

# **Tranquility Bay Report**

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Prepared by the International Survivors Action Committee

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All documents are living documents.

A supplement to the report may be added at a later date.

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This report also contains some summarization as presented by ISAC. This summarization constitutes ISAC's conclusion and/or ISAC's opinion only. No decisions should be made solely on the basis of this report.

The information contained herein is correct to the best of our knowledge and belief at the present time. It is possible that during the time frame of our investigation, some of the information/policies may have in fact changed.

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## Notice of Disclosure and Press Information:

ISAC Corporation has reason to believe that many of the individuals who have chosen to speak out against the facilities mentioned in this report, have been or are being threatened.

Although ISAC has received permission from each individual to use his or her statement, many names have been withheld for the purpose of this report.

ISAC maintains a list of persons willing to speak to the press. Members of the press wishing to obtain this list must contact ISAC directly. The list will be provided upon verification of affiliation with the press.

AS A MATTER OF POLICY, UNDER NO CIRCUMSTANCE WILL ISAC RELEASE THE NAME OR NAMES OF MINORS.

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## Section 1: Tranquility Bay - Jamaica

Tranquility Bay, located in St. Elizabeth, Jamaica opened in 1997. The program has also been known as the Caribbean Centre for Change.

The facility is currently one of 11 facilities known to operate according to the guidelines of the World Wide Association of Specialty Programs and Schools (herein referred to as WWASP), and marketed by Teen Help, LLC, both located in St. George, Utah.

Tranquility Bay Owner/Director Jay Kay, 33, holds no credentials that commonly qualify individuals to work with children.

After dropping out of college, Jay Kay managed a gas station mini-mart in San Diego, CA.

He then worked as a guard at Brightway Adolescent Hospital and eventually became the administrator of the facility.

Children were “evaluated” at Brightway before being sent to other WWASP/Teen Help affiliated facilities such as Tranquility Bay and Casa by the Sea.

During an investigation of Brightway, Utah State officials found that many of the patient care plans were identical and the staff had failed to report at least one suspected case of abuse.

When the facility closed in 1998, Jay Kay’s father and current WWASP President Ken Kay was the hospital administrator.

The Tranquility Bay Academic Department – where many of the student records are kept – is located in the state of Utah.

Questions regarding billing for the facility are answered by R & B Billing, located in Utah.

Other questions about Tranquility Bay are directed to the office of World Wide Association of Specialty Programs and Schools.

According to parents, when WWASP is recruiting Tranquility Bay students, the organization claims the facility is an “American School.”

However, when parents want to withdraw their children, the facility suddenly becomes a “Jamaican School.”

## Operations

A recent New York Times article reported an estimated annual payroll for Tranquility Bay of \$1 million per year and gross annual revenues approaching \$10 million.

ISAC has received unconfirmed reports that the Director, Jay Kay, is “heavily involved with the local government” in Jamaica.

The facility itself is a former hotel. According to former students and parents who have visited the school, it is guarded and gated, complete with barbed wire and barred windows.

Children cannot leave the compound until they reach the upper levels, and only then with staff approval.

Once children reach Level 3, they are permitted one or two short phone calls per month with their parents.

According to former students, the phone calls are monitored by staff members and children who complain about the program are accused of trying to “manipulate” their parents and punished.

Parents are not permitted to visit unless the child has attained Level 4 and the parents have completed the required seminars and workshops provided by Resource Realizations. (page 89)

Parents too must have staff approval before visiting their own children.

According to the Tranquility Bay enrollment contract, a student can be terminated from the program if the parent attempts to contact him/her without the approval of program staff.

## The Staff

Most of the 200 Jamaican staff members are reportedly in their late teens or early 20's and are unskilled workers earning a minimum wage.

Students at Tranquility Bay are chaperoned and scrutinized by these staff members 24 hours a day, even while using the toilet. A staff member reportedly monitors each student bedroom at night.

ISAC has received reports of staff members providing marijuana and cocaine to students in exchange for sexual favors and valuables such as cell phones or watches.

To the best of our knowledge, Dr. Marcel Chappuis, a psychologist from Utah, is the only licensed professional who regularly enters Tranquility Bay.

A page in the Tranquility Bay enrollment form offers parents the option of having their child evaluated by Dr. Chappuis, for an additional \$500.00.

Dr. Chappuis claims to be “independent” however, according to parents of former students, Dr. Chappuis is the ONLY licensed professional who visits children at Tranquility Bay.

Several parents have stated that Dr. Chappuis has been involved with WWASP affiliated schools “since the beginning.”

Chappuis has reportedly admitted that he never reports abuse and neglect that occurs at the facility to independent government officials.

ISAC has received reports from several former students alleging that Dr. Chappuis was aware of sexual abuse occurring at the facility, but did not notify the authorities.

## History

Of all programs currently under the WWASP/Teen Help referral umbrella, Tranquility Bay carries the reputation of being the “harshest.”

Many of the former Tranquility Bay students who have spoken with ISAC were originally placed in other WWASP-affiliated facilities, but were transferred to Tranquility Bay for not complying with the program’s rules.

ISAC has reason to believe that 3 students currently enrolled at Tranquility Bay were originally placed at Majestic Ranch Academy in Utah. Those students were involved in sexual abuse allegations against the director of the facility, Wayne Winder. Majestic Ranch Academy is marketed as a “specialty school” for children ages 7-13.

One former long-time staff member, now in hiding for fear of retaliation from WWASP/Teen Help, has admitted to using pepper spray on students and spraying it in their eyes from a distance of about 2 feet.

He also admitted to diapering a teenager with a plastic garbage bag after the child had been pepper sprayed.

The staff member says he had the approval of Director Jay Kay.

ISAC has received statements alleging that Jay Kay has personally pepper-sprayed, restrained and beaten students.

According to reports received by ISAC, children at Tranquility Bay have long been caught in a cycle of accusation and denial, pitting students against staff members and parents.

Complaints of mistreatment began surfacing shortly after the facility opened, and have largely been ignored.

The Tranquility Bay Parent's Manual forewarns parents to expect their child to try to "manipulate" his or her way out of the program.

Jay Kay gives examples of the kinds of statements to expect:

*"You don't know how terrible it is here, or you would get me out."*

*"I'm going to starve, the food is disgusting."*

*"No one cares about me, the staff do whatever they want to me."*

*"I'm treated like a prisoner."*

*"You can't believe the staff, they will tell you anything in order to keep me here."*

When former students speak of abuse they allegedly suffered at Tranquility Bay, they are referred to by WWASP/Teen Help as someone "who did not work the program" or labeled as a person with "a long history of lying."

According to news reports and statements received by ISAC, parents of former students who criticize the program are dismissed just as quickly, since according to Jay Kay, "they weren't there."

Tranquility Bay provides a reference list to the parents of new students. The list shows the names and phone numbers of parents who are willing to endorse the facility.

To the best of our knowledge, parents on the Tranquility Bay "reference list," like those alleging their children were abused at the facility, "weren't there" either.

According to our investigation, several of the parents on the reference list are supervisors with Resource Realizations, the same organization that provides the required seminars and workshops for parents and children enrolled at Tranquility Bay.

Tranquility Bay has been described by parents of former students as a “private detention facility,” “a holding pen for teens” and “a place for parents to dump their kids.”

It appears to ISAC that the statistics support those descriptions.

According to reports, only 20% of all students “graduate” from the program. Of the remaining 80%, many are withdrawn by their parents, but most withdraw themselves when they turn 18.

ISAC has received reports that some students are not allowed to leave even when reaching age 18 because parents refuse to make arrangements for the students to return home, and the students themselves are not permitted to do so.

The mother of one student currently enrolled at the facility stated in writing, “I don’t care what happens to my daughter at Tranquility Bay.”

Another parent has said, “It’s not about what’s right or wrong, it’s about what works and doesn’t work.”

This same statement was used in defense of Paradise Cove, another WWASP/Teen Help affiliated facility that closed after abuse was alleged.

## The “Enrollment Agreement”

We believe it is pertinent to this section to include some common definitions:

**School** – Is defined by Webster’s Dictionary as:  
an organization that provides instruction: as **a** : an institution for the teaching of children.

**Drug Treatment Center**- A typical legal definition of drug treatment center, as used in this subtitle, is a residential facility, not licensed as a medical care facility under chapter 405, for the care, treatment or rehabilitation of drug users, including alcohol users. This definition may vary by state.

*Note: Most if not all drug treatment centers that accept true “drug addicts” have a detoxification center, staffed by medical professionals or only accept patients after they have spent the necessary amount of time in an off-site detoxification center. ISAC has not found any evidence showing that Tranquility Bay or ANY OTHER WWASP school has such facilities nor have we found policies outlining the care of an individual who suffers symptoms of drug withdrawal. It appears that Tranquility Bay follows no psychiatric criteria for admitting a child and categorizing them as a “drug abuser” or “drug addict.”*

The Enrollment Agreement for Tranquility Bay contains many statements and clauses which are of great concern to ISAC, including several “blanket liability” waivers.

The following information was copied from the enrollment agreement obtained by ISAC.

The enrollment agreement currently used by Tranquility Bay may differ from the one used while preparing this document.

Statements in “bold” were added by ISAC.

- From Section 2: ENROLLMENT. the School/Program promises under the conditions specified in this agreement, i.e. Items 1-38 to undertake and provide the following services: Room and board; Behavior modification; Supervision; Academic Programs; Emotional Growth Courses

***ISAC believes that this is an extremely limited description of services provided by a facility claiming to modify behavior, including drug addiction. ISAC feels that the term “behavior modification” is far too vague for any contract involving the treatment of juveniles.***

- From Section 2: ENROLLMENT. Sponsors understand Tranquility Bay is a Specialty Boarding School, where, in addition to academic curriculum, students also receive instruction and direction in behavior modification, emotional growth, and personal development. It is not a treatment facility, counseling-based program, or correctional institution.

***Tranquility Bay accepts students described as “struggling,” “defiant,” and even “addicted.”***

***It is unclear to ISAC why a “boarding school”- that claims to NOT be a treatment facility - would accept individuals thought to be “addicts.”***

***To the best of our knowledge, “behavior modification” and “emotional growth” are terms commonly used when describing therapy or treatment.***

***It appears to ISAC that Tranquility Bay is attempting to render services commonly associated with treatment facilities.***

- From Section 2: ENROLLMENT. “Therefore, the School/Program does not accept responsibility for services written in sales material or brochures as such materials may be outdated or may become outdated as changes occur during the enrollment period.”

***It appears to ISAC that the only purpose for this statement is to release Tranquility Bay and or WWASP/Teen Help of liability for NOT providing those services listed on the brochure or the lifestyle indicated by the brochure.***

- From Section 2: ENROLLMENT. The School/Program also does not accept responsibility for any services represented orally by any of its School/Program staff or public relations personnel.
- From Section 2: ENROLLMENT. Sponsors understand and agree that the business “Tranquility Bay” has sole responsibility for the performance of this contract and the general care and well being of the student. Therefore, the Sponsors agree to hold harmless and release from liability or damages any person or persons, agency, organization, or program that has referred the Sponsor to Tranquility Bay.

***It appears to ISAC that WWASP/Teen Help is attempting to prevent lawsuits aimed at businesses/individuals that refer parents to Tranquility Bay including but not limited to***

***WWASP and Teen Help. ISAC has documented the fact that many of the referral agencies are owned and/or operated by persons involved with WWASP/Teen Help or their families.***

***To the best of our knowledge, individuals who refer families to Tranquility Bay receive \$1,000 or one month of free tuition for their child if currently enrolled in a WWASP/Teen Help affiliated facility.***

- From Section 2: ENROLLMENT. Sponsor further agrees to hold harmless and release from liability or damages any person or persons, organizations, or businesses that provide contract services to the School/Program.

***It appears to ISAC that WWASP/Teen Help is attempting to prevent lawsuits aimed at those who provide contract services to Tranquility Bay.***

***ISAC has documented the fact that the contract service used by Tranquility is owned and/or operated by persons involved with WWASP/Teen Help or their families.***

- From Section 2: ENROLLMENT. The Sponsors understand and agree that “Tranquility Bay” takes sole responsibility for the performance of this contract and the general care and well being of the student.

***This appears to ISAC to state that Tranquility Bay IS legally responsible for the care of students.***

- From Section 3: CONTRACT PERIOD. This agreement is for a period of one year.

***ISAC is unaware of any schools that require a “contract” other than those under the WWASP/Teen Help referral umbrella.***

- From Section 6: PERSONAL INCIDENTAL COSTS AND EXPENSES:  
(A) Various items are billed to the parents including: haircuts, medical and dental bills, and medications.

***According to statements, many children did not receive these items - some of which are vital to health and personal hygiene. Former students have reported having no access to a doctor. Parents report that their child requested to see a doctor only to have the request denied.***

- From Section 6 (C): One hundred fifty dollars (\$150.00) will be billed for uniforms on your first months billing.

*Letters sent home to parents show repeated requests for pants.*

*Several former students have stated that the uniforms they received were faded and not in new condition.*

*ISAC received a statement from a former student who was at Tranquility Bay when Valerie Heron committed suicide at the facility.*

*The student states that Miss Heron's uniform was given to a new student upon the child's arrival at the facility.*

- From Section 6 (H): Non-Refundable Incidental Fees (\$95.00 per month). This is for items such as shampoo, toothpaste, paper supplies, pencils, craft projects, hiking, snorkeling, fishing, etc.

*According to a former staff member at another facility, these "incidentals" cost roughly \$15 per month per student.*

*If the average number of clients in the facility at any given time is 300 clients, this works out to \$28,500.00 per month in income for the facility from "Incidental Allowances" alone.*

*Only students on the highest levels are permitted to participate in off-campus activities, yet the parents of all students pay for these activities.*

*According to reports, less than half of all students ever advance to these higher levels.*

*ISAC has received numerous statements from former students, NONE of whom report ever going fishing, hiking, snorkeling, or participating in craft projects while at Tranquility Bay.*

- From Section 6 (J): The School/Program services do not include any formal individual therapy sessions. Individual therapy sessions, while usually not needed or recommended, can be obtained for \$100.00 per hour.

***In the opinion of ISAC, this statement discourages parents from having their children evaluated by professional therapists. ISAC believes that individual therapy is an integral part of treatment for all behavioral problems.***

***This statement indicates a “one size fits all” approach to treatment and relieves the facility of the responsibility of hiring qualified, credentialed therapists.***

***ISAC Note: Licensed therapists would be required to report ALL cases of suspected abuse or risk the revocation of their license.***

- From Section 7: UNUSUAL COSTS. Expenses for assistance in the return of a runaway student. In the event that the student leaves Tranquility Bay without authorization, Tranquility Bay will use reasonable efforts to assist the Sponsors in finding the student and in obtaining their safe return. An accounting of the expenses incurred by Tranquility Bay while assisting the Sponsors in finding and returning the student will be made to the Sponsors. SPONSORS WILL BE RESPONSIBLE FOR SUCH EXPENSES.

***Throughout the enrollment form, Tranquility Bay is referred to as a “school” many times. The children who attend are referred to as “students.” It’s our understanding that most “schools” view the absent student as “truant,” not a “runaway.”***

***It is also our understanding that in accordance with the policies of traditional “schools”, it is not the staff of the “school” that locates and returns the “student.” That responsibility usually lies with parents and local authorities.***

***This section makes no mention of notifying local authorities, i.e. the police, of the missing student.***

***In the opinion of ISAC, this section does not support Tranquility Bay’s designation as a “school.”***

- From Section 9: SUPERVISION ...but it is understood that the supervision regardless of status, does not guarantee that serious or minor accidents, injuries, self harm, harm from others, fighting, acts of aggression, runaways, suicide attempts, sexual activity/stimulation or use of alcohol, tobacco or other harmful substances cannot happen. The Sponsor (parent) understands these risks and agrees to hold harmless and release the School/Program and its staff, from all liability or damages associated with these areas.

***This is known to ISAC as a “blanket liability” waiver. It appears to try to protect the facility from ANY and ALL liability. While Tranquility Bay accepts physical custody of***

***minor children, and freely admits to physically preventing children from leaving the facility, the program then attempts to bear no responsibility for anything that happens to the child.***

***This type of statement is listed in the ISAC Warning Signs document.***

- From Section 10: SEMINARS, WORKSHOPS, AND GROUP FEEDBACK SESSIONS. The Sponsor understands and agrees that TRANQUILITY BAY, at its sole discretion or need, may at any time change the amount of type of seminars, workshops or group feedback sessions provided for the student. This includes changes, reductions, suspensions, or elimination of any seminars, workshops, or group feedback sessions provided for the student or the family.

***Tranquility Bay reserves the right to suspend or even eliminate student seminars and workshops yet the program requires completion of the seminars and workshops in order for the student to earn points necessary to progress in, and eventually graduate from, the program.***

***This policy could allow Tranquility Bay to keep children longer than expected and therefore charge additional tuition.***

- From Section 11: ACADEMICS. “Sponsors also understand that because the academic courses are part of an Independent Study Program, the teachers/tutors working with the students do not need or may not necessarily have U.S. Credentials or Equivalent.”

***This statement attempts to convince parents that credentials are not necessary when working with children. It also appears to be an admission that Tranquility Bay may not have qualified teachers on staff and that in fact the person “teaching” your child may have ABSOLUTELY NO credentials at all.***

***In the opinion of ISAC, this statement does not support Tranquility Bay’s designation as a “school.”***

***The “Independent Study Program” used at Tranquility Bay appears to be another example of a “one size fits all” philosophy.***

***ISAC asked several professional educators for their professional opinion on this issue. Each person we spoke to stated that a self study program is not recommended for every child. They also indicated that prolonged absences from a true academic curriculum can adversely affect the child’s ability to catch up to grade level and eventually hinder their ability to attend college and/or their career choices. Each educator also felt that***

***an inadequate education could have a negative effect on the child's long-term self esteem.***

- From Section 11: ACADEMICS: "Sponsors understand that the ultimate acceptance of any credits is the prerogative of each individual school district. Therefore, the School/Program cannot insure that any credits they have awarded will be accepted by any specific school district. Sponsors understand this and agree to hold harmless and release the School/Program from any liability or damages concerning academic credits."

***This statement also attempts to relieve Tranquility Bay and WWASP/Teen Help of liability in the event that the credits earned by a child – while in a program they may not be voluntarily enrolled in – are found to be useless once the child returns home.***

- From Section 13: COMMUNICATION WITH STUDENTS. Sponsors understand that there is no telephone contact with the student until the student has earned level III status which normally takes 60 to 120 days.

***According to former students, it takes the average child 150 to 210 days to progress to level III. ISAC has spoken to students who did not attain that level for a year or more and were prohibited from speaking to their parents the entire time.***

***To the best of our knowledge, only a court of law can suspend or terminate communication between parents and their children.***

***It appears to ISAC that this policy would also prevent the student from calling officials to report possible abuse.***

***In the U.S. this, along with many other statements in this contract, would be a violation of the "Client Bill of Rights."***

- From Section 13: COMMUNICATION WITH STUDENTS. "Visits may occur after the student has earned Level 4."

***ISAC finds this policy questionable for a facility that claims to rebuild family relationships.***

***ISAC is not aware of any other "school," except those falling under the WWASP/Teen Help referral umbrella, where communications with family are completely severed.***

***It appears to ISAC that the hindrance of communication with family prevents the student from reporting abuse.***

***ISAC is aware of students who have been in Tranquility Bay and other WWASP affiliated programs for as long as 5 years without progressing to Level 4. These children were prevented from having visitation from their parents the entire time.***

***In the opinion of ISAC, any treatment modality which suspends contact between parents and children for extended periods of time is not of therapeutic value.***

- From Section 13: COMMUNICATION WITH STUDENTS. “Sponsors further agree that if they violate the School/Program’s communication and visit policies the School/Program may at their option discharge the student, and yet still hold the Sponsors financially accountable and responsible for the tuition on the remainder of the contract period and/or the time that would equal proper written notice.”

***According to this statement, parents need the permission of staff members to speak to their own children. ISAC is greatly concerned with any facility that limits parental contact to such degree. This policy is also listed in ISAC’s “Warning Signs Document.”***

***This statement appears to place Tranquility Bay in the position of having more authority than parents.***

***ISAC questions any program that would impose a financial penalty on parents who attempt to speak to or visit their own children.***

- From Section 14: MEDICATION. The Sponsor understands that all medication is self administered by the student under the general supervision of non-medical staff member.

***Tranquility Bay is accepting physical custody of children, some of who have reportedly been prescribed medications such as Paxil and Remeron.***

***According to Tranquility Bay, the students at the facility may be drug addicts, have depression, suicidal tendencies, or other behavioral problems. Yet, the policies of Tranquility Bay allow these students to administer their own medication while under the supervision of persons who lack medical training.***

***In the opinion of ISAC, these practices are dangerous and extremely negligent. ISAC also lists the practice of hiring untrained personnel in our “Warning Signs” document.***

- From Section 14: MEDICATION. The Sponsors further understand, because of the difficulty and logistics involved with medications, it is possible there may be times the Student may not have access to medications for certain periods of time.

***To the best of our understanding, many medications are to be taken according to schedule. In the opinion of ISAC, there should be NO “logistics” that prevent an individual access to prescribed medications at any school, treatment center, behavior modification facility, etc. Every effort must be made to ensure that individuals take their medications according to the prescription.***

***It is common knowledge that the abrupt ending of certain medications can be very dangerous and, in some cases, life threatening. It is also common knowledge that abruptly ending or interrupting the schedule of certain medications such as anti-depressants could cause one to become suicidal.***

***The statement here does not mention what steps the program will take in the event of the interruption of medication.***

***Tranquility Bay does not indicate that the child will be monitored by qualified medical personnel in the event that necessary medications are interrupted.***

***Tranquility Bay fails to indicate the length of time that this “logistic” might prevent an individual from having access to his/her medication.***

***In the opinion of ISAC, this policy is negligent, dangerous and conceivably life threatening. It is also our opinion that NO professional organization would draft such a vague policy regarding medications.***

- From Section 14: MEDICATION. The Sponsors understand that because all medication is essentially self-administered, problems or mistakes are possible.

***In the opinion of ISAC, the policy at Tranquility Bay, which allows children to administer their own prescription medications, not only makes “problems or mistakes” possible, it makes them “probable.”***

- From Section 14: MEDICATION. For these reasons, enrollment in Tranquility Bay is not recommended in cases where medications are paramount to the student's physical, mental, or emotional well being.

***Although this agreement states that enrollment is not “recommended” for these individuals, ISAC believes Tranquility Bay has accepted students who had prescriptions for vital medications.***

***To the best of our knowledge, no student has ever been rejected by Tranquility Bay due to the medications he/she had been prescribed.***

***ISAC has spoken to former students who say they, and other students, were taking medications such as Paxil, Remeron, Adderall, and Ritalin while in the custody of Tranquility Bay.***

- From Section 14: MEDICATION. Therefore the Sponsors understand these risks and agree to hold harmless and release “Tranquility Bay” and its staff, from all liability or damages associated with medications.

***This is another liability waiver.***

***ISAC believes that any organization found to be abusive or negligent, can be held liable regardless of clauses such as this.***

- From Section 15: MEDICAL INTERVENTION. The Sponsors understand that the School/Program staff have to make numerous decisions about when to seek medical/dental help for students ranging from small to serious ailments, injuries, or needs. The Staff try to make decisions taking into consideration a balance between added costs to the parent for medical care, and true medical need of the Student. The Sponsors therefore understand that the School/Program staff, like any parent, can miscalculate the timing or need of medical intervention. Such miscalculations can result in the student not getting medical intervention as soon as would be recommended or to avoid complications. It is understood that the School/Program Staff make these “judgment calls” in a good faith effort for and in behalf of the parents. Any such “judgment calls” are subject to human error, especially since many of these judgment calls would have to be made by non-medical staff. It is hereby agreed that the sponsors will hold harmless and release the School/Program and/or its staff from any liability for any illness, complications or damages occurring to the student because of a miscalculated “judgment call” made by the School/Program or its staff in terms of the need or timing of medical intervention for the student.

***These statements indicate that persons with no medical training are making what could be potentially critical decisions regarding the medical status of children. They also attempt to relieve Tranquility Bay and WWASP/Teen Help of liability should a child fail to receive medical care while held in the custody of the facility.***

***In the opinion of ISAC, professional organizations should always consider the health and welfare of the child to be the first priority and not create policies that make excuses for doing anything less.***

***Former students have reported that Tranquility Bay staff members denied medical treatment for conditions such as lice, scabies, blisters that later became infected, dislocated or broken bones, sores containing maggots, and intestinal parasites.***

***In the opinion of ISAC, refusal to provide medical care could result in Tranquility Bay being held liable for damages.***

- From Section 16: UNAUTHORIZED ACTIONS OF EMPLOYEES. The Sponsors understand and agree that the School/Program can only be responsible and/or liable for their employees to the degree that the employees operate within the scope of their employment and outlined job responsibilities. The Sponsors therefore agree to hold harmless and release the School/Program from all liability or damages for any actions of the School/Program's staff or employees that are outside the scope of their constituted responsibilities or realm of their employment. This includes, but is not limited to, any inappropriate or unauthorized interaction between staff and students, as well as any type of illegal or criminal acts.

***Parents seeking help for their minor children have the right to expect a reasonable amount of security in regards to the safety of their child.***

***In the opinion of ISAC, this statement clearly attempts to relieve Tranquility Bay and WWASP/Teen Help of liability in the event that a child is abused or mistreated by personnel hired by Tranquility Bay.***

***ISAC has numerous reports of children being injured by staff members at Tranquility Bay, including Director Jay Kay.***

***ISAC has one report of a staff member impregnating a student.***

***ISAC also has a complaint alleging sexual abuse so severe that the victim/student required reconstructive surgery.***

- From Section 19: RESPONSIBILITY FOR INJURIES, ACCIDENTS, OR ILLNESSES. “There is also some inherent risks of illness, including, but not limited to, illnesses that are contagious; illnesses or health risks that are common to the geographic location, including but not limited to mosquito bites, sores, infections, slow-healing cuts, rashes; illness connected to food services, etc. The Sponsor agrees to hold harmless and release the School/Program, and its staff, from all liability for any injuries, illnesses, or other damages occurring to the student during enrollment in the School/Program whether on or off the property.”

***This appears to ISAC to be another “blanket liability” waiver. Tranquility Bay accepts physical custody of children, yet attempts to reject responsibility for what happens to children under their supervision.***

***In our opinion, this also attempts to relieve Tranquility Bay of the responsibility of maintaining healthy living conditions so that diseases and contagious conditions would be less likely to flourish.***

- Section 20: STAFFING. As stated earlier, Tranquility Bay is not a treatment facility. Therefore sponsors understand that staff are hired not necessarily by credentials but to carry out the outlined programs specifically designed to benefit students at Tranquility Bay.

***The contract for Tranquility Bay lists “behavior modification” as one of the services offered.***

***The contract also lists “emotional growth courses” as one of the services offered.***

***Tranquility Bay accepts students described as “struggling,” “defiant,” and even “addicted.”***

***It appears to ISAC that Tranquility Bay is indeed functioning as a treatment facility.***

***In the opinion of ISAC, ALL persons employed to provide “behavior modification” to children must be appropriately trained and/or credentialed. In the opinion of ISAC, any facility that hires untrained individuals to provide such services is unprofessional, dangerous, and negligent.***

***According to former students of Tranquility Bay, many of the staff members who work the closest with children are unskilled and paid a minimum wage.***

- From Section 24: AUTHORIZATION FOR BEHAVIOR MODIFICATION. “Consequences include but are not limited to demerits, loss of privileges, loss of status, essays, work hours, and work sheets. The sponsors further understand and authorize the School/Program to suspend the student from their regular schedule and activities, including school classes, until they complete any necessary essays, worksheets, and/or other disciplinary assignments.

***All consequences used for “behavior modification” in children should be clearly defined for the parents. In the opinion of ISAC, the statement “but are not limited to” effectively means that Tranquility Bay can use whatever methods it chooses to force students to comply with the rules.***

***ISAC has many reports of students who report being physically abused and deprived of food because they were not complying with program rules.***

***ISAC is greatly concerned with the appearance that “disciplinary assignments” are of greater importance than school classes.***

- From Section 25: AUTHORIZATION FOR STUDENT LEADERSHIP SCHOOL/PROGRAM. When a Student reaches level 4, they are involved in a Student Leadership program that includes the student functioning as a Staff Assistant or Junior Staff Member.

***In the opinion of ISAC, those staff members providing “behavior modification” must be credentialed, not simply students on a higher level. Time spent receiving treatment should in no way be considered as experience in providing treatment.***

***ISAC has reports of students being physically abused by fellow students acting as staff members.***

- From Section 26: AUTHORIZATION FOR OBSERVATION STATUS. If the student is ever deemed, by the staff, to be a potential danger to self or others, the Sponsors authorize the School/Program to place the student in a room or area away from the interaction of others, where the student will remain under the close observation and supervision of a staff member until such time that the staff feel the student is no longer a significant danger to self or others. The Sponsors also understand that serious and/or dangerous (category 3 or 4) may result in placement on observation status. During the observation status period, the Student diet is also adjusted since the Student (as a safety precaution) is not allowed to use forks or butter knives during the observation status period.

***In ALL the statements submitted to ISAC, “observation status” is clearly identified by the children as solitary confinement.***

***Solitary confinement is well documented as a “mind control” tactic.***

***According to other statements in this contract, untrained staff members, and possibly students on a higher level would be making the psychological determination that the student is “a danger to himself or others.”***

***Former students have reported being placed on “observation status” simply for talking.***

***ISAC has statements from former students alleging to have been hogtied, beaten, starved, and pepper sprayed while on “observation status.”***

***Former students have reported spending as much as one year on “observation status” – out of 2 years at the facility.***

***Jay Kay, the current owner/director of Tranquility Bay was recently quoted describing “observation status/placement” as “incarceration in an environment so intolerable that he [the student] will do anything to get out – where ‘anything’ means surrendering his mind to authority.”***

- From Section 27: AUTHORIZATION FOR RESTRAINT. Sponsors hereby give consent and authorization to the School/Program personnel to physically restrain, control and detain the student for and including, but not limited to, the following purposes: To prevent the student from jeopardizing the safety of self or others, to prevent the flight of the student into a dangerous or unsupervised situation, to prevent the destruction of property.

***The phrase “not limited to” provides the opportunity for restraint that may be unwarranted.***

***In the opinion of ISAC, the actions that would lead to physical restraint must be clearly defined.***

***In the United States, laws are very specific regarding the use of restraints in ANY form and facilities must follow specific guidelines. For example, restraints may only be ordered by a physician. Once ordered, restraints may only be administered for duration of fifteen minutes time in most circumstances.***

***By it’s own admission, Tranquility Bay places untrained, unqualified staff in the position of making the determination of when restraints should be used, what type of restraint should be used, and for what length of time.***

***In the opinion of ISAC, this policy almost guarantees that abuse will take place.***

***Many former students report that physical restraint is a very common punishment, and that just talking can result in being “restrained.”***

***It appears to ISAC that physically restraining students to keep them from entering an “unsupervised situation” could be considered holding students against their will.***

- From Section 27: AUTHORIZATION FOR RESTRAINT. The Sponsor authorizes the School/Program to use non-violent crisis intervention techniques to insure a safe, positive environment for each student. Sponsors agree to hold harmless and release the School/Program from any liability or damages resulting from restraint procedures.

***ISAC has yet to receive a statement from any student describing their restraint as “non-violent.”***

***Many former students have reported being physically abused during restraint, resulting in broken and dislocated bones, missing teeth, and nerve damage.***

- From Section 28: LIVING ARRANGEMENTS: The Facility at Tranquility Bay was previously used as a Hotel. The facility while nice is not elegant and /or exquisite. Furthermore the Sponsors understand that the living conditions in Jamaica may not always be the same as the United States. Sponsors agree to hold harmless and release the School/Program from any liability or damages resulting from the living conditions.

***Parents and students have the right to expect a reasonable level of sanitation, adequate space, and maintenance at any facility. It is our understanding that many parents have placed their child in Tranquility Bay without ever seeing the facility firsthand.***

***This section attempts to relieve Tranquility Bay and WWASP/Teen Help of liability in the event that children are forced to endure sub-standard or even hazardous living conditions.***

***ISAC has statements from former students, who say the facility is overcrowded, lacks hot water, and is infested with insects and parasites including leeches.***

***Former students also describe having to wash their clothes in buckets and hanging them to dry next to raw sewage.***

- Section 29: THE SCHOOL/PROGRAM OPERATES AS AGENT FOR SPONSOR. The Sponsors hereby agree that the School/Program and its staff operate in behalf of, and as agents for the Sponsors. The Sponsors affirm they are the legal guardian and have physical custody of the student. Any restrictions or curtailments of the student's privileges or rights as outlined and authorized in this Enrollment Agreement, are done by the school/Program or its staff in behalf of, with permission of, and as agents for, the Sponsors.

