



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MIKE ZIMMER
DIRECTOR

December 1, 2015

Serenity Point Recovery Inc., SA0700123
Derry Hallmark, Executive Director
15140 16th Avenue
Marne, MI 49435

COMPLAINT INVESTIGATION

Participants

Facility:

Derry Hallmark, Executive Director

State Agency:

James Hoyt, Regulations Officer, Health Facilities Division, Matthew Jordan, Manager, Health Facilities Division, Michelle Roepke, Acting Director, Health Facilities Division

GENERAL INFORMATION

The Complaint Investigation was conducted at Serenity Point Recovery Inc. on October 29, 2015.

On or about September 9, 2015 the department received the initial complaint via a letter.

Complaint Allegations

It was alleged by the complainant/patient that:

1. The program does not have enough security staff on-site to ensure the safety of all clients in the program.
2. The complainant claims that there is no structure in the program and there is always chaos in the hallways to include loud music blaring in the facility. The complainant further claims that there is no real schedule in place for recovery.
3. The complainant claims that they placed money in an account with the program that was to be used for personal use and after leaving the program they refused to refund this money.
4. The complainant claims that staff members were having sex with clients and clients were having sex with each other and the program failed to address this.
5. The complainant claims that there is drinking of alcohol by staff members and clients in the facility and the program knew of these concerns and failed to address these concerns.
6. The complainant claims that staff members and clients smoke throughout the facility and the program is aware of this and has failed to address this concern.

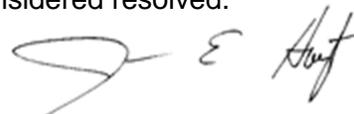
Bureau Investigation Findings

During an unannounced inspection of the facility on October 29, 2015 the surveyors met with Executive Director Derry Hallmark to review of the complainant's concerns and the following was noted that:

1. The program advised that they do have security in the facility 24/7 and this has always been the policy of the program. The program further stated that they there security staff is well-trained to ensure the safety of all of there clients.
2. The program has advised that they provided a very structured treatment modality which includes a specific day to day schedule for the clients. The program advised that this schedule is provided to the clients at the time of admissions.
3. The program advised that they have developed a better tracking system for monies that are taken in by the client to their accounts. Additionally, the program stated that they will provide a copy of all expenditures that the clients have from their personal accounts at time of discharge. The program further stated that it will ensure that any client refunds from the personal accounts will be handled in a more timely fashion.
4. The program advised that they have no knowledge of any staff member having sex with clients or clients having sex with each other. The program advised that they have very strict policies in place for their employee's that indicate an employee can be terminated for having inappropriate inactions with clients. The program further stated that there are strict rules for clients regarding inappropriate interactions with other clients that can lead up to discharge from the program as well. The program advised that they have not terminated any employee's under allegations that they were having sex with clients.
5. The program advised that there are strict policies in place that prohibit alcohol from being in the facility.
6. The program advised that their policies for the facility are very clear in that smoking is only allowed in designated areas.

COMPLAINT SUMMARY

In reviewing the complainants concerns it does appear that the program failed to return personal funds of the complainant in a timely manner. The program indicated that they have implemented a plan of correction in which the client will be provided with documentation of their expenditures while in the program at the time of discharge. The program will then refund any balances to clients within 60 days of their leaving the program. The program further indicated that they will ensure that clients are made more aware of all their policies and procedures at the time of admission. The surveyors were unable to determine the complainants concerns that employees were having sexual interactions with clients. Furthermore, the surveyors were unable to determine if clients were having sexual inactions with other clients. The program does have strict policies regarding these concerns on how it would handle these types of issues. It does appear that there are designated smoke areas in the program and on the site inspection no clients were observed smoking inside the facility. Based on the findings and the responses given by the program this complainant matter is considered resolved.



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