance company as well as our initial down payment. Our insurance company had all bills from BDR paid by April 26, 2012. This was almost 2 months after all payment had been made.



Appendix A



We don't save lives...we teach you how to save yours.

About



Offering an innovative approach to drug and alcohol recovery, Best Drug Rehabilitation provides addiction treatment that is designed to heal the whole person, body, mind and spirit. Private facilities and highly qualified and caring staff welcome clients of all creeds, faiths and religions to a multicultural environment.

At Best Drug Rehab, we have sought to bring together many different trained, licensed professionals or certified recovering members of many different modalities that have a background in the addictions field.

Feel free to call and speak with a certified counselor if you have any questions on our unique approach to recovery through our program. We don't save lives...we teach you how to save yours.

Best Drug Rehabilitation Offers Multiple Pathways for Rehabilitation

The treatment centers of Best Drug Rehabilitation offer multiple pathways for rehabilitation that are tailored to each client's individual needs. Each person is encouraged to choose their own pathway to recovery through many different rehabilitation therapies that can be designed to give him or her a voice in their own healing process. Best Drug Rehabilitation believes that this freedom to choose will result in a more successful rehabilitation than might be experienced in a more rigid drug and alcohol rehabilitation program where all clients must follow one set process.

Some of the Best Drug Rehabilitation pathways to healing include:

- Holistic Rehabilitation
- Massage Therapy and Acupuncture Therapy
- Vitamin and Nutritional Therapy
- Sauna and Fitness Therapy
- Group, Individual and Family Counseling
- Educational Programs & Self Help Programs
- Standard Withdrawal and Medical Supervised Detoxification

Contact Us Online

Addicts First Name*


Addicts Last Name

Contact Name*

Email*

Phone*

* Required Field

Secure Form by  **aimcm**
Pages

- [About](#)
- [Alcohol Addiction](#)
 - [Alcoholism](#)
 - [Alcohol Poisoning](#)
 - [Alcohol Withdrawal](#)

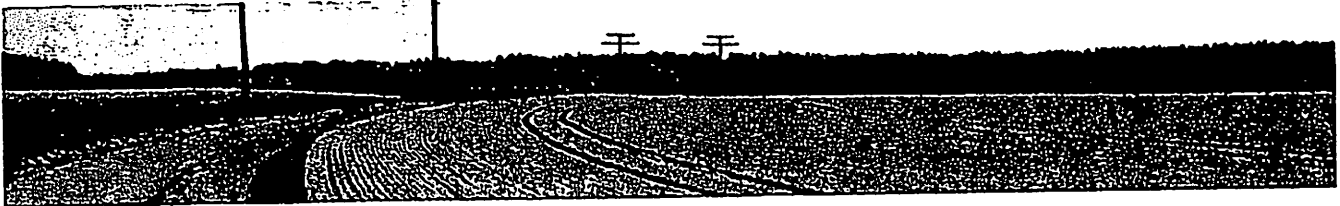
Call Best Drug Rehabilitation to Learn More About Our Treatment Options

If you or someone you know needs help to overcome a drug or alcohol addiction, Best Drug Rehabilitation counselors are available by phone to answer your questions. You can also call to find out about financing options and our program offerings and then begin the journey to recovery at a Best Drug Rehabilitation center near you.

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Best Drug Rehabilitation
300 Care Center Drive
Manistee, MI 49660

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- [Drug Abuse Addiction](#)
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 - [Oxycodone Abuse](#)
- [What is Intervention](#)
 - [Intervention Substance Abuse](#)



We don't save lives...we teach you how to save yours.

Drug Treatment Rehabilitation

Whether this is your first journey or a relapse, our drug treatment rehabilitation facility is prepared to assist you through the treatments.



Getting Drug Treatment Rehabilitation

Drug treatment will vary from client to client, but all clients will discover that they share similar effects that may have altered how they think and respond to

circumstances. The first drug treatment rehabilitation lessons are to acknowledge the disorder, and learn new behavioral responses to the urges that control our minds today. The treatments involve physical, emotional, and spiritual sessions. Our clients and family are taught to understand the responses and triggers to these past behaviors.

Understanding the values of our drug treatment rehabilitation and learning to incorporate them into your daily life activities are part of the recovery process. Sharing your experiences with our staff during one on one sessions and group therapies are significant to removing past barriers which may have prevented recovery. Our staff guides our clients through this challenging passage and helps by monitoring our client's progress throughout the drug treatment rehabilitation.

Recovery Through Drug Treatment Rehabilitation

Our clients begin to learn and understand the effects drugs have had on their bodies, and that without recovery the effects could be fatal. Our methods of transition allow our clients to return to society without the danger of confusion. Working with our drug treatment center staff, they begin to develop a customized plan for the client. It's a personalized method that our clients incorporate into their daily lives as they accept that recovery is a lifetime commitment.

At Best Drug Rehab, we have sought to bring together many different trained, licensed professionals or certified recovering members of many different modalities that have a background in the addictions field.

Feel free to call and speak with a certified counselor if you have any questions on our unique approach to recovery through our program. We don't save lives...we teach you how to save yours.

Contact Us Online

Addicts First Name*

Addicts Last Name*


Contact Name*

Email*

Phone*

Submit

* Required Field

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Pages

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 - [Alcohol Withdrawal](#)

Our staff builds trust between our clients, helping our clients to re-establish confidence and self-esteem. It's this self-assurance that our clients take with them as they leave our drug treatment rehabilitation facility and return to their own lives, friends, and family.

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Best Drug Rehabilitation
300 Care Center Drive
Mansfield, MA 01960

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Call Now To Speak To A Counselor 1 (855) 518-9428

Facility Tour

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Get Help Today!

Best Drug Rehabilitation offers some of the most successful addiction treatment programs and rehabilitation recovery. Call 1 (855) 518-9428 anytime of day, or simply fill out the short form below:

Addicts First Name-

One of our caring, compassionate addiction rehabilitation counselors will contact you shortly.

Addicts Last Name

Treatment Phases

Contact Name-

Best Drug Rehabilitation is a cutting edge, new approach, and unique model for drug and alcohol addiction in a residential setting. Best Drug Rehabilitation believes that addictive behaviors can be changed through a holistic approach of body, mind and spirit collectively. It is believed that an addict needs to find the recovery system that they are most receptive to in order to

Email-

Submit

• Required Field

Secure Form by 

successfully recover from addiction. Best Drug Rehabilitation offers five separate modalities in which an addict can recover; Holistic, Cognitive, Self-Help, Faith-Based, and Indigenous. Best Drug Rehabilitation believes in “Empowerment through Choice”. When an addict has input into the treatment that they are receiving, their chance of success is much greater.

