

## Complaint Detail Information

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I attended Narconon Stonehawk from 1/7/07 to 2/17/07. During my stay at this facility I noticed and experienced multiple things which bothered me ethically and caused me to have concerns for my safety. Upon arriving at the facility my [REDACTED] and I were lied to about the relationship of their program to Scientology. The Intake counselor denied a connection between the two and I began the program I discovered that the methods used were straight out of the Church of Scientology. Further, the condition of the building was horrible. The saunas, cafeteria, and sleep quarters were filthy and there were exposed wires coming out of outlets all over the facility. Also, the smoke detector in the Women's Hallway was hanging from the ceiling by the wires. I became ill while I was at Narconon Stonehawk and after seeing their doctors three times I ended up being transported to Bat Creek hospital via ambulance because my lungs were shutting down and I was struggling to breathe. The emergency room physician diagnosed me with mistreated asthma. Following this I continued to become more ill and my [REDACTED] removed me from the program.

There is also an issue of harassment at Narconon. One of their training routines is entitled 'bullbaiting' During this particular exercise students are expected to sit without reacting as an instructor says whatever they want to attempt to affect the person emotionally. This exercise became [REDACTED] and offensive to many of the students. These instructors would go so far as to bring up people's past mistakes and children all the while claiming that this was therapeutic when in fact it has the potential to be very emotionally damaging.

This organization is preying upon vulnerable people and telling them whatever they have to in order to recruit patients and make money off of unsuspecting people. Due to my experiences in their false advertising and negligence I feel as though the State of Michigan needs to investigate what is going on in this facility. They have offered my [REDACTED] and I a monetary settlement; however part of the agreement is that if we accept the money we can not talk publicly about Narconon or my experiences therein. I appreciate your time and any efforts you put into making sure this facility is investigated by the proper departments and monitored.

Stacy Stine

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**MAR 23 2007**

**Dept. of Attorney General  
Consumer Protection Division**

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March 22, 2007

Mike Cox, Attorney General  
State of Michigan Dept. of Attorney General  
Consumer Protection Division  
P.O. Box 30213  
Lansing, MI 48909

Re: AG No. 200703105  
Web No. : cp120as1800a  
[REDACTED]

Dear Mr. Cox:

I am responding as legal counsel to Narconon Stone Hawk to your letter of March 12, 2007 regarding the complaint your office received from [REDACTED]

**Narconon Stone Hawk and L. Ron Hubbard**

Narconon Stone Hawk is very clear in its materials regarding the relationship between the treatment program and L. Ron Hubbard, who is the founder of the Church of Scientology. The Enrollment Agreement signed by students clearly delineates, on the top of the very first page that the program is premised on the philosophies of L. Ron Hubbard, as does the literature on the program available to interested members of the public. Narconon Stone Hawk is NOT part of the church.

All participants in the program are entitled to continue to worship (or not) in their preferred manner. In fact, Narconon's Rules and Regulations clearly provide that the facility does and will provide transportation services for individuals wishing to attend church services to both a Christian non-denominational church and a Catholic church both in Battle Creek and Albion. While a handful of the staff members are members of the Church of Scientology, many are also of varying other religious denominations. The Executive Director herself is not a member of the Church of Scientology but rather, a devout Baptist who also practices her Native American culture.

### **Condition of the Facilities**

Narconon Stone Hawk takes great pride in its facility. Stone Hawk in Battle Creek is a beautiful lodge setting on Lake St. Mary's that was built in 1930. Narconon absolutely denies its facilities are "filthy" or maintained in any way in a dangerous or unhealthy condition.

They have regular maintenance and custodial staff on-site, and similarly contract pest control service agencies to visit the site monthly and at more frequent intervals during the summer months. An inspector from the Michigan Department of Health has visited the facilities at least annually and most recently on March 7, 2007 following which the inspection officer concluded that Stone Hawk was fully compliant with the Department's health regulations.

### **Response to Medical Emergencies**

Narconon has a strong and stringent policy regarding the response to medical conditions reported by its students. At any point, if any student requests the ability to go to the Hospital, they are either transported there by Narconon staff or an ambulance is called. Narconon Stone Hawk adamantly denies that it acted in any manner other than providing attentive, reasonable and responsible medical care. Stone Hawk has 24 hour nursing care on-site and a medical doctor pays frequent visits to the facility. While Narconon Stone Hawk is more than willing to share the medical history specific to Ms. [REDACTED] situation, it would prefer to do so only after a release (HIPAA complaint) is received from Ms. [REDACTED]. Narconon is confident that a review of these materials will confirm that it did everything reasonable and within its power to assure Ms. [REDACTED] health was not in danger.

### **"Harassment"**

Narconon denies it "harasses" any of its students. There is no question that, as part of the rehabilitation and healing process, the students are encouraged to consider how their histories of substance abuse have fostered their engagement in personally demeaning activity and behavior that has dramatically and negatively impacted their relationships with their family and friends. This is not atypical of many drug rehabilitation programs. This is a manner of counseling. To suggest that this constitutes "harassment" is an unfortunately misplaced characterization.

### **Dispute Resolution**

It is absolutely accurate that Ms. [REDACTED] has already expressed to Narconon Stone Hawk her desire to obtain a "refund" from the program despite the "no-refund" policy clearly delineated in the Enrollment Agreement signed by both she and her [REDACTED]. Narconon had been, in good faith, negotiating a resolution of that dispute, considering Ms. [REDACTED] premature departure. These negotiations essentially provided for a refund or, in the alternative, that Ms. [REDACTED] return and complete the rehabilitation program. On the advice of our counsel, the proposed release agreement included standard terms including: confidentiality provision, mutual release

of claims, non-disparagement, and no admission of liability by any of the signing parties. Ms. [REDACTED] has refused this reasonable offer, which is her right.

Narconon Stone Hawk has a clearly identified process available to its students for lodging complaints to be investigated internally (see attached). At no time did Ms. [REDACTED] lodge such a complaint or request any internal investigation. She only lodged external complaints after she quit the program and became angered when Stone Hawk (originally) refused to refund the program fees per the Enrollment Agreement.

Very truly yours,

KREIS, ENDERLE, CALLANDER  
& HUDGINS, P.C.



Stacy Stine

cc: Kate Wickstrom  
Per Wickstrom