

April 9, 2007



California Dept of Alcohol & Drug Programs
Licensing & Certification Division
1700 K Street
Sacramento, CA 95814
Attn: Complaints Dept.

Dear Sirs:

This letter is to file a formal complaint regarding the treatment of our son, [REDACTED], at the Narconon of Northern California facility: 262 Gaffey Road, Watsonville, CA 95076 / Tel: (800) 556-8885 and Narconon of Placerville: 1364 Ruth Haven Lane, Placerville, CA 95667 / Tel: (530) 295-5550. We would like to file this complaint against Narconon International, A.B.L.E., Narconon of Northern California, Placerville Narconon, Watsonville Narconon, the Church of Scientology and the following individuals:

Clark Carr, President of Narconon International

Angie Manson, CCDC, Finance Director and Principal

Daniel Manson, CCDC, Executive Director and Principal

Mike Dipalma, CCDC, Senior Intake Counselor/Watsonville

Michele Dear, Family Liaison, at Watsonville

Jack Greenburg, Student Ethics Officer, Watsonville

Samuel Parsons, Ethics Officer, Placerville

Jamie Edwards, Administrator, Placerville

On August 16, 2006, we sent our son, [REDACTED], to Narconon in Watsonville, Ca. [REDACTED] is almost 25 years old, a college graduate with a degree in Finance from [REDACTED] University. [REDACTED] became addicted to heroin during his senior year when he met a foreign exchange student who promised [REDACTED] a

spectacular heroin high that was non-addictive because the substance would be smoked and not injected. [REDACTED] has been a heroin addict for almost three years now. After living on the streets, several run-ins with the law, near death experiences, and a failed 12-step recovery program, he said he wanted to get help. He was, however, very concerned about getting in touch with his probation officer and the court before leaving for rehab. I assured [REDACTED] that the Narconon representative had told me that they would take care of everything. [REDACTED] was required to be enrolled in a rehab program as part of Prop 36 and was court ordered to at this program. [REDACTED] spoke to Mike Dipalma, Senior Intake Counselor, himself and got the same reassurance that all would be taken care of. Mike told me in fact that he was so confident in the Narconon program that they offer free treatment if [REDACTED] were to relapse. Later that day [REDACTED] flew to San Jose. Everything was handled very rapidly as [REDACTED] was heavily into shooting up heroin at the time and we were made to understand that [REDACTED] needed immediate treatment.

The following is a list of our complaints at the above Narconon Facilities:

1. Narconon intentionally misrepresents themselves to not be a part of the Church of Scientology. This is a total lie. All the books they teach, all the doctrines, organization of staff, "Ethics Officers" (a scientology code word for punishment), Therapeutic Courses known as TRs, and all mind control exercises are based on the teachings of the Church of Scientology. Many of the courses even use the same names as in the church, i.e. "Ups and Downs Life Course", "Personal Values and Integrity Course" and "The Way to Happiness Course" to name a few. Narconon is a front group created by the Church of Scientology. It is not connected with any real drug addiction rehabilitation program. We have discovered that it is part of the Scientology belief is that it is o.k. to lie to anyone who is not a scientologist. We were constantly being lied to. We were also constantly getting the run around and could never get a straight answer on many situations regarding our son's treatment. Mike DePalma assured us that Narconon was in no way affiliated with the Church of Scientology. It is interesting how almost all the other rehabs we have spoken to know about Narconon's Scientology front, but Mike DePalma claims he did not and apparently neither does the state of California.
2. Narconon's methods of detox are not accepted by the medical experts. They use a "cold turkey" approach that is not safe. They also administer huge doses of vitamins and minerals that are not recommended by the National Food and Drug Administration. In fact, I believe that you should investigate the number of times students are sent to the emergency room for treatment from their facilities.

