

[REDACTED]
August 5, 2009

Ms. Beth Thomas
Michigan Attorney General Office
G. Mennen Williams Building, 7th Floor
525 W. Ottawa St.
Lansing Michigan 48909

Dear Ms. Thomas:

I am in receipt of your fax concerning Mr. Toth's response to my complaint pertaining to my [REDACTED] treatment at Stone Hawk Rehabilitation Center, 216 St Mary's Lake Road, Battle Creek, Michigan from March 17, 2008 to when he left on his own accord on or about May 23, 2008.

Mr. Toth's response does not address my original complaint that was sent to Mr Cox, Michigan's Attorney General on October 6, 2008 (attached). The complaint mainly concerns the poor accommodations of the facility; including but not limited to: his room being filthy, and very poor quality of food. [REDACTED] also complained about the treatment he received. As originally stated we trusted the facility with our [REDACTED] life and well being. When we (my [REDACTED] and I) would talk to [REDACTED] on the phone, he would complain about the accommodations and the treatment he was receiving. We thought he was making things up, just to come home. We were wrong. My [REDACTED] health, both mental and physical, were at jeopardy everyday he was there. That is why I am requesting a refund of the funds that I paid Stone Hawk (paid in full on March 17, 2008 - \$30,500).

My [REDACTED] time at Stone Hawk was such a horrifying experience that it has been very difficult for him to talk about since he left in May 2008. Even after a year, his anxiety level climbs when he talks about the treatment he received. Below is a summary of his numerous complaints:

1. The shower was covered in a thick brown rust like color that when he bumped into it, he broke out with itchy red bumps. No matter how hard he tried scrubbing the shower, it would not come off. Water out of the faucet was brown.
2. [REDACTED] room and the rooms of other students were full of spiders and many other bugs.
3. Personal belongings (cigarettes, CD's etc) were stolen out of the rooms. [REDACTED] had good reason to believe it was the security guards. [REDACTED] also mentioned that some of that the staff had [REDACTED] with the students. Also, personal orders purchased through the local K-Mart came back on many occasion with only some of the merchandise they requested, but the money to cover their complete order was taken out of their account.

4. [REDACTED] room door could be locked and unlocked by people other than [REDACTED] and his roommates. Other student's keys could open their room. Therefore, anyone had access to their room.
5. When he had headaches or stomach aches and requested [REDACTED] he was given "vitamins" which made his stomach aches and headaches worse. [REDACTED] and the other students were also given what [REDACTED] was told was [REDACTED]. He was told it would cleanse his system and help him relax. It always gave him [REDACTED].
6. The food also gave [REDACTED] almost everyday. The students were served undercooked chicken and spoiled milk several times. The salad bar had brown lettuce time and time again. No juice was available, just soda and water. Almost all the meals were fried.
7. He had back problems, which were confirmed in writing by [REDACTED] primary care doctor. Even though they were aware of his [REDACTED] he was forced to sit down and not move in a very uncomfortable chair for two hours while doing TR's (training routines).
8. He would wake up very [REDACTED] every morning due to the [REDACTED] caused by the sitting without any breaks for the TRs and knowing that he would have to do the same thing again that day.
9. When asked about what the purpose of the TRs was, he was told he would learn later. All he learned was that every TRs made his back hurt worse. He would request a massage and day after day he was told they were unavailable. He was given "Pain Packs" which were just vitamins, which did not help.
10. Students were getting drugs mailed in and brought in (including [REDACTED]). [REDACTED] The staff would never catch it in the mail, making recovery next to impossible.
11. Fire alarms would go off in the middle of the night (around 3AM) without reason. They would be woken up and taken out of their rooms until the problem was fixed.
12. When asked if he thought the program was "scientology," [REDACTED] would reply "yes", at which point he would be taken to a separate room, away from his so called treatment and "interrogated," until he agreed that it was not.
13. In sauna he was given extremely high amounts of [REDACTED] that would lead to headaches, and burning and itching skin.

