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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 7, 2019

Sharon Blain
Spectrum Community Services
28303 Joy Rd.
Westland, MI 48185

RE: License #: AS410068899
Investigation #: 2019A0355032
10 Mile Home

Dear Mrs. Blain:

Attached is the Special Investigation Report for the above referenced facility. Due to the violation identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with the rule will be achieved.
- Who is directly responsible for implementing the corrective action for the violation.
- Specific time frames for the violation as to when the correction will be completed or implemented.
- How continuing compliance will be maintained once compliance is achieved.
- The signature of the responsible party and a date.

If you desire technical assistance in addressing these issues, please contact me. In any event, the corrective action plan is due within 15 days. Failure to submit an acceptable corrective action plan will result in disciplinary action.

Please review the enclosed documentation for accuracy and contact me with any questions. In the event that I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0100.

Sincerely,

A handwritten signature in black ink that reads "Grant Sutton". The signature is written in a cursive style with a horizontal line underneath the name.

Grant Sutton, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 916-4437

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT**

I. IDENTIFYING INFORMATION

License #:	AS410068899
Investigation #:	2019A0355032
Complaint Receipt Date:	04/15/2019
Investigation Initiation Date:	04/15/2019
Report Due Date:	06/14/2019
Licensee Name:	Spectrum Community Services
Licensee Address:	28303 Joy Rd. Westland, MI 48185
Licensee Telephone #:	(616) 447-9380
Administrator:	Sharon Blain
Licensee Designee:	Sharon Blain
Name of Facility:	10 Mile Home
Facility Address:	179 West Division Rockford, MI 49341
Facility Telephone #:	(616) 866-4981
Original Issuance Date:	02/14/1996
License Status:	REGULAR
Effective Date:	06/09/2017
Expiration Date:	06/08/2019
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
3rd shift staff got frustrated with Resident A and made demeaning comments to him regarding his disability.	Yes

III. METHODOLOGY

04/15/2019	Special Investigation Intake 2019A0355032
04/15/2019	APS Referral
04/15/2019	Special Investigation Initiated - Telephone network 180, Office of Recipient Rights
04/23/2019	Inspection Completed On-site Interviewed Resident A; interviewed staff
05/02/2019	Contact - Telephone call made Interviewed staff
05/06/2019	Contact - Face to Face Re-interviewed Resident A
05/06/2019	Exit Conference Licensee designee

ALLEGATION: 3rd shift staff got frustrated with Resident A and made demeaning comments to him regarding his disability.

INVESTIGATION: On 04/15/2019, I received a complaint filed on behalf of Resident A in which it is alleged that on 04/10/2019 toward the end of a 3rd shift, staff Laura Johnson was apparently getting frustrated with Resident A while assisting him and was overheard saying mean things such as, “At least I can wipe my own ass” and “if I was like you, my children would shoot me.” Senior staff Delissa Payne informed me that Ms. Johnson has been suspended pending the outcome of the investigation.

On 04/23/2019, I conducted an on-site investigation and interviewed Resident A with recipient rights staff Lori Boeskool. Corporate rights staff Dereka Seigel, sat in on the interview.

While Resident A is cognitively able to offer information useful to the investigation, he can be difficult to understand and his answers are easiest to follow with ‘yes’ &

'no' questions. When asked if Ms. Johnson sometimes says mean things to him, Resident A replied 'yes'. When asked if Ms. Johnson sometimes gets frustrated while assisting Resident A with his personal care needs, Resident A replied 'yes'. When asked if Ms. Johnson has ever used swear words in front of him, Resident A replied 'no'. When asked if Ms. Johnson and Mr. Edwards get in fights or do not get along, Resident A replied 'no'. When asked if Resident A likes Ms. Johnson, Resident A replied 'yes'. When asked if Ms. Johnson makes Resident A feel bad sometimes, Resident A replied 'yes'.

Following the interview at the facility, I, Ms. Boeskool, and Ms. Seigel, interviewed staff Laura Johnson at the network 180 offices.

Ms. Johnson denied making the statements alleged in the complaint. Ms. Johnson stated that approximately 9 years ago she erred in her approach with Resident A and was disciplined appropriately for doing so. Ms. Johnson stated that since that time, she has been very careful to be respectful to Resident A. Ms. Johnson stated that recently, she and 3rd shift staff Devin Edwards were written up for issues that had occurred on a 3rd shift but expressed the belief that only Mr. Edwards was responsible for the issue identified.

On 05/02/2019, I interviewed by telephone staff Devin Edwards. Mr. Edwards stated that he heard Ms. Johnson make the statements alleged in the complaint. Mr. Edwards stated that he intervened to stop Ms. Johnson as Resident A seemed to be getting frustrated. Mr. Edwards stated that there were no further issues during the shift in question and he has not heard this sort of behavior from Ms. Johnson before.

On 05/06/2019, I re-interviewed Resident A at the facility to clarify some of his answers following the interview with Ms. Johnson. I asked Resident A if Ms. Johnson has been mean to him lately or just many years ago, as Ms. Johnson had described. Resident A stated to me "lately." I asked Resident A if he likes Ms. Johnson and he replied 'yes'. I asked Resident A if he feels safe at the facility and he replied 'yes'.

On 05/06/2019, I conducted by telephone an exit conference with the acting licensee designee, Carla Wicks. The current licensee, Sharon Blain, is currently out on medical leave. Ms. Wicks accepted the findings of my investigation and indicated a corrective action plan to address the rule violation will be forthcoming.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.

ANALYSIS:	<p>Staff Devin Edwards stated that he heard Ms. Johnson make demeaning statements to Resident A on 04/10/2019 while assisting Resident A with personal care.</p> <p>Resident A stated that 'yes', staff Laura Johnson had recently made mean statements to him while assisting with personal care.</p> <p>Staff Laura Johnson denied making demeaning statements to Resident A other than what occurred nine years ago.</p> <p>I find a preponderance of evidence to support that a rule violation has occurred.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Following receipt of an acceptable plan of correction, I recommend that the status of the license remain unchanged.



05/07/2019

Grant Sutton
Licensing Consultant

Date

Approved By:



05/07/2019

Jerry Hendrick
Area Manager

Date