***In our opinion, every child is entitled to certain rights that cannot be “restricted” or “curtailed” by parents or those acting as agents for parents.***

- From Section 30: INSURANCE REIMBURSEMENTS. The Sponsors also understand that the School/Program is not designed for normal approval for insurance funding and that the School/Program's paperwork and documentation do not meet the criteria that most insurance companies require for funding. Insurance approval is very unlikely.

***It is our understanding that most accreditation organizations require a facility to maintain a certain standard of care. It is difficult to be approved by insurance carriers if you do not hold these accreditations.***

***In our opinion, this statement should read: We do not maintain the standards of care required by most insurance providers.***

- From Section 31: PAPERWORK. The School/Program keeps, maintains, and retains only minimal records and paperwork. The Sponsors understand and agree to accept whatever records and paperwork the School/Program, in its sole discretion, deems necessary to keep, maintain or retain.

***This statement attempts to relieve the facility of liability in the event that records concerning the health, progress or education of the student are found to be inadequate or missing.***

***Former students have reportedly submitted complaints to program superiors regarding abuse, but those records could not be found when requested by parents.***

***In the opinion of ISAC, any facility that does not require nor maintain detailed medical, clinical and educational records is negligent and unprofessional.***

- From Section 32: CHOICE OF JURISDICTION, LAW AND OTHER MATTERS. SPONSORS AGREE TO BE SUBJECT TO JURISDICTION OF THE COURTS OF JAMAICA, WEST INDIES, IN ANY DISPUTE BETWEEN THE PARTIES TO THIS AGREEMENT. The parties agree that this Agreement constitutes a business transaction and services rendered within Jamaica. Therefore, the parties agree that Jamaica law shall govern this Agreement. Moreover, the parties agree that all disputes and/or claims may only be filed in Jamaica and are under the jurisdiction of the courts of Jamaica.

***To the best of our knowledge, WWASP/Teen Help is the only organization that promotes Tranquility Bay. WWASP/Teen Help is located in the United States.***

***Jay Kay, owner and director of Tranquility Bay, is a citizen of the United States.***

***According to the copy of the enrollment contract obtained by ISAC, the Tranquility Bay Academic Department – where many of the student records are kept – is located in the state of Utah.***

***The majority of the students at Tranquility Bay are citizens of the United States.***

***Even though the facility is physically located in Jamaica, many of the people/organizations involved in the overall operations and/or promotion of Tranquility Bay are in fact located in the United States.***

- Section 33: INDEMNIFICATION. Sponsors shall indemnify Tranquility Bay, and all of their owners, operators, managers, agents, employees, contractors, sub-contractors and consultants and hold them harmless from and against any and all legal actions or proceedings that may be instituted as a result of the student's enrollment in the Program. This indemnification included any liability, loss, costs, expenses or damages. Expenses shall include, but are not limited to all reasonable attorney fees, court costs, other legal costs, expenses or damages resulting out of any action taken by either parent and/or guardian; third party; or student, even anytime after the age of majority. All expenses shall be paid by the Sponsors.
- In cases where Tranquility Bay is the prevailing party, Sponsors shall also indemnify Tranquility Bay and all of their owners, operators, managers, agents, employees, contractors, sub-contractors, and consultants and hold them harmless from against any and all legal actions or proceedings that may be instituted by the Sponsors. This indemnification includes, but is not limited to all reasonable attorney fees, courts costs, other legal costs, expenses or damages.

- Sponsors have read the foregoing clause for indemnity and understand the meaning of this clause and what Indemnification means; to restore the individual of a loss, in whole or in part, by payment; to same harmless; to secure against loss or damage.

*This is the largest of all attempts in this contract to put forth a complete “blanket liability” waiver. The comments we could make are endless.*

*We have instead included the following general legal statement:*

*So-called 'contracts' based on fraudulent misrepresentations of material facts, deceptive advertising, and the failure to disclose pertinent facts may be found void by a court of law. Parents and third parties can never 'contract away' the right of children to be free from abuse and neglect. Children are not pieces of property that can be rented, bought, or sold by parents or treatment programs of any nature. Parents are always free to remove a child when there is any suspicion of abusive treatment or neglect. In fact, a parent's failure to remove a child, or a relative's failure to report suspected child abuse or neglect may leave the adult open for possible liability. A relative may be able to petition for a writ of habeas corpus (Latin for 'bring the body forth').*

*(This information is general in nature and a lawyer should always be contacted for advice in any particular situation.)*

- Section 34: AGREEMENT RENEWAL: This Agreement is automatically renewed if the student remains in the School/Program past twelve months.

*This statement appears to mean that the student is automatically “contracted” into the custody of Tranquility Bay for a minimum of another 12 months.*

*Former students have stated that they were simply held at the facility until they turned 18.*

*ISAC knows of at least one student currently at Tranquility Bay who has spent close to 6 years in WWASP/Teen Help facilities and is not yet 18.*

*ISAC has received a report that another student currently at Tranquility Bay is a legal adult who was not court ordered to the facility. This student reportedly wishes to leave however, his parents have refused to make the necessary arrangements for his return home and he is not permitted to do so.*

- From Section 35: EARLY ENROLLMENT TERMINATION: Liquidation Provision. The Program/School recognizes and affirms that since Sponsors

maintain all parental authority and responsibility, Sponsors can remove the student at will. However, this Agree is for a twelve (12) month minimum Enrollment Period, the sponsors agree to give the School/Program sixty (60) days written notice prior to the actual withdrawal or to pay to the School/Program an amount equal to sixty (60) days payment. The payment of sixty days is considered by the parties to this Agreement as a reasonable pre-estimate of the probable losses which would be sustained by the school/Program in the even of a withdrawal of their student prior to the end of the period.

***This section requires parents to wait 60 days before withdrawing their children, or face a financial penalty equal to 60 days enrollment (roughly \$5,000). Parents should not be required to pay a fee in order to regain physical custody of their own children.***

***The fact that the removal of children is considered a financial “loss” by Tranquility Bay is of great concern to ISAC.***

***ISAC would like to reiterate:***

***Children are not pieces of property that can be rented, bought, or sold by parents or treatment programs of any nature. Parents are always free to remove a child when there is any suspicion of abusive treatment or neglect. In fact, a parent's failure to remove a child, or a relative's failure to report suspected child abuse or neglect may leave the adult open for possible liability.***

### Addendum 1

- From Addendum 1: SEND A COPY OF STUDENT’S BIRTH CERTIFICATE AND IMMUNIZATION RECORDS TO TRANQUILITY BAY ACADEMIC DEPT.: 158 West 1600 South, Suite 153, St. George UT 84770

***Tranquility Bay is a “Jamaican” school, yet the records are sent to the United States.***

### Mail (page 24)

- Due to the potential harm that certain mail could cause your child or progress, we as legal guardians (having both legal and physical custody) direct and authorize Tranquility Bay and its staff to monitor all outgoing and incoming mail.

***Former students have stated that they were punished for attempting to send letters to their parents alleging abuse and/or poor treatment.***

***Former parents have stated that Tranquility Bay and WWASP/Teen Help personnel told them to ignore such letters because the child was just being “manipulative.”***

***To the best of our knowledge, monitoring communications violates the right of Freedom of Speech.***

### **Request for Transfer of Confidential Records (page 28)**

Page 28 is a form provided to parents to assist with obtaining their child’s health and academic records and transferring them to Tranquility Bay. The form informs all involved to:

- PLEASE SEND RECORDS TO: TRANQUILITY BAY ACADEMIC  
DEPT. Attn: Heidi Mock, 158 West 1600 South, Suite 153, St. George UT  
84770 Fax: (435) 656-0529

***Again, ISAC questions why records needed by a “Jamaican” school are sent to the United States.***

### **Addendum #5 (page 35)**

- We understand that while ASI recommends adolescent services including schools, programs, treatment alternatives, therapists, and supervised transport services, ASI does not own, control, manage nor direct any individuals or companies that provide these services.

***The President and Director of ASI (Adolescent Services Incorporated) is Narvin Lichfield, brother of WWASP founder Robert Lichfield.***

***Narvin Lichfield is the owner of Carolina Springs Academy, another school currently under the WWASP/Teen Help referral umbrella.***

***Narvin Lichfield is also the owner of Academy at Dundee Ranch in Costa Rica. That facility was closed in May 2003 due to allegations of abuse.***

***Adolescent Services, Inc. and Adolescent Services International Transport appear to ISAC to be one and the same.***

***Given that Narvin Lichfield owns 2 of the schools currently under the WWASP/Teen Help referral umbrella as well as ASI, it is our opinion that this statement may be considered fraudulent.***

## Care Packages for Boys

- Please do not send perishable items such as food & candy. These items interfere with the boys.

***ISAC fails to see how food interferes with any child.***

## Care Packages for Girls

- Please do not send perishable items such as food & candy. These items interfere with the girls diets.

***It appears to ISAC that food is being restricted at Tranquility Bay.***

***Only a licensed physician should place children on a “diet.”***

***In letters sent home by students at the facility, there are repeated pleas for food.***

- A statement at the bottom of many pages of the enrollment agreement reads:  
For more information, call 1-800-965-9450.

***The phone number reaches the offices of Adolescent Services Inc. in Utah.***

***ISAC Would Again Like To Remind All Parents and Relatives of Students:***

***“In fact, a parent's failure to remove a child, or a relative's failure to report suspected child abuse or neglect may leave the adult open for possible liability. A relative may be able to petition for a writ of habeas corpus (Latin for 'bring the body forth').”***

## Lawsuits

### 1997/1998

David Van Blarigan petitioned the California Superior Court for the right to be released from Tranquility Bay.

The case pitted the rights of parents against those of children.

Two men, hired by David's parents, had removed the child from his home in the middle of the night. They threatened to handcuff him if he didn't cooperate.

After a brief stay at Brightway Hospital, David was transported to Tranquility Bay.

Robert Hutchins - head of the Alameda County district attorney's child abduction unit - considered it kidnapping.

Hutchins argued that by giving Tranquility Bay the power to "restrain, control and detain" David, his parents handed over custody, which California case law prohibited.

A TIME Magazine article dated January 26, 1998 gave the case national exposure. The article stated that children were forced to lie on their stomachs all day as punishment at the Jamaica facility.

The report also mentioned the contract parents signed allowing staff members at Tranquility Bay to use mace, handcuffs and stun guns to control students.

The court ruled against David, forcing him to remain at Tranquility Bay.

Shortly thereafter, David was transferred to Casa by the Sea – another WWASP affiliated program in Mexico. (TIME Magazine, Hearst Examiner)

### 1998

Justin Goen, then 16, was enrolled in Tranquility Bay. State child protection officials sought child abuse charges against Justin's parents because the teenager was sent to the facility in handcuffs.

## **1999**

Donna Burke filed a lawsuit against Teen Help and many of the individuals and companies associated with it including Tranquility Bay, The Caribbean Center for Change, Worldwide Association of Specialty Programs, Brightway Hospital, Resource Realizations, R&B Billing, Dixie Contract Services, Teen Escort Services, Ken Kay, Robert B. Lichfield, Karr Farnsworth, Brent M. Facer, Jay Kay, Jean Davis, Lorraine Black, Delbert Goates, and David Gilcrease.

Burke's sons had been forcibly removed from their home in Utah, after her ex-husband arranged for the boys to be enrolled in Tranquility Bay.

When Ms. Burke learned her sons were in Jamaica, she contacted Teen Help. Representatives told her she would not be allowed to have any contact with her children.

When Burke wrote letters to her sons, the boys never received them. When she flew to Jamaica, Tranquility Bay officials would not allow her to see her children.

According to Burke, her sons came home fearful, "haunted by nightmares, subject to panic attacks" and unwilling to "voice an opinion on their own, fearful that it might not find approval." Donna Burke also said her sons wouldn't go anywhere near a beach.

Burke's lawsuit accused Tranquility Bay of negligence, negligent child abuse, false imprisonment, intentional and negligent infliction of emotional distress, and breach of fiduciary duty. (Salt Lake Tribune)

## **2002**

Gini Farmer discovered that her 12-year-old cousin has been handcuffed in the middle of the night and taken to Tranquility Bay. The worst thing anyone could say about the boy was that he had skipped school once.

According to Farmer the child didn't like his father's new wife.

Upon finding stories of unsanitary conditions, uneducated staff and abuse at Tranquility Bay, Gini Farmer began a 6-month battle to bring her cousin back to the United States.

Under Virginia's laws, she had to prove the child was in danger of being abused or neglected.

3 former students of Tranquility Bay testified in court about their experiences in the program.

Aaron Kravig told the court about having to write seventy-four 5,000 word essays and contracting scabies which remained untreated until he came home.

Lindsey Wise told the court about raw sewage and bugs covering the floor and described the “restraint” used at Tranquility Bay.

According to testimony, children were put face down on the floor, and while sitting on the child’s back, the staff member painfully twisted the student’s arms behind their back.

Wise also described hearing the screams of students being restrained.

Based on the sworn testimony, a Virginia Circuit Court Judge ordered the immediate release of Gini Farmer’s cousin. (Jamaica Observer)

### **2003**

Samuel Bardin filed a lawsuit against WWASP in February 2003. Bardin alleges he was kidnapped from his home, taken to Brightway Hospital in Utah, and then transported to Tranquility Bay.

In the lawsuit Bardin says he was subjected to “sadistic and unwarranted physical and psychological abuse.”

The suit goes on to say the abuse “comprised of holding [Bardin] in a steaming squalid jungle camp infested with flies, mosquitoes, scorpions and vermin, with insufficient food.”

According to Samuel’s mother, the company’s owners “represented [it] to her as a benevolent program employing positive tactics to help reform truant young people.”

The suit alleges negligence, false imprisonment, intentional infliction of emotional distress, fraud and deceit and also names as defendants Teen Help, Teen Escort Services, Ken Kay, Robert B. Lichfield, Karr Farnsworth, Brent M. Facer, Jay Kay and David Gilcrease. (Salt Lake Tribune)

## Complaints to United States and Jamaican Officials

The State Department has received numerous complaints against Tranquility Bay since the facility opened in 1997. ISAC has requested copies of those documents and will release a supplement to this report based on our findings.

Officials from the United States Embassy in Jamaica have made several pre-announced visits to the facility to check on the welfare of students. These visits usually occur at the request of concerned relatives.

The most recent visit ISAC is aware of occurred in June 2003. Representatives of Bruce Kraft's office say they did visit the facility, but have refused to provide documentation.

Former students of Tranquility Bay have told ISAC that they always knew when the embassy was coming and were forced to clean the facility prior to the visit.

Former students have also told ISAC that different food was served on "inspection day" and that they were instructed to wear clean uniforms and threatened with physical restraint if they mentioned any abuse to Embassy officials.

What follows is an outline of the most recent complaints ISAC is aware of:

### 2002

#### December 2002

The State Department received a complaint against WWASP and Tranquility Bay. The complaint demanded an investigation by the FBI. The complaint listed very specific allegations against Tranquility Bay and stated that upon returning from Jamaica:

The parents of several students discovered their children had suffered broken bones while at the facility.

Another child, the son of a doctor, suffered from chemical burns and had bruises all over his body.

A staff member had punched one child in the face, knocking out 2 of his teeth.

The complaint also mentions a phone call with Jay Kay, during which Kay allegedly stated that the police do not come to the facility when he calls about such incidents.

According to the complaint, Kay also stated that the police in Jamaica were aware that a staff member had punched a child in the face.

The complaint goes on to say, *“Staff recently advised me children are placed in isolation for as long as sixty days for a variety of reasons including expressing feelings of suicide. Children report hearing screams almost nightly as a result of restraints used including twisting arms behind their back and twisting thumbs.”*

## **2003**

### **January 31, 2003**

Bruce Kraft, Chief, American Citizens Services Section of the United States Embassy in Jamaica received a phone call from the mother of a former student at Tranquility Bay. The mother outlined “ongoing abuse, neglect, alleged pedophiles, and mistreatment of American children” during the time her child was a student at the facility.

### **February 2, 2003**

The mother faxed a letter to Ionie Ramsay, Superintendent of Police in charge of the Police Tourism Liaison Section of the Jamaica Constabulary Force. In the letter she repeated the concerns about suspected abuses occurring at Tranquility Bay. The mother also listed some specific details relating to her suspicion that her child was sexually abused while at the facility. She stated that her impression was that Bruce Kraft was indifferent to the plight of the students and that he was the one who advised her to call the local police. She also noted that Mr. Kraft made reference to the contract parents sign giving Jay Kay and WWASP authority over their children. She then reminded Ms. Ramsay that American Constitutional Rights cannot be contracted away by anyone.

### **February 3, 2003**

A parent sent a letter to Bruce Kraft, outlining emotional, psychological, physical abuse and sexual abuses allegedly occurring at Tranquility Bay. The parent demands a formal investigation into the facility.

### **May 2003**

- Jacqueline da Costa, Director General, Office of the Deputy Prime Minister received a phone call regarding Tranquility Bay. Ms. da Costa explained that the

Ministry of Health is responsible for matters concerning children. She also said she “had heard a long time ago about the center, but did not know it was still functioning.”

- Grace Allen Young, Permanent Secretary, Minister of Health received a phone call regarding Tranquility Bay. The caller had already faxed a complaint to the office. The caller described Ms. Young as “touchy.” Ms. Young’s response was “the issue had been dealt with.” When the caller asked what that meant, Ms. Young said it meant that she had forwarded the written complaint to the Minister of Education and Culture and to the Ministry of Health.
- Janet Gordon, Assistant to Inspector Curtis Jones, Tourism Police received a phone regarding Tranquility Bay. Ms. Gordon said the Inspector was “checking on TB” on May 27, 2003.
- Marlene Rose, Jamaica for Justice, received a phone call regarding Tranquility Bay. Ms. Rose allegedly said it was shameful that the caller had to give them information regarding something that was happening under their noses.
- Dr. Caroline Gomes, Director, Jamaica for Justice, received a phone call regarding Tranquility Bay. According to the caller, Dr. Gomes was not very motivated to act on the complaint, saying it was “outside of their area of focus.” Ms. Gomes reportedly said that the Ambassador for Children was not active and there was no urgency towards the plight of children in Jamaica. The caller states that Ms. Gomes had documented the sexual and physical abuse in children’s homes on the island, but that no action had been taken.
- A complaint was filed with the secretary of the Honorable Keith D. Knight, Minister of Foreign Affairs and Foreign Trade. The secretary was reportedly unaware of the suicide of Valerie Heron, which occurred at Tranquility Bay in 2001.
- Sheila Montelf Fealey, Director, International Organizations Department, Ministry of Foreign Affairs received a complaint about Tranquility Bay. The caller also expressed her concern over the fact that the Jamaican Government had so far failed to act on the complaints.

### **May 9, 2003**

The parent of a student at Tranquility Bay called the U.S. Embassy in Jamaica before leaving to withdraw her child from the program. According to the parent, Bruce Kraft’s office claimed to be unaware of any problems at Tranquility Bay and Embassy officials said no complaints had ever been filed against the facility.

### **June 2003**

- Ms. Litchmore, Assistant to Ambassador Marjorie Taylor, Ambassador for Children, Ministry of Health received a phone call regarding Tranquility Bay. She stated that the Ambassador was out of the country, but did acknowledge receiving a faxed complaint about the facility.
- Mr. Winston Bowan, Director of Children's Services, Ministry of Health, Jamaica received a phone call regarding Tranquility Bay. Mr. Bowan reportedly stated that on June 4 he and "a group" of people visited the facility to investigate the complaints, however Mr. Bowan would not say who the "group" was comprised of or give any information regarding their findings.

### **June 2, 2003**

The parent of a former student also contacted Mr. Bowan, Director of Children's Services, Ministry of Health, Jamaica. This complaint alleges sexual abuse, torture, brutality, the absence of medical care and a lack of food. The parent also informs Mr. Bowan that her son had been threatened with physical restraint if he spoke of the abuse to representatives of the U. S. Embassy who entered the facility for a scheduled visit.

### **June 2, 2003**

The parents of a former student at Tranquility Bay filed a complaint with Curtis Jones, Jamaica Police Tourism Liaison. They also demanded that he investigate the facility. In the complaint, the parents stated that their child was beaten, starved and tortured. The complaint also stated that there are many sexual assaults at the facility and described the "restraint" used at the facility. The parents also informed Mr. Jones that one employee, a Mr. Simpson is "notorious for his brutality with these boys" and that their child heard 16 and 17 year-old boys screaming for their mothers.

### **June 3, 2003**

Another parent filed a complaint with the Department of State:

*Dear Mr. Kraft,*

*I am writing to you about the policies and conditions of a facility located in St. Elizabeth's Parrish. The facility is known as Tranquility Bay and is part of the*

Worldwide association of Specialty Schools, also known as WWASP. My son [name withheld by ISAC] spent 4 months enrolled at Tranquility Bay from February 1, 2003 through May 9, 2003 when I appeared at the school unannounced and immediately withdrew him.

*I believe it is absolutely crucial that you are aware of this facility's brutalities on children. My son was beaten, starved and tortured at the hands of people who represented themselves as caring, trained professionals. His arms were twisted up behind and over his head, he was forced to lie on his chin for hours without moving. He listened to countless other students screaming in pain for hours. He had no access to basic medical care, emotional counseling, decent food, education or freedom. He was not allowed to speak. If he forgot to say "excuse me Sir" to a staff member, he was punished. This facility has a large number of American students. These children are being abused, tortured and neglected by an organization that uses fraudulent advertising and manipulative tactics on children and parents alike.*

*Mr. Kraft, these children have been specifically instructed not to speak to you or tell you anything about the restraint policy or daily treatment they receive when you visit. When my son was taken to the Embassy in Kingston to process his passport, he and the other boys were told that if they told anyone at the Embassy about the restraint policy that they would be restrained in Staff Watch upon their return.*

*I am asking you not to ignore this letter, but to launch a full investigation into this facility. This organization behaves in a manner which would lead a person to believe that there are no child protective services on the island of Jamaica. I know this is not true. I have already contacted Mr. Curtis Jones of the Jamaica human rights organizations whether or not these children are in Jamaica with their parents permission, there are basic human rights that they are entitled to. These rights are not only being violated, they are being crushed. As our representative, I am counting on you to investigate the policies of this school.*

### **June 6, 2003**

- The parent of another former student faxed a second letter to Mr. Kraft, again outlining the alleged abuses at Tranquility Bay and asks Mr. Kraft what he is waiting for. She goes on to remind him that the facility in Jamaica was reportedly already overcrowded, yet just received students from Dundee Ranch, which had recently been closed due to allegations of abuse.
- A very detailed complaint regarding all WWASP facilities was sent to John Ashcroft, Attorney General of the United States. The complaint alleges physical and emotional abuse, deprivation of human and constitutional rights, filthy and

overcrowded living conditions, inadequate diet and medical care, inadequate education and mind control. The complainant also informs Mr. Ashcroft of other WWASP affiliated facilities which were closed due to allegations of abuse and the current allegations involving Academy at Dundee Ranch. The complaint also mentions “apathy” and a “lack of interest on the part of our own government.”

### **June 8, 2003**

The mother of a former Tranquility Bay student sent a complaint to Colin Powell, United States Secretary of State. The mother reminded Mr. Powell of his mentor program and pleaded with him to assist “a large number of young U.S. citizens.” The complaint details alleged abuse at several WWASP/Teen facilities, including some already closed by authorities. The mother goes on to describe the condition of the children she saw when she withdrew her son from the program in May, 2003. She says her own son was beaten, tortured, starved, denied medical attention, physically restrained numerous, lengthy times, and refused therapeutic intervention – even when the child requested it. She goes on to write that her son had been threatened with physical harm if he complained to officials. She also informs Mr. Powell of the “apathy” she encountered during conversations with Bruce Kraft.

### **June 30, 2003**

A former student of Tranquility Bay sent the following letter to Ian Browlee, Department of State. The child had left the facility one month earlier:

*Dear Mr. Brownlee,*

*Hi, my name is [withheld by ISAC] and I am a former student at Tranquility Bay. While I was at the program I went through lot. Between getting beaten and not being able to see or talk to family I was very stressed and frustrated. I want you to know that I hope this letter will free the lives of many of my friends and other students that are in Tranquility Bay right now. I still have a hard time talking about detailed things that happened to me at Tranquility Bay because they made me emotionally disturbed. So forgive me for not going into depth about my experiences at the facility. There are 2 people that I would really like you to talk to and their names are [withheld by ISAC] who is 13 years old and [withheld by ISAC] who will turn 17 in [withheld by ISAC]. They are struggling a lot in the facility along with over half of the students there. I if you could please investigate this situation it would be greatly appreciated. Thank you for your help.*

In one document reviewed by ISAC, the parent attests to having sole custody of the child and acknowledges that they are turning over guardianship to Tranquility Bay.

The document clearly states, “Must be signed in front of a notary.”

This document was signed by the parent, submitted to and accepted by Tranquility Bay.

However, the document contains NO notary signature, stamp or information.

ISAC has spoken to several parents who say their child was placed in Tranquility Bay without their consent, usually by a former spouse who shares custody of the child.

ISAC has discussed with authorities the possibility that children are routinely being placed in Tranquility Bay without full and legal consent of both custodial parents.

The response was “Our sole interest is the children.” However, to our knowledge, there has been no follow-up.

## Tranquility Bay Statements

The following statements were submitted to ISAC by former students of Tranquility Bay and their parents. The opinions expressed belong to the original authors and do not necessarily reflect the opinions of ISAC.

In order to protect the rights and the safety of the individuals, ISAC has withheld many of the names as well as certain identifying information.

Members of the press who wish to speak to the author of a particular statement may contact ISAC.

## Tranquility Bay Statement A: From a Former Student who Recently Returned Home

In TB it is not a pleasant life. You wake up at 6 am and take a cold shower with a garden hose. Then you continue on your daily hygiene routine, I would wake up and look at my toothbrush and several ants would be just crawling all over it. But over there you couldn't complain about something like that because you just didn't want to start a fight with the staff. You take another cold shower at 9:00 am there is less wind so it's a little better. Then at 11:30 you eat breakfast, 1:30 lunch, 5:30 dinner. I think they put the meals so close together so we wouldn't feel hungry. You have to get permission to stand up, to sit back down, and even to speak. When I was there I wasn't allowed to speak to anyone except my buddy. A buddy is someone who they partner you up with to show you the ways of that place. Many people there don't know that they are being treated unfairly. They just follow the rules because they don't want to get hurt. I did see one person get abused by the staff the students and he was restrained. His name was [withheld by ISAC], he was homosexual and because of that he was treated like less than dirt. Students had sexual acts with [withheld by ISAC] and the staff members knew about what had happened and just laughed at the boy. When they wanted to put him in OP a week after the second incident he said no I'm not going and I was in my room across the hall way it was after lights out (10:00) and me and several other students could hear his screams as the staff members tried the best they could to move him to OP but they did use brute strength to get him there. The meals there were sometimes a Spam sandwich, rice, food with bread. They tried to make it look like we were being feed and we weren't. With the staff members there if you had a nice watch worth about 100 dollars you could get an amount of marijuana, cocaine, prescription medication, a cell phone to call people for a few minutes. The only thing that the students got that they felt truly belonged to them was the food kids when they would bet would use food to bet. But everyone in there is either really skinny or on the road to becoming really thin. You don't get any rights until you get to level 3, because on level 1 and 2 you have to ask permission for everything once you get to about level 3 you have to get tell the staff when the kids are breaking any rule or else you get in trouble for it. Also every day kids ask about their parents and aren't told anything about them. Kids there are kept from the world. On Sundays you get one shower in the day around 2 in the afternoon. You only get 2 meals and you wake up at 7:30 instead of 6:00. There were kids in there who were 13 who were getting abused when I left [withheld by ISAC] had been in OP for 4 days and he was still in there he's only 13.

## Tranquility Bay Statement B: From the Child's Mother

The statement my son wrote is very restrained (I had told him to watch his language!). A few hours after he arrived, he had a meltdown, crying uncontrollably. My son hasn't cried one tear in 3 years! He referred to the place as a concentration camp. He told me they were always hungry! He lost 13 lbs in 7 days. Portions were sooo limited! Food was such a precious commodity, he says kids who were on Rx meds for various disorders like Ritalin, etc. would trade the drugs for food with some of the guards. My son told me that if he had a good watch, he could have traded it for a cellphone to make a one minute phone call to me to tell me to save him. (He says he knows like a lot of other kids do, that the parents were clueless that they were paying a fortune for people to abuse their kids!) Everything required permission, and he said he asked to go to the bathroom, and was denied for one and a half hours. He was sufficiently traumatized in one week! He can't conceive of ever going to a boarding school again. This is now his idea of a boarding school. He would willingly go to Juvenile jail. And I, too, am gunshy. After all the "research" I did, talking to so many parents, I feel I've been duped in the worst possible way. I am a low income single mom, and this week cost me \$10,000; all borrowed money to "save" my child. I could take my lumps if I just got scammed for money, but if the pricetag involves abuse of my child, I cannot sit by and chalk it up to fiscal irresponsibility. Now my son and I are in damage control mode. The first order of business is to make him feel safe again. We've now agreed on Family counseling to work on our issues, and we'll take it from there.

## Tranquility Bay Statement C: From the Mother of a Former Student

My son [name withheld by ISAC] is sixteen years old. In October of 2002, I enrolled him at Spring Creek Lodge in Montana through Teen Help, a division of Worldwide. The literature and parents handbook I received described lush tropical paradises and idyllic mountain retreats where children would be taught to grow emotionally and be counseled by caring individuals in a warm, nurturing environment. In early January 2003, [my son's] counselor at Spring Creek, Jon Riddle recommended that [my son] be transferred to Tranquility Bay. He felt that [my son] would benefit from the enhanced structure of this "school" and that he could return to Spring Creek to do his transition to graduation. I agreed to this, and on February 1, 2003, [my son] entered Tranquility Bay.

I knew that Tranquility Bay was strict. I was informed that if a student physically struck a staff member or other student the staff would need to physically restrain them to prevent injury to the student. I agreed to that.

What followed over the next 90 days was enforced silence, physical restraint that consisted of twisting my son's arm up behind his back until his fingers were almost in front of his nose and being kept in that position for over 30 minutes. He was made to lay on his stomach with his chin in the floor and not be allowed to move for hours at a time. My son was kept in Solitary Confinement for over 50% of the time he spent at Tranquility Bay which is where these brutalities occurred. My son was not allowed to look up while he walked. He was to keep his eyes down and not make a sound at all times.

All mail was censored through the facility. My only contact was Alicia Smallens, our family representative who I spoke to every Thursday for 15 minutes. Alicia informed me that [my son] was pending a lot of time in Staff Watch, but that this was normal until a new student adjusted to the routine and not to worry. She assured me that the students were never physically or emotionally abused. I believed her.

Throughout the months of February and March, this continued. I told Alicia that perhaps this program wasn't right for my son since he didn't seem to be responding. She assured me that this was typical. I also asked for the name of a doctor and therapist to evaluate [my son]. Mrs. Smallens referred me to Dr. Knight who I contacted via email several times. Dr. Knight never responded to my emails. At this time, I learned that there is no physician onsite, no therapists, no trained professionals who are experienced in dealing with troubled teens. There is also no school. During the ninety days [my son] spent at Tranquility Bay, he worked on one subject, Physical Science through a correspondence course. Now my concerns were mounting, and I began questioning Mrs. Smallen about the educational and therapeutic policies this program reportedly had to offer. During the month of April, Mrs. Smallens told me that [my son] was turning a corner and was doing well. She was proud of him. Now. Every week was extremely positive.

However, I received a letter from [my son], telling me that an older boy was harassing him and that he was afraid to be sent back to Staff Watch. He didn't want to tell staff

because there would be retribution from this boy who was a higher level, and almost 18 years old. I spoke to Mrs. Smallens about this. Her response to me was this older student was aggressive and that she would speak with him. What concerned me was that my son was frightened of Staff Watch.

On May 8, 2003, I spoke to Alicia Smallens and told her I wanted to visit my son. I wanted to see him and talk to him. She told me this was not possible and that she would let me know when would be a good time. I informed her that I had not seen or spoken to [my son] in seven months. He was sixteen years old and I wanted to make sure he was alright. Alicia then told me that [my son] didn't want to see me until he achieved level 3.

By now, I had discovered that this program was NOT what I had been told. I was told that a parent could come to the facility. I was also told that this organization was experienced in working with children, but there were no doctors and therapists on site for a facility holding over 250 children. Now I knew that I had to fly down there and see what was going on. I arrived in Jamaica on May 8, 2003. On May 9, 2003 I contacted you office to advise you that I was going to the school to get my son. I spoke with Olive, who told me that you visited the school on a routine basis and never saw anything wrong.

I arrived at Tranquility Bay the afternoon of May 9, 2003. I withdrew my son that day. The whole process took less than 25 minutes. During that time, I watched large groups of teenagers walking past me. None of them made a sound. The boys had shaved heads and walked with their eyes down. Not normal teenagers. Where was the self respect, the confidence that Worldwide had been touting? It wasn't here. Here was submission. Not one child looked at me. I couldn't believe my eyes. This was a POW camp, not a school. When my son saw his father, brother and I, he began to cry and shake. Never in my life had I seen more robot like children.