Best Drug Rehabilitation Treatment Phases

Phase 1: Medically Supervised Withdrawal and Detoxification



The First phase of the Best Drug Rehabilitation program is medically supervised withdrawal and detoxification in the Tranquility Detox Clinic. A client meets with the Medical Director to determine if there is a need for medically supervised wean down and each wean down is customized according to the client's needs. Tranquility Detox Clinic has 24-hr supervision with trained withdraw staff and nurses present 24 hours, 7 days a week. A combination of vitamins, exercise and nutritional therapies help alleviate the clients' withdrawal symptoms. Drug Withdrawal Formula is administered along with a liquid blend of Calcium Magnesium to aid to this process. Massage Therapy, Acupuncture, Chiropractic Care, Assist and exercises are also used to bring a person into a better awareness of their body. When a client is no longer under the influence of any mood-altering substance, no longer in immediate medical danger as a result of their drug use and withdrawal and no longer suffering from any major withdrawal symptoms of their drug of choice, they are then cleared by the Medical Director to begin Phase Two of the Best Drug Rehabilitation Program.

Phase 2: Orientation to the Program

The Second phase of the program begins with the client being introduced to one of our Intake Assessment Staff members. An assessment is done to determine what the client is receptive to and the client is informed of their role in the program while at the facility. Best Drug Rehabilitation utilizes Ethic's Officers to help keep discipline, responsibility and accountability enforced at all times. Ethics Officers are responsible for ensuring adherence to the Client Rules of Conduct. The client is oriented to the Rules of Conduct governing the program, assigned a room, and given a tour of the building. The client is then seen by the Senior Case Manger and the Case Management Team. Here, the client will be assigned an individual counselor whom they will meet with for an individual one-on-one counseling and then continue to see on a weekly basis during their stay at the facility.

Phase 3: Training Routines: Communicate, Confront and Control

First, Best Drug Rehabilitation works with clients on the basics of good communication skills. If an addict can learn to communicate well, he or she can deal with tough issues. Otherwise, there will be a tendency to introvert and never handle the situation.

Next, Best Drug Rehabilitation teaches clients how to confront their issues. Best Drug Rehabilitation believes that an addict must learn to confront everyday problems, issues, relationships, finances and any other roadblocks that are detouring them. Confronting an issue does not make it a problem. On the contrary, once an issue is confronted, a solution can be adapted and it is no longer a problem.

The Best Drug Rehabilitation client completes exercises over and over again, until he or she is proficient at confronting any situation at any given time. Best Drug Rehabilitation clients learn to be more comfortable around others and find that the pull to revert to addictive behaviors becomes less powerful. The recovering addict learns how to confront and handle old friends, situations, people and places by applying new skills learned in the Best Drug Rehabilitation training.



Finally, Best Drug Rehabilitation teaches individuals how to regain personal control of their lives. Individuals work with a partner in a college-like classroom setting, assisted by a Best Drug Rehabilitation supervisor. They learn to handle difficult situations without using physical force and how to become fully responsible in a social and drug-free setting. Best Drug Rehabilitation supervisors drill with the clients in “live” situations that are set up to be much tougher than normal life situations.

Successfully completing these steps demonstrates to Best Drug Rehabilitation staff, the willingness and ability to handle the rest of the program. **Confront, Communicate and Control** all situations and issues. It sounds simple, because it is.

Phase 4: Life Improvement Courses

A core component of Best Drug Rehabilitation is the emphasis on self-improvement and learning new patterns of thinking and behavior. Best Drug Rehabilitation utilizes a variety of courses to assist in this process.

1. **Learning Improvement Course** enables students to advance their reading and comprehension skills. Once this course is completed, the person is able to grasp and apply fully all the steps of study and application that follows. One of the biggest stumbling blocks for substance abusers in early recovery from addiction, is incorrectly processing information that could be vital towards their long-term recovery. In Learning Improvement, students learn the proper techniques of study to more fully understand the material, recognize the stumbling blocks or barriers to study, and learn techniques to apply the material so that it is relevant to their own life. Once students gain these skills, proper understanding of their addictions and the process of recovery becomes more real for them.

2. Personal Values and Integrity Course: In this course, the student learns about their ethics, morals, responsibility, and how integrity is lost and exactly how it can be restored. Part of the healing process is for the student to shed his misdeeds of the past and gain relief from guilt of those misdeeds. The student, who no longer feels guilty about his past, is able to improve choices in life by applying the basic concept of ethics and morals, moving them forward into a positive future. Students also learn to make better choices regarding, not only their survival, but also the survival of their families, work groups, and mankind. This helps to remove the student from the often self-centered focus that addiction causes and better able to become a contributing member of the family and society. In this course, students will learn to take accountability for their actions, decrease the chances of repeating the same behaviors, and become free from their past.

3. Way to Happiness Course enlightens the student on 21 guidelines that cover moral and ethical codes that will give them subjective reality on where they have gone and exactly how to do better in the future. This will result in a better way of living and a happier, more productive person.

4. Electives are offered to allow students an opportunity to individualize the program and focus on problems and issues that affect their lives due to their substance abuse history. There are over 20 elective courses offered, such as Marriage, Parenting, Self-Confidence, You Can Trust, Relationships, Organize for Success, How to Get Motivated, Effective Time Management, and many more.

Phase 5: Track Modalities

The Fifth phase of the Best Drug Rehabilitation Program is the five separate tracks that are offered at the facility. Listed below are the separate tracks and what is offered by each.

1. The Self-Help Enhancement Track allows the client, who is either a believer or has interest in self-help support groups, fellowships, and other recovery communities, to work on self-motivated recovery. Clients on this track will attend Narcotics Anonymous meetings, Alcoholics Anonymous meetings, attend lectures by recovering addicts and enjoy guided meditation sessions.

2. The Indigenous Track allows the client to focus on the culturally relevant recovery materials and methods that have been developed by White Bison, Inc. for the Native American Wellbriety movement. In the Indigenous track our clients learn not only how to heal from their addiction, but also how to heal themselves physically, mentally, emotionally, and spiritually.

3. The Faith-Based Track is for the client who is a believer or has an interest in the teachings of Jesus Christ or has other religious or spiritual beliefs. Clients on this track will attend Church services, Christian 12-step meetings, and/or sermons and lectures by ordained ministers and priests. Clients will also participate in pastoral counseling and guided Bible study and scripture.

