



RICK SNYDER
GOVERNOR

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

MIKE ZIMMER
ACTING DIRECTOR

April 14, 2015

A Forever Recovery, SA0130102
Pamela Anderson, Executive Director
216 St. Mary's Lake Road
Battle Creek, MI 49017

SUBJECT: Investigation Regarding a Complaint

Dear Ms. Anderson:

A limited inspection was conducted on March 27, 2015 at A Forever Recovery, located at 216 St. Mary's Lake Road, Battle Creek, MI 49017, pursuant to a complaint that was filed with the Department of Licensing and Regulatory Affairs, Bureau of Health Care Services.

Participants included:

- Pamela Anderson, Executive Director
- James Hoyt, Regulatory Officer, LARA, State Licensing Section
- Larry Horvath, Division Director, LARA, Health Facilities Division

A complaint was received by LARA regarding numerous concerns regarding the A Forever Recovery program. The complainant indicated that he was required to sign documents at the time of admissions while he was still under the influence of controlled substances. The complainant stated that he was not of sound mind to be signing admissions documents and believes that the program was only interested in getting him committed for financial purposes. The complainant further indicated that the program failed to advise him of his recipient rights including not being advised as to who the recipient rights person was for the program. The complainant raised concerns that he was not allowed to participate in his treatment plan and was told by the program what classes he would have to take. The complainant indicated that some of the classes that he is being forced to take are not beneficial for his recovery.

The complainant stated that the program requires all patients to submit to random drug screens and that there is no chain of command to secure the sample once it is collected. The complainant indicated that he is not allowed to secure his drug sample and was accused of having a dirty drop. The complainant indicated that the program facility is in poor repair and many of the rooms have mold. The complainant further indicated that if any patient required medical attention or needed to go to Urgent Care the program charges the client \$25.00, which he claims has discouraged patients from asking to medical attention.

The complainant indicated that it is very well known throughout the program that if a patient desires to leave the facility against medical advice the program will drop them off at a shelter in either Jackson, Michigan or Battle Creek, Michigan.

The surveyors took a complete tour of the facility and did not find any issues of mold in any of the patient rooms or other areas of the facility. The surveyor interviewed random clients about their overall care in the program. It does appear that there are some concerns that the program is failing to inform the clients of their rights and to whom they can express their grievances too. The surveyors requested policy and procedures on drug specimen collection including the chain of custody of the specimen and the Executive Director was not able to provide the requested documentation. It should be noted that the program does have language in their policy and procedures manual which states that if a patient desires to leave the program against medical advice they assist in helping to make contact with family but if this is unsuccessful they will take them to a nearby shelter in Jackson or Kalamazoo.

Based on the information that was gathered from A Forever Recovery the following recommendation is made:

A Forever Recovery should ensure that all patients are receiving there “No Your Rights” brochures and that they are aware who the rights person is in the program. The program should also add language to their policy and procedures regarding securing all drug screens that are collected. The program will have a follow-up survey within 60 days to verify that corrections have been made.



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