## Tranquility Bay Statement D: From a Former Student

“1. On July 6, 2001, the day after my 18<sup>th</sup> birthday, there was an incident involving myself and Mr. Conrad Matthews. I had been seen by Mr. Matthews talking to another student. Mr. Matthew had called me up to where he was sitting in the classroom and he asked me why I was talking. Before I could respond to him he told me that I was on “talking restriction” and that if I was seen talking I would be given a Category Three consequence. My one and only response to him was, “Yes sir, I will not talk anymore.” Mr. Matthews then told me to go get my water bottle because I was going to “observation placement”. He took me to the room which held observation placement, made me lay on the filthy, bare tile floor and sat on my back. He then told the staff overseeing observation placement that if I were to speak that I should be “restrained”. I stayed in observation placement for twenty-one days for saying “Yes sir, I will not talk anymore.” For this whole period of twenty-one days I, being a legal adult, had the right to leave, and my parents would not make the arrangements for me to leave because they wanted to come down to the facility on Jamaica to try and convince me to stay. While in observation placement (op) you must lay down on the floor for the majority of the day, only getting up to shower, use the restroom, or for a five minute break every two hours. You were made to lie flat on your stomach with your head to the side, hands at your side, and legs flat on the floor. You could not have any padding under your head, or you would be given a consequence. One day, we were threatened with five thousand jumping jacks if we were caught sleeping, and two people in the room were made to do this. The conditions of the room were horrendous. It was hot and humid enough, being July in Jamaica, and the “privilege” of having the windows was determined on the students behavior, which basically consisted of no speaking. The floor in the room crawled with what could only be described as pubic hairs, and we had to lie face down on the floor. We could not read any books at any time, and we were never allowed to do any school at all. The bathroom of the room was even worse. I have seen leeches swimming in the pool of water on the floor of the bathroom during my time in op. We were not allowed to close the door while we were showering or using the toilet. One night during my time in op, all the students in op were given the privilege of sitting up and because I had asked the staff who was supervising us a question and he told me to lay down. I asked him why and he called staff to come and restrain me. These staff took me to the next room, there were five in all, but I can only remember two of them, Mark Palmer, and Douranti Evans. In the next room I was told to lie on the floor. When I did one staff pulled my feet together so my inner ankle bones were flat on the floor and got sat on them using his knees, grinding my ankles into the tile floor. Two other staff grabbed my arms, put them straight out from my body and sat on them. These are methods used to control someone who is going out of control and may hurt themselves or others, not for asking a question. I had told the staff who restrained me before we had even gone into the room that I am eighteen and that they cannot touch me. They laughed at this. Every night in op we were made to do fitness. This was led by the staff who supervised op. Every night, the usual fitness routine would start with 3000 to 5000 jumping jacks, with a 30 second break to drink water after 1000 jumping jacks were completed. After this we were made to do about 1000 sit-ups, with a 30 second break after 100 had been done. The finale was to do

anywhere from 300 to 1000 pushups, with break at every 100. before we began fitness, the staff supervising the room would close all the windows and turn off the fan. The humidity and heat generated in the room would turn into a cloud of steam that only dispersed when all fitness was done, when the staff would open the windows once more. In the spot that I would do fitness at there would be a puddle of my own sweat where I was standing before fitness was done. While doing pushups, I would slip on my own sweat onto the tile floor, and have to get up and go on. My clothes would be drenched in my own sweat by the end. I had to do this for twenty-one days because I said, “Yes sir, I will not talk anymore.”

2. One night, as my group and I were leaving the dining hall, I asked my groups supervisor, or father, if I could go see the nurse. He said yes and I turned right to go down a breezeway to the nurse station. Behind me I could hear screams and sounds of what could only be called rioting coming from the female side of the facility, which is separated from the males side. One of the female staff members came running down the breezeway. She was crying and ran into Mr. Mark Palmer, and began speaking very fast. All I heard was, “Get the nurse”. They got the nurse and began to run to the gate which separated the females side from the males. I could not see what had happened for the females side is also blocked by the female dorms. I walked out into the males inner courtyard and I soon made way to my groups line. I was standing near the front of the line, which was near a small set of stairs leading to the playing field and the clothes line area. A group of staff ran by and down the stairs towards the line area. At this time I noticed that four groups, nearly 120 students were left completely unsupervised. The staff who had ran down the stairs was now running back with armloads of towels. They ran through the courtyard and back through the gate to the female side of the facility. About five minutes later, the staff who was supervising our group came back and led us out to the field. On the field I had a clear view of the female inner courtyard and I saw a large spot of blood on the ground. One of the female students had jumped from the roof of the building and killed herself. A student on the higher levels named [withheld by ISAC] was standing about fifteen feet away from me with an armload of about five or six towels. One of these towels was mine. He gave it to me and on it was a spot of blood about the size of a dinner plate and some hair of the girl who had jumped. The staff had used my towel to pick her up and put her in a car to go the hospital, and gave it back to me to use. Later that night, I went to my groups father, Mr. Junior Dyer and informed him of this. He told me not to worry about it and did nothing about it. This was my only towel. For three weeks I had to use that towel to dry myself off and staff would not do a thing about it until my mother got the letter I sent her the day after the girl jumped and told my case manager to get me another towel, three weeks after the girl killed herself.

3. The worst thing of being in this program was isolation. When you enter the program you are on level one. You are not allowed to talk to your parents until you are on the third level, which may take from 3 months to years. Then you are only allowed one fifteen minute phone call with them a month. You can get one letter a week, and one e-mail that is read by the staff before it is given to you. When I reached the third level, I was told that I could have a phone call with my father. My father was also told this, but it never happened because my case manager convinced my mother that it would be a negative thing to allow

me to talk to my father. My father is one of my best friends and closest confidantes. Before I entered the program I spoke to him on the phone every day, and continue to do so now. This affected me greatly and caused a lot of pain during my year in the program. While on the first two levels of the program you are not allowed to speak to anyone other than staff and students that are levels three and up. You could not do this unless you had permission from the staff. If you were not given permission from staff to speak you could go through your whole day and not be allowed to say a word for fear of being given a consequence. We were given consequences for speaking. This is the worst punishment I have ever received in my life and it was regular procedure. The staff usually did not give you permission to speak when you asked permission to. During my year there, I was completely blind to anything that happened outside of the walls. We were not allowed to listen to the radio, read a newspaper or a magazine, or watch television. The parents of students are discouraged to tell the students of any current events of any nature. I did not hear of the 9/11 attack until September 14.

4. In November of 2001 I had a large number of abnormal blisters covering my hands and feet. We were only allowed to wear sandals, and because of this, when these blisters would puncture, they would get infected, and would not heal. When I went to the nurse about this she would not tell me what they had come from. These blisters did not heal for nearly a month after they began. There were times when I would go to the nurse and she would turn me away and tell me to come at a different time, even though she was not tending to any other students at the time. This happened on at least fifteen different occasions. These sores became infected and I got a fever. The nurse would not allow me to go on sickbed. I became sick there on about five different occasions and she would do nothing about it but turn me away. They were very cold and uncaring towards any medical problems I had even though that was their job. There are places on my hands and feet where it appears that something has dug into my skin and tunnels in. I still do not know what that could have possibly been, they would never tell me.

5. The area where we washed our clothes was at the lowest point of the facility. Under the concrete in which we would wash our clothes was the facility's sewage well. In the middle of this area there was an opening for this well which was covered by a metal plate. There have been many times when the sewage would overflow and come up through this hole. I washed my clothes in a bucket for a year next to this opening. Right next to this is the clothes line. The ground there is covered in gravel. The sewage pump would pump sewage from the well to an area past the line. When this area overflowed the sewage would flow back down to the line area and flow under our clothes. The showers there were outside, and there was only cold water. I did not have a hot shower for a year. The floor of the shower was all concrete and it was filthy. It was covered in dirt and crawling with parasites. When the water would go out we would take showers with buckets of water from a well nearby. I have seen, in this well, a frog swimming around. After I saw that, I took a shower with that water, I had to for fear of being given a severe consequence. When the power of the facility would go out, which happened often, we would all have to go to the basement. This basement was about the size of three two-car garages. We would go in there, with no power, and have to sit on the floor, not moving, not speaking, not reading, nothing, until the power came on again, or until ten o'clock,

when we would go to sleep. There would be from 160 to 210 kids in there for hours. Every morning we would have to clean our rooms. The rags that they provided to us to do this were disgusting. They were covered in visible dirt and grime, and may have just been used by another student to clean the toilet in their room. The mops were just as disgusting.

6. One of the things that sickens me most about this program is the way they are able to manipulate parents into their methods. I see this with my own parents still, even though I am out of the programs. If I had not been 18, my parents would have left me in there for years. I personally know kids there who have been there longer than three years and still have at least two more to go until they turn 18. Students can be admitted into the program as young as 12 and if their parents choose not to let them come home, they can be there until they are 18.

7. When you are given a Category Two consequence you must go to “study hall”. In study hall you are made to write a 5000 word long essay and cannot leave until you have finished it. I have served seventy-two essays during my year there. These consequences can be given for almost anything. I’ve been given them for looking at a female, for talking to another student, for not eating half of my meal, for speaking in a hallway. The list of reasons I’ve had to write a 5000 word long essay is long and the reasons not worthy of this type of punishment.

8. On three separate occasions I have found a pig’s penis in my soup. When I brought it to the staff on each time, all they did was laugh and tell me to sit down.

9. One night as I was getting into bed a student was restrained right outside my window for nearly an hour and a half. Right outside my window there was a breezeway, and right as I was getting into bed a student was beginning to be restrained. They did not just hold him down. The staff who were restraining him went through a series of different sorts of what can only be called torture. When the staff would restrain a person, they would pull his arms behind his back and super-extend them to inflict pain. They would grind their ankles into the ground and target major pressure points all along the students body. The student, who could not have been more than three feet from my head, was screaming in pain the whole time. He was begging for them to stop. He was yelling for someone to come and help him, and this only made them restrain him harder. This sort of thing happened every day. It got to the point when I was used to the sounds of screaming while I was doing school or trying to sleep. It happened every day. The students that were being restrained, whether male or female, were screaming at the top of their lungs. It sent chills down your spine to hear them. They were not screaming in a half-hearted way. They screamed for mercy and were not shown it.

10. The staff of the facility that I was in were supposed to be caring, supportive, and loving towards the students. This is what parents were told about them, but it couldn’t be farther from the truth. The staff there treated us worse than animals. They did not care. They pushed our limits and we could do nothing about it. We were given no form of comfort and we were constantly given more and more to put up with. This program is

meant to instruct, and the only thing it has given me is pain, thoughts that I want to erase, and a year in hell. I want to be repaid for the crimes if humanity that have been laid upon me. I want to see this program end.

## Tranquility Bay Statement E: From the Mother of a Former Student

[Name withheld by ISAC] was 15 when I saw the ad in a magazine. It advertised structure, excellent education while addressing issues of adolescents. I was 38, a single mother [identifying information withheld by ISAC].

Little things had started to happen after I was diagnosed. [My daughter] skipped school a few times, was involved in a car accident where another teenager was killed was drinking and driving, staying out and sneaking out.

I made the call from the magazine and discussed with my son then a freshman in college. He looked on the internet, called them and as a father figure in her life thought it was a good program and education.

We were familiar with Jamaica as a traveling family and felt like she would adapt and be happy in the environment. But, we didn't tell her we were going to take her to TB. After touring the island for a week, we dropped her off there at a prearranged time. Jay and Randall met us as soon as we pulled into the compound.

[My daughter] didn't realize what was happening or even why when she was placed in handcuffs and finally a straight jacket. Jay assured me this was normal and also reminded that I had chosen to "deliver" her. He wanted to have her scooped from her bed in the middle of the night by strangers and whisked to JA to TB. But, I wanted to see this highly "regarded program" about education and structure.

We did the paper work, I gave them \$33,000 cash, US. They took her passport, school documents, books, clothes, etc.

We could hear her screaming and then she stopped. Randall said she stopped because she was with the other "students" and they were having lunch.

I ask to see her room and felt it was a long shot from what had been described as a dorm to me. But, I knew she was spoiled and could use a dose of reality. My son too felt it was time for her to have the structure I couldn't give her.

We were then told that we couldn't talk to her "anytime" as we had been told in the telephone interviews. But, that she would earn those rights based on behavior. How long I ask, "oh it could be six weeks or longer. It depends on her."

We didn't leave Treasure Beach for two days as I wanted to find out more. I tried to talk to guards as they would leave the main road, but they refused to talk as cameras "where everywhere."

We drove to Port Antonio and met with our friends [names withheld by ISAC]. [He] had family in [withheld by ISAC] and he felt he could find out more for me. I went to

Kingston and talked to the Embassy, US and the Jamaica officials. There were no reports of anything that was alarming they said. I researched the newspaper archives for articles, still nothing.

We returned to the US. We were appointed a contact, a very nice Jamaican lady that would call me at my expense every week. After 3 weeks and no calls I started call TB every day and sometimes 3 to 4 times per day. I was taking chemo, trying to parent and keep our home and worrying myself to death.

Finally a lady called me, (I don't have her name as those records are in storage) She said [my daughter] was settling into the program quite well but that she had continous yeast infections "from the heat."

I ask for them to take her to the doctor. They didn't for a long time until she bled when she urinated. The doctor turned out to be a paid off quack that worked for TB and kept quiet.

I mailed her prescriptions for the yeast infections. She then became constipated and they said it was because she refused to eat. Soon, I would discover that she was fed so little that a bowel movement only happened rarely.

Finally I was able to talk to her, even though she had not received enough levels "because she needs to hear you say you will not remove her and that you can't!" I checked all the paperwork and couldn't find anything I signed that said that.

When I talked to her it was obvious we were monitored. She didn't ask to come home and answered everything as "fine." She sounded so calm and even said, "this is what I need."

By then [my friend in Jamaica] was finding out information from his family.

So, I flew to JA and went with [my friend] to see [name withheld by ISAC] and told her what I knew and how sick [my daughter] was all the time. She told me that she knew several guards and would have them check on [my daughter]. Two days later she called [my friend] and told us that [my daughter] was kept in solitary confinement most of the time. That when she wet herself she had buckets of water poured over the top of the 4x4 booth that she was shackled in. She was given one bowl of cornmeal mush a day and sometimes a piece of fruit and water from a tin bucket.

I called and demanded to speak to Jay or Randall. I went to the site but was refused entry. I drove to Kingston to the embassy and filed complaints. I went to the police headquarters and filed complaints. I can't begin to tell you the hell that I was going through and I will never know all that [my daughter] was going through.

Finally the embassy advised TB to let [my friend] in to see [my daughter], but that I should be kept at a distance so [my daughter] would not see me and "cause problems."

[My friend] was allowed to sit across from [my daughter] in an outside gazebo. She kept her eyes down and barely spoke. Her mouth was covered with blisters and her wrists were bruised. A guard stood close enough to hear and watch everything. [My friend] tried to hug [my daughter] hello but she screamed and stepped back, even though she had known him for several years. I stood on the upper terrace of the dorms and could see she didn't carry herself the same and that she sat with her hands under her legs. She didn't have on any of the clothes that I had sent, but long pants and a man's shirt, even though it was over 100 degrees. She ask [my friend], "how bad to I look? We are not allowed to see in a mirror or even look into the water for a reflection." He said you look a little sad and sick. She didn't answer, but tears slid down her cheeks. She looked bloated. When she arrived six weeks before she was a 5'5" student, with beautiful shiny long hair and weighed 120 pounds. She had been a ballerina most of her life.

Now, she limped, slumped, slurred, and had large bald spots. I later found out they pulled out her hair to make her look as ugly as she really was.

The entire time I am watching her and [my friend], I was surrounded by Randall, two upper level students, and 2 guards.

In about 10 minutes the meeting came to an abrupt end and [my daughter] was led away. She looked up and I thought she saw me, but didn't let on.

I knew that I would get her out, I just didn't know how.

I flew back to the States but no attorney wanted to become involved because of "lack of evidence and no physical evidence."

Five days after I was back into the US, TB called. The call came from Randall on behalf of Jay. [My daughter] was in a clinic and very ill. She had been caught taking food from the night shift along with 3 other girls. "She became so upset that she has made herself ill."

I flew the next morning to Kingston and was met by [my friend].

When I went to the clinic she was not there. the "doctor" would not give me her records or info. He just said, that he "didn't know how she had lived this long." The doctor was in a small town nearby.

We drove to TB. They would not let our car or hand bags through the gates, but they let me go alone. [My friend] stayed with the car. I found her in an unairconditioned room, with no windows, open door no screen on a mat. She could not talk but her eyes were open and dry. Her mouth was matted with blood and her entire body was covered with blisters. She was so filthy that I couldn't stand the stinch. No one was with her. No one came with me. Someone took one bag of her things and threw them over the gate to [my friend].

I picked my child up in my arms and she flinched. She was in rags and I would not have even known her in another environment. I saw the lady that was supposed to be my contact. She mouthed, "I'm sorry."

I had just completed a series of chemo and had traveled back and forth 4 or 5 times to JA. But, [my daughter] was so bloated but weighed so little that even at my weight of 105 and sick she was easy to carry. They opened the gate just enough to get her through. [My friend] helped me load her in the back of his car. Someone threw a sheet over the fence.

We drove to Treasure Beach Hotel and I got a room. We put her on the bed and I undressed my child. The smell of the blisters was like rotten flesh. Her hair was full of lice and her sores had maggots in them. Her blood pressure was so low we couldn't get a pulse.

We had something like Gatorade and forced it down her with a straw. I put her in the tub in cool water but she only stared.

[My friend] went into the village and bought antibiotics and creams and things that I had not brought with me. [My daughter's] fever was raging.

The next day we drove to Kingston, but the hospital refused to see her when they found out where she had come from. We drove on to Port Antonio and even [my friend's] doctor, a friend was very guarded in treating her.

She would have to be quarantined because no one knew what she had. But, I soon found out she had been raped, sodomized, beaten, starved, forced to bath in an infested river, wash her clothes in the same river and drink the same water.

I stayed in [Port Antonio] with her for 3 weeks. We slowly started to see an improvement and finally she agreed to go to the Beach for the day. She was afraid of the guard at the Beach and cried. She had to sleep with me. I had to cut most of her hair off to get it free of lice.

Her mouth and teeth were so unkept that she couldn't eat much. I left her there for three additional weeks because I wanted to go to the US first to find out where I should take her. The doctors said she might have "ganga"?

She talked a little to [my friend], but slept on the floor outside of their room. I called every day and finally felt as if she was strong enough to travel and well enough that she would not be put in quarantine.

When we took off from Montego she started crying and didn't stop for days.

My daughter is now 22, a student and lives in [withheld by ISAC]. She is strong, resourceful, loyal and beautiful.

We now talk about all that happened to her, sometimes in the middle of the night she calls me and sobs.

I can't tell her story because it is hers. It's a story about a young girl and has grown into a strong woman, years older than 22.

My child is alive because I didn't give up and because I had insight contacts. I will never forgive myself for my lack of judgement or forgive my government for lack of assistance or knowledge of these programs. And please don't forget, in the magazine ad it was approved with the "Good Housekeeping" seal of approval.

This is the story of a mother that will never let the world forget what our children have endured.

## Tranquility Bay Statement F: From One of the First Students at the Facility

My name is [withheld by ISAC] I was sent to Tranquility bay Jamaica from Brightway Hospital when I was 15 in 1997. I arrived at tranquility bay when it first opened. The main reason I was abused was refusing staff orders. The abuse I recieved was pepper spraying all over my body until it seaped through my cloths for a period of about a month straight. After they would spray me I would be restrained consisting of about 5 staff members. One with his knee in my back aplying a tremendous amount of pressure. 2 people grabbing each of my arms and crossing the until they literly touched my back. 2 people grabbing my ankles crossing them and grinding them into the ground. I was hogtied with ducktape and had to lay on my face for 3 days. I was drug across a concreate floor. AS a resault, I have a fake tooth, permanent scars on my shoulders knees and chin .I was sexually abused by a staff member named Randy Cook. He stripped me down naked and scrubbed my body and genitals with a hard plastic brisled toilet bowl cleaner. Randal Hinton has connfessed to [name withheld] in which the abuse him and others did to me. The peoples names which took part in the abuse are: Jay Ray Kay, Randal Hinton, Randy Cook, Claud Miry, Shawn Brown, and those are the people I recall. I'm willing to testify in a court of law to see justice be served.

## Tranquility Bay Statement G: From the Mother of a Former Student

June 13, 2003

My son was a student at Tranquility Bay, Jamaica from May 2001 until DEC. 2001. He was first enrolled at Spring Creek Lodge, Montana. SCL transferred him to Jamaica.

I am ashamed to say that I had never toured the facility prior to allowing my son to be sent to Jamaica. I trusted other parents and staff members. I trusted Ken Kay, President of WWASP, when I was assured my son would be safe. I was assured that the facility was beautiful and it would benefit him.

I was not allowed to talk to my son until he reached level three. We had one 15 minute phone conversation in the 16 months that he was in the Program. That phone conversation entailed him telling me a story about drugs under his bed and him allowing a person to enter our home. I was appalled and scared for him. He later told me he had made the story up for the benefit of the Family Rep who insisted he have an issues to talk about.

It worked I felt he needed to be in specialty school. The family rep's job is to keep a kid in the Program as long as they can. Time equal money for them.

At our 12th month, I started asking to be invited to family weekend to visit our child. Family Rep, MS, Gordon was continually providing excuses to why we could not come. It took an other four months, we went anyway to bring our son home.

I was appalled at he lack of progressiveness, lack of productivity I had observed while on campus at Tranquility Bay. My first impression was of oppressiveness. They kids were skinny, pale, non smiling, non communicative. They appeared to be oppressed.

My visit to the "class room" show a small room without any motivational posters, pictures, books, library. I don't remember seeing any computers any academic tools to substantiate a "progressive education."

I have heard, from three different sources, kids at Tranquility Bay have been given marijuana. Alcohol too.

My son does not talk about his experiences. My impression of Tranquility Bay is that it is a holding pen environment for these kids. They are waiting and waiting.

The Jamaican Family father staff are uneducated, untrained in the skills needed to assist and work with to "educate and instruct" as Ken Kay told me.

The staff discuss with the kids their night out at the clubs, their cars and any other

personal life situations, while we parents pay enormous fees in education, behavior modifying.

The level system is inconsistent, unfair, and pits kid against kid to achieve the end result.

I have reason to believe Family Father, Byron Grant, who was the restrainer at the time my son was enrolled at TB is a sexual predator. I have heard that he sexually molest some of the students. My son has said "he could be true." He hasn't at this time elaborated on this subject. Mr. Grant called our home approx. six times after we brought our son home from Jamaica. I too talked with him. It took me 9 months before a friend pointed out that it could be a Red Flag he is calling. Pedophile behavior.

To my dismay it has been confirmed by other Tranquility Bay students.

My son was denied access to visiting psychologist DR Chappuis. MS Gordon said no.

My son was denied medication to assist with his ADHD. MS Gordon said no.

I was trying to understand why my son was not making progress. I learned after going to see the school why. There isn't any progress, just hanging out, waiting and waiting.

Some of the kids sleep on the floor. My son had sever neck, back pain while he was there. I feel it is from the board and thin mattress they are required to sleep on.

My son complained about lack of proper food, medical attention. I had to write and call repeatedly before this was provided.

At times the kids bathed in dirty bucket water. The sewage overflowed constantly. When I inquired about this situation with Lori Tebbs, Parent liazson, I was told my son is manipulating and not to bother her with ridiculous questions.

Tranquility Bay is a fraud. The program they sell the parents is not the reality of the situation.

The kids are harmed, they can be restrained which is dangerous to their limbs. They are emotionally, physically, psychologically mistreated, abused.

Behavior Modification consist of coercion and the constant threat of restraint and worse.

Tranquility Bay need to be closed. Our America children need to be brought home where their Civil and Constitutional rights will be respected.

Jay Kay does not make an appearance when I was there. He has a lot to hide. He is unaware of the progress of individual students. He allows the uneducated, untrained staff to run the facility.

In my opinion. Jay Kay FAILED to PROTECT my son from the abuse perpetrated upon him and his fellow students.

My son was traumatized by the fact he was always aware that the abuse was transpiring. That he too could be restraint, abused sexually molested.etc.

I have letters where my son has written "he is always stressed, unable to do his school work because of the constant screams of kids being restraint.

That is unacceptable to me. That fact is not what I paid for on behalf of my child. The morning we went to pick up our son he was not there. H had been taken to the DR to treat a dislocated shoulder. I was never given an explanation how he dislocated a shoulder. My son won't tell.

My son upon seeing him for the first time in 16 months was pale, skinny. He had acne on his face. He appeared sad, depressed, detached, fearful, untrusting.

My heart is broken. The fallacy of this program we entrusted our precious child to.

Upon preparing to leave, Family Rep stated to me" I am glad you are taking your son home, he cries all of the time." Family Father stated "he is glad we are taking our son home, he doesn't belong here."

WHY does he cry all of the time? I now know the truth.

Bottom line, Tranquility Bay is an abusive program. It is lacking in proper medical care, adequate food, proper hygiene, safe living environment, skilled staff.

If DR Chappuis , visiting psychologist had properly informed the proper authorities of the sexual abuse, the blatant mistreatment, the improper care of the children, my son may have never been exposed to such horrendous behavior by Tranquility Bay staff. DR Chappuis FAILED to PROTECT the children as required by law, He neglected his moral, ethical responsibility required by his profession.

If I can help in any other capacity please ask.

## Tranquility Bay Statement H: From the Grandmother of a Former Student

My name is [withheld by ISAC]. I'm the grandmother of [name withheld by ISAC], who was in Tranquility Bay for two years and Spring Creek, Montana for a few months. His parents are divorced, and his mother and an unlicensed recruiter/escort for the program convinced his father, my son, to place the boy in the WWASP program. Only after protracted legal battling and a great deal of expense were my son and I able to extract him from the program. It was one of the most difficult, miserable and ugly times of our lives.

The recruiter was very well rehearsed, preying on a father, grandmother and grandfather who had exhausted all of the alternatives, including one very good program in Georgia into which the boy's mother refused to allow him to be placed. [My grandson] was not in trouble with the law, did not do drugs. The problem was his ADHD and learning disabilities, affecting his relationship with his mother and two of his siblings. The mother had a live-in boyfriend, a house usually filled with people visiting, and a need to control. The recruiter told us the program had qualified people running it, teachers who were qualified to deal with Exceptional Ed students' needs, and used a point system to reward positive behavior. We asked what happened when the behavior wasn't positive, and she replied that the points were taken away, and the kids listened to motivational tapes.

My son was willing to give it a try, as was the psychologist who had been counseling [my grandson]. The contract provided that both parents had to agree to send a kid to the program, but, instead of saying both had to agree to keep him in, it stipulated that both had to agree to withdraw him. That of course made a huge difference in this case, causing incredible heartache and physical damage to [withheld by ISAC].

Nothing was as it was told to us by the recruiter, Lynn Pretzfeld. She denied to me that she was paid, but was in fact paid per head for every kid she escorted. Moreover, parents who referred other kids to the program were paid with free tuition for the month. The tuition was \$2500/month. If a family ran out of money before the kid was able to get enough points to get out, the program kindly set up a scholarship/loan program. The family, however, had to be at the point where it had sold everything it had. The Catch 22 is that only about 1/3 of the kids actually graduated. Points were taken away for the smallest infraction, because the longer they stayed, the more money WWASP took in.

There were no experts in special ed, dealing with disturbed teens, or dispensing basic human decency. If points were taken away, and the kid ended up in what they termed "OP", it meant they were on their faces on the floor. The motivational tapes didn't play there, but they did play constantly in the mess hall. They were 60's style contemplate-your-navel materials.

Food was inadequate and barely edible. My son got permission to visit [my grandson] while the struggle to get him out continued. He took photos of the food (pork fat with the

skin and hair still attached, cold noodles, only one drink, one small piece of fruit). No one was able to get seconds. The dorm was filthy and smelled from urine, as did the one toilet for 9 people. The mattresses were Murphy bed style, thin and dirty. He took photos of all of this.

My son heard a scream and asked [my grandson] if that was a girl or boy. "It was a boy," [my grandson] replied, "but he's not doing his best. I could reach an octave above that when they broke my elbow in a takedown." Yes, they broke [my grandson's] elbow, waited months to get an x-ray and then denied it happened there. They also waited months to get a urinalysis for him because of his constant back pain. He has a history of urinary problems.

Many nights I awoke in a panic, desperate to tell myself that [my grandson] wasn't ill, that we could repair his elbow when he got home. I wrote him letters telling him to be strong, to know that we loved him. They screened all letters and phone calls that my son made. [My grandson] was very guarded when he spoke to his father.

Do you know what the Stockholm Syndrome is? It's when the captives begin to identify with their captors and begin to blame themselves for their abusive situation. That's what was happening to [my grandson]. Instead of agreeing to return home right away, as we wanted so badly, he actually believed the people at Tranquility Bay when they told him he was ready for "transition" even though he had nowhere the points he needed. He could go to Montana, be at Level 4 and get home in a couple of months. Oh, yes, he could snowboard in Montana, they told him.

It wasn't until [my grandson] had been in the program at Tranquility Bay for a year that the State Department put out the Fact Sheet on behavior mod programs. It warned parents to investigate before allowing kids to be placed overseas, e.g., Jamaica, Samoa, Mexico.

Incredibly the guardians ad litem the court inflicted upon us and to whom we paid \$150/hour agreed that although the program wasn't what they wanted, and although they believed his elbow was broken in the takedown, [my grandson] should go to Montana. Even the guardians realized after a month's time that he'd never get enough points to come home before he turned 18.

We had to ask the court to appoint a psychiatrist for whom we thank God on a regular basis. Dr. Jon Shaw, head of Child and Adolescent Psychiatry at the University of Miami, had to travel to Montana to be able to testify that he saw the program personally. He was "appalled" at the lack of classroom space and materials and noted that the family rep was "vaguely aware" of [my grandson's] learning disabilities that would preclude him from getting enough points to get out before he turned 18. That of course is the program's whole point, to keep the kids and the money as long as possible.

My son became physically ill and almost died from the surgery that resulted. His ex-wife believes that if he had only stayed in the seminars everything would have been wonderful. His other son refused to speak to him for a year because he was convinced he

should have stayed in the seminars, which were confrontational, abusive and withheld food and sleep from the participants. The parents who became “programmed” treat outsiders as a cult would, considering them unenlightened and not worthy of respect.

People, never send your children to programs that aren’t in the U.S. and aren’t accredited. Investigate the credentials of the staffers. Ask the officials of psychiatric and psychological professional organizations to give you suggestions about placement. Be very careful which educational consultants you listen to. Never sign a contract that doesn’t allow immediate withdrawal of a kid from a program by either parent without needing the consent of the other.

There must be a special place in hell for people who profit immensely by operating such abusive programs. In the meantime, those of us who have gone through hell must be the advocates for justice for these kids who are in such desperate need. They continue to give kids infractions which permits them to keep the child longer which is more tuition.

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## Tranquility Bay Statement I: From the Mother of a Former Student

In April – May of 2000 I began seriously looking at residential options for my 16 year-old son who was a runaway at the time. My son was at a rehab program about 150 miles away and when he decided to leave one of his adult friends drove there to pick him up. For approximately one month I had no idea where my child was. It was during this time that I began contacting many schools and programs to find something that would help my child.

One group of “schools” kept popping up on internet searches on many different (or so I thought) referral websites. I didn’t realize at the time that all the toll-free numbers would eventually lead me to either Teen Help or ASI. One of the main reasons I first contacted ASI was that the schools I was looking at were overseen by the World Wide Association of Specialty Programs and Schools. I erroneously believed that this association was a separate entity. Because of that I had a false sense of security about sending my child to a school that was part of their network. In fact, their website states that all the schools provide “all of the services and components required to be a member of the World Wide Association of Specialty Programs and Schools.” I believed that the schools came first and had to meet certain requirements to be part of WWASP. I never realized that the schools were actually “birthed” from WWASP. When I first contacted Rhonda Tarwater at ASI I inquired about Paradise Cove in Samoa and Casa by the Sea in Mexico. I explained to Rhonda that I was concerned about my child’s adult friends being able to help him run away and that I thought a facility out of the country would make that more difficult. She explained that the owners of Paradise Cove and pulled out of the WWASP network to “do their own thing” and stated that they were going to change to a short-term program. Since WWASP schools are all long-term they would no longer be part of the network. She did not mention any problems at Paradise Cove. She then offered to send a list of parent names and phone numbers for Casa. When I received this list I called every name and received nothing but positive responses about Casa.

A few weeks later my child was found I had him hospitalized and began working on placement for him. Once again I called Rhonda at ASI and in this conversation she asked me if I had considered Tranquility Bay. She explained that TB had very low enrollment and that my child would receive more one-on-one attention from the staff. I was not told that the enrollment was low because of some negative media attention. I also was never told that TB is considered the toughest and harshest school and that children from other schools are threatened with transfer and some are transferred to TB if they are not working the program. I was given another list of parents to call and again had only positive responses to TB.