4. The Holistic Track allows a client to participate in yoga, Aikido and other martial art training, guided imagery meditation sessions, Reiki energy and healing techniques and also acupuncture. Clients on this track believe that empowerment over addiction comes from within one's self.

5. The One on One Therapy Track uses counselors who have graduated many different modalities of treatment and found that walking with an addict through one-one-one counseling makes all the difference in whether or not a former addict walks out with their head held high

aware of their environment and surroundings and at peace with those they care about.

Phase 6: Recovery Maintenance

The Sixth phase of the program is Recovery Maintenance. During this portion of the program, clients will work on a Relapse Prevention Plan that will help them to identify potential relapse situations and triggers. The Relapse Prevention plan plays out separate scenarios that are common in recovery and places emphasis on handling the potential relapse. Also part of this process is a relapse prevention checklist.

Phase 7: Aftercare

The Seventh phase of the program is Aftercare. The client will meet with the Aftercare Department and begin to work out a stable plan for what the client will be doing after the next phase of the program; graduation. With the help of an Aftercare Specialist the client will locate recovery meetings in their immediate area, determine what area is best suitable to live in and maintain sobriety and begin to form their recovery support network. Our staff will composite telephone numbers of friends and family to help with the transition back into society. Aftercare can help with housing, job hunting, government benefits, further education and even the armed services.

Phase 8: Graduation

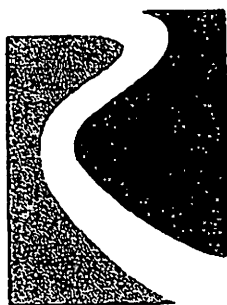
The Eighth phase of the program is the graduation ceremony. Family and friends of the graduating clients are invited and encouraged to come and support their loved one and their accomplishment. During the ceremony, the client will receive a certificate for completion of the Best Drug Rehabilitation program.

Phase 9: Aftercare Follow-up

The Ninth phase of the Best Drug Rehabilitation program is the continued Aftercare. After the client successfully completes and graduates the program, they are moved on to a daily call list from the Aftercare Department for the first two weeks that the client is back in society. After the initial two weeks, weekly calls are made for the next four weeks. After the weekly calls, monthly calls are made up to one year from the graduation date. If a client is struggling, they are moved back onto daily calls. Aftercare is always available for the client to utilize for providing letters of reference, helping to find recovery meetings, as well as providing all the benefits that aftercare offered while the client was in the program.



Best Drug Rehabilitation can help anyone in need; Call to learn more about our treatment phases or to begin recovery!



Best Drug Rehabilitation Services

[Best Drug Rehabilitation Services](#)

[Sitemap](#)

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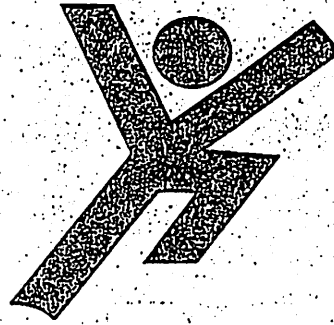
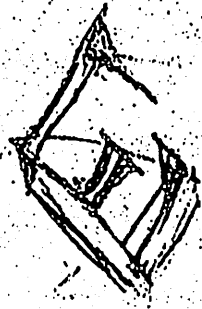
Appendix B