14. When he first arrived he was told he would be able to go swimming, have the use of a boat, go fishing, hiking and play pool. The boat could not float, you could only fish if you had your own pole, you were not allowed to swim at all, and the pool table was missing balls and frequently had no cues.

Basically my [REDACTED] was constantly lied to, treated poorly, fed an unhealthy diet, and had articles stolen. [REDACTED] himself was never addressed. He was told by the staff that he could drink alcohol, because he was not an alcoholic, and that he could smoke [REDACTED] because it would not kill him. He was taught that birds fly, that fish swim and that he could touch walls and turn around. My [REDACTED] left in worse condition, both physically and mentally then when he entered. He shortly relapsed.

Even after being away from Stone Hawk for over a year, [REDACTED] continues to have nightmares about the building, the food, the staff, and the poor treatment he received.

The second part of my letter, dated October 6, 2008, addressed Stone Hawk's failure to handle the insurance claim properly. That is the only issue that Mr. Toth addressed in his response. Apparently he does not want to address the unsanitary conditions, poor nutritional quality of the food and poor treatment my [REDACTED] received during his tormenting sub standard stay. I am sure that as a [REDACTED] am not the only one that has complained about this so called drug rehabilitation center. I thank God my [REDACTED] was strong enough to leave on his own.

As stated in my letter dated April 7, 2009, I was requesting a refund because of the poor treatment and misrepresentations of the facility (attached). In that letter I acknowledged that shortly after leaving Stone Hawk my [REDACTED] relapsed. The good news is after going to another rehabilitation center that was clean, had good living accommodations, and staff that helped and cared about the patients, he has been clean for over nine months and is on the right path.

Also attached find a letter that was sent to Mr Toth on May 26, 2009 to which I attached the other letters sent to the Michigan Attorney Generals' Office on October 6, 2008 and April 7, 2009. Mr. Toth's response **DOES NOT ADDRESS THE COMPLAINT ABOUT THE FACILITY ITSELF - THE POOR LIVING ACCOMMODATIONS AND THE SUB STANDARD TREATMENT HE RECEIVED.**

That is the basis of my complaint and request of a refund. My [REDACTED] was lied to from the beginning and taken advantage of because of our state of mind and despair. Any facility that makes you pay up front and refuses to refund any amount, no matter when the patient leaves is out to take your money and does not care about the treatment the patient receives. My [REDACTED] was [REDACTED] years old when we took him to Stone Hawk. We were lost and trusted the facility and its employees to help our [REDACTED]. Instead they made him stay in a dirty room, fed him a lousy diet of "food" and let him stay at the sauna treatment, with no counseling for weeks. They did not care if he was getting better, they did not care if he left. They had the money. So when he left on his own, they got exactly what they were looking for - another bed opened so they take advantage of another poor family, allowing the cycle to continue.

As stated in my letter to Mr Toth dated May 26, 2009 my insurance company reimbursed me \$4,412.50 for just part of the stay, As shown in the letter for the insurance company they agreed to pay for the detox period of March 17th -22nd). For this reason I am now requesting that Stone Hawk refund \$26,087.50 (\$33,500 - \$4,412.50).

Not only should Stone Hawk refund the funds of any family that has gone through what we have, they should be forced to correct the living conditions for their patients and improve the treatment they receive or be shut down.

I am sure that Stone Hawk loves when a [REDACTED] from far away, like New Jersey, brings a loved one to their facility for "treatment." They get the money - all in advance, and they know that it will be a battle for the [REDACTED] to get any of it back. It is apparent that the upper management does not have a conscience about how they take advantage of [REDACTED] in need of assistance with loved ones who are addicted to drugs.

I have sent several Emails to Mr. Toth, and have left several telephone messages on his voicemail attempting to find out Stone Hawk's position on my complaint. He has failed to respond.

If I am unable to settle my claim against Stone Hawk through your office, I will be forced to file suit against them. I refuse to allow Stone Hawk to continue to treat their "students" like they treated my [REDACTED]

Thank you for your ongoing assistance in this matter.

I can be contacted at my cell # [REDACTED] or my home # [REDACTED] Thank you.

Sincerely yours,
[REDACTED]
[REDACTED]