In June 2000 I had my son escorted to Tranquility Bay. That night I received a phone call from Jay Kay telling me my son had arrived safely and was with an upper level student who was showing him around. This upper level student would be his “buddy” for the next few days and would help him adjust.

Next, I received a call from Lori Tebbs, the Parent Coordinator for TB. She gave me info on the program. One thing she told me is that the kids would be served traditional Jamaican food and that they would not like some of it but they adjust and do end up liking the majority of what is served. She said that even if they don't like all the food served that is okay because if they eat half of it they are then allowed to get fresh fruits and vegetables from the salad bar.

I later found out that there is never a salad bar for the kids and the food portions are very small. No, the children never like the food, the reason they "adjust" is that they are hungry enough to eat anything. I also know that their milk has something added to it that gives the children additional nutrition. I believe that the milk is what allows them to gain weight (as my child did) even though they are always hungry. I spoke with a former employee of TB who told me she threw out an entire batch of dumplings and cooked fresh ones herself because the first batch was so salty it was not edible. Mrs. Kay (Jay's wife) became very angry with her and told her she was wasting money and that the first batch was fine. After that there was a new rule that only kitchen staff was allowed in the kitchen.

The schooling is done through self-study, six hours a day, six days a week, year-round. The children read and study one chapter, then take a test at the end of the chapter. The test booklets were missing pages and the students would have to go search for one that was complete. If someone else was using it they then have to wait until that student completed the test before they could get the booklet. For at least three months in 2001 my son was only allowed to work on two classes, physical science and pre-algebra. After he finished physical science he was only allowed to work on pre-algebra for six hours a day, six days a week. He never completed high school and only received 4.5 credits the 18 months he was there. The roof in the school leaked and whenever it rained, the students would have water dripping on them and their belongings. There was standing water in the classroom and the students would have to clean it up during the time they were supposed to be studying.

I was told by Lori Tebbs that there was a full time nurse on staff and that a doctor visits once a week. My son said he recalls the doctor visiting about once a month and they could request seeing him but they were not always given that opportunity. My child saw a doctor once for an ingrown toenail and was transported at my cost for treatment. I had to pay for transportation to the dentist every time my son went there. He requested dental visits throughout his stay and was denied most of the time. Each time he went to the dentist the dentist told him that he needed to return soon because he was doing root canals on two teeth. My son explained that he couldn't make that decision so the Dr. wrote it on the paperwork. My son would then request a dental visit and was ignored. When he came home the root canals on these two teeth were still not completed. He has since had to have one of these teeth pulled.

In the spring of 2001 while the other students were sleeping my son was approached by a staff member, Mr. Grant, who had a conversation with him about masturbation. My son was uncomfortable and the next day he spoke with two other students and then to his

family representative. She separated him and the other two students and had them each write an incident report. While the incident was being investigated Mr. Grant gave my son consequences every day.

During this time my son had completed his paperwork for level 3. He was approved by the upper level students, his family rep and the teacher, but was denied by Mr. Grant, who was his family father. The second time he applied Mr. Grant again denied his level 3. Mr. Grant finally approved his level 3 on the third attempt. Throughout this time my family rep told me on two occasions that she had reminded Mr. Bailey and Mr. Kay of the grievance and was frustrated that there had been no resolution. Finally, in one of my weekly phone calls to my family rep in June she told me that the incident had been found to be true and that Mr. Grant had been asked to resign. He announced to the students that he was leaving. It took approximately two months to complete this investigation and during that time Mr. Grant was still working with children. He was there to intimidate and punish his accusers every day. I found out later that he was re-hired shortly after this and while my son was still there.

While on sick bed, my son observed staff members squeezing a very young student's bandaged foot to inflict pain. He observed Mr. Spence pick up a child by the neck and slam him down on the ground on his back, then told the other students to leave the room. He also observed Mr. Spence sit on a child's head smothering his face in the mattress because the child was screaming. He then called more staff to sit on the child. This took place outside my child's room and when he was seen watching Mr. Spence ordered him to turn away. Shortly after my son arrived at TB he was placed in OP. While there he observed staff members sitting on children's heads with their faces crushed into the hard floor.

In September 2001 my son got scabies. He was told it was scabies by a couple of students who also had them. When he went to the nurse she yelled at him and gave him the medication. While giving him the medication for scabies she kept telling him he didn't have scabies. (So why would she give him the cream for something he didn't have?) Later that night he went to see the nurse again and this time she realized he did have them. My son asked the supervisory staff if it was possible that the scabies was being spread because all the clothes get taken off the line and put in buckets together. They just replied, "it's procedure", and did nothing.

In September 2001 my son wrote that he had a sore on his foot and had seen the nurse. The next week I heard from the family rep that my son was on sick bed because of his foot. In his next letter he told me he had seen the doctor and was prescribed antibiotics and painkillers. In October the doctor saw my son's foot again and told him to stay off of it and keep it propped up. When we picked him up in December I knew right away that he had eczema and took him to a doctor at home to get the proper medication.

In November I began speaking with my family rep and with Dr. Chappuis about my son. He was no longer progressing and was going to be 18 in February. I didn't see the point in leaving him at TB simply because I could for the next 4 months. Nobody thought

moving him to a school in the states was a good idea because he was not progressing in the program. Mr. Kay asked my family rep if I was willing to send my son an exit plan telling him he could not return home without graduating. She explained to him that I would not do that so he suggested sending my son to High Impact. At that time I began calling TB to speak with Mr. Kay. I called every day and left many voice mail messages. I finally called and spoke with Ms. McKenzie who told me Mr. Kay was in the states. I then made travel arrangements and picked up my son. Mr. Kay never did return my phone calls or speak to me.

On December 2, 2001 my husband and I went to Jamaica to bring my son home from TB. The psychologist who visits there once a month was at the facility also so we decided it would be beneficial if we all met (my son, Dr. Chappuis, my husband and me) and had a discussion about my son's homecoming and our expectations, etc. Jay Kay was not there so we met in his office. My son pointed out the monitors that were behind me. I turned and looked at them for just seconds because I was uncomfortable watching but I definitely saw that they were there and that it was the OP room that was being observed. My son explained that the cameras and monitors were installed because of accusations of abuse. He then told me that if the staff are going to restrain someone they just take the kids into the hall where there are no cameras. He also told me that the staff still do whatever they want in front of the cameras because it hadn't made any difference. The incident where staff members were hurting a child's injured foot happened in the room with the cameras. I assume staff members know when Mr. Kay is not on the facility (quite often) and that nobody is monitoring activities in the OP room.

## Tranquility Bay Statement J: From a Former Student

Well i was sent to Tranquility Bay on may 24 2000. i was 13 then. i had my 14,15,16 birthdays in hell as you can see such a long amount of time in a place like that did many damages to me physically and emotionally. I'd rather have been sent to jail of honestly killed then to have been trough that Jamaican torture place. I ran away from Tranquility Bay when i was half-way through the program. What happend was , the nurse wouldnt give me any medicine so i yelled at her demanding i was sick after time after time of telling her i couldnt walk or breath with out pain in my back and nothin was done about it. so one night after a week of planning ii waited till the night staff fell asleep and then i broke through the window. Noone knew i was gone untill hours later. I had no food, no water, no shoes, no shirt or money and i am a white boy with a bald head running around the streets or jamaica. so i did what was smart and came back to the program so i could survive. the supervisor of staff told me i would be in observatory placement for 3 days. it turns out he lied i was in a torture room for 3 weeks strate. in these rooms you have to lie down on ur face with like 8 kids in a small room with no light, one bathroom. in these rooms you would get sometimes 2 or 3 tiny meals or rice a day and water, not once did i see light or drink or eat anything but rice and water for 3 weeks. as you can imagine, i went pale as a ghost and could see my ribs through my shirt, i must have lost 30 to 40 pounds.

it was crazy we had to do massive amounts of exercises and sweat with no fan on and then lie back down on the cold tile, face down with rashes building up all over me , mostly on my testicles and groin area.

the mistreatment of kids is abmominable there. i would like to sue the whole WWASP program and if anyone has help in me doing so it would be greatly appreciated to help sue WWASP for allowing that kind of torture!!!

Statement K1: From the Neumanns. They visited Tranquility Bay in June, 2003.

June 4-6 we went to Jamaica to check on the welfare of our niece who is in Tranquility Bay. She had been in the Dundee Ranch facility but was transferred to Tranquility Bay when Dundee was shut down for child and human rights abuses.

Upon our arrival, we went directly to the facility to get a look at it from the outside. It is an ominous looking place enclosed by 8-9 ft concrete walls on three sides and wire and barbed wire fencing on another. There is a large metal gate at the entrance along with security cameras. The buildings inside the compound are two storied with iron bars covering not only the windows but the first and second floor corridors as well. We wondered how the kids would escape in the event of a fire with the encasing of bars.

We saw very little activity until we noticed a group of girls on the second floor of one of the buildings. They appeared to be coming out of a room which we later observed to be marked "library". We saw approximately 8 to 10 girls walking in a line and my niece was one of them. My wife was so excited to see my niece she yelled " We love you" My niece seemed to be confused, as if she were unsure what she was hearing and seeing.

She also seemed to be favoring her right arm significantly. We learned later from Winston Brown, Director of Children Services in Jamaica, that my niece was experiencing pain in her shoulder to the extent that she was unable to put any weight on it at all. She suffered a dislocated shoulder when she was younger. To aggravate it or worse to dislocate it again, would have required significant force. We are concerned that injury to her shoulder is the result of physical abuse by the staff at Tranquility Bay. Although Mr. Bowen assured us that she would be seeing a Doctor in "a couple of days" he has not responded to our phone calls or faxes concerning her shoulder.

On the morning of June 5<sup>th</sup> we went to the building with Tim Weiner of the New York Times and Gerry Hadden of National Public Radio. One of the workers allowed us in the facility and showed us to the guard shack. My wife asked if she could see her niece. The guard made a phone call. While the guard was on the phone we were walking around the courtyard of the compound. There was a group of boys in what seemed to be the recreational area located to the left of the main gate. My wife approached a small group of boys and asked "how's it going?" One of the boy's replied "I'm hungry will you take me home with you?" My wife then asked "how much fresh air do they allow you a day?" Another boy replied "They allow is 30 minutes a day". My wife asked "are any of you on medication?" There was no reply, just blank stares.

While my wife was talking to the small group of boys I was taking pictures of the inside of the compound and of the boys as well. One of the "chaperones" approached and asked that we leave. His name was Mr. Dryer. We were also asked to leave by a Ms. Makengie. While inside the courtyard we noticed how quiet it was considering there are approximately 300 children inside the facility at this time. We couldn't see inside any of the windows that were facing the courtyard as the windows were blacked out. I heard

what sounded like moaning coming from one of the rooms. We noticed a man who was in a guard uniform going in and out of the room. Each time the guard went in the moaning stopped.

This room was located to the right of the front gate just beyond the guard shack. Once we were outside of the facility we began talking to Mr. Dryer and Ms. Makengie. My wife was asking Ms. Makengie if she could see and speak to her niece. Ms. Makengie said she would check and see if that would be allowed. While Ms. Makengie was inquiring about a possible visit my wife was speaking to Mr. Dryer. My wife asked Mr. Dryer what his title was and if had any training our educational background which qualified him to work with children. He did not offer his qualifications. I then asked Mr. Dryer if Tranquility Bay used restraints as part of their program, he said if we stopped taping he would answer our questions.

Ms. Makengie then returned and told us that we would have to make an appointment with the director of Tranquility Bay to request a visit with our niece. She then informed us we were trespassing and we would have to leave. My wife asked once again if she might see her niece to tell her that she is loved and cared about at which point Ms. Makengie replied “you told her that yesterday didn’t you?” ”That was you yesterday wasn’t it?” My wife asked “how do you know that?” Ms. Makengie then repeated that we would have to leave or they would call the police. My wife shook hands with Ms. Makengie and thanked her for taking the time to check on a possible visit with her niece.

Upon leaving Tranquility Bay we heard what sounded like yelling coming from behind the walls. One more note the “classrooms” located to the right of the compound were all empty. We know this because the doors were open and we could see inside. The time was 9:00 a.m.

How is it that a child can be sent to a foreign country without proper documentation? To attend a behavioral modification facility which depends on other countries to look the other way when allegations of abuse both physical and mental are perpetrated by untrained personal tending to their children? WWASP claim to be a way for parents and troubled teen to get help they desperately need for the children. Our niece is not a troubled teen. She does not have a juvenile record, has never tested positive for drugs or alcohol, has never been expelled from school yet her Father and current step-Mother are allowed to have her committed to a lock down facility. My niece is being subjected to a potentially dangerous situation because she spoke out about the abuse that has been part of her life with her Father and his current wife. Her Father is now delegating the continued abuse of his daughter to WWASP.

We took our niece into our home last August. She lived with us for 7 months. At no time did we witness any of the behavior her Father and step-Mother claim she is capable of. We petitioned for custody of our niece at her request. Unfortunately the judge who sat for the custody hearing send her back to Texas with her Father. Judge Rex Stacey, First District Court, Apple Valley, MN. said that he thought our niece was lying and that 16 year olds don’t get to decide where they live. At that time she had not lived at home for

18 months. Judge Stacey also voided two judges' orders which were issued to ensure her safety. Our niece spent 42 hours at her Grandparents home before her father had her removed by force by two strangers at 2:00 a.m.

WWASP is a business that preys on desperate parents as well as parents who are looking to have their children removed from their homes for whatever reasons. Money is the motivation for WWASP, not the care or cure of the children entrusted to their facilities. Profit drives WWASP. Unskilled, uneducated staff comes cheaper in foreign countries, thus creating more profit for WWASP. Who is looking out for our children in these countries that WWASP helps employ? We need to help these children before it's too late!

We are gravely concerned for the immediate health, safety, and well-being of our niece as well as the great toll we feel this experience is going to have on her life.

We wish very much to help ensure the safe return of our niece and all the children of Tranquility Bay and are committed to fighting for the basic human rights of all children so that these kinds of facilities are not allowed to flourish in the future.

Michael Neumann

## Tranquility Bay Statement K2: Correspondence Sent to the State Department by Michael Neumann after he and his Wife Returned from Jamaica.

I want to respond to a couple of statements made by Mr. Kay referring to our visit to Tranquility Bay. Please feel free to pass this on to Mr. Kay, Mr. Puente or anyone else as you see fit.

On the morning of June 5 my wife and I were allowed into the Tranquility Bay compound by a staff member.

My wife and I made it very clear to the staff of Tranquility Bay that the purpose of our visit was to check on the welfare of our niece, [name withheld by ISAC]. At no time did my wife or I represent to the staff at Tranquility Bay that we had custody or any other guardianship rights related to our niece.

We requested to speak with [our niece] and our request was denied. We asked to speak with the director and that request was also denied.

As we were waiting for a response to our request to see an administrator, my wife did speak to one of the children to ask them how they were doing to which one child replied, "I'm hungry, please take me home." Another child said that they are only allowed outside for 30 minutes each day. We later found out through another source that it is only the children who have reached a certain level in the program who get to go outside at all and only for this brief period of time.

The staff of Tranquility Bay never told us that we were trespassing. When we were asked to leave, we left.

Our visit was recorded on audio tape since we were accompanied to the facility by a reporter from National Public Radio.

I want to note that the few children we were able to see looked thin and very depressed.

We also heard screams and moaning. Upon entering the compound I heard one youth scream. I also heard moaning coming from a room that was being guarded by two staff on the north side of the compound. As we left the compound my wife and the reporter for National Public Radio both heard screams coming from the compound.

Regarding the statement by Mr. Kay that [our niece's] parents are "happy with the program," according to her grandparents, [our niece's] father, [withheld by ISAC], and adoptive mother, [withheld by ISAC], have yet to visit [our niece], or any WWASP facility, and have only checked on her welfare on one occasion since she was placed in the custody of WWASP over three months ago.

If [the child's parents] have made such statements about the program it would not be surprising given the abuse and neglect [our niece] has suffered at the hands of [her parents] -- and apparently is still suffering.

Affidavits submitted by [our niece] in court proceedings in March tell the story of six years of physical and emotional abuse by [her parents]. We also have information that [her father] was warned about the dangers at Tranquility Bay by both PANI and the U.S. State Department but chose to send [our niece] there anyway.

[The child's] placement in WWASP seems to be motivated more out of retaliation for her speaking out about abuse and the breakdown in the parent-child relationship that resulted from that abuse, than any concern for [our niece's] development and well-being.

No child deserves the kind of inhumane and barbaric treatment children are subject to at WWASP facilities.

We are fighting for the health, safety and basic human rights of our niece and all children.

We will not stop our fight until places like Tranquility Bay no longer exist and people like Mr. Kay are held responsible for their actions.

Michael Neumann

## Messages Posted to Internet Bulletin Boards

Messages were copied as written by the original authors. Names were withheld by ISAC.

**In reply to:** Bs4 's message, on 00:32:18 08/02/02 Fri

Hey,

Im [name withheld].recently about a month ago i returned back to the USA from what is called the beatiful shores of Jamaica..But if ur curious to know the shores are not beatiful and i dont belive in the year that i was involved in this program bullshit i even saw one of them..To who ever wrote these previous post messages ill clear up some things that were said..One Ms Wray..im not sure which message u wrote or if u even will be able to! read this but i knew ur son.. I read the Wray Family Home Contract and i would consider your son a good friend of mine and as u stated earliar about him being safe and in good hands..i really would have 2 disagree..Yes your son is not on the street smoking pot..And your right there are meals put infrot of him 3 times a day..But internally do u know what he is going through?..He is depressed..it might seem hard for you to belive but im speaking on a first hand exsperiance...Tranquility Bay has effected my life greatly..and belive me it has not been in a good direction..I constantly have flash backs and bad dreams and I fear having people or "STAFF" scream and or spitt in my face..I am not here to bash the program im telling u the truth..im not getting to indepth with all of this but what every one has said is true..i did get " RESTRAINED " And i had the bruises and nerve damage to prove it.. So the call is yours..im informing u your son is not safe and i cry for the kids in! Jamaica every night before i go to sleep..I leaft on level one..but i did get as far as level 4..Program Completion is not a must...A child has in his head wheter or not he is gonna do good on the outside wheter he has worked the program or not..I have seen kids graduate and kids leave with no sucuss in the program and in some cases program graduates are in jail...while myself as well as many others are holding a part time job, have good family relations and are enrolled and doing well in school..Im just showing you that your son is ready to come home..Tb is a wake up call..he woke up..trust me..

I was there 14 months...

**Date Posted:** 15:32:13 04/03/03 Thu

Hello.

My name is [name withheld] and I too am a SURVIVOR of TB, not a student. if I can offer anything to you, it's get [name withheld] out of that wretched place. ! I knew [name withheld] quite well while I was there, and he struck me as a rational, intelligent kid... if it is in your desire to salvage any of that, GET HIM OUT OF THERE!!!!

**Date Posted:** 11:37:22 05/07/03 Wed

I am so glad my wife and I found this message board,,also we saw the transcript testimony,,of the Farmer case,,,We thought from the literature we were sent that it was a wonderful place to send our 14 yr old daughter for behavior modification,,,no way now,,thanks,,,

**Date Posted:** 00:35:48 06/14/03 Sat

i was recently a member at tranquility bay, and it was pure hell. i was beaten constantly, hogtied with duct tape, had a tooth knocked out, and pepper sprayed. i was also restrained on a regular basis which was the most excruciating pain in my life. my name is [name withheld], and i pray that you call me immediately. i really need someone to talk to about this horrible experience. please call me at any hour. thanks [name and phone number withheld]

**Date Posted:** 12:48:44 01/20/03 Mon

yeah, it is easy to say that he knows what to do to get out, isn't it.. cause you aren't there. i was at Tranquility Bay for about a year, so please take my word for it.

did you know that your son has to be approved by the other kids to advance...(to get home). not just the "case manager". did you know that as a kid there you can be punished for telling your family what is really going on. and when you do that you are called a manipulator and your chances for advancement diminishes, which means you don't get to go home.

did you know that they "sweeten" things up when visits or inspections are about to take place.. i remember many a time being pulled out of class or whatever we were doing and then being made to do "major cleaning" that lasted almost the entire day just so that the inspectors would think the facility was well kept up and "clean". which it wasn't because we had little roaches (i will be realistic they were not monstrously huge like the size of my hand or anything but about the size of a quarter) that lived in our dinner tables that would, when they liked, scamper across the table while we were eating. i remember times when we didn't have water running there (and i don't mean just a day or two)... a drought as they would say, no water... not bad for "\$80 dollars a day." and sometimes we would run out of toilet paper for several days.. its a good thing some of us girls broke the rules to "stash" a little extra toilet paper for these occasions, cause otherwise things would have gotten bad. (by the way, having toilet paper in your possession is a Category 5 violation for "run plans"). unfortunately some girls didn't learn this trick and would use shower curtains, other girls' shirts or shorts, or even other girls' underwear to wipe themselves with, and let me tell you that you can't just go to the store and buy underwear. and they will probably tell you they have a store on the premises... if that's what they want to call it okay, but what it was, was a little notepad or book they would pass around and you would write if you need tampons or soap or shampoo or chapstick, that was about as far as the selection went. but it took up to two weeks to get your tampons, ect. and i remember my good friend having a pair of her underwear wiped with another girl's menstruation and put back on her shelf.. probably due to a lack of toilet paper and tampons that weren't on time... the place has caused me great trauma and i have been home for 4 years. i am now 20 and still have post traumatic stress and wake in sweats, and now have terrible anxiety.

please take your son home and use that money to let him see a real professional that doesn't cut off contact.

if i may ask... something you just may want to consider, how are you supposed to build a relationship and solve your problems together if you can't contact him, and if you can how do you expect to do this at 1, 20 minute phone calls a month. please, i have never

been the same, and i mean that in the sence that i lost my carefree feeling, i am now often streessed out and the feeling that i am dieing is often a daily thing. say your son please....

**Date:**21 Apr 2003

i was a "student at tranquility bay jamaica. I have seen a nother student put in a restraint that ould proubly have killed an adult!!! the way they restrain you there is siple. they will hold you face down on the concreat floor and than take your arms andcross them like on cops.(arms behind back) than they will puh, not jently but forcefully until you tart to scream them will keep prusher on them for about 5 min. if this is not child abouse wat is. i have been home now for about a year. the only reason why i got out of there is because my grandfather died. i did not even get to tell him goodbye. i still wake up at nights in cold sweat's hearing the screams for help. i do not think I will ever forget the absolute hell I went threw there.

## Conclusion

Upon reviewing all available information, it is our opinion that the methods and policies utilized by Tranquility Bay violate the constitutional and human rights of students.

It appears to ISAC that Tranquility Bay provides few positive incentives to encourage children to modify their behavior. Instead, the facility relies on punishment and force. This leads to unconstitutionally abusive disciplinary practices such as improper and overuse of physical restraint and isolation, food deprivation, medical neglect, and staff assaulting children.

While ISAC supports the right of parents to provide direction to the child, it is our understanding that every citizen of the United States is entitled to reasonable protection from harm.

In the event that a parent places a child in an environment that is suspected of abuse, or chooses to ignore allegations of abuse, intervention by a third party is imperative in order to ensure the safety and well being of that child.

In the case of those children currently held at Tranquility Bay, as well as other facilities on foreign soil, ISAC believes this intervention is the responsibility of the Department of State.

ISAC believes that the state department knew or should have known of the abuse at Tranquility Bay.

We also believe that the only acceptable and prudent action at this point is the closing of Tranquility Bay.

We ask that everyone who reads this report contact the Department of State and demand an explanation for their apparent lack of action and demand that they act now to protect American children in ALL overseas programs.

ISAC believes that every child, American and otherwise, currently held in treatment centers suspected of abuse must be brought home immediately. ISAC will continue working to see that happen.

Due to the seriousness of the repeated allegations against Tranquility Bay, ISAC is demanding that the Department of State act immediately to ensure that no child is being abused in the name of treatment.

### Section 3: World Wide Association of Specialty Programs and Schools (WWASP)

WWASP founder Robert Lichfield and Karr Farnsworth, former President of WWASP, met while working at Provo Canyon Boys School.

Authorities closed Provo Canyon in the late 1970's due to abuse, neglect and mistreatment of students. Robert Lichfield had been the director of residential living at the school.

Lichfield then moved to La Verkin, Utah where he and partner Brent Facer opened Cross Creek Manor, Inc., (now Cross Creek Manor, LLC) an all-girls facility, in 1990.

In 1991, Robert Lichfield created Teen Help, Inc. (now Teen Help, LLC) to market the school.

After associates of Lichfield began opening more schools around the country and abroad, the World Wide Association of Specialty Schools and Programs was incorporated in 1998.

Robert Lichfield is now a consultant and director for WWASP.

Brent Facer is a trustee.

The current president is Ken Kay.

Ken Kay met Lichfield while working at Brightway Adolescent Hospital, in St. George, Utah.

Brightway was a Teen Help facility that closed after authorities discovered many of the patient care plans were identical and the staff had failed to report a case of abuse.

## J. Ralph Atkin

**J. Ralph Atkin**, lawyer and owner of Skywest Airlines, Eurosky Airlines and Jet Acquisitions Group in Arizona is also a founding member of WWASP.

On the original Articles of Incorporation for WWASP, submitted December 31, 1997, Atkin signed the document as the incorporator and registered agent.

J. Ralph Atkin removed himself as a trustee on April 8, 1999 and now claims to have no affiliation with WWASP, however:

- Atkin is listed as the registered agent for 3 schools currently promoted by WWASP/Teen Help - Cross Creek Manor, Cross Creek Academy, and Cross Creek Center.
- Atkin's signature appears on the corporate documents for each school on file with the state of Utah.
- Atkin's lawfirm, - Allen, Atkin, and Clarkson, LLC - operates from 1240 E. 100 S #10, St. George Utah and WWASP operates from 1240 E. 100 S #9, St. George Utah – just one office away.
- Eric Christensen, a trustee for Skywest Airlines is married to Jennifer Atkin, reported to be the daughter of J. Ralph Atkin.
- Tim Waddoups, also a trustee for Skywest Airlines, is the registered agent for Adolescent Services, Inc. – a teen “international transport” service which only lists WWASP affiliated schools on its website.
- J. Ralph Atkin's son Joe is the former director of Academy at Dundee Ranch – which was closed last month by Costa Rican authorities.
- Refunds of program fees and expenses come out of the “J. Ralph Atkin Lawyer Trust Account.”

In a document dated March 17, 2003 J. Ralph Atkin wrote “*I represent Mr. Narvin Lichfield, the owner of Dundee Ranch Academy...*”

The document is then riddled with what appear to ISAC to be threats of legal action. What follows are excerpts of the statements made by J. Ralph Atkin:

In reference to a complaint submitted to authorities, Atkin calls it “*an intentional interference with a business relationship*” and a “*Business Tort, which may carry with it punitive damages.*”

Atkin goes on to write: “*we believe that Mr. Lichfield has a cause of action against for libel and slander against you...*”

“*You have to know that you have embarked on a very serious venture with serious consequences. You have created a ‘firestorm’ that will not soon pass.*”

“*Let me make it clear to you, if there are any students that are withdrawn from Dundee as a result of your letter or influenced negatively in any way, the loss of those revenues for the expected stay of the student, are actual damages! Mr. Lichfield will be looking to you to repay that revenue.*”

“*If you have real concerns you have an obligation to provide those to the owner’s, Period!*”

“*...the buck stops with you. You are to blame. You created the hazardous situation and it cost the owner of the program \$15, 000...*”

“*Mr. Lichfield is also making the demand at this time that you pay this \$15,000 damage.*”

“*PLEASE GOVERN YOURSELF ACCORDINGLY.*”

“*Very truly yours*”

“*J. Ralph Atkin, Esq.*”

## The Organization

WWASP operates as an “umbrella organization,” and appears to only endorse facilities that operate according to its guidelines.

Promotional packets obtained by ISAC describe each school as offering “*all of the services and components required to be a member of the World Wide Association of Specialty Programs and Schools.*”

According to the Utah Department of Commerce, WWASP is listed as a “grantmaking and giving service.”

The website for the organization states, *“All the Programs and Schools are independently owned and operated, yet follow the same successful Program model that has been developed and refined over numerous years of experience.”*

**The following statements/information appears on promotional materials for the various facilities:**

- “World Wide Association of Specialty Programs has monthly parent support meetings in a number of geographic locations around the United States.”
- WWASP’s website and phone number.
- “The World Wide Association of Specialty Programs provides a warranty and after care program for students who successfully complete all levels of the program. We encourage you to take advantage of this warranty and after care program.”
- “The World Wide Association is pleased to announce the creation of our web based support bulletin board for parents of teens in the program. The purpose of the bulletin board is to provide a secure, healthy environment for families to obtain support and coaching while associated with World Wide programs.”
- A promotional letter sent to ISAC states: “Our programs are virtually the same.” A Family Admissions Counselor of Teen Help/WWASP signed this document.

***Note: - There are no credentials listed next to the name of the individual claiming to be a “counselor.”***

ISAC requested information from Cross Creek Manor, the original Teen Help facility. Included was a document listing information for all of the facilities affiliated with WWASP, along with a statement which reads, *“Cross Creek Admissions Can Enroll Your Student In Any of The Listed Programs and Schools.”*

The parent manuals and enrollment documents for the various schools are remarkably similar. Aside from information specific to the particular facilities, these documents are nearly identical.

While it is true that the individual schools are not technically owned by WWASP, most of the facilities are owned or operated by individuals easily connected to WWASP through business relationships or family ties.

Other companies providing vital support to WWASP operations, such as referrals, legal service, bookkeeping, billing, property management, contract services, and teen transport are also intertwined with principals of the organization.

In 1999, Dick Baldwin, a licensing officer with the Utah Department of Human Services said “It’s quite a web. They’re constantly reorganizing. It’s a game trying to stay on top of what they’re doing. They don’t want to divulge anything.” (Youth Today)

**Narvin Lichfield, former used-car salesman and brother of WWASP/Teen Help founder Robert Lichfield:**

- Owns Carolina Springs Academy in South Carolina. The facility is promoted as a “specialty boarding school.” Lichfield was recently banned from the property by the South Carolina Department of Social Services.
- Currently owns Academy at Dundee Ranch in Costa Rica. The facility is listed under “behavior modification” in WWASP promotional materials. Lichfield was arrested when Dundee Ranch was closed by Costa Rican child welfare authorities in May 2003.
- President and Director of Adolescent Services, Inc., (ASI). Adolescent Services provides information about the facilities under the WWASP/Teen Help umbrella. Much of the paperwork for Tranquility Bay students is sent to ASI.

***ISAC Note: Adolescent (sic) Services International Transport is listed as expired with the state of Utah. The company was owned by Narvin Lichfield.***

***However, Adolescent (using the correct spelling) Services International Transport is currently promoted on the ASI website.***

***Adolescent Services International Transport is not listed with the state of Utah as a separate company and appears to ISAC to operate in conjunction with ASI.***

***Adolescent Services International Transport is a “transport service” whose only function, to the best of our knowledge, is to transport juveniles to the various WWASP/Teen Help affiliated facilities.***

**Roger Lichfield:**

- Registered agent for Teens in Crisis, Inc., a company that refers parents to WWASP/Teen Help facilities. According to information found on the internet, Teens in Crisis is just 3 offices away from the Tranquility Bay Academic Department.

- Registered agent for Counseling Referral Services, LLC.

**Dan Peart, Robert Lichfield's brother-in-law:**

- Owner and registered agent of WWASP-affiliated Majestic Ranch Academy in Randolph, Utah.
- Registered agent for Peacock Enterprises, LLC. Peacock reportedly purchases and/or manages property for some of the WWASP/Teen Help schools and has been named in lawsuits along with WWASP.
- Registered agent for Intercept Transport Service. On a document obtained by ISAC, Intercept Transport Service is among the companies Teen Help suggests to those parents seeking assistance in transporting their children to WWASP/Teen Help facilities.

**Karr Farnsworth, former president of WWASP and long-time friend of Robert Lichfield:**

- Reportedly runs the three Cross Creek facilities along with his wife and three daughters.
- Owns Bell Academy in California along with Dace Goulding, owner of Casa by the Sea and Jade Robinson, who is listed as the "employment" contact for Casa by the Sea.

**Jay Kay, the son of WWASP president Ken Kay:**

- Current owner and Director of Tranquility Bay, located in Jamaica

**Dane Kay, relative of Ken Kay:**

- Registered agent for Adolescent Recovery Services, a teen transport service.

**J. Ralph Atkin, founding member of WWASP:**

- Former registered agent for R & B Billing.

- Presently providing legal representation to Narvin Lichfield

**Jennifer Atkin-Christensen, reported to be the daughter of J. Ralph Atkin:**

- The current registered agent for Teen Help's billing company, R & B Billing. R & B Billing has been named in several lawsuits, in conjunction with WWASP/Teen Help.

**Joe Atkin, son of J. Ralph Atkin:**

- Former director of Dundee Ranch.

**Brent Facer, WWASP trustee:**

- Currently a trustee for Peacox Enterprises which has been named in lawsuits in conjunction with Teen Help/WWASP.
- Brent Facer's children, Mandy and Corby are reported to be involved with R & B Billing as well.