BASIC STUDY MANUAL



Based on the works of

L. RON HUBBARD

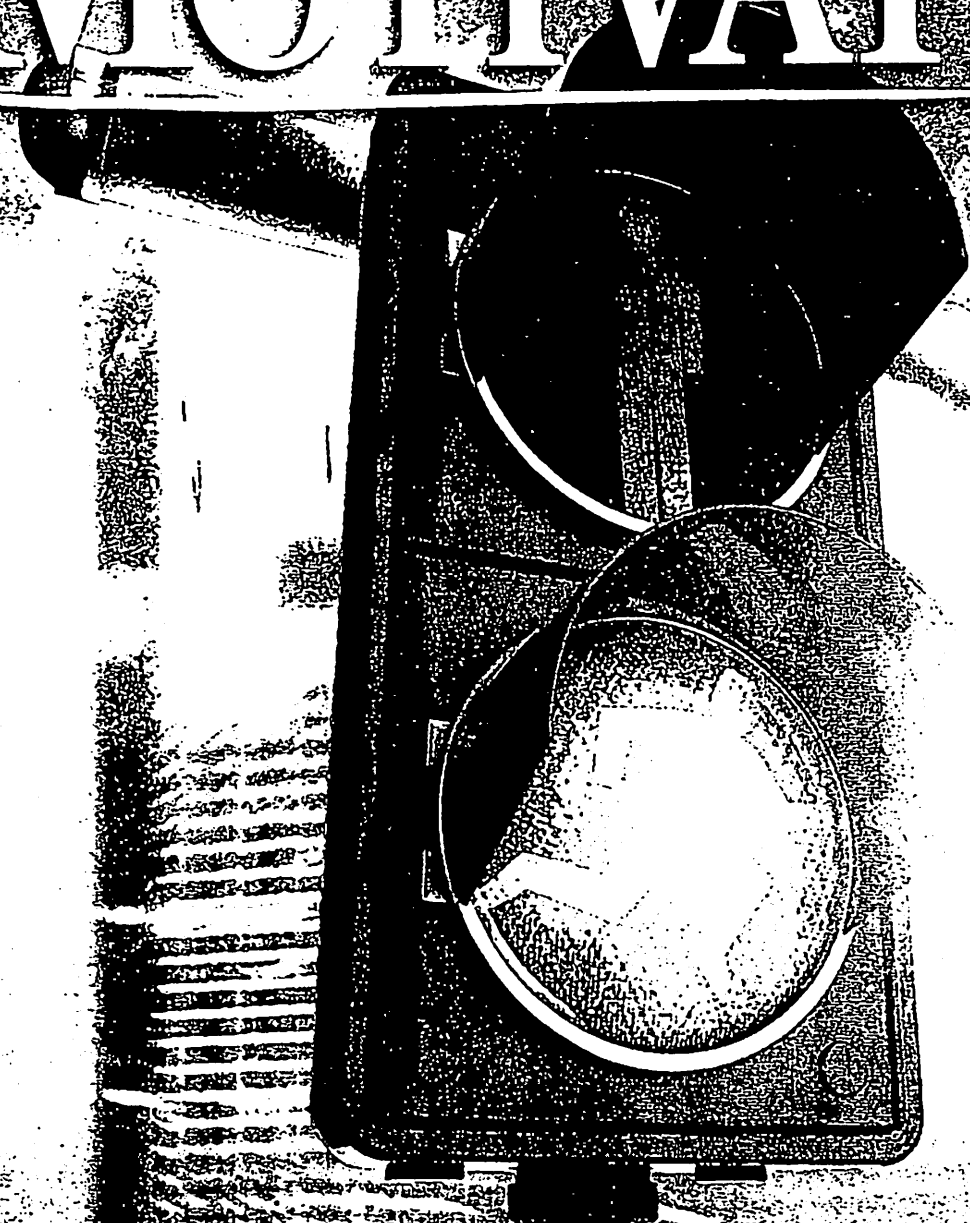


1

FROM THE WORKS OF
L. RON HUBBARD

A SCIENTOLOGY® LIFE (S) IMPROVEMENT COURSE

How to Get
MOTIVATED



BASED ON THE WORKS OF

L. RON HUBBARD

A SCIENTOLOGY® LIFE (S) IMPROVEMENT COURSE

OVERCOMING UPS & DOWNS *in Life*

BASED ON THE WORKS OF

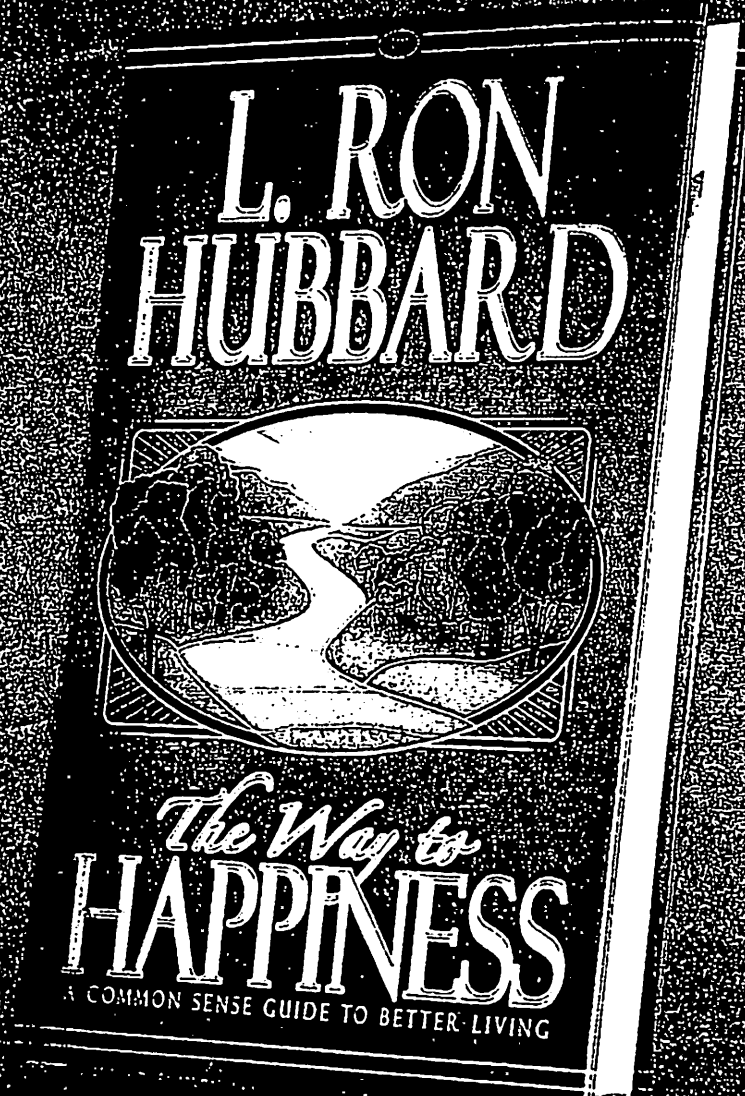
L. RON HUBBARD

The Way to
HAPPINESS

A COMMON SENSE GUIDE TO BETTER LIVING

L. RON HUBBARD

The Way to
HAPPINESS
COURSE



L. RON HUBBARD

A SCIENTOLOGY® LIFE (S) IMPROVEMENT COURSE

HOW TO IMPROVE RELATIONSHIPS *With Others*

BASED ON THE WORKS OF

L. RON HUBBARD



Appendix C

Best Drug Rehabilitation Recovery, Inc.
ENROLLMENT AGREEMENT

This Enrollment Agreement ("Agreement") is entered into by and between Best Drug Rehabilitation, Inc., whose address is 300 Care Center Drive, Manistee, Michigan 49660, ("Best Drug Rehabilitation"), and

TO: _____ for _____
ADDRESS: _____ Nashville, IN 47448
PHONE: _____
DATE: 2/23/2012
FROM: Jamie Mann, Intake Counselor
Best Drug Rehabilitation Representative

WHEREAS, Best Drug Rehabilitation provides a Drug and Alcohol Treatment Program ("Program"), and Client desires to enroll and participate in the Program:

WHEREAS, if the Client cannot cover the cost of Program by himself/herself, he/she may elect to have a Third-Party Guarantee ("Cosigner") cover the cost of the Program;

WHEREAS, if the Client cannot cover the cost of Program by himself/herself, he/she may elect to have a Third-Party Guarantee ("Cosigner") cover the cost of the Program;

WHEREAS, the Client has reviewed and completed the Agreement, initialed the bottom of each page, and faxed it back to Best Drug Rehabilitation at (269) 964-8273;

NOW THEREFORE, In consideration of the mutual promises set forth in this Agreement, Best Drug Rehabilitation and Client (hereinafter the "Parties") mutually agree as follows:

- I. **CLIENT'S REPRESENTATIONS:** The Client warrants that he or she is not a minor and is legally competent to execute this Agreement. The Client desires to and does hereby contract with Best Drug Rehabilitation for the Client's enrollment in the Program according to the terms and conditions of this Agreement. In entering into and performing under this Agreement, Best Drug Rehabilitation is relying on all representations and promises of the Client contained or expressed in this Agreement and all other documents and information sheets from the Client to Best Drug Rehabilitation, and Client expressly warrants the truth and accuracy of the same.
- II. **ENROLLMENT OF THE CLIENT:** Upon the Client's initial payment as set forth in paragraph III, and completion of this Agreement, Client Rules of Conduct and all related documentation, and upon Best Drug Rehabilitation's execution of this Agreement, Best Drug Rehabilitation shall accept the Client for enrollment in the Program, subject to the terms and conditions of this Agreement.
- III. **PROGRAM COSTS AND PAYMENT TERMS:** A Client enrolling into the Program is primarily responsible for payment of any and all of the Program fees and related charges, and must make full and satisfactory payment arrangements with Best Drug Rehabilitation prior to the Client's entry into the Program. However, as provided in the Recitals of this Agreement, a Cosigner may elect to cover the costs of the Program on behalf of the Client. All payments are nonrefundable except as noted below.

