



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF HEALTH CARE SERVICES

MIKE ZIMMER
DIRECTOR

April 22, 2015

Best Drug Rehabilitation Services, SA0510026
Amber Howe, C.O.O.
300 Care Center Drive
Manistee, MI 49660

SUBJECT: Complaint Investigation Report

Dear Ms. Howe:

A complaint inspection was conducted on April 14, 2015 and March 16, 2015 at Best Drug Rehabilitation Services, located at 300 Care Center Drive, Manistee, MI 49660.

Participants included:

- Amber Howe, COO (March 16, 2015 only)
- Veronica Johnson, Deputy Executive Director
- James Hoyt, Regulations Officer, LARA, State Licensing Section

A complaint was received by the Department of Licensing and Regulatory Affairs (LARA), Bureau of Health Care Services, regarding an allegation of a staff member abusing a client in the program. The allegation indicated that a security staff member pulled the shirt of the client up over his face and shoved him to the ground. When this surveyor requested information regarding this incident neither the COO nor the Deputy Executive Director initially advised that they were aware of this. It was only after the surveyor reviewed video tape of the incident on the programs security cameras did they acknowledged being aware of the incident. The program did provide the surveyor with a copy of the incident report of the assault and did state that the security staff member in question is no longer employed in the facility. It should be noted that the program is taking steps to provide training for their security staff but per their own policy no security member is to touch clients ever in the facility.

Summary

Based on the information that was gathered from the program and the client in question it has been determined that an incident with a security staff member and client was confirmed. What is frustrating for this surveyor is that the program was not open and up front about the incident and it was only when the surveyor pressed for video footage of the assault that the program acknowledged that an incident did in fact occur. It should be noted that the program did remove the security staff member in question and the client indicated that he doesn't wish to press charges. This matter is considered resolved at this time.

James Hoyt, Regulation Officer
Licensing and Regulatory Affairs
State Licensing Section
hoytj3@michigan.gov
(P): 517-243-3092
(F): 517-241-3354