Many of the companies that provide vital support for WWASP, i.e. billing, contract services, and referrals to the individual schools and programs, actually operate from the same offices:

**The following companies are listed with the state of Utah as operating from -**

**1240 East 100 South, #9  
St. George Utah 84790**

1. World Wide Association of Specialty Programs and Schools, Inc.
2. Teen Help, LLC
3. Dixie Contract Services, LLC
4. Peacox Enterprises, LLC
5. R & B Billing

6. Browning Academy

7. Robert Browning Lichfield Family Limited Partnership (has been named in lawsuits along with WWASP and Robert Lichfield)

8. BMF #1, Registered Agent – Brent Facer

9. BMF #2, Registered Agent – Brent Facer

10. North Sea-Co, LLC – Robert Lichfield is on the Board of Directors

11. RBL # 1, LTD

This is the listed address for Robert Lichfield as the registered agent for RBL # 2, LTD as well.

This is also the listed address for Brent Facer as the registered agent for BMF Investments, LLC.

This is also the listed address for Ken Kay as the registered agent for R & B Management Group, LLC

**The following companies are listed with the state of Utah as operating from -**

**1240 East 100 South, #10  
St. George Utah 84790**

1. Cross Creek Academy

2. Cross Creek Manor

3. Cross Creek Center

4. International Student Services – transported kids to Teen Help’s overseas programs - now expired

5. Allen and Clarkson, LLP

6. Allen, Atkin and Clarkson, LLC – Registered Agent, J. Ralph Atkin

7. Atkin Transport Services, Inc.

8. Barry E. Clarkson, P.C.

9. Lich-N-Haven, LLC

10. RBL Management, LLC

This is also the listed address for Mandi Robinson as the registered agent of BMF Management, LLC.

## Finances

WWASP reportedly receives a fee from each school for each child enrolled. Currently, about 2,400 kids are enrolled in schools operating under the WWASP umbrella. WWASP has reportedly worked with 15,000 families.

According to news reports, Teen Help's net income is approximately \$30 million per year.

According to a tuition list obtained by ISAC, tuition at the schools varies from \$2,200 per month at Casa by the Sea (Mexico) to \$3,990 at Cross Creek Manor (Utah) and Cross Creek Center (Utah).

Parents are also required to pay a \$2,000 "admissions processing fee" and \$95 -\$100 per month for "incidentals."

According to reports, some of the schools charge the students monetary fines for rule violations, and bill the parents for that expense as well. One mother reports being billed \$802 in fines for things she "thought the program was supposed to correct."

According to many parents formerly involved with WWASP/Teen Help program, parents of children enrolled in the schools receive a free months' tuition for every child they refer. They also receive a discount for enrolling siblings.

Parents formerly involved with WWASP/Teen Help programs also say that families of children no longer in a Teen Help program, yet continue to refer other students, receive \$1,000.

Parents of enrolled students are required to attend a number of seminars that range in price from \$300 to almost \$500 per person, per seminar.

Teen Help was the top contributor during Utah state elections in 2001-2002 with donations totaling \$215,290.

Teen Help was the third leading "soft money" donor during Utah state elections in 2001-2002 with donations totaling \$175,500.

## Foreign Bank Accounts

Narvin Lichfield allegedly promised a former staff member the benefit of J. Ralph Atkin's legal service in setting up an "off-shore" bank account that would reduce "U.S. income taxes by about 30%."

It appears to ISAC that at least part of the money paid to WWASP/Teen Help and/or the individual schools travels from the Bahamas to Scotland, then to New York.

The stamps on the back of several checks made out to Adolescent Resources, Casa by the Sea, and Tranquility Bay read:

For Deposit Only

Royal Bank of Scotland International

Nassau, Bahamas

With Chemical Bank, NYC

ISAC has an unconfirmed report that money is also being deposited in an account located on the Isle of Man, off the coast of the United Kingdom.

## The Programs

Tranquility Bay – St. Elizabeth, Jamaica

Casa by the Sea – Ensenada, Mexico

Academy at Dundee Ranch – Costa Rica, Owner Narvin Lichfield plans to re-open the facility in August 2003.

Cross Creek Academy – La Verkin, Utah

Cross Creek Manor – La Verkin, Utah

Cross Creek Center – La Verkin, Utah

Carolina Springs Academy – Abbeville, South Carolina

Academy at Ivy Ridge – Ogdensburg, New York

Majestic Ranch Academy – Randolph, Utah

Spring Creek Lodge Academy – Thomson Falls, Montana

Midwest Academy – Keokuk Iowa, opened May 2003

ISAC has received reports that WWASP/Teen Help is also referring students to Bell Academy in California, Browning Academy in Utah, and Red Rock Springs, also located in Utah. Red Rock Springs is advertised as an “evaluation & assessment facility” on the Adolescent Services website.

ISAC has received reports that Teen Help also operates a school for pregnant teens called Linden House, in La Verkin Utah. Linden House is listed as “expired” with the state of Utah, but recent information suggests the facility may still be open.

ISAC has also received reports that the High Impact facility in Mexico has re-opened.

Promotional materials for WWASP/Teen Help schools advertise a facility aimed at adults as well. The location of Pacific View Retreat is described as “a remote beach facility in Baja California, Mexico.” It appears to be in Ensenada, along with Casa by the Sea.

## Northwest Association of Schools and of Colleges and Universities

Many, if not all, of the individual schools operating under the WWASP/Teen Help referral umbrella are accredited by the Northwest Association of Schools and of Colleges and Universities (herein referred to as NASCU).

NASCU was formed as a voluntary organization in 1917. At present, more than 1,500 schools in 9 states are members.

The association operates as an independent, member-based organization. NASCU is not a state or governmental agency.

Schools are granted membership in the organization following the submission of a \$100 application fee and the completion of an onsite visit by an “outside team of peers.”

According to the policies of NASCU, membership is renewed annually through voluntary self-regulation and “periodic, self-evaluation.”

The schools are then “validated” by an “outside team of peers” once every 6 years.

### The Website

According to the NASCU website, Academy at Ivy Ridge, Casa by the Sea, Cross Creek Academy, Carolina Springs Academy, Midwest Academy, Spring Creek Lodge, and Tranquility Bay are all member schools, or candidates for membership. Academy at Dundee Ranch was recently removed from the list.

According to NASCU’s own policy, member schools must *“Be approved, accredited, licensed, or recognized by the legally constituted educational agency in its state or by a federal government agency.”*

To the best of our knowledge, NONE of the WWASP affiliated schools located in the United States are approved, accredited, licensed or recognized by the Department of Education in ANY state.

Joe Atkin, former Director of Academy at Dundee Ranch allegedly told another employee that representatives of WWASP-affiliated schools try to attend every NASCU meeting because “that way, we get what we want.”

Belle (sic) Academy in Porterville, California, owned by Karr Farnsworth, former President of WWASP, Dace Goulding, owner of Casa by the Sea, and Jade Robinson, is also listed as a candidate for membership. Bell Academy is not promoted as a WWASP-

affiliated school, however the facility reportedly accepted students from Academy at Dundee Ranch when it was closed in May 2003.

On the list of member schools, the location for Casa by the Sea is listed as Chula Vista, California, even though the school is located in Ensenada, Mexico.

On the NASCU directory, the phone number listed for Belle (sic) Academy is the same as the one listed for Casa by the Sea.

This phone number reaches the office of Casa by the Sea in Mexico.

### International Schools

NASCU accredits foreign schools, such as Tranquility Bay and Casa by the Sea, upon completion of a visit by an International School Visitation Team.

The following officials from WWASP affiliated schools are presently members of this visitation team or have applied to be members:

Eugenia Collins, Academic Coordinator at Tranquility Bay

Dace Goulding, Director of Casa by the Sea, Mexico

Orval Hagerman, Spring Creek Lodge Academy, Montana

***In the opinion of ISAC, these memberships do not represent an “outside team of peers” and could present a conflict of interest.***

***Schools and other facilities that house juveniles must be visited and/or evaluated by persons having absolutely no bias whatsoever.***

## Section 4: Widespread Allegations Against Programs Under the WWASP/Teen Help Referral Umbrella

Allegations of abuse and other criminal activity are not limited to Tranquility Bay. ISAC has found/received complaints of maltreatment concerning every facility currently under the WWASP/Teen Help referral umbrella except Midwest Academy in Keokuk, Iowa.

Midwest Academy opened in June 2003.

For the purpose of this report, ISAC has included some of the allegations against WWASP, Teen Help and the individual schools currently promoted by the organizations.

### Alleged Sexual Abuse/ Rape

***In the opinion of ISAC, children have been sexually abused at facilities that fall under the WWASP/Teen help referral umbrella. Sexual abuse inside these facilities was reported as recently as one month ago.***

1. I was on the boarding school truth chat and a **girl named [name withheld] (16) reported being sexually abused there. I think she said it was the husband of a director.** She is home for a "homepass" and is going back friday. Since I don't know what part of North Carolina she is from (the school is in SC) I doubt my call to the child services in NC will do much good in getting to her before she is sent back. Her parents are telling her that she will graduate in another month but she knows that if she goes back they will probably keep her there to prevent her from talking. **Her Mom is trying to stop her from calling the police.** That makes her an accessory. (A post made to an internet bulletin board on November 19, 2002. The topic was Carolina Springs Academy)
2. Everything about what has been said about this place is true! I've been there!.. about a year ago and from what former students have been telling me nothing has changed.. besides the fact that they only had about 50 girls when i was there and now 90.. thats alot we were all crowded in those little houses with 50 let alone 90!!! one student was molested there by one of the male supervisor people.. i'm sure he wasn't the first.. something else happened but for the respect of her i'm not going to say what did happen. (A post made to an internet bulletin board on March 28, 2003. The topic was Carolina Springs Academy)
3. **HI MY NAME IS [name withheld], I SPENT FOUR MONTHS AT CASA BY THE SEA. I WAS ABUSED THERE OVER AND OVER. I COULDN'T**

**SPEAK ENGLISH. I WAS IN R&R FOR 72 HOURS WITH DUCK TAPE AROUND MY WRISTS AND MY MOUTH WHILE MY CHIN WAS FORCED FLAT ON THE CEMENT. THERE WAS A HOSE IN R&R CHAMBER JUST TO WASH BLOOD OFF THE WALLS. MY DAD FILED CHARGES AGAINST CASA BY THE SEA IN 01 FOR HORRIBLE LIVING CONDITIONS, MENTAL ABUSE, AND SERIOUS PHYSICAL ABUSE. CASA BY THE SEA ISSS A CONCINTRATION CAMP. FOR ALL YOU PARENTS, IF U REALY CARE ABOUT UR KID PLEASE DONT SEND HIM OR HER TO CASA BY THE SEA. GIRLS HAVE BEEN RAPED THERE AND IVE BEEN TORTURED OVER AND OVER. IF YOU REALY LOVE YOUR KID U WOULDNT SEND YOUR KID TO A PLACE WHERE HE CANT EVEN SPEAK ENGLISH OR LOOK OUT WINDOWS OR EVEN HAVE CONTACT WITH YOU. TO ALL THE SURVIVORS IN FREEDOM FAMILY I PRAY AND HOPE YOU SURVIVED LIKE I DID. BEST WISHES TO ALL YOU PEOPLE WHO HAVE BEEN THROUGH WHAT I HAVE. BEING IN THE US. IS THE BEST THING IN THE WORLD AND I FEEL ALL YOU KIDS WHO HAVE EXPIERENCED ALL THOSE NIGHTS OF CRYING TO GOD ASKING TO GO HOME WHERE U BELONG. I FEEL ALL OF YOU GUYS. GOD BLESS YOU. YOUR HOME!! (Excerpt of a post made on March 18, 2003.)**

4. ISAC has received a report indicating that a staff member impregnated a student at Tranquility Bay.
5. ISAC has received several complaints from different sources alleging that Byron Grant sexually abused children while employed at Tranquility Bay. The complaints further state that Director Jay Kay and psychologist Dr. Marcel Chappuis were informed of Mr. Grant's behavior long before he stopped working at the facility.

***While conducting research for this report, ISAC discovered 10 additional claims of suspected sexual abuse.***

### **Alleged Physical Abuse**

***In the opinion of ISAC, children have been physically abused at facilities that fall under the WWASP/Teen Help referral umbrella. ISAC believes the abuses include, but are not limited to; torture, beatings, extreme exercise regimens, hard labor, and unnecessary physical restraint.***

1. “Dozens of times I witnessed staff members denying students use of the bathroom, and abusing students (including me) that included punching students in the testicles, punching students in the chest, and restraining students for no apparent reason whatsoever, and shoving a student named [withheld by ISAC] his face against the wall, arms behind his back, while two other upper level students grinded his head into the wall until his nose started bleeding, students being thrown to the floor, arms twisted behind their backs, with staff knee on top of the kid’s head. Most of the time this would take place in OP. I was sent to OP every day for reasons including, talking, not pushing my chair in, not putting a napkin on my lap while eating, forgetting to say please or thank you, and for being “off task”. While I was there, not only did I suffer physical abuse including being punched in the chest, wrestled to the ground for no apparent reason, punched in the balls, and being punched in the face-- all by staff members but I had to watch other kids being treated the same way and it made me sick that I couldn’t help. Nobody should ever have to suffer that. I saw kids being restrained for no reason, having their head slammed into the wall.” (Excerpt of a statement submitted by a recent student of Academy at Ivy Ridge)
  
2. “in Casa it was pretty bad we had daily physical fitness aka torture for us. we had this big ex military mexican named Arturo that made it a game to make us cry and just pass out from the pain. i always passed out because i suffer from hypoglacemia so i was in no condition to do those drills. alot of the staff would do things like that. it was bad.” (Excerpt from a statement submitted by a former student at Casa by the Sea.)
  
3. You parents are spending 50 thousand a year and i think u deserve to know where the money goes and what there doing with it. **I Was beatin many many times by Jason that was formaly at casa by the sea and he thought he was pretty clever setting up ivy ridge.** (Excerpt of a post to an internet bulletin board, May 17, 2003)

***ISAC Note: Current director of Academy at Ivy Ridge, Jason Finlinson was previously a member of the staff at Casa by the Sea.***

4. Probably about three times a week we were rushed into rooms by staff members and told to clear the hallways because a girl was being “taken down” and sent to isolation. We were never allowed to see this happen and I wandered what they were doing to the girls that no one else could see. The staff said it was for our own good that we didn’t see but I think they were hurting the girls in there and didn’t want us to see and report it. I could be incorrect but my reasoning for this is based on the condition of the girls when they come out of the isolation cell. The girls would walk out barely able to stand up straight, their eyes swelled shut, and most of them were limping. (Excerpt from a statement submitted by a former

student at Cross Creek Manor.)

***While conducting research for this document, ISAC discovered 40 additional allegations of physical abuse.***

## Alleged Mental/Emotional Abuse

***In the opinion of ISAC, WWASP/Teen Help and/or Resource Realizations are mentally and/or emotionally abusing students and parents.***

WWASP requires parents to complete encounter-style seminars conducted by Resource Realizations, before they are allowed to visit their child.

Students are required to participate in seminars known as TASKS.

Participants are sworn to secrecy.

Critics have accused Resource Realizations' seminars, like the better-known EST and Lifespring trainings of the 1970's, of "brainwashing" participants.

Founder David Gilcrease was a Lifespring facilitator for five years before starting his own company in 1986.

Resource Realizations has been a defendant in several lawsuits against WWASP in which parents said seminar facilitators or staff members emotionally abused their children.

Some participants in those seminars have been offended by the experience. Clayton, California, piano dealer Kendall Ross Bean said he dropped out when he was told to affirm his trust in other group members by telling his "deepest, darkest secret" to the next person he came to.

Thomas Burton, a Pleasanton, California lawyer representing several families suing Resource Realizations said one client was told to wear a sign saying "SLUT" after she confided she had been sexually abused. The girl also was told to wear a fishnet top and assume sexually provocative poses according to Burton.

Several participants have described the seminars as "psychological rape."

The parent seminars reportedly last from 9 A.M. until midnight on Saturday and Sunday. No exceptions are made, not even for elderly grandparents. Participants are not entitled to refunds unless they complete the seminars.

1. “When they deprived us of all those above things, they make you emotionally vulnerable because our bodies and our minds are vulnerable. And that's when "Seminars" happen. Once a month, Seminars are conducted. They are confrontation and intrusive. Consisting of several unorthodox methods which include, in my opinion, psychological rape. You have a group of almost 80 people plus about 10 staff and one seminar leader. One by one, the kids are dragged up there to the front of everyone and EVERYONE stands up one at a time to tell the person what they think is wrong with them (and it is discouraged to ever be sensitive in the way you tell them, so it HAS to be confrontational). Then the leader steps in and takes the lead and eventually gets the student to talk about their most intimate private feelings. The leader then blames them for everything that happened bad in their life. I saw a seminar leader push a kid saying "You were responsible when your dad pushed you around and now you're responsible for me doing it". I saw another one a different month tell a rape victim that it was her fault for waking up that morning and putting herself in the situation to be raped and if she only was a better kid, she would have avoided it. Also, another thing about the seminars, They usually went until about 1am in the morning and then would request that you do "homework" which was usually a 10 pages essay with NO margins or double spacing, and you couldn't go to sleep until you finished it so usually we'd get to sleep at around 4 or 5 am and then would have to wake up at 6am. Sleep deprivation was necessary for the seminars to REALLY have an effect. Also, when you went to a seminar, they change your diet to two slices of bread and a slice of ham each meal. This was ALWAYS the same for every seminar.” (Excerpt from a statement submitted by a former student of Casa by the Sea)
2. "I never believed in brainwashing until I got there," she said. "My therapist told me I'd been raped and molested as a child. Over a period of months, he built this up in my mind. They had these three-day seminars and put us in a room and told us all we had done wrong. Girls would bang themselves on the ground, and say they hated themselves and actually believe it. I was in therapy **after** I left this place because they messed so much with my head." (A former student at Cross Creek Manor who wishes to remain anonymous. - Times Record News)
3. "A lot of it was POWs, like Chinese torture, and Holocaust stuff. I guess they were trying to show us how good we had it. Some of it was disgusting. But if you looked away from the screen for more than five seconds they took away points." (Geoffrey Bock, former student at Academy at Dundee Ranch - Inside Costa Rica)

4. “I was reading this thing on mind control in a psychology book and it basically sounds like this damn program.” (Excerpt of a letter sent home, written by a student at Tranquility Bay.)
5. “The second day I was there I met the program director, Ron Garret, who mocked me in front of many girls. There was an hour each morning called “Ron Meeting”, that was feared by all the girls; it was when he singled out many of the girls and humiliated them in front of the others. I was crying very hard that morning and he sarcastically mimicked me saying that I was a little spoiled wimp who wanted her mommy. He then told me I had better shape up or he would kick my ass. Continually through the day he continued to mock the way I was crying from many feet away shouting remarks at me from across rooms. There was also another girl who was there and was formally a prostitute. He asked her how much she made in a day and after she replied a hundred and fifty dollars, he laughed hysterically at her and said a girl like her couldn’t make more than ten; at this time the girl began to cry.” (Excerpt of a statement submitted by a former student at Cross Creek Manor.)

***While conducting research for this report, ISAC discovered 12 additional claims of suspected mental/emotional abuse.***

### Alleged Food Deprivation

***It is the opinion of ISAC that some facilities that are under the WWASP/Teen help referral umbrella may be guilty of providing inadequate amounts of food to students.***

***It appears to ISAC that withholding food is a common punishment for rules violations.***

1. I was fed hardly anything mostly beans and rice. I entered the program at 143 pounds. When I left I weighed in at about 120 pounds. In only four months. Talk about eating light. For those looking to lose weight try eating only three small meals of rice a day , and if you get hungry throughout the rest of the day drink from your bottle of water. (Excerpt of a statement submitted by a former student of Academy at Dundee Ranch)
2. According to a document obtained by ISAC, a doctor who treated a Tranquility Bay student stated that he was not aware of the facility’s practice of restricting food before he had prescribed a medication that caused increased appetite as a

side effect. The doctor stated to the parent that “he was concerned and the staff at the facility needed to be educated on the effects of that medication.”

3. “The food, what there was of it, was not fit to feed to animals. [Name withheld] lost about 20 pounds while residing at Casa By The Sea.” Lee Colburn, reprinted with permission.
4. “the supervisor of staff told me i would be in observatory placement for 3 days. it turns out he lied i was in a torture room for 3 weeks strate. in these rooms you have to lie down on ur face with like 8 kids in a small room with no light, one bathroom. in these rooms you would get sometimes 2 or 3 tiny meals or rice a day and water, not once did i see light or drink or eat anything but rice and water for 3 weeks. as you can imagine, i went pale as a ghost and could see my ribs through my shirt, i must have lost 30 to 40 pounds , no joke.” (Excerpt of a statement made by a former student of Tranquility Bay.”

***While conducting research for this report, ISAC discovered 12 additional allegations of food deprivation.***

### Alleged Isolation/Solitary Confinement

***ISAC believes facilities currently under the WWASP/Teen help referral umbrella may be imposing excessive isolation on children.***

***Officials at the facilities freely admit to using solitary confinement as a punishment. Some survivors tell of being locked in small rooms and isolated for 21 days or more.***

***ISAC also believes that facilities falling under the WWASP/Teen Help referral umbrella are denying children reasonable access to communications with parents, other relatives, and child welfare authorities.***

1. A former Dundee employee told The Tico Times that staff regularly screened and commented on e-mails, as is specified in the enrollment agreement. Teen residents are not allowed direct access to the Internet, so all e-mails are sent and received by the staff. Kristin Whitchurch, 15, recently returned to her home in St.

Paul, Minnesota, after spending a year at Dundee for behavior problems. She said "manipulation is a big issue" at the academy. "We were afraid to write home about the program because we didn't want [staff] to think we were manipulating our parents," she said. "Some girls who wrote their parents about what was going on were confronted by staff." (Tico Times)

2. Su Flowers was denied communication with 14-year-old Nicole, who was sent to the academy by her father. Flowers claims she arranged to talk to her daughter for five minutes on Christmas, but Dundee staff did not answer the phone all day and then later told her via e-mail that future communication with Nicole was prohibited. (Tico Times)
3. we would sit on long wooden benches that were 3 inches wide and we would listen to tapes that talked about jibberish. then if we even flinched we would get a check with 3 checks u go to RR which is solitary confinement and it gets bad in there. bad beatings. (Excerpt from statement submitted by a former student of Casa by the Sea)
4. Donna Gordon, a staff member at Tranquility Bay, has reportedly admitted that children are locked in solitary confinement (observation placement) for as long as 60 days for "offenses" such as expressing thoughts of suicide.
5. Tranquility Bay Director Jay Kay recently stated that a female student holds the record for being in "Observation Placement." According to Kay, she spent 18 months "lying on her face." (The Observer, London)

***While conducting research for this report, ISAC discovered 12 additional claims of suspected isolation/solitary confinement.***

### Alleged Abuse in Transport

A list of "escort services" was included with the promotional materials ISAC received from Teen Help. When calling Teen Help and on many of the 70+ websites associated with WWASP/Teen Help-affiliated schools, parents are advised to make arrangements with one of these companies to have their child "escorted" to the program.

***In the opinion of ISAC, children have been abused during transport to various facilities under the WWASP/Teen Help referral umbrella.***

***ISAC has many reports from children who say they were awakened in the middle of the night, handcuffed by strangers, loaded into a vehicle with childproof doors, and taken to Teen Help facilities or driven to an airport, and flown out of the country. Some report being “hog-tied,” bound with duct tape and even drugged.***

1. ENSENADA, Mexico – [Withheld by ISAC] was 14 when he was brought here shackled, kicking and screaming. Two men carrying handcuffs and leg irons came for him at his mother's home in Sacramento, Calif., shoved him into a van and bound him hand and foot. They drove him 12 hours south, over the Mexican border, into a high-walled compound near here called Casa by the Sea. (New York Times, May 9, 2003)
2. TO ANYONE WHO IS INTERESTED.....I LIVE IN TAMPA, FLA. MY EX-HUSBAND HAD MY 14 YEAR OLD SON TAKEN TO THIS HELL-HOLE THEY CALL CAROLINA SPRINGS. HE WAS HANDCUFFED BY TWO GOONS HIRED ON BEHALF OF THE "ACADEMY", THROUGH AN ESCORT SERVICE OUT OF ATLANTA. HE WAS TAKEN W/O MY CONSENT, OR KNOWLEDGE. THEY DIDN'T EVEN CARE THEY HAD MY SON W/O MY SIGNATURE. AFTER FINDING OUT THE WHEREABOUTS OF MY SON, I WAS ON THE ROAD TO S.C. TO THOSE OF YOU WHO MAY HAVE DOUBTS ABOUT ANY ALLEGATIONS AGAINST CAROLINA SPRINGS, PLEASE LET ME ASSURE YOU, THEY ARE ALL TRUE!! (Post to an internet message board, dated March-8-2003.)
3. It was the day before her 16th birthday. Catherine, now 17, said she was handcuffed by "escorts" in the parking lot of the Dairy Queen in Henrietta, Texas, where she had been dropped off by her stepfather. They drove her to the Dallas-Fort Worth Airport, flew her to Las Vegas, then took her to Cross Creek Manor near St. George, Utah. She said she spent hours restrained, with her arms stretched tightly behind her back. She said she had bruises on her wrists for days. "I cried the whole time I was cuffed," said Catherine, who told her story after reading of alleged abuses at boarding schools abroad in the Times Record News. "I was in shock. I had gotten the idea by then that I wasn't going to a boarding school, and my parents had lied to me." She said she felt like a prisoner. (Times Record News, Wichita Falls, Texas November 20, 1998)
4. Mindy Slavis hired escorts to take her daughter across the border [to Dundee Ranch] and had her sedated. "I could not deal with it any more, so I arranged for the escorts to come pick her up. When you call the school, they tell you you can take your child yourself or they can give you some numbers of some escort services that have nothing to do with the school. [Her father and I] sedated her. I told her I was giving her antibiotics to have her tonsils out [but] I was giving her sedatives so she would not kick and scream. It worked and she was co-operative." (National Post, June 6, 2003)

5. Two escorts took me away from my father one winter evening. I was sedated at the time and had no clue what was going on. I was told that if I did not cooperate I would be put in handcuffs and have my hands chained to my feet for a three-day drive. (Excerpt of a statement from a former student at Cross Creek Manor)

***While conducting research for this report, ISAC discovered 8 additional allegations of abuse during transport.***

## Alleged Improper Licensing

***In the opinion of ISAC, at least some of the facilities that are under the WWASP/Teen help referral umbrella may be improperly licensed.***

As we understand it, the programs are licensed with local officials as private “schools” but publicly marketed as “behavior modification” programs, or “therapeutic” facilities.

Parents of former students have confirmed that the programs are marketed differently, depending on statements made by the parents. If the parents say they are looking for a boarding school, the facility is referred to as such.

However, that same program is referred to as a drug rehabilitation program if the parents say their child is using drugs.

In April 2003, three ISAC representatives called the Teen Help office, each presenting a different scenario. One made no mention of drug usage of any kind. Another said their child may be using drugs but had no evidence of such activity. The third stated that their child was quite heavily involved with drugs and had been in trouble with the police.

All three ISAC representatives were referred to Cross Creek Manor.

## Carolina Springs Academy

DSS representatives first examined Carolina Springs Academy in December of 1998 to find out some information about when the school would submit applications to be licensed as a residential treatment care facility. According to DSS's reports, then-Director Richard Byars told them that Carolina Springs Academy was a boarding school, not a treatment facility, and was not required to be licensed by DSS. The school was already in operation, though it had not yet received accreditation (The school had submitted an

application to [Northwest Association of Schools and Colleges]). DSS filed for an injunction to stop the facility from operating until it was in compliance with state law at the end of December. A judge refused the injunction at that time, but required Carolina Springs Academy to come into compliance with state regulations by January 15.

Over the course of several months DSS made multiple trips and interviewed several students at the school. Some of the problems they uncovered included:

- Inadequate information in students' records that failed to describe their history and any problems they may have.
- Children were not being given prescribed medication for emotional problems such as bipolar disorder and depression. Byars told DSS representatives that he allowed children to stop taking medications if they felt they didn't need them.
- Staff members were using restraints on troublesome children without proper training. One girl said that children were handcuffed to their beds for disciplinary purposes.
- A psychologist DSS had been told was treating the children had never been to the facility.
- After a representative from DHEC told Byars the buildings weren't up to standards and if he didn't fix them, DHEC would close the school, Byars forced some of the older boys in the program to stay up until 3 or 4 a.m. working to fix the buildings with power tools.
- Children were told that if they caused too much trouble they would be sent to one of the related facilities overseas in Jamaica or Samoa where the program was much tougher. Some alleged that if they mentioned any physical, sexual or emotional abuse that occurred in Carolina Springs Academy they would also be shipped overseas.
- One student alleged that staff members at the facility forcibly removed a girl's belly button ring with a pair of pliers.
- Much of the staff had little or no education or experience dealing with troubled children. Director Richard Byars himself had no college degree.
- "Junior Staff" (students who had achieved a certain level in the program) were involved in the discipline of other children. Students had also been involved in the strip-searching of other students.
- A child threatening suicide was handcuffed and bound and gagged with duct tape.

- Inadequate sewage systems and physical space for the number of students they planned to deal with.

But by that time, DHEC had begun taking a closer look at the facility and also pursued an injunction to force it to close because it was not appropriately licensed. DHEC also fined the facility \$5,000 in March for operating without a license. As with DSS, DHEC contends that Carolina Springs Academy is a residential treatment facility and therefore falls under certain licensing requirements. DHEC's actions are still under consideration as it analyzes the facility to make a final determination of whether it's a boarding school or a treatment facility. A finding is expected in mid-January.

In order to prevent the designation of being a residential treatment facility, Carolina Springs Academy does not have any licensed medical experts, psychologists or psychiatrists on their staff. Outside therapists and counselors are brought in at the parents' expense and approval in order to treat any problems the children may have in those areas. Medication is dispensed through a specialized service because without a license, the school is not permitted to dispense it themselves.

So, how exactly does a school treat students with behavioral problems without actually providing any of the psychological and emotional treatments that would require them to be subjected to state oversight? Besides the regimented schedule and system of punishment and rewards, the school has students watch "emotional growth videos"-- videos on issues like drug abuse, racism, self-esteem and other areas intended to help student's emotional growth.

In April, (after several extensions of the time allowed for compliance) DSS informed Carolina Springs Academy that they would have to make some changes if they wanted to remain open. As part of a court order that would allow the facility's licensing, DSS determined Richard Byars to be unqualified to be the school's director and soon afterwards he was dismissed. Physical problems with the structure of the school would be repaired. Any building for housing children must be approved by DHEC, DSS and the local fire marshal. Children would no longer be permitted to perform staff functions. A couple of structural changes in the program were also required. DSS required that children be allowed to attend off-campus activities at least twice per month, regardless of how far they've progressed in the program. Prior to the change, students needed to reach a certain stage in order to attend off-campus events. DSS also required that students be allowed more opportunities to call parents in privacy and that the academy stop reading the contents of students' mail before forwarding it to parents.

Current Director Elaine Davis places a lot of the blame for the initial problems with the school on Byars, and oddly, it doesn't bother him. Despite being forced out as director of the school, he feels the decision was made so that the school could remain in operation and doesn't take it personally, even though he says the school still owes him back pay. "I did nothing that I wasn't told to do by Narvin Lichfield," he said.

Carolina Springs Academy also has an ally in Charleston Senator Ernest Passailaigue. Passailaigue's son is currently (may not be now – ISAC) in one of the other WWASP schools. When he heard of Carolina Springs Academy's difficulties he contacted DSS Director Elizabeth Patterson to explain how the school had helped his son. He said, however, he was not attempting to influence DSS's decision to license the school. (Copied it it's entirety from the Columbia Free Times)

As of June 17, 2003 Carolina Springs continues to have unresolved “issues” surrounding its license. The facility is currently licensed as a residential group home and was recently notified by the Department of Social Services of nine changes that must be made in order for the program to renew that license.

The complaints filed by the South Carolina DSS include: overcrowding, unsanitary conditions, untrained staff, restricted contact with parents, and “upper-level” students disciplining “lower-level” students.

Carolina Springs Academy is currently operating with a waiver through October 30, 2003, on the condition that the facility makes the necessary changes to comply with the law. (Tico Times)

### Majestic Ranch Academy

During a 2002 investigation into allegations of sexual abuse against Director and Staff Supervisor Wayne Winder, Utah state officials discovered that Majestic Ranch Academy had been operating without a license. Ken Stettler, director of Licensing for the Department of Human Services, said the facility was operating under the mistaken belief that it was a boarding school.

At last report, the facility was attempting to obtain the state license required for residential treatment programs.