Payment for the standard program (as described in the program description) must be made by one

of the following methods: cash, certified funds, personal check, or credit card. A three percent (3%) administrative fee applies to all credit card payments.

Extra charges for the Withdrawal/Supervised Detoxification portion of the program may apply.

(A) PROGRAM PAYMENT OPTIONS:

- 1) An initial payment of \$7,500 (Seven Thousand Five Hundred and 00/100 Dollars) is due prior to or upon entry into the program; and
- 2) The remainder is to be covered by insurance. However, in the event the insurance does not cover the costs these will be the responsibility of the party or parties signing this Agreement. In the event the policy has a no pay penalty clause, (non-completion of the program) and the insurance policy will not cover the costs the party or parties that signed this agreement become responsible for the balance due for the program. In the event your policy becomes defunct for any reason: non-payment of premium, late payment, cancellation, expiration or any other reason for non-coverage, the party or parties signing this agreement are responsible for all program costs.

(B) NOTICE REGARDING PROGRAM FEES: The above fees are cash scholarship rates; insurance rates may vary. Individual services may cost extra and elective services may be available upon request. In addition, a Client may require a longer stay in Best Drug Rehabilitation's medically supervised detoxification unit. Each additional day is \$1,675.00 (One Thousand Six Hundred Seventy-Five and 00/100 Dollars).

(C) INSURANCE: A Client may have medical insurance which may pay all or some of the Program fees and/or costs. Best Drug Rehabilitation accepts insurance as payment and there are two options (Pre-Qualified and Non-Qualified) available for filing the insurance. Under the Pre-Qualified option, Best Drug Rehabilitation will assist the Client or Client's designee in submitting necessary information to the insurance company for reimbursement if the Client calls the insurance company and pre-qualifies the Client before his or her arrival at Best Drug Rehabilitation. Under the Non-Qualified option, Best Drug Rehabilitation will file insurance claims on the Client's behalf with the insurance company.

The Client understands that there is no guarantee the Client will receive any reimbursement from the insurance company and that the Client's insurance company's rejection does not alter or modify his or her obligation to pay Best Drug Rehabilitation. The client is responsible for paying all Program fees not covered by insurance. If the insurance policy has a no pay penalty clause (for non-completion of the Program) and the insurance policy will not cover the costs of Program, the Client becomes responsible for the balance due for Program fees and costs. If the insurance policy lapses for any reason, the Client is responsible for all Program fees and/or costs. For a Client electing to file his or her own insurance claim, the Client must request reimbursement from his or her insurance company in writing within two (2) days of execution of this Agreement.

For Clients who elect to have Best Drug Rehabilitation file an insurance claim on his or her behalf, any amount collected over the agreed Program amount will be retained by Best Drug Rehabilitation. Such fees and extra charges are considered administrative costs, in connection with billing insurance and extra costs associated with, but not limited to, billing, doctors, nurses, counselors, clinicians, administrative time, and intake. There is also a fifteen percent (15%) charge that applies for Med-Pro Billing Services. A \$398.00 (Three Hundred Ninety-Eight and 00/100 Dollar) processing fee applies to process all insurance forms and to provide necessary codes for the insurance company for a Client electing to file his or her own insurance claim.

(D) ADDITIONAL PROGRAM FEES: As a Client withdraws from the use of drugs and alcohol, physical ailments that have been dormant from the use of drugs or alcohol, may surface and present a problem with the Client during his or her program. The cost for services to correct these issues is above and beyond the cost of the Program. Additional costs may include dental work, x-rays, hospitalization, prescriptions, etc. Best Drug Rehabilitation requests an additional \$500.00 (Five Hundred and 00/100 Dollars) to cover these costs, which will be deposited in the Client's account. If any medical, dental, or other such expenses exceed \$500.00 (Five Hundred and 00/100 Dollars), the Client accepts responsibility for those additional costs or expenses for said care. If the Client's account reaches a zero balance, all medical benefits provided by Best Drug Rehabilitation will be stopped; however, the Client understands that he or she has the option to seek medical services on his or her own within the surrounding community.

IV. REFUND POLICY: Best Drug Rehabilitation customizes each Client's Program for that individual Client's entire enrollment and reserves a place for the Client in the Program for the entire term. Consequently, program fees and facilities are budgeted in advance. The Client agrees that his or her obligation to pay the Program fees and charges for the full term of the program is absolute and unconditional and is not affected or excused by withdrawal, discharge, or suspension of the Client for any reason, unless otherwise stated herein. The major expense and cost to Best Drug Rehabilitation for the operation of the program is experienced in the earliest days of the Client's participation, including but not limited to, initial nursing assessment, 24-hour trained withdrawal specialists, 24-hour registered nursing, massage and aromatherapy, evaluations and assessments, physicals (performed by a medical doctor), psychological evaluations (if needed), administrative fees (intake), room and board, books and materials for the entire program, and counseling services. This cost is approximately \$14,900 to Best Drug Rehabilitation.

NO REFUNDS except as follows: If a Client leaves the Program, voluntarily or involuntarily, within the first 7 days of the program (day count begins on the actual day of the Client's arrival, regardless of time), Best Drug Rehabilitation shall be entitled to 75% of all fees.

The Client understands and acknowledges that he or she is bound by the terms and conditions of this refund policy and the other provisions of this Agreement.

V. CLIENT ACCOUNTS: Throughout a Client's Program, he or she may be in need of personal items not provided by Best Drug Rehabilitation. These personal items may include shampoo, feminine hygiene products, cigarettes, phone cards, etc. It is important that a Client has money available in his or her personal account for such items. It is against Best Drug Rehabilitation's policy to loan Clients money or to transfer money from another Client's account to another Client's account. It is the responsibility of the Client to assure money is placed in his/her account for this purpose. Any credit card charge for Client accounts will incur a 10% (ten percent) administrative fee. All money, whether cash or check, that a Client has in his or her possession when he or she enrolls into the Program will go directly into his or her Client account. Upon graduation of suspension from the Program, any money remaining in the Client's account will be returned to the Client in the form of a check.

