



Scott McKinney
711 Old Ballas Road
Creve Coeur, MO 63141

Dear prospective client and family:

I wanted to take the time and write this letter to make a personal guarantee to you and your family. Most of the staff at Midwest Institute for Addiction have dealt with the disease of addiction directly or indirectly outside of their profession, and because of this you have our utmost empathy for what you are going through. More importantly than this, you have our support; we are 100% your advocates even when you are not.

Our personal guarantee is that we will always be your advocate, support your recovery and transition, and provide you with the highest level of care available. Sometimes this means referring you to another organization and we do so willingly, knowing that your needs dictate such a referral and your care will be appropriately matched to your needs. Though you probably hear many promises and statistics, our bottom line truly is your care.

There is no guarantee that every single person that enters our program will finish and stay sober for the remainder of their lives, but this will not be on account that MIA's staff lacked in the support and quality of care we provide. We guarantee the highest level of support and attention while you are in our care, because many individuals depend on it.

Respectfully,

Scott McKinney

Scott McKinney
President