As a result of the allegations made against Winder and the subsequent trial, he has agreed to have no unsupervised contact with children at Majestic Ranch. (Salt Lake Tribune, Utah Attorney General)

## Alleged Deceptive Advertising

***In the opinion of ISAC, the advertising practices of WWASP/Teen Help may be deceptive.***

“Casa By The Sea here we come! We flew out to San Diego, California and had a mini vacation prior to our beautiful drive down the Mexican coast. When we pulled up, [name withheld], stated, "I can't believe you are going to leave me here." "This place is a dump," not actually a club med but it had potential. The price, we were paying nearly \$3,000 per month. Not to mention the \$2,000 administration fees, and the \$295 for uniforms, and the \$95 a month for incidentals, \$35 for a physical, \$50 for a visa, etc. Total over two months was approximately \$15-20K, including expenses. So much for a less expensive program as reality is, the costs add up like a Wal-mart receipt.”

“The marketing glossy brochures and video’s, depicted children swimming on the beach, horseback riding, being able to work in the local town, fishing, snorkeling, group therapy, onsite counselors, etc. They lied, it's on the water, but the cliff to dive into it, would most likely kill your child. Snorkeling? Who are they kidding! Fishing? Dream on children. Group Therapy? Where is the therapist? Counseling? Oh, you wanted counseling? Not included, please pay more.”

“The therapy that is included consists of your dysfunctional child sitting with my problem child and his delusion of earth as it is to him discussing 25 other messed up children's problems in a group. I wonder why my insurance is having a problem covering this one? The family Representative (FR) / Therapist (not a real therapist) is a person who I understand receives less than minimum wage, and not licensed. For the most part a poorly paid babysitter with your child being their only income. The FR's job is to inform the parents to disregard the letters your child is sending you. Everything he is writing about does not or did not happen. During this time, everyone from "the program" is constantly telling you to hurry up and get to the Resource Realizations seminars. Another form of misrepresentation, now the blinders are in place. The seminars are basically everything I have been through as businessman with the exception that they “Act” like they are therapists. The seminar is to make you aware of why you messed your child up. Then they attempt to change your lifestyle forever. I personally think they change your lifestyle by soaking your bank account.” (Lee Colburn, reprinted with permission.)

***While conducting research for this report, ISAC discovered 10 additional claims of suspected deceptive advertising.***

## Alleged Fraud

***It is the opinion of ISAC that WWASP/Teen Help may be guilty of committing fraud.***

***In many cases fraud is defined is loosely defined as “the intentional misrepresentation of material fact.”***

1. “The Director of this program, Mr. Dace Goulding, continued to inform us that he had nothing to hide. Mr. Goulding also personally stated that we would receive a full refund. Did I mention that this is on tape? Mr. Goulding knows he said it, my wife heard it, another adult who traveled with us heard it, my son heard it. After returning to the United States, Mr. Goulding developed convenient amnesia, and he instructed me to contact their headquarters in Utah. Now I thought I was making some progress. I was speaking with the man in charge, Mr. King Kay. Mr. Kay also informed me I would get a full refund, if I signed a settlement agreement.” Lee Colburn, reprinted with permission.
2. Mindy Slavis hired escorts to take her daughter across the border [to Dundee Ranch] and had her sedated. "I could not deal with it any more, so I arranged for the escorts to come pick her up. **When you call the school, they tell you you can take your child yourself or they can give you some numbers of some escort services that have nothing to do with the school.**" (National Post)

***ISAC Note: Adolescent Services, Inc. (ASI) also operates as Adolescent Services International Transport (ASIT). In reviewing the website, it appears to ISAC that ASIT escorts children to only WWASP/Teen Help affiliated programs.***

***Narvin Lichfield, the owner of Adolescent Services, also owns Academy at Dundee Ranch and Carolina Springs Academy.***

***Adolescent Recovery Services is another organization that appears to escort children to only WWASP/Teen Help affiliated program.***

***The registered agent for Adolescent Recovery Services is Dane Kay, relative of WWASP President Ken Kay and Tranquility Bay owner Jay Kay.***

3. If u dont take MY advice then i guess u really are a parent that doesnt care and no im not sorry. Stop putting ur kid though hell and start loving him by not paying for his abuse. U are another parent that is supporting ur own kids torture. Hey u dont wanna here it but ur going to. U sent him. WWASP makes over 30 million a year. Its a scandal. **I ate porage and thats it.** The **money goes to the owners** not

to ur kid!!!!!!! Excerpt of a post made to an internet bulletin board on March 22, 2003 by a former student of Casa by the Sea.

4. “WWASP does not own, control, or direct any of the Schools and Programs.” Ken Kay, President. Excerpt of a post made by Ken Kay to the WWASP internet bulletin board

***According to promotional materials for the schools, each school offers “all of the services and components required to be a member of the World Wide Association of Specialty Programs and Schools.”***

***The following letter sent from to ISAC by Teen Help in April 2003, clearly states that WWASP is a governing body for EACH AND EVERY PROGRAM currently promoted by the organization.***

*Dear Parent,*

*This is an overview of our programs plus the emotional growth component.*

*The information below describes our programs. The nine specialty residential programs/schools are for teens ages 13-17 and tuition ranges from \$1,990 - \$4,000 per month. Financial assistance is in the form of an academic loan with repayments at approximately \$250 - \$450 per month paid to the lender. Many parents find this doable. The nine specialty long-term residential schools/programs are: Spring Creek Lodge - MT, Casa by the Sea - Ensenada, MX, Cross Creek Manor for girls, Cross Creek Center for boys n - UT, Carolina Springs - SC, Tranquility Bay - Jamaica W.I, Academy at Dundee Ranch - Costa Rica, Academy at Ivy Ridge – Upstate NY and Majestic Ranch in Northern UT for younger boys/girls ages 7 - 13. Pacific View, our newest addition, is for 18 + and is in Baja CA Mexico.*

***Teen Help is The Admissions Office for all of the World Wide Association of Specialty Programs and Schools.***

*These Specialty Programs for struggling teens are very innovative and highly effective, offering intense and balanced behavior modification, emotional growth and personal development for teens that are struggling in their home school or community. The academic instruction is individualized and accelerated. Typically, these teens have excellent potential but are determined to 'do their own thing' regardless of whom it hurts or how it might alter their future. They are headed for serious trouble or what I call sitting 'on the cusp.' . Parents realize something must be done to change their teen's present course. Behavior modification in a controlled environment is essential, for without it, the parents' attempts to intervene are often lost to a negative peer group.*

*Each Program implements a comprehensive plan consisting of several key components: a series of highly motivational seminars and workshops called TASKS (Teen*

Accountability, self-esteem, and Keys to Success) addressing issues such as decision-making. These training's strengthen a teen's capacity to overcome anger, peer approval, sexual misconduct, low self-esteem, being bright but unmotivated academically/socially, out-of-control behavior which is outside of your core family value structure, substance use/abuse, manipulative behavior and self-limiting beliefs. **The highly impacting emotional growth component enhances your teen's self value and their reverence for life, thus assisting in changing their expectations of reality.**

It is my belief that family enrichment is essential in creating a new family dynamic. The families of our teens in the Programs are an integral part of the healing process as their teen grows with a sense of honesty and integrity through their journey. I fully understand this, as I too, am a parent whose teen went down this same path of self-destruction. Fortunately I learned about **WWASP**, took that leap of faith and invested in his future (saving his life) and placed him in the Program. **I have 'walked in your shoes.'** Today four years later, my son has successfully completed the Program and is out in the 'real world' creating tremendous successes for himself.

There is a very high parent satisfaction rate for those teens that follow and complete the Program. An Exclusive Warranty substantiates this. We believe our programs are the finest available and I invite you to take a closer look at the enrichment, empowerment and effective, lasting changes that occur as our teens are inspired to create their own internal motivation.

**TEEN HELP** is committed to reshaping and rebuilding the quality of life for teens and their families. **I am committed to you, a parent, and my personal purpose is to make a positive difference in the lives of others.** Hopefully, I can assist you in doing this. Feel free to call me.

Sincerely,

Dina Dalton – WWASP/ Teen Help Admissions  
800 637.0701 Ext. 102 or 435 703.1124 Cell Direct Anytime

#### **EMOTIONAL GROWTH AND PERSONAL DEVELOPMENT SEMINARS AND WORKSHOPS**

All students participate in a series of highly effective seminars called **TASKS** (Teen Accountability Self-esteem and Keys to Success). These seminars were developed specifically for Teen Help and are aimed at enhancing self-esteem, honesty, accountability, integrity, trust, agreements, leadership, communication and responsible decision-making. The seminar series also strengthens a teen's ability to overcome anger, peer-pressure and self-limiting beliefs.

*As students participate in the seminars, they are immersed in a combination of educational, therapeutic, and experiential activities, that give teens an opportunity to evaluate the negative results of their past choices and begin making effective new choices.*

*After completion of the various seminars, you will notice certain differences in your child. You may hear your child speak of the changes that these have created in their life. Typically, your child will become more open, accountable and responsible for their lives.*

*The TASKS program consists of the following seminars:*

*Teen Discovery (3 days)*

*Teen Discovery is a three-day seminar addressing such issues as accountability, integrity, choice, trust, anger and honesty. Your child usually attends this seminar within 1-6 weeks after entering the program. This seminar requires the teen to deal directly and honestly with the issues, which brought them to the program. Most teens complete this seminar, but some do not. Before moving to other TASKS seminars, your child must complete Discovery. Upon completion of the Discovery Seminar, your child is awarded 100 points.*

*Teen Focus (3 days)*

*This three-day seminar centers on critical life experiences and self-limiting beliefs that have created a low self-esteem and inappropriate behavior. Your child normally will attend the Teen Focus seminar 4-6 weeks after successful completion of the Discovery Seminar. A main part of the Focus Seminar is for your child to begin to make new choices regarding their behavior. This requires risk of their old image and belief set. Successful completion of the Focus Seminar is rewarded with additional 200 points.*

*Teen Accountability (2 days)*

*Your child will attend this seminar 4-6 weeks after completion of the Teen focus. This seminar focuses on being accountable for life choices and making responsible decisions. This is a high impact seminar designed to challenge the teen regarding their overall program results. This includes family interactions, school, response to authority, anger and agreements. The teen must be a Focus graduate and thus will be held to a higher standard for successful completion. For this reason, not all teens entering the seminar will graduate. If your child does not complete this seminar, they will have to attend the seminar again. A major outcome of the seminar is to assist your child to continue to move forward in the program.*

*Keys to Success (2 days)*

*This seminar is geared for those teens soon to enter the Leadership program. The focus of this seminar is to develop skills that assist your child in enhancing family and peer*

*relationships. Skills acquired in this seminar center on communication, coaching, peer relationship and responsible decision-making. Students may not attend the Keys workshop until successful completion of the Teen Discovery, Focus and Accountability seminars. Your child will attend a Keys Seminar 4-6 weeks after completion of the Accountability Seminar. As with the Accountability Seminar, your child will be held to a high standard for successful completion. By the time your child enters the Keys Seminar, they should be Level 3 and consistently working the program. Successful completion of all thee TASKS seminars is one of the steps required for your child to enter the Leadership program.*

#### *Teen Service*

*Upon completion of the Teen Focus and the achievement of level 3, your child will be allowed to serve as peer leaders in the Teen Discovery and Focus Seminars. Upon completion of the Accountability and Keys to Success seminars and the achievement of Level 4, your child will be able to serve in all TASKS seminars. This is a key part of our leadership program. Service is an opportunity for your child to internalize the concepts of the seminar by serving as a "buddy" to new students participating in the seminar. This leadership opportunity is critical in the development of a solid sense of self. This new sense of confidence will assist your child in forming boundaries and confidence to stand firm rather than "follow the crowd".*

#### *Parent Seminars*

##### *Parent Discovery (3 days)*

*While your child is in the program, parents must participate in a free Parent Discovery Seminar. The Parent Discovery seminar is similar to the seminar attended by the teens. This seminar forms the basis for the parent and child to work together in additional Tasks Seminars. The Discovery seminar is MANDATORY training for you, as parents, to gain skills and tools, as well to start the family healing process. A program representative will discuss your attendance of the Parent Seminars shortly after your child enters the Program. The parent seminars are offered in various locations around the country. Parent Child Workshops are not open to the family unless the parents have completed the Parent Discovery.*

##### *Parent Focus (4 days)*

*The Parent Focus is a optional free training for parents to acquire additional tools and to ensure success for the family. The parent Focus is similar to the Teen Focus attended by your child. Additional elements focusing on personal and parenting choices are added to enhance the development of a new family dynamic. The seminar builds upon the foundation established in the parent Discovery Seminar. The Parent Focus is offered in the same areas of the country as the Parent Discovery.*

#### *Visions*

*The Visions Program is optional for Focus Grads. Visions assists parents in applying the tools developed in Discovery and Focus. During the duration of the seminar, parents will*

*develop a family vision and a value frame. The Visions Seminar is a two-weekend training. The first weekend is modeled closely after the Teen Accountability Seminar and the second, Keys to Success. There is group interaction, goal setting and journaling, etc between the two weekends. This is a major step in readying the parents for the Parent/child series of workshops (as your child enters the internalization phase of their program).*

*These experiential seminars are not traditional lecture seminars. They include group interaction, close self-examination, individual and group feedback of your beliefs, attitudes and behavior. At times, the seminar will seem confrontational and emotional, at other times, joyful and loving. Participants have felt like leaving, especially during the first day and a half. It is imperative you commit to staying for the entire training. The rewards for participation in each include a greater clarity of purpose, new choices for your personal and professional life and closer and more intimate relationships. YOU MUST ATTEND ALL DAYS OF EACH SEMINAR YOU ATTEND AND BE HERE THE ENTIRE TIME. I am certain your participation in the TASKS program will provide you and your teen a greater bonding, insight, and understanding of each other. The seminars are the foundation to begin rebuilding the family relationship you desire and deserve.*

*World Wide Association of Specialty Programs (W.W.A.S.P.) is not for profit organization and is a governing body for each of the Teen Help Programs. Their purpose is to provide quality control and ensure that each Program maintains an absolute high level of excellence. They also ensure that superior academic standards are achieved.*

*Teen Help is the official representative for these programs and are located in the offices of W.W.A.S.P. Teen Help has chosen to represent these Programs because of their demonstrative exceptional effectiveness and their high parent satisfaction/success rate.*

#### *Geographic Parent Support Groups*

*Parent Support Groups are in place in most major cities of the country. Their purpose is to focus parents on their personal growth, as well as how to best support their teen.*

#### *After-Care Support Meetings*

*The After Care Meetings are for the recommended home graduate and their parents. They are held on a monthly basis and are four-hour meetings in specific geographic areas around the country.*

***While conducting research for this report, ISAC discovered 5 additional claims of alleged fraud.***

## Alleged Extortion

**In the opinion of ISAC, WWASP/Teen Help executives may be guilty of extortion.**

1. "After further discussions, Mr. Kay decided I was not entitled to a full refund and expenses unless I signed his "confidentiality agreement." That was his settlement agreement, "keep my mouth shut about our findings, our recordings (tapes), and the facts that they fully misrepresented us as they are doing to many others." Obviously I decided not to sign any such agreement, as I believe parents need to know what is going on. Freedom of speech is our First Amendment, and when children are involved, I will shout it from the roofs. I am fortunate to be in a spot that I did not have to sign the agreement, as I believe many have, since they were stripped of their savings." (Lee Colburn, reprinted with permission)
2. A former employee of one Teen Help facility went to authorities with complaints regarding the treatment of children. According to this individual, WWASP has since threatened to initiate a lawsuit against this person but offered to "make it all go away" if the complaints were retracted.
3. Several people who have submitted statements to ISAC have also reported being threatened by WWASP/Teen Help officials.
4. In a letter written by Robert Lichfield and received by a former staff member, there appears to be an implied threat of a civil suit if the former staff member does not agree to "clarify" how they "really" feel about a particular facility.
5. In a document dated April 22, 2003, an individual is warned in the following way: *"Letters to the Ministry or to individuals that are not supportive of Dundee and Mr. Lichfield, place you in a dangerous situation."* The document is signed J. Ralph Atkin
6. "tried to make us sign a contract saying we didn't want anything to change and told us we had to sign the contract or we would be sent to Jamaica." (Former student of Dundee Ranch - Charleston.net.news)

**ISAC Note: A message posted to the WWASP internet bulletin board supports this claim. The message was posted by WWASP President Ken Kay and appeared as follows:**

*After Narvin was arrested and taken off in handcuffs in front of the students, the students were upset and chaos erupted again. At this point with the Director no longer at the facility, we feel the students need to move from Dundee. We feel this is a tremendous injustice, but right now that is immaterial. We need to get your children in a place where they can move ahead and get beyond this situation.*

*Our proposal is that we send the students to either another WWASP School, home, or any other alternative. The WWASP options, other than Tranquility Bay, would only apply to students who signed the commitment letter and would sign a new one at the other school. None of the WWASP Schools except Tranquility Bay could handle totally resistive students right now with the added numbers. Tranquility Bay would be the only option for students not willing to sign a commitment letter or for those who wish that experience.*

*There are four WWASP Options: Spring Creek Lodge, Academy at Ivy Ridge, Casa By The Sea and Tranquility Bay. Spring Creek Lodge and Academy of Ivy Ridge can take only a limited amount of students. They have offered to help parents from Dundee with a reduced rate of \$2,490 per month. Casa By The Sea and Tranquility Bay are willing to take students at Dundee rates.*

*Again, we understand that none of these options are the ones you or us wanted, but it is the best we can put together at this point.*

*Narvin will continue to need your on going help and support to overcome this great injustice. My experience of Dundee was it was a special place for struggling teens. There are, however, great evils out there trying to stop good works.*

*Please make arrangements for your child's flight from Costa Rica and coordinate it with Dundee 011 (506) 428-7000 or [director@academydundee.org](mailto:director@academydundee.org)*

*To transfer a student to another WWASP school:*

*Contact your Parent Coordinators, Nona or Trudy [nona@WWASP.com](mailto:nona@WWASP.com) or [trudy@WWASP.com](mailto:trudy@WWASP.com) for an Enrollment Agreement and logistical information. Please note that Nona and Trudy will send out the Enrollment Agreement by email on a first come, first serve basis first thing Friday at 9 a.m. MDT.*

*Ken Kay  
President*

## Alleged Failure to Provide a Proper Education

***In the opinion of ISAC, children are not receiving an adequate education in many facilities that fall under the WWASP/Teen Help referral umbrella.***

1. “the schooling was virtually non existent it was more like read a chapter in silence and take a quiz that were common sense things.” (Excerpt from a statement submitted a former student at Casa by the Sea.)
2. In 1998, the Northwest Association of Schools and Colleges placed 2 Teen Help/WWASP schools in Utah on “warned” status. Browning Academy in La Verkin was placed on “warned” status in 1997 as well. Northwest said the status would remain until improvements are made in the areas of certification and curriculum. According to Northwest, Majestic Ranch Academy in Randolph, Utah had “problems” with its curriculum, did not keep the library open, the school budget was inadequate, and the staff did not meet certification requirements – a concern for 3 years. (Salt Lake Tribune)
3. In a conversation with ISAC, one parent reported that their child entered Tranquility Bay as an eighth grader on the eighth grade level. Upon leaving the program, the child was tested and scored on the fourth grade level.
4. According to a parent, after spending 13 months at Carolina Springs Academy, his son required academic instruction in order to be at the grade level appropriate for his age.
5. ISAC has received a report that staff members at Tranquility Bay recently destroyed college correspondence course material belonging to a student who had graduated high school. The educational material had been provided by the child’s mother.

***While conducting research for this report, ISAC discovered 8 additional claims from students and parents regarding alleged deficiencies with the education provided at WWASP/Teen Help facilities.***

## Alleged Pattern of Abuse

***In the opinion of ISAC, facilities that fall under the WWASP/Teen Help referral umbrella have shown a disturbing pattern of what many US States define as “abuse.”***

### **Sunrise Beach, Cancun Mexico**

In May 1996, Mexican police raided Sunrise Beach, a Teen Help compound. Mexican authorities conducting an inspection of the Cancun school, found 41 girls who lacked proper immigration papers. Most were American.

They also found a 3-by-5 1/2-foot isolation room where girls said they were held for rule violations.

Investigators accused the school's directors, Steven and Glenda Roach, of illegal deprivation of liberty and operating a youth shelter without proper permits. The St. George, Utah, couple was ordered to report regularly to authorities. Instead, they fled Mexico. The compound was closed.

### **Paradise Cove, Western Samoa**

In September 1998, the State Department received “credible allegations” of abuse occurring at Paradise Cove, a Teen Help facility that is still listed on several Teen Help/WWASP promotional websites.

According to the State Department, “The abuse alleged to have occurred includes beatings, isolation, food and water deprivation, choke-holds, kicking, punching, bondage, spraying with chemical agents, forced medication, verbal abuse and threat of further physical abuse.”

These allegations were made around the same time that 17 year-old Corey Murphy left the facility.

Corey had been in Teen Help facilities for 22 months, most of which he spent at Paradise Cove.

During an argument in which his mother threatened to send him back to WWASP, Corey killed himself. (Source: Rocky Mountain News)

According to parents and guardians of former students, the facility used fake court-orders to force students to remain in the program after they turned 18.

## **Morava Academy, Czech Republic**

In November 1998, Czech police raided Morava Academy, a Teen Help facility, after receiving a tip from a former employee that teens often were handcuffed and had to lie on their stomachs, sometimes for days.

They also reported that children were tied up and kept from using the toilet. The same Utah couple - Steven and Glenda Roach - was charged with cruelty to people in their custody and with curtailing the students' freedom of movement.

Morava staff member Hana Simonova told a Czech newspaper that staff members were encouraged to punish the children as often as possible because the parents were charged a fine for each rule violation.

Glenda Roach left the country under a medical waiver. Czech officials at the time said her husband apparently skipped bail and could face an international warrant.

Original member of WWASP, J. Ralph Atkin, was the majority owner of Morava Academy. Atkin also owns Eurosky Airlines, which provides special flights to European cities, including Vienna, Austria – just 2 hours from Morava Academy.

When Morava was closed, most of the students were transferred to Carolina Springs Academy, located in South Carolina. Narvin Lichfield - currently being held in Costa Rica while authorities investigate possible abuse at Dundee Ranch - was then – and still is – the owner of Carolina Springs Academy.

## **Brightway Adolescent Hospital, St. George Utah**

In March 1998, Teen Help closed Brightway Adolescent Hospital in St. George, Utah, after state investigators found it in violation of several regulations, including the failure to report alleged abuse of a child transferred there from another Teen Help facility.

Officials also found that Brightway appeared to be “rubber-stamping” recommendations that teens be sent to overseas facilities for long-term placement. Investigators analyzed the records of 14 recent patients. They found that a form letter had been sent to the parents of all 14, saying that their teen needed “12 months or more in the residential treatment program in order to fully internalize the changes he needs to make.”

“We looked at some of the patient care plans and all of them were identical,” said Debra Wynkoop-Green, director of the Utah Department of Health's bureau of licensing.

Jay Kay (Current Director of Tranquility Bay, Jamaica) says he was originally employed as a psychiatric technician at Brightway Hospital, although a former patient of the

hospital has stated that Jay Kay was a “guard.” Jay Kay eventually became the hospital administrator.

When authorities closed the facility, his father Ken Kay was administrator.

Ken Kay is the current president of Teen Help/WWASP.

### **High Impact, Mexico**

Authorities in Mexico closed High Impact in 2001. Former students of the boot camp compound have reported being locked in dog cages for up to a week. They also report being hog-tied and left in the sun for day at a time. A student also alleged that a staff member repeatedly slammed his face into the ground, causing his teeth to tear through his lips. (Tico Times)

***ISAC Note: We have received reports that this facility may have reopened.***

### **Academy at Dundee Ranch, Costa Rica**

May 22, 2003 Costa Rican child welfare authorities entered the Teen Help compound, Academy at Dundee Ranch, and removed all the children.

Officials have stated that they have evidence of physical abuse, unsanitary living conditions, and human rights violations.

ISAC has received statements from survivors of Dundee Ranch, verifying these allegations.

Director Narvin Lichfield and his wife were arrested and have been ordered to remain in Costa Rica while the investigation continues.

The Prosecutor reportedly is looking into allegations that Lichfield was detaining children against their will and forcing them to say they wanted to stay at Dundee Ranch under their own volition.

The Prosecutor is also reportedly investigating allegations that Lichfield was attempting to ship kids off to the World Wide Association of Specialty Programs’ (WWASP) behavior-modification program in Jamaica. – (Tico Times)

As noted in other sections of this report, Narvin Lichfield is the owner of Carolina Springs Academy, another Teen Help facility located in South Carolina.

Carolina Springs Academy has been investigated for alleged abuse and Narvin Lichfield has been banned from entering the facility.

## Alleged Obstruction of Justice

***In the opinion of ISAC, WWASP/Teen Help principals have encouraged the parents of students currently enrolled in WWASP/Teen Help facilities to interfere with possible official investigations into allegations of child abuse.***

The following message was sent from Jay Kay's email address to parents of students in WWASP/Teen Help facilities on May 25, 2003 - within days of the closure of Academy at Dundee Ranch.

*"We would like to send our support and prayers to Academy at Dundee Ranch staff, students and parents. While I have not been through an experience such as this my heart and the hearts of our staff go out to all of you.*

*We have seen some articles in the media that could cause different agencies such as The State Department to wonder if they should have concerns about our school. So far we feel we have a great working relationship with the Embassy in Jamaica and we would like to ask every parent for your assistance to prevent any major concerns from The State Department to develop.*

*Please send an e-mail to Ian Brownlee, Chief Consular General for the Northern Hemisphere. The e-mail address is [brownleeig@state.gov](mailto:brownleeig@state.gov)*

*The email should cover these points:*

- 1. Your support and experience of TB;*
- 2. Your desire and expectation that your child's progress not be disrupted because of the opinions of the press or the few. If there are Parents who do not like TB by all means they should move their child somewhere else, but this shouldn't affect your child, as this is the program you want for your child;*
- 3. Your desire and need to have The State Department assist and play their part in upholding Article #5, of the United Nations Convention on the Rights of Children. (The Parent's right to provide direction to the child)*

Please cc to: [jktrb@cwjamaica.com](mailto:jktrb@cwjamaica.com) and your CONGRESSMEN AND SENATORS. To find the e-mail addresses of your Representatives please go to: <http://www.house.gov/writerp> for your Senators please go to: [http://www.senate.gov/general/contact\\_information/senators\\_cfm.cfm](http://www.senate.gov/general/contact_information/senators_cfm.cfm) and enter your information and you will find the e-mail address.

We believe this will assist Mr. Brownlee and others understand how important TB is to all involved.

Thanks and Love,

Jay

**Another email, sent the following day, invites parents of Dundee Ranch to get involved in a possible suit against Fernando Vargas, the prosecutor in charge of the case in Costa Rica:**

**Subj: Supporting Dundee**

Date: 5/26/2003 12:16:20 PM Pacific Standard Time

From: [feedback@WWASP.com](mailto:feedback@WWASP.com) (World Wide Association)

To: [withheld by ISAC]

Dear Parents,

Narvin asked me to e-mail this information to you:

One of the parents have offered to finance legal proceedings against Mr. Vargas for child endangerment and dereliction of duty. Mr Vargas' responsibility is to protect, maintain the peace and enforce the laws. Not only did he give permission for students to break laws, ( vandalism, assault, breaking and entering, and theft ), but he would not let law enforcement or anyone else intervene to stop the crimes, maintain the peace, or to protect persons or property. This is the clearest form of dereliction of duty ever seen.

Anyway, this parent has offered to finance legal proceedings against Mr. Vargas and possibly the Costa Rican Government on behalf of the parents. He is not looking for anyone to help finance it, (he has offered to fully finance it) but wants to list as many parents as plaintiffs as possible. So if you would be willing to join in on this, please e-mail Narvin at [narv@mail.academydundee.org](mailto:narv@mail.academydundee.org).

Sincerely,

*Dwan Serrano  
Office Administrator  
World Wide Association of Specialty Programs and Schools*

## Section 5: Misc. WWASP/Teen Help Promotional Documents

ISAC obtained several promotional packets from WWASP and Teen Help while conducting research for this report. The documents included are representative of those obtained. Portions have been highlighted by ISAC.

Two of the following documents clearly state that the various schools operating under the WWASP/Teen Help referral umbrella are basically the same in treatment methods and operations.

The third document is a list of recommended teen “transport services.”

WWASP/Teen Help officials have repeatedly claimed that the various “transport services” have no affiliation with the schools or WWASP/Teen Help.

ISAC would like to again note that Adolescent Services International Transport (ASIT) appears to operate in conjunction with Adolescent Services Inc., (ASI).

Adolescent Services Inc. is owned by Narvin Lichfield, also the owner of Academy at Dundee Ranch and Carolina Springs Academy.

ISAC would also like to note that the list of recommended teen “transport services” clearly states that Second Chance Transport operates from Spring Creek Lodge.

Spring Creek Lodge is a “specialty school” currently operating under the WWASP/Teen Help referral umbrella.

Cross Creek Programs Admissions  
1-800-818-6228

Dear [ISAC Investigator]

Thank you for inquiring about our schools and programs. We are responding to your request for information. The schools and programs you inquired about are members of the World Wide Association of Specialty Programs and Schools. We at Crosscreek Admissions represent ten different schools that vary in price based upon environment and location. All of the programs and schools offer a similar, quality program which consists of, TASKS seminars, daily group feedback, daily emotional growth courses, behavior modification, and a fully accredited academic program.

At Cross Creek Manor for girls and Cross Creek Center for boys the student will have daily group therapy, individual therapy, and family therapy, all with the same therapist. Parents are also asked to attend and get involved in seminars and workshops at no additional cost.

Our student population consists of great kids that were making poor choices. Most of these students come from great families who have tried everything they know to get the student back on track, but the child continues to make poor choices

Cross Creek Admissions can enroll your student in any of the listed programs or schools.

One of our enrollment counselors will keep trying to reach you by phone. To learn more about the World Wide Association of Specialty Programs and Schools, please feel free to call or email us at 1-800-818-6228 [jeni@crosscreekprograms.com](mailto:jeni@crosscreekprograms.com) We can answer your questions, complete the pre-assessment, mail you additional information, or make an appointment for you to tour the facility of your choice.

Thank you again for choosing Cross Creek Programs Admissions

[Jeni@crosscreekprograms.com](mailto:Jeni@crosscreekprograms.com)  
M B

----- Original Message -----

From: "Dina Dalton" <[dinad@teenhelp.us](mailto:dinad@teenhelp.us)>

To: [ISAC Investigator]

Sent: Tuesday, June 03, 2003 3:55 PM

Subject: Teen Help/WWASP Responding To your Teen Issue- Dina

Dear [ISAC Investigator]

Thank you for your interest in our programs for your daughter. Your informational packet is on the way.

Our programs are virtually the same, following the same format. They vary only because they may be culturally different, tuition, location and flavor of each school. Therefore, I would like to know more about your daughter to better direct you. Feel free to call me with your questions.

I have attached preliminary material for your review which gives clarity to what we do.

Sincerely,  
Dina Dalton, Family Admissions Counselor  
Teen Help/WWASP  
800 637.0701 ext 102  
435 703.1124 On Call Cell  
[dinad@teenhelp.us](mailto:dinad@teenhelp.us)

SEE US AT: [www.teenhelpvideo.com](http://www.teenhelpvideo.com)

Date: Mon, 7 Apr 2003 16:36:38 UT  
From: Jane Hawley  
To: [ISAC Investigator]  
Subject: Transport Services

Dear [ISAC Investigator],

As a service to you, I am providing you with a list of approved Transport Companies that can safely escort your son to the program of your choice. Neither Teen Help nor myself hold any responsibility or liability for these companies. You need to determine which one you feel most comfortable with. We strongly suggest that you call at least two or three of the companies listed, as prices and services may vary. They can act within 24 hrs if needed.

ASIT (Adolescent Services International Transport)  
1-888-212-7286

INTERCEPT TRANSPORT SERVICE  
1-800-204-0005

TEEN INTERVENTION SERVICES (Certified Counselors)  
Evan Malmuth 1-888-975-7283

TEEN ESCORT  
Kendra Moore 1-800-322-3094

TRUSTING HANDS ADOLESCENT SERVICES  
Natasha B. Harris 1-877-924 2637

SECOND CHANCE TRANSPORT  
Gary Witt (based at Spring Creek Lodge)  
1-406-827-9822

HELP OUR TEEN ADOLESCENT SERVICES -  
Chuck Thompson 1-877-634-9415 24/7

Please let me know if there is anything else I can do to assist you.

Sincerely,

Jane Hawley  
Admissions Coordinator  
TEEN HELP

## Section 6: Supplement

### Academy at Dundee Ranch, Costa Rica

On May 22, 2003, Costa Rican officials entered the facility after receiving complaints of abuse from a former employee. The school was subsequently closed, and owner Narvin Lichfield was arrested.

Mr. Lichfield, now out of jail but being held in Costa Rica while authorities continue their investigation, has repeatedly stated that he hopes to re-open the school in August, 2003.

Upon reviewing statements from former students and their parents, it is our opinion that, like Tranquility Bay, the methods and policies utilized by Academy at Dundee Ranch violated the student's constitutional and human rights.

***It is the opinion of ISAC that Academy at Dundee Ranch must not be allowed to resume operations.***

The following statements are from a former employee of Academy at Dundee Ranch and recent students of the school, some of whom were present when the facility was closed.