VI. LOYALTY, RESPECT, AND CONFIDENTIALITY: The Client understands and agrees that, during the course of the Program, the Client may obtain confidential information concerning other Clients and staff members, including information about his or her private lives, his or her personal and medical histories, and his or her family situations. The Client agrees and acknowledges that such information is to be treated with the utmost confidentiality and shall not be used or disclosed to any third party or any other Client if unrelated to the Client's specific program. The Client further agrees that he or she shall not, during or following the Client's departure from

successfully or unsuccessfully, disparage or otherwise denigrate the program, Best Drug Rehabilitation or its staff, or other Clients to anyone.

VII. DISCHARGE OR SUSPENSION FROM THE PROGRAM: The Client may, at his or her request, be discharged from the Program at any time. In addition, the Client may be discharged or suspended from the Program at the sole discretion of Best Drug Rehabilitation, under any of the following circumstances:

- A. If the Client breaches any of the terms of the Agreement;
- B. If the Client breaches any of the Client Rules of Conduct;
- C. If the Client engages in activities reasonably determined by Best Drug Rehabilitation to be harmful to the Client, staff, other participants in the Program, or any person.

The Client acknowledges that if he or she decides to leave against medical advice or is involuntarily discharged, he or she shall choose one of the following if the Client is prematurely discharged from the Program:

- > **INITIAL x** _____ A. Hold the Client at the Center for a maximum of 12 hours while the Client's family or designated representative flies or drives to BDR to pick up the Client. If the Client selects this option, the Client acknowledges that Best Drug Rehabilitation is not liable for false imprisonment or negligence.
- > **INITIAL x** _____ B. Contact the Client's family or designated representative to make travel arrangements for the Client. BDR will bring the Client to the airport, bus terminal, or other transportation hub, so long as the public transportation hub is within 45 miles of BDR. Transportation fees will be paid by the Client. The Client will receive \$10.00 upon discharge unless the Client specifies a smaller amount. The Client's departure on public transportation shall be no later than 8 hours from the time the Client discharges from the program
- > **INITIAL x** _____ C. Transport the Client to a hotel with \$10.00. (Hotel fees to be paid by the Client). Best Drug Rehabilitation will contact the Client's designated representative.
- > **INITIAL** _____ D. Transport the Client to a shelter with \$10.00. Best Drug Rehabilitation will contact _____ designated representative.

Despite the choice selected above, Best Drug Rehabilitation may make its own determination of how to discharge the Client, depending upon the circumstances surrounding the discharge. In the event that the Client is suspended from or otherwise leaves the Program, the Client may reapply for readmission under certain specified criteria. Readmission will depend upon the following:

- (1) meeting the established criteria;
- (2) reapplying and completing an amendment to the Agreement; and
- (3) having his or her requests for readmission approved by the Best Drug Rehabilitation's Executive Council. If the Client is discharged or suspended from the program, his or her status as a Client will cease immediately and Best Drug Rehabilitation will no longer have any responsibility for the Client's welfare or safety (if the Client is an adult).

The Client understands that if he or she is discharged, suspended, or wishes to leave, t

waives the confidentiality of his or her ethics file and Best Drug Rehabilitation will contact the appropriate parties.

VIII. CLIENT RULES OF CONDUCT: Except as otherwise stated herein, the Client has been provided with a current copy of the Client Rules of Conduct. These rules have been explained to the Client and by signing them, the Client has acknowledged that he or she understands all of these rules and these rules and agrees that the Client will abide by them. Breaking the rules can result in immediate discharge or suspension from the Program. Clients who break the rules will also be subject to Consequential Behavior therapy (three days at the mission or room confinement.)

IX. LEAVE OF ABSENCE: A Client may not leave the Program except under extreme emergency circumstances. A Client granted a leave must sign a Leave of Absence form. A Client will be allowed a leave of absence only for the following reasons: (1) a verified family emergency, or (2) a verified court hearing which cannot be postponed or rescheduled. Granting leave is at the sole discretion of Best Drug Rehabilitation.

The Client Rules of Conduct are incorporated into this agreement.

X. RE-ENTRY FEES: A person returning from a leave of absence, discharge, or suspension must place a waiver accepting responsibility for his or her additional costs incurred if there is a relapse while he or she is away from the Program. Prior to reentry, the Client will be subject to appropriate drug testing and be interviewed by the ethics section to gain acceptance and readmission. The cost of reentry will include the cost of the subsequent withdrawal the Client may require and any other part of the Program that must be redone. Any reentering Client must complete at least 24 hours of withdrawal. Withdrawal carries a minimum fee of \$1,675.00 (One Thousand Six Hundred Seventy-Five and 00/100 Dollars) per day. If a Client fails to pass a drug test, reentry fees shall be at least \$3,500.00 (Three Thousand Five Hundred and 00/100 Dollars).

XI. ENTIRE AGREEMENT: The Agreement expresses the entire agreement and understanding between the Client and Best Drug Rehabilitation. Except as expressly stated herein, there are no other representations, warranties, covenants, or undertakings, written or oral, prior to or contemporaneous to the execution of this Agreement between the Client and Best Drug Rehabilitation related to the subject matter of the Agreement. This Agreement can only be amended, supplemented, or changed by a written instrument signed by the Client and Best Drug Rehabilitation.

XII. SIGNATURES: The Client agrees that he or she may be signing by facsimile or email and affirms and warrants that his or her signature is as valid and enforceable as an original signature.

XIII. NON-ASSIGNABILITY: The Client's rights and obligations under this Agreement may not be assigned or transferred.

XIV. SEVERABILITY: in the event that any provision of this Agreement, or any operation contemplated hereunder, is found by a court of competent jurisdiction to be inconsistent with or contrary to any law, ordinance, or regulation, the latter shall be deemed to control and the Agreement shall be regarded as modified accordingly and, in any event, the remainder of this Agreement shall continue in full force and effect.

XV. RELEASE OF INFORMATION: The parties authorize the release of the Client's information via E-mail, Internet technology, voice mail or US mail. While every effort will be made to maintain confidentiality, Best Drug Rehabilitation accepts no responsibility for the mistransmission that could result in information becoming available to someone other than the intended receiver. Best Drug Rehabilitation shall handle all such protected health information (also "PHI") pursuant to the guidelines promulgated in the Health Insurance Portability & Accountability Act ("HIPAA") of 1996.