3. Counselors at both the Watsonville and Placerville facilities are not state certified. Most counselors are only recent graduates of the program. Jamie Edwards was just recently graduated from the program when [REDACTED] arrived. She was initially a secretary, and then was suddenly calling herself an "Administrator Director." The Narconon brochure states that the counselors are certified by the National Board of Addiction Examiners. If you Google this on the computer there are no matches for this.
4. I do not believe that anyone at the Placerville facility is medically qualified to treat or administer medications. Our son [REDACTED] came home in December and had to go to court. He was told by Samuel Parsons that he needed regular drug tests. I took [REDACTED] to the "Quest Lab" in town. Quest would not complete a drug test without authorization from a doctor. Apparently, there was no one on the facility to order such a drug test. Samuel Parsons told us to just use an over the counter test from the pharmacy.
5. Our son's court matters were not handled as promised by Mike DePalma. Our son had two bench warrants out for his arrest when he came to court. Mike had promised us that he would handle all the court matters as long as [REDACTED] was there. This was obviously not being done.
6. The staff intentionally abuses the students emotionally and physically.
 - a. Our son was put on "ethics" (punishment) for not complying and sent to pull weeds and clean a hillside they knew was full of poison oak. [REDACTED] went to the Doctor three times and yet Samuel Parsons continued to have my son [REDACTED] "work on the hill". I have all the medical receipts to prove he was at the clinics three times.
 - b. [REDACTED] was suspended with two other students, [REDACTED] and [REDACTED]. Samuel Parsons ordered the suspension and Jamie Edwards drove our son to downtown Sacramento. Jamie claimed to be an Administrative Director, yet she had no idea where [REDACTED] was supposed to stay nor did she have any of the details regarding the suspension. Jamie simply dumped [REDACTED] off in the street. In fact, all three of these young men were dumped on the street like some unwanted pets in the middle of a drug infested area of Sacramento and told to fend for themselves. They had no money, no place to stay, and they slept the first night in the freezing cold next to a dumpster. We were told [REDACTED] was sent to a shelter, would have a bed and food and would do community service work to pay back for his disobeying their rules. (See attached Suspension Information Sheets)

c. [REDACTED] was told by one Doctor that he had bed bugs. The facility had to be fumigated the next day.

4. When we were having questions or concerns about our son's suspension we always shuffled from one person to the other. When our son was suspended and sent to the streets of Sacramento we wanted to talk to Samuel Parsons supervisor. We were told to call Michelle Dear the family liaison, she never replied. Our calls to Jack Greenberg, apparently Samuel's boss, were always replied to us by Samuel. The few times we did get through to someone on other matters, nobody would act on our complaints, and we were always referred back to Samuel Parsons. When our son came home we were told that Angie Manson and her husband Dan were the owners. We could not get that information out of anyone there.

Our son came home on February 10th with a certificate of completion from the Narconon program. He has shown this to his probation officer and they think all is well. [REDACTED] overdosed two weeks ago and was sent to the hospital by ambulance. He was found almost dead in the restroom of a fast food restaurant. He was put on an IV and treated in the emergency room for a couple of hours and then sent home. He was not referred to a detox facility or any further treatment and this incidence was not reported to the police. There is something wrong with our system when addiction is clinically listed as a disease and yet doctors send a patient from the hospital emergency room with no after care or follow up program.

My son was a good kid, but he is now lost to his addiction. We have paid for two rehabs that have not worked and insurance will not cover anything. [REDACTED] is now in a sober living facility and I am sure that will not help him. I am afraid I will lose my son to this disease and there is nothing more I can do. We paid Narconon \$27,000.00 for a program that is not proven to work. How can the state in good conscience allow this facility to be listed on their approved drug and rehab list??

Drug addicts and their families are very vulnerable individuals. Drug addicts are not by definition in full control of their decisions, and families are desperately trying to find a program that will work to cure their loved one. The state needs to develop more strict regulations about the standards at these facilities, the certification of counselors and the methods of treatment. We have learned that there are hundreds of drug rehabs and sober living facilities without standards in

this state. Ex- Addicts are running these places all over California with no training and are making a fortune on the less fortunate. It is an extremely profitable business. Get a house, charge \$400.00 to \$2,000.00 a month for a bed. Fill the house with 6- 12 people, say you are a treatment center, and off you go to the bank. This is a racket that must be stopped.

We have found that our son's case is not an isolated incident at Narconon. It hard to believe that Narconon is allowed to get away with running a drug rehab facility that has a very dangerous detox method, does not have state certified counselors, is fraudulent in their brochures, can get away with claiming that they are not affiliated with the Church of Scientology, when they clearly are, and can be abusive to students and families without any recourse. Something must be done to stop this.

Sincerely,

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