Some names have been withheld by ISAC.

## Academy at Dundee Ranch Statement A: From the Mother of a Former Student

This is the account of my experience with the Academy at Dundee ranch, of the World Wide Association of Specialty Programs and Schools (WWASP) also know as Teen Help.

I have a son, 17 now, who got involved with drugs and all the worrisome stuff that goes hand in hand - Failing, stealing, running away, being expelled and put in the school for 'hard cases.' Until the drugs, he'd been a great kid. Everybody likes him. He has a lot of sterling qualities, but it got to the point where they were seldom evident, and we had reason to fear for his future and even his life.

Enter WWASP and Teen Help. I found them on Lon Woodbury's web sight, Strugglingteens.com. I called both 800 numbers, as they have different numbers. I talked to two different ladies who both told me how wonderful their program was, and how it was the very best thing I could possibly do, and how perfect it was for [my son's] situation. Both sent me a packet of info, which covered all the same programs/schools. The material was all very nice. Video tapes of happy families reunited by 'the Program.' A booklet of parent and student testimonials, all wonderful and glowing. As a worried and frustrated parent, when you read this stuff, its like finding a light in the darkness. All of a sudden there is hope where before it seemed hopeless.

I ask a million questions. For a couple months after first calling them, I tried various other useless things at home. Now and then, I would call with more questions. I was very nervous because I was considering the school in Costa Rica. This was the only one of the bunch I felt I could afford. I had just inherited my father's estate, and was trying to figure out a budget that would allow me to pay for the school for at least 6 months - which is what I had been told was a reasonable time to expect for Program graduation. Graduation being the all important goal. Tuition is 2000.00 per month + 95 for incidentals + doctors fees and mail fees and many other fees that aren't disclosed up front. This is around 1000.00 per month less than the WWASP schools in the states.

The material they sent me was just beautiful. It seemed like a wonderful place, where the boy could get sober, get caught up in school and get to work building the strength of character he'd need to overcome the drugs. It was so nice in fact, I took it to [my son], and asked how he'd like to attend school in Costa Rica. It was so pretty and sounded so good, he thought about it. When he decided no, I hired an escort. This is commonly done in situations like ours, when you want to get a kid to these schools. It adds to the expense, but I saw no other way to get him there, and had been convinced it was what we had to do. And so, [my son] was picked up in the wee hours of the morn, in mid April, 2002, and flown to Costa Rica in the company of Strawn Escort Services.

(2)

In the WWASP programs, the parents are not allowed to talk to the kids until the kids reach level 3. This hadn't really alarmed me, as I was under the impression it wouldn't take long for my son to reach level 3 - levels 1 and 2 being for the very newest kids, and progressed threw rapidly. They had this thing about how the kids need to earn the privilege of talking to Mom and Dad. It seemed to make since. And besides, I didn't think I wanted to talk to him to soon. I fell right in line.

When I got his first letter, it was just pitiful. I had been warned it would be. I had been warned about how the students are angry and desperate and how they manipulate the parents with lies. It seemed to make sense. But he was hungry. The letters arrived two or three at a time, on Tuesday or Saturday maybe. He always said how hungry he was - starving - all the time. This got to me. I started asking questions and was told - well, drug addicts, you know, they are always eating junk food, snacking all the time on junk, and they get here, get three meals a day - but no snacks and no fatty surgery junk, and so for awhile, they do feel hungry. It seemed to make since. Then came the complaint of Beans and rice. Always and nothing, but beans and rice. So whats up with this, I ask - By this time, I had become active on the bulletin board WWASP has set up for program grads and parents (the BBS) This was the first question I posted that got the typical response - "Trust the Program! What do you care if he is sick of Beans and Rice - He got himself there - Just Trust the Program." I was told it was a manipulative lie. Then I was told, it was true - but only if a student was in worksheets - then all they got was beans and rice. This was to help encourage them to stay out of worksheets. Well, that didn't seem so bad. [My son] maintains however, when not in work sheets, it is still beans and rice - but now and then they'd get a piece of fruit. I later found out food is part of the reward system - when they make level 3, they can have juice - and by then their real glad to get it. I have an opinion as to why this is so, but what matters most here, is I was never informed prior to enrollment, there was ever any kind of diet restriction.

I want to mention the seminars. The importance of these seminars can not be overstated. I was told there where a series of emotional growth seminars that were an important part of the program. I was also advised, the parents were required to attend at least the first seminar to be able to take part in Parent Child I and II weekends. The seminars are the base all the rest was built on. I didn't like this much. To be honest, at first it was a monetary thing. The parent seminars are all on the coast somewhere, and we are not. This was going to add to the expense in a considerable way. But I had figured on it when working out my budget and felt I could swing it. I felt I understood what it was for - learning about the issues that get a family in situations like ours and how to overcome them - something along those lines. I wasn't at first to alarmed.

(3)

I noticed on the BBS, whenever a parent posted some concern or worry about the Program, advice came in posts by the dozen - Trust the Program! Get to Discovery (the first of the seminars) as fast as you can! Also, if it was anything one might find truly upsetting, they where told what liars the kids all are. How they sit around and think up these things trying to manipulate their parents. This was the explanation given when

several kids happened to write about the same disturbing subject - they have conspired to manipulate us/you. It was just automatically assumed to be lies. Anyone with doubts was advised to get to Discovery right away. The rancor that was posted in droves toward anyone who dared to dissent was enormous. It tended to shut them up. And if they kept on, they were booted from the board, for not being supportive. The BBS is all about support, and if you raise upsetting questions about the Program, you don't stay on it long. It was what I was reading over and over on the BBS, that first started me thinking something was wrong. I was alarmed at the Blind faith so many had in 'the Program'. I am aware, people in general are skilled manipulators and teenagers are no exception. I could believe some of what the kids reported was false - but had trouble believing it was ALL lies, especially when the same alarming reports were repeatedly made, by differing students from differing schools in the WWASP web.

I was also upset by how common it was for parents who had been in the program awhile, and been threw all the seminars, to advise new and worried parents to ignore their child's pleas, to not write back, or to write and tell them what a good time they were having. It was common to read advice to take a vacation, and write and tell the program kid how much fun the family was having with out them. It seemed mean spirited to me.

I had begun to be very uneasy about Discovery, and was dreading it. Just before I was to go, I found a different placement for [my son], and moved him. In August, I had him flown into Miami, met him there and flew out to Utah and met a man who has been an absolute God send. [my son] has been at Abundant Life Academy, since August of 2002. Craig and Wendy have been more helpful and supportive than anyone else in my experience, and thats saying a lot. But thats another story.

Now, I'd like to give an account of the various ways I feel I was defrauded by WWASP / TeenHelp. First, I'll go back to the issue of the students diets.

The students diets are restricted. The parents are Never told this. But the diet restriction is so important, [my son]'s family rep, Daniel, was reprimanded for letting his boys eat fruit from a mango tree; and another time, for buying a boy a birthday cake. I believe I now understand why ; But what ever the reason, its an important policy the kids don't get anything extra to eat. What I was told, was what was in the glossy brochure; The food wouldn't be as good as what they are used to getting at home, but that it was wholesome and healthy.

(4)

They even bragged about having retained the chef from Dundee's days as a resort hotel, and so had really well prepared meals. It was in no way explained to me my son would be kept hungry; That food was used as a reward, or that the chef only got to use his skills with beans and rice.

Then there are the actual methods used to modify the student's behavior. There is a place of punishment I was never told about; And judging from the response on the BBS when I

asked about it, I don't think any of the parents have a clue. It is O.P. (Observation Place). No one had mentioned anything about this to me during enrollment. During enrollment, all one is told is, its a points and levels based system. The students gain or lose points based on how they do - and gain or lose privileges based on their level and points.

No one mentions O.P. What O.P. is, is a small concrete room. Students sent there are to remain on their knees, face to the wall, hands behind their backs, for 12 hours at a time! For days at a time! Turn you head in OP and you get restrained. Speak and you get restrained. Ask for a bathroom break, get restrained.

The point system sounded good to me, as it was explained prior to enrollment. But I have come to believe, it is used more to stress and intimidate a student than to help them learn about accomplishment. Points can be lost for any and no reason at all; and can be taken by any staff member or upper student - who can and do make up new rules to suite the occasion. This, was not explained to me. And as you can imagine, it tends to make graduation difficult. And as you can imagine, it tends to keep the students stressed.

Restraint. I was told restraint is sometimes used. I know, at times, when working with troubled kids, restraint is needed. However, The restraint [my son] described to me, and that is described over and over by others who've been in this Program, is brutal. Extremely brutal. And very common, as opposed to very rare, as I was lead to believe. Nor is there any attempt to avoid injuring the kids. [My son] tells me, the kids are told, they (the staff) can break one bone during restraint with no reprisals, as all the parents had signed papers to that effect. I assure you, I never signed anything granting my permission to break my son's bones! Students are routinely restrained for such things as looking out of windows, or smiling, or speaking. This, they do not explain to the parents!

Beating. My son tells me it happens. A lot. Every day. I was shocked when [my son] told me this, but I have no reason to doubt him. He had been away from Dundee for many months when I ask him if he ever saw anyone beaten. He had no need to manipulate me with a lie. He hadn't mentioned it, until I asked about it. Poor kid thought I knew, based on the story he was told, that I had signed a document absolving the staff from braking his bones. I was never told during enrollment the students where routinely beaten.

(5)

The kids sent to these schools can not call home. The parents can not call them. When they can - the calls are monitored. If they are 'negative' or 'manipulating' they go to OP. So they tend to keep there mouth shut. The parents have, by the time they can speak with their kids, been threw Discovery. They are confident the kids are masters of manipulation, and don't believe them. Mail is screened. Letters get lost. For instance, I never got the letter in which [my son] described O. P. Unfiltered communication between parent and child is impossible. This isn't explained. I was told the mail was monitored, but only to keep unapproved people from writing. I was never told his letters to me would be held or monitored, but they where.

The time given as an estimate to graduation was a farce. Its Never a matter of months - but always Years. Two seems to be the average. Some kids grow up in these places. The length of time before a phone call home is allowed is also greatly underestimated. It seems impossible to do until after the student has been threw Discovery. It can take Months, and most often does. I was allowed to believe it would be a matter of a few weeks.

Another issue for our family is the attempt at indoctrination. I had assumed a strong Mormon presence, as WWASP and Teenhelp are based in Utah. I asked about it. It 's an important issue for our family. I was assured no one particular faith was taught. It turns out, at Dundee, they do in fact use the students as a captive mission field. [My son] told me of an occasion when he was invited to a Sunday Morning Bible study. When he arrived, what they past out, was a Book of Mormon, not a Bible. He made it clear he had to go. They told him he couldn't as there wasn't anyone to escort him back to his room. But (and I'm proud of him for this) he wouldn't relent. He kept insisting he had to go, he couldn't be there. They finely got him someone to walk him back to his room. He also told me he was very glad I sent him so many books to read, as oftentimes, if a student didn't have a book to read, they had to read the book of Mormon. Dispite the fact I asked about this very thing, I was not told the truth, that students are presented with the book of Mormon, and encouraged to read and study it . Again, for my family, this is a serious issue.

To summarize, I was lied to and grossly mislead, as to what kind of place I was sending my son. WWASP took advantage of the fear and worry about my son to manipulate me. Their representatives grossly exaggerated the good they had to offer, and compleatly ommited the alarming and disturbing aspects of the kind of behavior modification they pratice in their Program.

I would never have knowingly sent him to where I knew he would be kept hungry, restrained for behaving in a totally normal way, or where he would be beaten, or have to routinely hear others beaten. I would never have considered a school with such a thing as the O. P. room. And as for the school; I was told it was fully accredited.

(6)

This wasn't so. It wasn't accredited until sometime after [my son] arrived, and much of the work he did was wasted time. Also, I was lead to believe there where teachers, but there where not. It was strictly computer classes, where no actual 'teaching' went on.

I was lied to and manipulated by WWASP and TeenHelp. I was defrauded out of something close to \$20,000.00, which is what the Program has cost me.

I don't know how to put a value on the mental and emotional pain of learning what I had subjected my son to.

## Academy at Dundee Ranch Statement B: From a Former Student

I entered Dundee Ranch Academy of Costa Rica in the month of April of 2002. My name is [withheld by ISAC]. My mother sent me to Dundee Ranch Academy for drug abuse and to rebuild a relationship with my family. It didn't take very long for me to realize how harsh and strict the program was. I couldn't understand the concept of rules like not being aloud to speak to one another. How am I suppose to deal emotional issues if I'm not allowed to talk? Wheres the sense in that? Even in prisons the residents are allowed to speak with one another. What had I done that deserved to have my privilege to speak taken? At Dundee Ranch they had different punishments for these unnecessary rules. One was "worksheets." It was extremely easy to receive a day in worksheets. In worksheets you eat a plate of beans and rice for your meals. You sit in a chair facing the wall in a little hot room forced to write three thousand words or more depending on the violation. I myself once spent four days in worksheets having to write 54,000 words. On top of that I spent a week in Observational Placement. "O.P." This punishment could be days to weeks to months. Ive seen kids waste a full month in this place. It is a concrete room where you sit in three different positions for 12 hours a day and once again you eat nothing but beans and rice for every meal.

The positions were sitting Indianstyle, standing, or laying on your stomach. Always having your hands behind your back and facing the wall. If in "OP" you violated these positions you were most likely open to be restrained. I saw kids in "OP" go threw exercise where the Jamaicans would make them do jump n' jacks until they fell to the ground and cried. I often heard kids screaming and begging for who ever to stop hurting them. Even though I wasn't in "OP" to see the abuse a lot of the times, hearing it can also go a long way. The emotional abuse to me is indescribable. I once stopped Mr. Kenny the Director at the time, and told him I wanted to talk to someone and needed help. He responded by saying " There is no more help boy, your ass is mine." He then turned and walked away. All these things were emotionally hard on me. Physically, concerns for my condition were thrown out the window. For four months I was put in a storage space which was called the "Bat Cave." It was about the size of a large closet. Twelve kids could be put in this small space. Literally kids were on top of each other. Living conditions were grossly over crowded. One time a kid got pink eye. After a week a third of the kids had it. I was fed hardly anything mostly beans and rice. I entered the program at 143 pounds. When I left I weighed in at about 120 pounds. In only four months. Talk about eating light. For those looking to lose weight try eating only three small meals of rice a day , and if you get hungry throughout the rest of the day drink from your bottle of water. I once got a ear infection in my right ear. It got so bad that it hurt when I swallowed. I told the staff but they never did anything for me. Some didn't even understand because they didn't speak English. The administration acted to important to talk to me. After a month I saw the doctor. He gave me ear drops and it took weeks for the ear to stop hurting. I now can notice that in my right ear I've lost some hearing. I only notice it though when wearing head phones. I also once got very sick at night and started vomiting and having diarea which was followed by a full body rash. I staggered out to the night staff who saw my condition and called the nurse. She hooked me up to an IV and

gave me a shot, then sent me back to bed. I was told I had the Costa Rican flu. When I wrote my mother emails about the situation they were for some reason mysteriously never sent. She eventually received a written letter about it from me a month later, and when she asked why she wasn't told about it they said it was only a small allergic reaction to eating a tomato. WHAT Tomato? This was blatant lying and manipulation to a parent. I no longer cared about what I said to my mother because they would always be there to disprove me. I became institutionalized and had no concept of local and world news, or time. Every day was the same. Nothing ever changed. Events could take place and a week later you couldn't remember when it happened. I had only spent four months in this place and my mind was traumatized by these things. I feel great sadness and sorrow for kids who've spent a year in this place. For my friends and other kids who were still in there when I left, I just want to say I never stopped praying for you.

## Academy at Dundee Ranch Statement C: From a Student Present During the Riot

During my two and a half month stay in Costa Rica at Dundee ranch academy I have seen many cases of mistreatment and abuse placed towards the students that attend the academy, many of which could have been very easily avoided if the government was doing their jobs and stopping all of this nonsense the moment it was brought to their attention but that didn't happen instead they decided kids are in programs for lying and even when the evidence is in front of they're faces, they chose to claim they were blind. If people were doing the right thing and actually doing their own jobs, none, and I mean none of this would have happened. I am and will get my point and opinion across to you - I am absolutely furious that this had happened, it is not just NARVIN LICHFIELD's fault this is the people who let this pass, any one who has seen some one hit, yelled at in a violent way, harm a student in any way shape or form, and not say a word about it ,should have to pay the price even if its as high as Narvin's. The reason why this makes me so angry is because the U.S. embassy has known for as long as this so called academy has been opened that there has been cases of abuse, tempted suicides, food poisoning and other serious mistreatments and I doubt any thing has been reported.

I have seen Conrad hit throw and choke students. I witnessed Conrad hit [a female student] and then she had fallen to her knees crying. The nurses give us many shots and pills for unknown reasons. After the riot I was given two small white pills. Our food there is not worth eating; there were bugs, bone, plastic, and rocks in our daily meals. The showers I would have to say are the vilest; there was always dirty cloths, mud, garbage in the shower stalls, I have even opened my shower to find human feces inside. The showers are rather cold and it doesn't help out much when my skin is filled with oil from smelly gold soap (soap that's not anti-bacterial). I was sent to o.p. a lot, I had to stand for hours with two minute brakes in between each half hour. When you're in o.p. or worksheets you get less food in your meals than everybody else receives. I've never been restrained but I have seen others be restrained. At least every other day, you hear screams from [name withheld], a fourteen year old boy, who was always being restrained. Everybody calls him [name withheld]. He has marks and bruises up and down his arms and legs from being "restrained." These people take advantage of calling it restraints it's more like beating the kids, people who work there try to cover everything up with lies and bribes. Most of the time after being restrained kids get thrown in the pool, its kid of a sick game they watch the kid try to swim - you see after being restrain all of the muscles in the arms and legs has been stretched so the muscles are very stiff. They didn't take care of any of the animals there either they had dogs with ticks running around and cats with some disease with blotches missing from their necks and backs. The smallest dog that was always running around was picked on by the boys, they have thrown him in the pool and swings him in circles by his legs and drops him on his back. Staff has given other kids permission to restrain other kids who were in the lower levels. On the last days I was there they had upper levels trying to keep the kids in order and they were beating kids with sticks and hitting them in their faces. I hated Dundee. During the riot the staff allowed other students to take my belongings.

## Academy at Dundee Ranch Statement D: From a Student who Left the Facility Shortly Before it was Closed by Costa Rican Authorities

I entered Dundee Ranch Academy in Costa Rica in May 2002. I was sent to the program for abusing drugs and having a poor relationship with my family. I noticed the program was very strict but was determined to work it to try to better myself as a person but I gave up on myself when I was dropped from a high Level 2 with 1500 points to Level 1 0 points because I was wearing 2 shirts when I had permission because the fabric was bothering my skin. I was given a Category 4 "Layering". They don't let kids layer because they think that they will try to run away. When I was given the Cat 4 "Layering" I was sent to Observation Placement for 3 days. While I was in Observation placement I was restrained for my first time. I turned my head while I was laying face down with my chin on the ground and one of the staff named Mr. Kenny came in and put his knee in my back and put my arm behind me and started pushing it up until it touched the back of my head .I had so much pressure on my back that I couldn't breathe. From that day on I really found what the program was about. A week later I was in the Family Representative office and I saw a list saying ten rules for family reps. Rule # 1 said to always talk on the offensive side with your family. Rule #2 said to always keep parents away from the facility. Rule # 3 said to always encourage parents to have their kids graduate. I was in the program 11 months and only saw one kid graduate the program. I don't feel that a kid has to graduate the program in order to change his/her life. I left the program on Level 1 while in Observation Placement and feel that I have changed my life a lot. While in Observation Placement the food is Rice and Beans for every meal. That is the same thing with a place called worksheets. They send you to worksheets for talking or breaking little rules. They have categories from 1-5. Cat 4's and 5's and you have to do time in Observation Placement. I've walked around the pool at Dundee Ranch Academy for 2 weeks straight before because I didn't want to stay on silence and cooperate with the program. We would have exercises/punishments where they would make us squat with our arms out and I would start shaking. I would sometimes give up but then I would get restrained by the Jamaicans until I agreed to continue on with the punishments. I would get so much sun on my back that I would have blisters and couldn't sleep. I slept in a "Batcave" with no A/C for 11 months. It was very hard to sleep at night because of the heat. The heat was from the other bodies around us because we would sleep in a very small room with a lot of kids piled on top of each other. We once took a facility picture and Mr. Narvin Litchfeld told us to say "Money" while he took the picture. Once I was in Observation Placement and a kid named [withheld by ISAC] was put into the same room as me because he was stabbing his wrists with a big thorn that he found off a tree. I was talking to him and got in trouble from the staff. I told the staff that a kid like this doesn't need to be in here and he didn't respond. The US Embassy from San Jose did come into Observation Placement while I was in there and questioned me. I told them how things were being ran around here and they told me they were going to call my Dad but never did. I was really hoping that they would call him. One of my good friends [withheld by ISAC] was beat on April 1, 2003 so bad that he threw up on himself and urinated on himself. Later that day the President of WWASP Ken Kay came to visit and [the child] showed him what happened and Ken Kay took pictures of his bruises on his

back. [The child's] face was swollen for the next few days. Some of us went through a lot of abuse while at Dundee Ranch Academy, but I do have to say that my stay at Dundee Ranch helped me. I don't agree with the way they treated us at all. I feel that they could have done things differently and not try to intimidate the kids so much. It was scary for me at times being there. I left the program on April 16, 2003, on Level 1 Like I said, but I feel that I've come farther than a lot of other people who've made it farther in the program than me.

## Academy at Dundee Ranch Statement E: From a Former Student

I was sent to Dundee Ranch "Academy" late 2001 and spent 9 months there. I was almost 16 years old. At home, I was not doing anything with my life, but most importantly, I was refusing to go to school. My parents came to the conclusion that DRA was the best choice of a school, as the way that they advertised it, it was ideal for me. They thought that I was going to a school where I would learn Spanish, be in an accelerated academic situation, and have an opportunity to become immersed in a different culture that I had never experienced. Little did they know that DRA was not what they expected.

When I first got there, I was kind of in shock with what just happened. Imagine your whole life becoming flipped around, and becoming thrown into a situation where the only thing to keep you going was your own mind. Luckily I have always had a strong state of mind, and isolation had little effect on me, as I grew up in a rural area. I was the 9th boy to go there, and the place was not even close to being up and running. Within my first day, I was told that I had to work on the dorms. Keep in mind that the dorms at that time were a few hotel rooms, with a "hallway" running to the outside. There was no door to it, and was open to everything. In other words, we had a room in the middle of a construction site, in the middle of the jungle. During school time, every other day, 5 boys would go to the dorms and work on taking out these blocks of concrete with a pick and mallet. It took about three weeks of daily work to finish this. The thing that bothered me the most about this is the fact that kids were sent there, and for the most part had to build their own dorms during school time while the workers swept the floor and gave you little pointers on how to take chunks of concrete out. To give you a good idea of the kind of work we were doing, I got 3 decent sized scars on my hands from the concrete chunks flying off. Luckily our eyes didn't get hurt; no goggles were ever given to us to wear. We also worked on other buildings. It isn't the point that I didn't want to do the work, it is the fact that I was taken out of school for this, and that was one of the main reasons I was there, or so my parents thought. But anyway, on to the rest of my stay.

First I need to say how the chronological order of everything in your life gets quite twisted around, and there was no difference from one day to another. Its funny how when the weather relatively stays the same day in and day out, combined with a rigorous schedule, it can make you loose track of the order things happened when trying to look back. Everything in my mind is events, and not the typical story that the mind usually remembers things in. Due to this, it is sometimes hard to recall intricate details about things, but the general event is still there.

School when I got there for the most part was nonexistent. They had no clue what I was supposed to do, so they asked if I had taken health, and since I hadn't they gave me a book and some requirements. There were no teachers around, just the "family father," the person in charge of the group of kids. Luckily he used to teach English in the states somewhere, but when it came to other subjects you were pretty much on your own. The way the system worked, was that if you didn't understand something one of the other kids

could tutor you, but what if you didn't know that you didn't get something? There wasn't a teacher there to ask you questions on things and make sure that you understood the material. Luckily again, I had always been a fan of independent study, and I love to read. The school was perfect for me, yet other kids struggled. I could understand how hard for them it could be just having a book thrown at you and then being told that you have to learn this and pass all the tests. There were many kids there with learning disabilities. The one thing that got to me the most while trying to do school work, was the fact that if I looked up from my book into the swamp, where the school was located, I would get in trouble. School was two hours long with no breaks, and try concentrating on a school book for that long without being able to stretch or look around. All of these concerns were addressed at a later time, and things were set up to help you, yet they never worked out.

One of the biggest things that DRA stressed was the need for consistency in ones life. Wow, what a bunch of hypocrites. I don't think that the "setup" of that place stayed the same for a maximum of two months, IF THAT. A rule book was set up, but a few weeks later things were twisted around like crazy. On the rule book topic, here's what I found quite amusing: This book has all the rules on what you can and can not do, and what staff can and can not do. Sounds good. Somewhat like a constitution for the place, right? WRONG. One key sentence was placed at the end of every rulebook we got: ALL RULES ARE AT STAFF DISCRETION. Well, so much for the constitution idea... For example, kids must be present at school, no exceptions. Well, apparently there is a lack of manpower in Costa Rica, or money from the owner to pay them because kids were pulled out of school all the time to do work projects, myself included. That is just one instance. If I took every example of what was twisted around, you probably wouldn't be reading this letter right now, as I'd still be writing it.

Observational Placement. OP. By far one of the most heated topics in the whole WWASP fiasco. First off on this topic, I must say that I have never been placed in there, so I have no grudge against what goes on in there because I never got the brunt of it. On the other hand, I have seen what has come of things in there. I have never seen the famous "boot-in-the-face" incidents that I constantly here of on the anti-WWASP websites, but I have seen what has come of the events in there. To put it into an analogy, take the present conflict in Iraq. I'm sure you've seen the pictures of the bombed out buildings, and watched the live footage of Baghdad being bombed. Sometimes you couldn't see the explosions, but you could surely hear them. In other words, not being able to see the event doesn't mean that it never happened. The same thing applies to OP. If we heard something that was going on, we were not allowed to look. Turning your head would get yourself in trouble. The after effects for the most part point to what happened. I have never seen any slams, punches, etc.... but I have heard it and seen things from it. Things such as people's arms in slings, after having their arm jacked up behind their back to their ear. In the rulebook, it states that physical restraint (butt-kicking in other terms) will only be used if the subject is in a position where he will harm himself or others. Limited physical contact is supposed to be used. Yet as I said before, ALL RULES ARE AT STAFF DISCRETION. People would be "restrained" in OP if they wouldn't shut up, moved their position when they were not supposed to or for the

most part wouldn't listen to what the staff member was telling them to do. There are only two incidents where I have seen a kid in a position where he can hurt himself or someone else. One of them ended in a kid falling two or so stories while attempting to commit suicide, and the other with a kid smashing his head into a wall because of the extreme depression he was in. This is something that hurts to see. A kid with problems, not getting help, REAL help. I can understand the frustration that the staff members go through with a refusing kid, but shouldn't they be secure enough with their emotions before being in charge of troubled teens with no control of their emotions? As an "upper level" kid, I was often asked to watch kids in O.P.. I would use my kind of leadership, reasoning and logic. I was often put down for this. I was held back from advancement by this. I was expected to scream and yell at the lower levels. This was against my beliefs. I was in the Civil Air Patrol before I went to Dundee. This is a youth branch of the Air Force and I learned many different ways to lead. I was criticized with my way of leadership and told that it was not how you are to lead. This later bit me when I could not move up the levels because I didn't conform to what they wanted. I have learned in my not so many years, that you can get more accomplished if you lead in a civil and fair way, as opposed to screaming, threats and intimidation

Another heated topic that I hear a lot about is the whole mental abuse thing. I'm not sure what the actual definition of it is, but in my opinion, it happens quite a bit down there. We were offered no current events. I went to Dundee right after 911. History is a passion, and I was not allowed any contact with the outside world. This was abuse to me. In jail, you are at least allowed to read a paper. The only things I would learn, are from my parents on our calls. My parents complained, and we eventually got 2 year old reader digests that were donated. Some schooling!

We were not allowed to talk except during very restricting times. I understand the whole concept of it, and how it is supposed to keep the conspiring of lower level kids down (running away and other assorted "don't do's"), but have they ever wondered what a kid on a lower lever for a year or so goes through? I'm sure it sounded good on paper to them, but I bet Hitler thought his plans looked good too. In general, teenagers should not be placed in a situation where they are surrounded by 20 other kids, and they can't talk to them, let alone even use hand signals. I've seen many kids break down because this rule combined with many other rules is too much for them. Like me, not all of these kids were in that much trouble back home. Why were we in something that was worse than prison? Because they lied to our parents as to what was going on. If I said something to my Mom or Dad, they would question the staff. The answer they got was that I was manipulating them to come home. Wow, was that frustrating. Luckily, my parents did not go to all the adult seminars and get manipulated into thinking that the program was the best thing in the world for their child, and that it was not OK to question. They were told that there was a music department at the school. They had to fight for me to even be able to get a guitar and be able to have the time to play it. I could play at night for a little while, while everyone was trying to fall asleep. It was hard leaving when my parents came to get me, knowing that the rest of the kids there would not have something so simple in their lives as listening to something that they loved while trying to stay sane. There is nothing normal down there. Your teenage years are non existent, lost.

Other strict rules include keeping your feet together no matter how or where you are sitting. In school, as I said before, you can't take your eyes off of the book, and the feet "on task" (as they liked to call it) didn't help your school much. Their reasoning behind this is discipline, and little things like this lead to great things. BS! Little things like this lead to ankle cramps, low concentration and overall irritability in school! Tell me how having your feet together takes you out of your life of drugs, sex, crime or whatever you're there for. I do believe that this rule was taken away, but this has been a few times, and they always bring it back.

Seminars. Oh my god, what a bunch of bureaucratic mumbo-jumbo. All the seminars are just a popularity contest. They review all the work you've done in the past month (or two months in DRA's case) and that pretty much determines if you get through. Well, who are staffing the seminars you ask? Kids just like myself. Upper levels. Yes, there is a facilitator that's flown in and runs the seminar, but the upper levels pretty much tell him how you've done. Hmm, quite a sound system I must say. No checks and balances. So, if you are not on the upper levels good side there's a big chance you're not getting through. For the most part, people can fake their way through, with a combination of sucking up in-between the seminars. I could not advance because they said that I was hiding something. I admitted right off that I was lazy, smoking too much pot and not going to school. There were not any underlying, heavy mental problems that needed to come out. I was not abused, or in depression like some of the kids there. I needed a wake-up call and got one. I was very honest in the previous seminars but couldn't pass one because I would have had to lie and make something up to get through it. I told my parents that I will not make it any further in the program because I would go against all our beliefs, and lie to get ahead. Great lesson! Many of the kids do this, and the parents think that their kids are "getting the program" and are doing great.

I think back and realize that we were put in situations that were really not safe for us. When someone ran away, as an upper level, we were given flashlights and asked to go into the jungle at night to look for them. Not too smart when you know what is out there and what could happen to you. You did not question when someone asked you to do something. An incident like this occurred one night when a boy was missing. We searched everywhere and couldn't find him. We were in the cafeteria when we heard a loud thump. He apparently jumped off the roof to commit suicide. It was explained later that he fell from a tree while trying to escape and that is why he had a sling on. You learned not to ask questions, even with your peers. You didn't want to know anything because if it was wrong, you were in just as much trouble for knowing as they were for doing. I believe in positive peer pressure, this was actually negative peer pressure.

The food was O.K., but the water was dangerous. We all got sick often. They cut off the water, and we drank well water. We carried around water bottles that were sometimes months old. We just refilled them. Can't imagine the bacteria in these containers after all that time in the hot jungle weather. They were gross. The sleeping conditions were not safe. We had up to 12 grown boys in a very small room. The bunks were three high and so small that you couldn't even turn over. The doctor even admitted that the way

they were set up, if one kid got sick, we all did. Scabies, rashes, not the best medical treatment there.

I did not leave the school grounds for 6 months, except to go get my passport. It would have been longer, but my parents came down and insisted that I be able to go out with them. They were lied to about this rule, and would not stand for it. I had been obeying the rules, and it probably would have been over 9 months before I would have been able to go off and actually have an activity. Maybe longer, because I wouldn't lie and pass certain seminars that I needed to advance. There are some kids in these schools that have not been out in the world in over a year, often two. This is not healthy for a teenager. It is cruel.

Overall, DRA does some good, but in my opinion it does more bad than good. One of the main things they teach at Dundee is accountability. They need to practice what they preach. They lie to parents to make money. That is not accountable. I believe a spontaneous investigation is needed, without any notice to Dundee. The spontaneity is needed because when the staff would find out there is an investigation coming, the entire facility would stop whatever they are doing and clean everything up, and act like everything is all right. This happened often. I am actually an "actor" in the tape that they have out there to market WWASP. We cleaned up the place, put on blazers that we never wore again and acted. We were in the cafeteria pretending we were in class, being tutored by teachers. They were family fathers not teachers. You can also see us walking in and out of the dorms. They didn't show the cramped quarters inside. And best of all, you see us sitting around on couches talking and having a normal life. Funny, that was the first time that I had sat around on those couches. We actually looked like this was normal and that this was a pleasant time we were having. When the taping was over they took back the blazers and it was back to normal, which included never sitting around on those couches talking, that was not allowed.