XVI. APPLICABLE LAW AND FORUM: This agreement shall be governed by and construed in accordance with the laws of the State of Michigan. Any action arising from a dispute between the Client arising from or related to the subject matter of this Agreement shall be brought in Calhoun County, Michigan. Best Drug Rehabilitation, as the prevailing party in any litigation arising from or related to the subject matter of this Agreement shall be entitled to recover its actual court costs and reasonable attorney fees.

CLIENT:

BEST DRUG REHABILITATION

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Date: _____

Date: _____

RESPONSIBLE PARTY

Signature: _____

Print Name: _____

Date: 2/23/12



 - Appendix D

[REDACTED]

From: Jessie Daniels [jdaniels@stopyouraddiction.com]
Sent: Wednesday, June 06, 2012 5:35 PM
To: [REDACTED]
Subject: Settlement Agreement.docx
Attachments: [REDACTED] Settlement Agreement.docx

[REDACTED]

Here is the settlement agreement that I was speaking to you about. Look everything over and if you wish to continue with the refund I need all parties to sign the agreement indicated at the bottom and I need it mailed back to me. I need the original copy with the signatures, unfortunately it cannot be faxed or emailed for it to be valid. Once I have received it Stephen Anderson will sign it and a check will be issued. I will also send you a copy of the settlement with all of the signatures on it. I hope this email finds you quickly. Have a good day Janis.

Jessie Daniels, *CFO Assistant & Insurance Coordinator Assistant*
121 Capital Avenue NE
Battle Creek, MI 49017
Tel: 269-964-6731
Fax: 269-964-4729
Email: jdaniels@stopyouraddiction.com

CONFIDENTIAL
RELEASE AND SETTLEMENT AGREEMENT

This Release and Settlement Agreement is made and entered into this 6th day of June, 2012, by and between Aaron Shaffer and his parents Janis and David Shaffer (collectively the "Plaintiffs") and Best Drug Rehabilitation, Inc. and its parents, affiliates, subsidiaries and related entities.

1. **Release of All Claims:** In exchange for the consideration set forth in Paragraph 2 hereof, the Plaintiffs and all of their agents, representatives, attorneys, successors, assigns, and all other persons and anyone claiming under or through the Plaintiffs, completely and forever releases and discharges Best Drug Rehabilitation and their shareholders, officers, directors, employees, shareholders, representatives, agents, parents, subsidiaries, affiliates, predecessors, partners, members, insurers, attorneys, successors, heirs, assigns, and all other persons, firms or corporations and anyone claiming under or through Best Drug Rehabilitation from any and all past or present claims related to Best Drug Rehabilitation including any and all claims for damages related to the allegations traceable directly or indirectly to the allegations regarding Aaron Shaffer's care and treatment (present, past, or residual) at Best Drug Rehabilitation

2. **Full and Final Settlement Payment:** The full and final settlement payment and complete consideration for this Release and Settlement Agreement shall be a total settlement payment of Five Thousand Dollars (\$ 5000.00), without interest, in the following manner:
 1. Janis Shaffer will be refunded a total of \$5000 Dollars after this agreement is signed by all parties.

3. **Disclaimer of Liability:** Neither payment of the money nor the negotiations for this settlement, including statements or communications by any party to this Release and Settlement Agreement shall be construed as an admission of liability by any party to this Agreement. The parties to this Agreement further acknowledge that no past or present wrong doing or liability on the part of the other parties shall be implied by such payment, negotiations or the execution of this Release and Settlement Agreement.

4. **Confidentiality:** The Parties expressly represent, warrant, and agree that the terms of the Agreement, as well as all negotiations preceding the execution of the Agreement, shall at all times remain absolutely confidential and shall not be disclosed by the Parties to any other person or entity except: (a) the Parties may make such disclosures if compelled to testify in a deposition, administrative proceeding, or at trial pursuant to a subpoena or court order, provided that if any of the entities collectively referred to as the Parties in this Agreement receives such a subpoena or court order, it will provide the other Parties with prompt notice such that if the party wishes to contest or object to the subpoena or court order the other parties have reasonable opportunity to do so; (b) the Parties may make such disclosures to lenders, mortgagees, investment advisors, tax planners, lawyers, and/or accountants and auditors, to the extent reasonably necessary, for the purpose of tax law compliance and proper financial

statement preparation; and (c) the Parties may make such disclosures to the Parties, and/or their counsel.

5. **Non-disparagement:** The Plaintiffs and Best Drug Rehabilitation and all of their agents, representatives, attorneys, successors, assigns, and all other persons and anyone claiming under or through the Plaintiffs or Best Drug Rehabilitation agree not to criticize, denigrate or disparage one another, the Best Drug Rehabilitation's program, officers, directors, parent corporations or employees at any time. The Plaintiffs and Best Drug Rehabilitation further represent and warrant that they have not, prior to the execution of this Agreement, disparaged or otherwise denigrated the Best Drug Rehabilitation program to any third party other than legal counsel with whom they may have consulted.

6. **Default Remedies:** In the event that either party or their representatives, heirs, or anyone associated with them breaches the terms of this Settlement Agreement, the defaulting party shall be liable to the non-defaulting party for damages of no less than the original enrollment amount, plus actual attorney fees and costs for enforcing this Settlement Agreement.

IN WITNESS WHEREOF, the parties have executed this Release and Settlement Agreement as of the day and year first written above.

Stephen P. Anderson



Sign: _____

Sign: _____

Date: _____

Date: _____



Sign: _____

Date: _____



Sign: _____

Date: _____



BENEFIT ▪ ADMINISTRATORS ▪ INC.

4550 Middle Road
Suite A
PO Box 2369
Columbus, Indiana 47203

June 20, 2012

**BEST DAY REHABILITATION
121 CAPITAL NE AVENUE
BATTLE CREEK, MI 49017**

Our records indicate that an overpayment of \$ 6,050.00 was made on the following claim(s):

Patient (s): [REDACTED]
Patient Account Number: [REDACTED]
Date of Service: 02-23-2012 thru 04-07-2012
Amount Paid: \$38,331.25
Check #: [REDACTED]

Reason for Overpayment:

- Both patient and insurance company paid on the account
- Other: At the time of payment, we were not aware that the patient had paid a \$7,500 down payment for services. After complete consideration of claims from your facility, the patient's responsibility is only \$ 1,450.00. This results in an overpayment of \$6,050.00. Upon receipt of your \$6,500 refund, we will reprocess the claim and adjust/update the payment to the insured.

Please make your refund check payable to: Brown County Schools EBT , PO Box 2369, Columbus, IN 47202. If you have any questions, please call our office at (812) 378-9960 or (800) 880-9960.

We request that you expedite this refund request. We expect to receive the monies due within 10 business days

Thank You,

Tammy Shaw
Senior Benefit Analyst

Cc

Mike Thomasson, Attorney
[REDACTED] Insured

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2012-cp09281211606-A

Submitted: 9/28/2012 12:11:41 PM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] M.I.:
Your Street Address: [REDACTED] City: Arvada
Your State: CO Zip Code: 80003
Your County: Outside Michigan
Your Home Phone: [REDACTED] Your Work Phone: [REDACTED] Ext.:
Fax Number: [REDACTED] E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complaine Last Name: [REDACTED] Complaine First Name:
Company Name: Best Drug Rehabilitation Services
Street Address: 300 Care Center Drive City: Manistee
State: MI Zip Code: 49660
County: Phone: 2318874590
Fax Number: E-mail Address:
Web Site Address: www.bestdrugrehabilitation.com Product Offered: Drug Rehabilitation
Primary Jurisdiction: Licensed Business/Person

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complaine Last Name: [REDACTED] Complaine First Name:
Company Name: [REDACTED] City:
Street Address: [REDACTED] Zip Code:
State: MI Phone:
County: E-mail Address:
Fax Number: [REDACTED]
Web Site Address: [REDACTED]

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:
Vehicle VIN No.:

Complaint Information

Incident Date/Time: 9/28/2012 1:00:00 AM
Incident Location:
Approximate Monetary Value: 277.29
Did you sign a contract? True
Where did you sign this contract? Admissions office in Battle Creek, MI
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? True
What was the response from the business? Told I would be receiving check.
If no complaint was given to the business directly, why?
Was this complaint filed with any other agencies? False

Complaint Detail/Inquiry Information

I was a client at Best Drug Rehabilitation Services. I left the facility on 6/20/12. When I left, Christina told me that a check for the \$277.29 that was remaining in my "student account" would be sent in 30 days. On 7/31/12 we had still not received a check and I called to find out why. I left a voice-mail for Christina. I did not receive a return call, so I phoned again on 8/2/12. Again, she did not pick up the phone, so I left another voice mail. I still did not receive a return call. On 8/6/12, I called again, leaving another voice-mail and a message with the receptionist. Christina called back, but I was unable to answer her call. She left me a voice-mail. I called back again, and again left a voice mail. After still receiving no return phone call, I called on 8/9/12. I left another voice-mail. On 8/10/12 I received a call from Christina. She told me that she had requested a check and that she would call me when the check had been sent. On 8/22/12 I called to find out the status of the check, since we had still not received it. She did not answer the phone & I left another voice-mail. I called again on 8/24/12, this time Christina answered and told me that the check should be in the mail, and that she was busy right then, but would follow up on the check and call me on Monday. By Wednesday, 8/29/12, I had not heard back from her, so I called again. This time I spoke to someone else, I believe her name was Jenny, who said she was filling in for Christina, who was off for a few days. I explained the situation, she looked up my account and verified the balance of \$277.29. She said a check had not been issued and that she would call Christina that evening to see what she could find out. She asked me to call her back & she would let me know what she found out. I called back on 8/31/12 and spoke with Jenny again. She told me that Christina told her that she would take care of it on Tuesday, 9/4/12, when she returned to work. I waited for the check to arrive, it never did. I called again on 9/13/12, 9/14/12, 9/17/12, and 9/19/12, leaving a voice-mail each time. My [REDACTED] called Christina on 9/21/12 and left 2 messages for her, and again on 9/24/12. We have yet to receive a check or a return phone call. I want to receive the \$277.29 that is owed to me immediately.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[True] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*) I certify that the information on this form is true and accurate to the best of my knowledge.

(*) I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2013-cp01152327938-A

Submitted: 1/15/2013 11:27:38 PM

Consumer Information

Your Last Name: [REDACTED]
Your Street Address: [REDACTED]
Your State: MI
Your County: Outside Michigan
Your Home Phone:
Fax Number:

First Name: [REDACTED] M.I.: P
City: West Palm Beach
Zip Code: 33411
Your Work Phone: [REDACTED] Ext.:
E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complaine Last Name:
Company Name: Best Drug Rehabilitation
Street Address: 300 Care Center Drive
State: MI
County: Manistee
Fax Number:
Web Site Address: www.bestdrugrehabilitation.org
Primary Jurisdiction: Licensed Business/Person

Complaine First Name:
City: Manistee
Zip Code: 49660
Phone: 2318874590
E-mail Address:
Product Offered:

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complaine Last Name:
Company Name:
Street Address:
State: MI
County:
Fax Number:
Web Site Address:

Complaine First Name:
City:
Zip Code:
Phone:
E-mail Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:
Vehicle VIN No.:

Complaint Information

Incident Date\Time: 8/4/2012 1:00:00 PM
Incident Location: 300 Care Center Drive Manistee, MI 49660
Approximate Monetary Value: 3090.00
Did you sign a contract? False
Where did you sign this contract?
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? True
What was the response from the business? Too Bad
If no complaint was given to the business directly, why?
Was this complaint filed with any other agencies? False

Complaint Detail/Inquiry Information

I was admitted into Best Drug Rehabilitation on 7/31/2012 for [REDACTED] My [REDACTED] and I were told I was going to a professionally run clean facility to be treated in 12-Step recovery. We were very clear with Tony our admission counselor, that I was a professional [REDACTED] in Florida. We were very clear that I had over 25 years of recovery and had [REDACTED] approximately 8 months earlier. Tony assured us that his facility was twelve step based and our total expense would be \$3090.00 for up to a 60 day stay. Being at a desperate time in my life I took Tony's word for it and jumped on a plane to Michigan. This place turned out to be a "Scientology" facility and no twelve step recovery anywhere in sight. Not only that but the facility was absolutely disgusting. No air-conditioning and literally had flies in my food. Also I felt very unsafe with many 20 year old gang members with little to no supervision. After 4 days I was so disgusted and felt so unsafe, that I was forced to get out for my safety. It cost me a \$340.00 cab ride and a \$330.00 flight to Florida. I want an apology and my \$3090.00 refunded. Tony obviously told my [REDACTED] and I what ever we wanted to hear to get me in his facility. I immediately checked into a much better 12-step based facility and completed my treatment. Tony's lies cost me \$4000.00 and 5 days of my life. Please have this place inspected, there is no way it could pass even a basic sanitary inspection.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*I certify that the information on this form is true and accurate to the best of my knowledge.

(*I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.