You also have to interview kids that are at lower levels. The upper level kids won't say anything, because they have resigned themselves into the mindset that they will do whatever they have to to get out. They will be in serious trouble if the staff or owner knows that they complained to anyone that may have a chance to cut off the money going into these schools. Their parents are usually so manipulated by WWASP, that the only thing that they can do is go along with it and get home. This does not necessarily mean that they have changed their whole life and way of thinking; it means that they have learned how to survive and play the game to go home. I am also concerned that they will be opening a new high impact at Dundee. How could it get any worse than these schools? I can't imagine what will go on behind those walls. I would be scared for my child if they were to be sent there. They have absolutely no one to cry to.

I hope that this letter has been helpful for whatever it is needed for, and if anyone has any questions, I am open to answering all of them.

## Academy at Dundee Ranch Statement F: From a Former Student

I arrived at Dundee on January 14<sup>th</sup>, 2002. I knew I was coming, but what I had expected was something totally different from what I got. I watched a sappy video of teary-eyed parents expressing their devotion to the program, and how it has changed their life so much and they would recommend anyone to the program. It looked nice, like there were a lot of things to do and see. I chose Costa Rica because I like the culture, and I wanted to visit the country. Well, I didn't get to see much of anything but the facility while I was there. I didn't leave for the first 7 months I was there. Not one foot stepped out of those gates. The first 5 months were the hardest. I quickly fell into a deep depression in which I felt absolutely no hope for anything. The staff and students seemed cold, and unwelcoming, and I had no one to talk to about my feelings and what I was going through. I distinctly remember several occasions in which I felt so lonely, hopeless and sad that I would search through my things, looking for something I might try to kill myself with. I was denied contact with my parents other than one letter a week. Many times my letters were lost, or would take 2 to 3 weeks to get to my parents. My parents were told that anything I said that was negative about the program was manipulation and I was just trying to get them to take me home. They lied to my parents. They taught us themselves that not telling the whole truth is considered lying. Maybe they should practice what they preach. Hey, what has happened now is just the universe holding them accountable for their actions. It will always come back on you. Anyways, while trudging through my depression there was so much going on around me, I didn't know how to respond to it all. Rules were changed daily, disgruntled staff would take out their frustration on students by giving them unnecessary corrections, which docked points and set them back. We were not allowed to speak to each other unless it was during a very strict and limited time, usually never more than a half an hour at the most a day. The rest of the time we had to be absolutely silent, making no gestures or visual communication whatsoever. Sanitary conditions were terrible. We were made to sleep in rooms of 6-9 girls in one small room. If there was one person who got sick in a room, then everyone would get sick. We would have triple bunk beds with so little room you could not sit up, move around, or even get on or off easily. Many times there would not be water, so we could not shower, brush our teeth, wash our faces etc. We also lacked necessary hygiene supplies like toilet paper, shampoo, conditioner, and toothpaste. I remember times when there was no toilet paper for days, and we would have to use notebook paper, or when we would not get items from the storage so we had very little shampoo left. We also had no laundry soap on several occasions. We had to wash our own clothes by hand, but several times, we would use shampoo to wash our clothes with because there was no laundry soap. Then, when everyone was running out of shampoo, and the scrubbing brushes had lost all of their bristles, I remember having to wash my clothes with conditioner and an old toothbrush. Then there was OP and Worksheets. OP was a place you went when you broke a category 4 or 5 rule. You could do this by simply having a map of something, by speaking in English to someone, or wearing too many articles of clothing etc. In OP you usually had to lie down on your stomach with your hands behind your back and your chin on the floor. I was in OP a few times. You cannot move, talk, look, itch...nothing. Sometimes you had to do hours and hours of exercises. Once I had to run with only my

flip-flops. I asked several times to get my tennis shoes but they kept saying, no, keep running, you can get them later. We would also not be allowed to fill up our water bottles when we needed it. Maybe once we were allowed to go and refill our bottles. Kids could spend days weeks or months in OP. In worksheets you had to write a certain number of words. The number of words you had to write depended on what category rule violation you got. I believe I wrote somewhere around 130,000 to 150,000 words while I was there. I remember at least 2 occasions when I had around 50,000-60,000 words to write, which took me from 1 ½ to 2 weeks to do. Other times I would have anywhere from 16,000 to 30,000 words to write. I have around 30,000 words that I kept and brought home. We would not have tables to write on, and the rooms were dark so I would have to bend down and write on my lap which would give me terrible back and neck pains for up to 3 days. School was something that was out of control. When I got there, there were NO teachers NO school administrators, and there were students correcting work and giving credit. They lost my transcripts when I first got there, and I didn't know what to do, so for several months I did nothing in school. Another concern was the Family Representative turnover. I had 9 family reps. In 11 months of being there. Family reps. were our only connection to our parents, and it was hard when they kept leaving about every month because I would just get to know them and then they would leave, and we'd have to deal with the new one and have to get to know them all over again. It was a never-ending cycle. My overall time at Dundee Ranch Academy was negative experience. I have since done much better at home though, and I have been working hard at school, so maybe just the experience scared me straight. I wouldn't wish Dundee Ranch on my worst enemy.

## Statement G: From Amberly Knight, former Director of Academy at Dundee Ranch

June 30, 2003

I worked as the Director at the Academy at Dundee Ranch, a World Wide Association of Specialty Programs and Schools (WWASP) program, from March to August of 2002. I resigned from my position because I did not have the resources or support necessary to provide what I felt was a humane and safe environment for these teens.

While I worked at Dundee Ranch, not at Casa By the Sea or other WWASP programs, I believe that the program principles and educational experience are the same. Additionally, I have spoken with several students who were transferred from Casa to Dundee, and am convinced that many of the same conditions existed at Casa.

Casa By the Sea is a WWASP program. Although these programs claim to be independently owned and operated, they are in fact, run by a close-knit group of businessmen and their family members, based in Southern Utah. The individual companies (many of which are Limited Liability Companies) are considered to be a legal maneuver to avoid liability. Several attorneys are currently investigating them, and believe that there is enough evidence to “pierce the corporate veil.”

In my opinion, WWASP programs are not in business to help children. They are in business to make millions of dollars for the owners of the facilities and the founders of WWASP. Perhaps you might find my experience at Dundee Ranch instructive. As an employee, the majority of training that I received was on how to manipulate parents. I was told many times that: “there is no reason for a student to return home before ‘graduating’ the program.” Once they are in, they are there to stay. This process takes 12 to 36 months. There were many students who had psychological, medical, or special education needs that we could not meet. When I suggested that they be sent to another place where they could receive the help they needed, I was told to “keep my mouth shut and make sure that their parents kept them here.” My job was threatened. If there were students who would be better off going home or entering another program, I was not allowed to suggest this to the parent. Ironically, if the parents had concerns about what was going on, we were told to tell the parents that their children were “just manipulating them.”

The per child profit margin was staggering, so there was a significant financial incentive for keeping kids in the program for as long as possible. All tuition money plus the \$95 per month incidental charge (which is to cover basic necessities for students such as shampoo, soap, etc.) goes directly to R&B Billing, in St. George Utah. Joseph Atkin, Financial Director, told me often that half of the tuition and incidental money did not reach Costa Rica. The owners of Dundee Ranch then took their cut. The remaining

money was used to run the program. Our monthly budget at Dundee Ranch was approximately \$500 per student. This means that only about 25% of the almost \$2,000 per month tuition paid by parents was actually spent on the care of their children.

In my opinion, it is no accident that the program's principles are long on "discipline" and short on therapy. Therapy is expensive, and would cut into profit margins. Discipline is cheap. The regime at WWASP facilities is designed to control children, not help them.

The following was my experience at Dundee Ranch, but these methods are used throughout the WWASP system.

Students were not allowed to communicate freely with their parents or anyone else. They were allowed to write a weekly e-mail and letter, but the staff was instructed to read the e-mail and letter and take out anything they did not like, or write comments to the parents. The students were not allowed to express their true feelings. Many emails were not even sent out, and often emails to students were not delivered to them. Students were not allowed to talk with their parents until they were "Level 3," which could take anywhere from 4 to 24 months. At that point, they were allowed a 15-minute phone call once a month. Additional monthly phone calls were allowed as the student move to higher levels. Staff was instructed to listen to the conversation and to terminate the conversation if the student said anything negative about the program.

Students were not allowed to talk without permission. Typically, they would be able to speak with their friends for about 15 to 30 minutes a day, at most. Emotionally, this was very difficult for the students, as many of them processed their emotions by talking about them. They were isolated from the outside world. They did not have a chance to view a newspaper or the internet.

When I first arrived, "restraints" were commonly used as a form of intimidation and punishment. This was when a staff member would twist students' arms behind their backs and throw them to the ground or against a wall. I know of at least one case where an arm was dislocated. According to the contract with parents, restraints were only to be used when the child was a physical threat to himself or others. I insisted that the inappropriate use of restraining stop, and I am fairly certain that it did not happen from that point forward while I was there. However, I have heard reports that this was started again after I left. One student who was transferred from Casa to Dundee had x-rays which indicated that his collarbone had been broken. He reported to me that this had been done to him by staff members restraining him and throwing him to the ground at Casa.

Another punishment was writing "essays" of 3000 to 150,000 words. Students were required to sit in a dark room and write until they finished the required number of words. They did not have desks or tables to write on. They had to haunch over and write on a thin notebook. They had a required number of words per time period, and if they did not meet their word quota, all of their work was ripped up and they were required to start again. Often, staff members, for no apparent reason, would rip up the essays and make the students start over. Students were required to write for 8 hours a day until their words

were completed. During the time they were there, which could be over a month, they were fed rice, beans, and fruit.

“OP” or “Observational Placement,” also known as solitary confinement, was another form of physical punishment. In OP, students were required to stand, kneel, sit, or lay on a cement floor without moving for 30 minutes at a time. They were given a one to two minute break and then reassumed one of the positions. They had to do this for up to 14 hours a day, until they had “served their time” which could be weeks at a time. They were not allowed to go to school during this time, and their food was restricted. Some students were in OP for over a month. It takes surprisingly little to be sent to OP. One student, currently in the WWASP Tranquility Bay (Jamaica) program, has been in OP for over three weeks. She was sent there for cracking her knuckles. When some of the kids accepted OP treatment, the staff tried to extract compliance from them by making them run hundreds of laps around the pool, sometimes forced to carry heavy objects.

In my opinion, it is no accident that six WWASP facilities have closed in recent years after running afoul of the law.

- The Sunrise Beach facility in Cancun was closed in May 1996 after a raid by Mexican authorities. Police found that teenaged girls had been locked in small rooms for days and heard other allegations of abuse, including sexual abuse. The raid also found that the facility’s sanitation standards were poor and that most of the girls had expired visas. The Directors who were arrested, but escaped and fled the country, were transferred to run Morava Academy (see below).
- Brightway Adolescent Hospital in St. George, Utah closed in March 1998 after having its license restricted twice in one year for violations like failing to report a suspected case of child abuse. Brightway also appeared to be rubber-stamping recommendations that teens be sent to overseas facilities for long-term placement. Investigators analyzed the records of 14 recent patients and found that a form letter had been sent to the parents of all 14. The letter recommended: “12 months or more in the residential treatment program in order to fully internalize the changes he needs to make.” WWASP’s president, Ken Kay, was Brightway’s last administrator.
- In response to numerous allegations of abuse, in September of 1998, the U.S. State Department formally requested that the government of Western Samoa investigate WWASP’s facility at Paradise Cove. That investigation resulted in the facility’s closure.
- The Morava Academy in Brno, Czech Republic, closed in November of 1998 after officials there alleged widespread physical abuse. According to police, who said they had uncovered diaries and other documents that confirmed the allegations of abuse, teens at Morava “were often isolated and denied food” and handcuffed.
- In December of 2001, High Impact closed after Mexican authorities found several human rights abuses. Teen boys and girls were threatened with cattle prods, dressed

in warm weather gear and marched in the hot sun and stripped to sleep in the cold. Some teens were locked in dog cages. WWASP has insisted that High Impact was not a WWASP program, yet all of the teens detained there were sent from other WWASP facilities. In addition, when the parent of a child in High Impact inquired about his son's treatment, the facility's director, Efren Hernandez-Garcia, claimed that he could answer no questions without authorization from his boss, Dace Goulding. Mr. Goulding is the director of Casa By the Sea.

- Dundee Ranch closed recently after Costa Rican authorities charged the facility with violating the children's civil rights. At the time of its closure, a new High Impact facility had been constructed on its grounds.

The problems with WWASP programs have not been isolated incidents. They are systemic. Again, while what follows was my experience at Dundee Ranch, I know enough about other facilities to know that my experience was not unusual.

Because of an impossibly low operating budget, I found it extremely difficult to hire qualified staff. According to Narvin Lichfield, "there was not enough money in the budget" to hire trained, qualified staff. None of the staff members were trained to work with at-risk youth. Few could even speak English. We paid minimum wages to Costa Ricans, and most of the people who spent the most time with the students, the "Family Fathers" and "Family Mothers" could not even speak English. These staff members, who spend all day with the students, give corrections and punishment to the students, and who are supposed to mentor and kindly correct the students, were minimum wage workers who had difficulty making themselves understood. While billing this to parents as an opportunity for their students to learn Spanish, in actuality, it created resentment and frustration among students who could not communicate and often, did not understand what they had done wrong. In a behavior modification program, it is imperative that students know what they have done wrong in order to make corrections. The language barrier therefore retarded their progress. Additionally, I know of at least one student who, through a careless mistake of her "Family Mother" was forced to take another student's medicine. She could not explain to the non-English-speaker that it was not her medicine, and afraid of the consequences of refusing, took the medicine. Except during "group" and some other special occasions, students were required to communicate only in Spanish, even when they first arrived, and knew nothing. If they spoke in English, they were given a punishment.

In WWASP facilities, the "Family Representatives", the staff members who hold daily counseling sessions (called "Reflections") with the students, had no training or background in counseling. Dundee had one trained psychologist on staff, who visited once a week, but parents had to pay an additional \$75/hour for his services. When parents complain that their students are not getting trained care, Lichfield and other management reply, "We've always said that this is a non-therapeutic program."

Some of the staff were not only unqualified, but irresponsible or even criminal. For example, while I was in the process of resigning from Dundee Ranch last August, an

American male staff member assaulted and raped a female staff member about 100 meters from where all the students are housed. Mr. Joseph Atkin, WWASP Attorney Ralph Atkin's son and one of Dundee's many directors, dismissed the incident to a Tico Times reporter as a "non-issue." The incident was kept quiet because the employee who committed the crime was a recent "graduate" of another WWASP program, Cross Creek Manor.

The assistant director, Kenneth Wilson, who was in charge at the time of the incident, had just returned from taking four young staff members, ages 17 to 19, including those involved in the attack, out on a drinking binge. The drunken staff got into an altercation that resulted in the assault and rape. Perhaps the drinking also impaired Mr. Wilson's judgment. Instead of acknowledging the victim's request for medical attention, he hid her in her room, where she lay for two days going in and out of a coma. After I discovered her and sent her to the hospital (where she was immediately operated on—her skull had been cracked in many places—and the doctors said that she was within a half-hour of dying), Wilson told me that she had slipped and hit her head. After the truth came out, Wilson was purportedly fired by Mr. Lichfield, however, he was rehired by Lichfield to work at the WWASP Carolina Springs program, where he had originally worked.

Of course, you don't have to take my word for the poor quality of the staff and its impact on these children. We also have the word of WWASP's president, Ken Kay. In a 1999 interview with The Rocky Mountain News, after he had temporarily left WWASP, he was quoted by a Pulitzer Prize winning investigative reporter Lou Kilzer as stating:

- "[The staff was] a bunch of untrained people. They don't have credentials of any kind."
- "We could be leading these kids to long-term problems that we don't have a clue about because we're not going about it in the proper way. How in the hell can you call yourself a behavior-modification program — and that's one of the ways it's marketed — when nobody has the experience to determine: Is this good, is this bad?"
- "They are not clinicians, so their job is very important to them because the option a lot of times is a minimum-wage job someplace. And so it's very hard to get them to talk or to talk bad about the program or tell the truth about the program, actually."

Another problem is that staff members are often disgruntled and frustrated with the way they are treated. At Dundee Ranch, it was not unusual for their paychecks to arrive late, or with less than they had earned. They often took their frustration with the administration out on the students. They treated students poorly, screaming at them, and giving them extra "consequences."

"Education" at WWASP programs consists of requiring students to read textbooks, without the benefit of teachers, take some notes and then take a multiple choice test, using their notes. If students do not pass with at least 80%, they are required to take more notes and then retake the same multiple choice test. Dundee's Education program was a direct copy of Casa's program. Students who had been at Casa told me that they often would take a few notes, and then take the test to see what was on it. They would then go

find the answers and retake the test, instantly getting their credit. WWASP boasts that students “excel”—that all students pass with at least 80% and that they can complete up to two years in one year because of “limited distractions.” In actuality, students are run through a testing assembly line and come out with a diploma of questionable validity, not an education. Additionally, no modifications were made for the many, many students with documented disabilities. All WWASP facilities, in the United States and abroad, follow the same model, so WWASP “education” is uniformly bad.

At Dundee Ranch, conditions were extremely primitive and sanitation was always a problem. Not only did the children shower in cold water, they were even forced to wash their dishes in cold water. In addition, because filtering the drinking water was deemed too expensive, there were many unnecessary cases of disease, to include intestinal parasites. There were constant difficulties with waste disposal. In fairness, most of these problems (waste disposal seems to be a problem throughout the WWASP system), while common to foreign facilities, have not been an issue in stateside programs.

Medical care was badly substandard. Contagious diseases, such as pink eye, when they occur, should afflict one or two students at a time and pass in about three days. Because they were left untreated, diseases like these tended to linger for weeks and spread to other students. The overcrowding that is a part of nearly every WWASP facility meant that just about any contagious disease spread through the facility like wildfire. At Dundee Ranch, such outbreaks occurred every two to three months.

In closing, it is my considered opinion that WWASP takes financial advantage of worried parents and puts their children at physical and emotional risk. I therefore would not recommend any WWASP facility for any child.

Amberly Knight

Post Made to the WWASP Parents Message Board by a Student who was Present when Costa Rican Officials Entered Academy at Dundee Ranch, and his Mother who Went to Costa Rica to Bring Him Home:

I HAVE JUST RETURNED FROM DUNDEE RANCH ACADEMY FOR ALL PARENTS PANI IS TRYING TO HELP YOUR KIDS ARE RESEIVING NO RIGHTS AS CITIZENS THE PROGRAM MADE A BIG CHANGE IN MY LIFE AND THE PROGRAM I MEAN IS SEMINARS THE FACILITY IS SUCKING YOU DRY JUST THE LAST TWO DAYS I WAS THERE PANI HAD TO GET WARRENTS TO COME ON THE GROUNDS BUT STILL WERE NOT ALLOWED POLICE CAME IN THERE AND RAIDED IT AND FORCIBLY REMOVED THE STAFF AWAY FROM THE STUDENTS WHEN PANI TOLD SOME KIDS THEY HAD THE RIGHT TO SPEAK TO THERE PARENTS AND THE RIGHT TO PRIVATE MAIL OR EVEN NOT TO BE HELD IN THAT COUNTRY, KIDS RAN FOR FREEDOM IN SANDLES AND SHORTS DUNDEE CAME UP WITH A WAY TO MAKE THE POLICE LEAVE AND WHEN THAT HAPPENDED DUNDEE MADE CONTRACTS FOR THE KIDS TO SIGN STATING THAT WE AGREE WITH HOW WERE TREATED,FEED,LIVING CONDITIONS,AND NOT HAVING RIGHTS I REFUSED TO SIGN I WAS FORCED INTO A HIGH INPACT FACILITY WHICH NARVEN WAS OPENING WITH OUT THE COSTA RICAN GOVERMENT NOWING INSIDE WE COULD NOT BE LOCKED IN BUT THEY PLACED WORKERS AT THE DOOR WITH STICKS I TRIED TO LEAVE FOR FOOD AND CLOTHS AND RESEIVED A WOUND TO THE LEG FROM ONE OF THOSE STICKS I WAS ONLY GIVEN A PHONE CALL BECASUE THE POLICE FORCED DUNDEE TO I ASKED MY MOTHER TO COME HOME WHICH WHEN MY FAMILY REP GOT BACK ON THE PHONE TOLD MY MOTHER LOTS SAYING I WASN'T SAPPOSED TO SAY YOUR KIDS ARE SCARED NOT ALL BUT THEY CAN'T SAY ALL THEY WOULD LIKE ,THERE MAIL GETS EDITED AND IF THEY TRY TO SAY THAT THINGS ARE NOT RIGHT THEY LOOSE THERE LEVEL AND GET RESTRAINED ON THE ISSUE WITH RESRAINMENT THE CONTRACT STATES THAT I CAN ONLY BE RESTRAINED IF I AM A HARM TO MYSELF OR TO OTHERS WELL THE STAFF SAYS ITS THERE INTERPRETATION WE GET RESTRAINED FOR SPEAKING TO THE PARENTS OF THIRTEEN YEAR OLD KIDS YOUR KIDS DO NOT DESERVE THAT I DID BUT THEY ARE JUST SPOILED AND GETTING MORE OF THE PHYSICAL AND MENTAL ABUSE BECASUE THEY ARE MORE RESEPTIVE AND EASIER TO PICK ON I HAVE CHANGED BUT I WAS SCARED THINGS GO ON YOU DON'T KNOW ABOUT YOUR KIDS ARE NOT FEED RIGHT (MY MOTHER)-[My son] IS 17 AND WAS AT DUNDEE 10 MONTHS,,,WHEN HE LEFT HE WAS A SIZE 44 WAIST, I SEE IN FRONT OF ME TODAY, A KID THAT GOT SICK ON 1 SANDWICH AND A GLASS OF MILK LAST NIGHT!!! HE IS IN A SIZE 34,,, YES, WE BOTH AGREE THE SCHOOL DID WORK IN ALOT OF WAYS, BUT 10 MONTHS 10INCHES, HE LOOKS LIKE A (P O W) AND I SEE AND PLAN TO TAKE PICTURES OF HIS LEGS WHERE HE WAS BEAT WITH BOARDS!!! I TALKED TO FR AND HE ACTED LIKE IT WAS ALL A SIMPLE MISUNDERSTANDING, THAT [my son] WAS STILL NOT READY TO COME HOME, BUT YOU TELL ME,THESE PEOPLE WOULD NOT GIVE MY

SON HIS MEDS, CLOTHES ETC. BUT HAD THE TIME TO INCLUDE A NEW MEDICAL BILL FOR \$300 THAT THEY ACTUALLY PUT A SMILEY STICKER ON!!! THEY HAD TIME FOR THAT!!! I'M NOT SORRY, I SEE & FEEL THAT I HAVE DONE THE RIGHT THING IN GETTING MY SON HOME, THEY ACUALLY TOLD ME NOT TO WORRY, AND 3 HOURS LATER THE GOV. FORCED THEM TO ALLOW [my son] TO CALL, PARENTS REALIZE THAT IF YOUR KIDS DON'T SIGN, AND/ OR LEAVE THERE IMMEDIATLY THAT PANI, CAN HAVE YOU TIED UP IN COURT, IN BOTH COUNTRY FOR UP TO 1 1/2, TO GET YOUR KIDS BACK!!!BRING THEM HOME AND TALK TO THEM, YOU CAN MAKE A BETTER CHOICE, BUT I WOULD DEMAND TO TALK TO YOUR CHILD, AND THEY FORCED FR OUT OF ROOM TO LET ME TALK TO [my son] AND HE WAS STILL AFRAID.....I'LL PROBABLY BE TOOK OF THIS BOARD.

## Complaint filed with the Minister of Child Welfare in Costa Rica.

March 2, 2003

To the Minister of Child Welfare:

I worked as the Director at the Academy at Dundee Ranch from March to August of 2002. During this time, Mr. Joseph Atkin was the Financial Director. Mr. Kenneth Wilson was the Student Director. I replaced Mr. Ron Del Aguila (who replaced Mr. Randall Hinton). After I left in August of 2002, Mr. Joseph Atkin replaced me. Mr. Atkin left in February of this year, and has been replaced by Mr. Francisco Bustos.

I feel that Dundee Ranch Academy should not be allowed to operate because it is poorly managed, takes financial advantage of parents in crisis, and puts teens in physical and emotional risk.

Dundee Ranch Academy is poorly managed, and this is why so many directors have left in the short 18 months that the school has been open. Company policies and procedures changed daily on the whims of Mr. Narvin Lichfield, the owner. While I was there, Mr. Lichfield and his wife (girlfriend at the time) often made it impossible for my staff and myself to do our jobs. For example, Mr. Lichfield and his wife often changed the rules of the program without informing the staff. They would give kids special permission to break rules, until it got to the point where the staff gave up trying to control the students. Mr. Lichfield and his wife often demanded that structural changes be made to buildings or that new buildings be built without obtaining the necessary building permits. Orotina authorities visited several times and threatened to close the place if construction was occurring when they returned. However, because the construction workers were more afraid of Mr. Lichfield and his fits of rage than they were of the local authorities, they would go right back to work as soon as the authorities were out of site.

The purpose of Dundee Ranch is not to help teens in crisis or their families. It is to make millions of dollars for the owner. Although the profit margins are approximately 50% - 75%, Mr. Lichfield is unsatisfied. He continues to try to squeeze out every penny he can. This is achieved by hiring unqualified, untrained staff, providing the bare minimum of food and living essentials, and by adding huge margins to additional services. For example, if a student needs a ride to San Jose to visit the doctor, Dundee charges the parents \$250 when it costs them \$50. If a student sees the Doctor, parents are charged \$50; Dundee pays \$15. If a student needs medicine, parents are charged \$30; Dundee typically pays \$2 - \$3. Parents pay \$95 per month for "incidentals" like toothpaste and deodorant. These incidentals, while I was there, cost Dundee \$15 per month.

While I was in the process of resigning from Dundee Ranch last August, an American male staff member assaulted and raped a female staff member at a location of about 100 meters from where all the students are housed. I was not on the premises at the time, but was involved in reporting the incident to the Costa Rican authorities and staying with the employee's mother who flew in from the United States. The parents of students who were in the program were not informed of the incident. Mr. Atkin, one of Dundee's many Directors, dismissed the incident to a Tico Times reporter as a "non-issue." One of the reasons that the incident was not made public was because the employee who committed the crime was a recent "graduate" of an affiliated program. The program claims a 92% "success" rate, and a drunken assault of a graduate would not be seen as a success.

This leads to another issue—untrained, unqualified staff. None of the staff members are trained to work with at-risk youth. The only reason we had hired Mr. Andy Lamb, a young 19-year-old with a history of abusive behavior, is because he knew the program, and was willing to work for the very low wage offered by Mr. Lichfield. According to the Mr. Lichfield, "there was not enough money in the budget" to hire trained, qualified staff. Here are some other highlights:

- The owner, Mr. Lichfield, has been involved with these types of programs for at least 15 years, but as the Marketing person, not as a clinical person.
- The current director, Mr. Francisco Bustos, (as Mr. Atkin recently got fed up with the chaos and also left Dundee Ranch) has no experience. If you look at their website, it states that he has experience owning and operating 5 pizza restaurants. The reason he was hired is because he was a longtime friend of the owner's wife, Ms. Flori Alvaredo.
- The "Family Fathers", the staff who spend all day with the students, give corrections and punishment to the students, and who are supposed to teach and kindly correct the students, are minimum wage workers who do not speak English.
- The "Family Representatives", the staff that hold daily counseling sessions (called "Reflections") with the students have no training or background in this area. They are also the only point of contact between the program and the students and often find themselves in a family counseling role, for which they are not qualified.
- They have only one trained psychologist on staff, who visits once a week, but parents must pay an additional \$75/hour for his services.
- I am the first to admit that I was not even qualified to be there. I hold a degree in Secondary Education, but took only one class in working with at-risk youth.

In addition to this, when I was there, most of the staff were disgruntled and frustrated with the way they were treated. Often their paychecks did not arrive on time or with the right amount of money. They often took their frustration at the administration out on the students. They treated students poorly (yelling at them, giving them extra "consequences".) Staff turn-over is very high. This creates additional instability with the students. During the year 2002, there were four different Directors. "Family Representatives" and teachers came and left monthly. This created additional emotional

instability in the students who were already torn from their parents and allowed extremely limited time to talk with the other students in the program. The only chance they often had to talk was with staff, and those staff continued to leave the program.

As an employee, the only training I received was on how to manipulate parents. I was told many times that “there is no reason for a student to return home before ‘graduating’ the program”. Once they are in, they are there to stay. This process takes 12 to 36 months. There were many students who had psychological, medical, or special education needs that we could not meet. When I suggested that they be sent to another place where they could receive the help they needed, I was told to “keep my mouth shut and make sure that their parents kept them there.” I was threatened with my job. If there were students who would be better off going home or entering another program, I was not allowed to suggest this to the parent. Ironically, if the parents had concerns about what was going on, we were told to tell the parents that their children were “just manipulating them.”

Students were not allowed to communicate freely with their parents, or anyone else. They were allowed to write a weekly email and letter, but the staff was instructed to read the email and letter and take out anything they did not like, or write comments to the parents. The students were not allowed to express their true feelings. Students were not allowed to talk with their parents until they were “Level 3”, which could take anywhere from 4 to 24 months. At that point, they were allowed a 15 minute phone call once a month. Staff was instructed to hang the phone up and terminate their conversation if the student said anything negative about the program.

Students were not allowed to talk without permission. Typically, they would be able to speak with their friends for about 15 to 30 minutes a day. They were isolated from the outside world. They did not have a chance to view a newspaper or the internet. Emotionally, this was very difficult for the students, as many of them processed their emotions by talking about them.

When I first arrived, “restraints” were common. This was when a staff member would twist a student’s arm around their back and throw them to the ground or against a wall. I know of at least one case where an arm was dislocated. I insisted that this stop, and I am fairly certain that it did not happen while I was there. However, I have heard reports that this was started again after I left. Further investigation should be done.

Another punishment was writing “essays” of 3000 to 150,000 words. Students were required to sit in a dark room without proper back support, and write these essays until they finished the required number of words. Often, staff members, for no apparent reason, would rip up the essays and make the students start over. Students were required to write for 8 hours a day until their words were completed.

The worst punishment was “OP” or “Observational Punishment.” In this, students were required to stand, kneel, sit, or lay on a cement floor without moving for 30 minutes at a time. They had to do this for 8 hours a day, until they had “served their time”. When

some of the kids accepted this, the staff made them run 100s of laps around the pool, just to make it miserable enough that the kids would want to comply.

Students had no voice. If they had a complaint, they were supposed to write a “grievance” on a piece of paper. Often, these were lost or confiscated by staff who did not want to look bad.

I stayed at Dundee because I wanted to make things run well, because I believe that when administered well, the program can be effective for some teens. However, many of the teens that were there at the time (and probably still there) would be much better served somewhere else. This was not an option because it would take money out of Mr. Lichfield’s pocket. I also realized that my efforts would never be successful. I could not hire and keep trained staff. I could not spend money on things the kids needed. Several times we ran out of toilet paper and the kids had to use notebook paper. I could not get Mr. Lichfield to begin the dorms that were so desperately needed, and that he promised to parents “were in the works”. Everything was focused on the profits Mr. Lichfield could make, not on the health or welfare of the students. Some additional examples of this are:

- The city water was disconnected and students were given well water to drink, because the city water was “too expensive”. Shortly thereafter, approximately 40 students got diarrhea and eventually drinking water was filtered. This may have been a coincidence. But even if the water did not have any problems, they should have tested it before they began giving it to students.
- The kids are crowded in their rooms. There are as many as 15 kids in what used to be a single hotel room. They were required to sleep from 8:00 pm to 6:00 am to save on staff costs. (We only needed 2 staff when the boys were in their beds, versus 6-8 staff when they were awake.) Mr. Lichfield did not want to spend the money to hire additional staff.
- For the first 10 months that the school was open, there were no trained staff administering medicine. After several students were given the wrong medicine, or were not given their medication, I insisted on hiring two full-time nurses. Before that, the minimum wage staff members who could not speak English were required to pass out medicine.

I did not have the resources or support necessary to provide what I felt was a humane and safe environment for these teens. I was also concerned about the “High Impact” extension that was a copy of a program that was shut down in Mexico because of the death of students. For these reasons, I decided to resign in early August.

It would be my pleasure to speak to someone about these issues.

Former Director, Academy at Dundee Ranch  
Amberly Knight

Questions regarding this report should be directed to the International Survivors Action Committee (ISAC Corporation).

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[www.isaccorp.com](http://www.isaccorp.com)

END