



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

May 20, 2019

Cynthia Duzenbury  
Altam Inc  
6300 Douglas Road  
Riverdale, MI 48877

RE: License #: AM590091656  
Investigation #: 2019A0577035  
Pine Point

Dear Ms. Duzenbury:

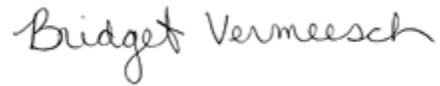
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- How compliance with each rule will be achieved.
- Who is directly responsible for implementing the corrective action for each violation.
- Specific time frames for each 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 feel free to 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 (231) 922-5309.

Sincerely,

A handwritten signature in cursive script that reads "Bridget Vermeesch".

Bridget Vermeesch, Licensing Consultant  
Bureau of Community and Health Systems  
1919 Parkland Drive  
Mt. Pleasant, MI 48858-8010  
(989) 948-0561

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM590091656
<b>Investigation #:</b>	2019A0577035
<b>Complaint Receipt Date:</b>	04/05/2019
<b>Investigation Initiation Date:</b>	04/08/2019
<b>Report Due Date:</b>	06/04/2019
<b>Licensee Name:</b>	Altam Inc
<b>Licensee Address:</b>	6300 Douglas Road Riverdale, MI 48877
<b>Licensee Telephone #:</b>	(989) 560-0292
<b>Licensee Designee:</b>	Cynthia Duzenbury
<b>Administrator:</b>	Cynthia Duzenbury
<b>Name of Facility:</b>	Pine Point
<b>Facility Address:</b>	6300 Douglas Road Riverdale, MI 48877
<b>Facility Telephone #:</b>	(989) 833-5274
<b>Original Issuance Date:</b>	03/01/2000
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	02/05/2018
<b>Expiration Date:</b>	02/04/2020
<b>Capacity:</b>	12
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL ALZHEIMERS

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Direct care staff member Roy Allen is verbally abusing, threatening and intimidating Resident A and used intimidation in a threatening manner.	Yes

## III. METHODOLOGY

04/05/2019	Special Investigation Intake 2019A0577035
04/08/2019	Special Investigation Initiated - Telephone Interview with Complainant.
04/08/2019	APS Referral
04/08/2019	Contact - Telephone call made Interview with Resident A.
04/19/2019	Inspection Completed On-site
05/03/2019	Exit Conference with Cynthia Duzenbury, licensee designee.
05/03/2019	Inspection Completed-BCAL Sub. Compliance

**ALLEGATION:** Direct care staff member Roy Allen is verbally abusing, threatening and intimidating Resident A.

### INVESTIGATION:

On April 05, 2019, a complaint was received alleging that direct care staff (DCS), Roy Allen yelled at Resident A, put his finger in Resident A's face and was so close to Resident A that their bodies touched.

On April 08, 2019, Complainant reported that in November 2018 Complainant reported being on the telephone with Resident A when she heard DCS Mr. Allen yelling at Resident A stating, "why do you always call your family for help instead of just asking staff?" Complainant stated, "Mr. Allen-is just rude, he will stand in the kitchen and yell a residents name when their medications are ready to be passed." Complainant stated that Resident A reported to Complainant that Resident A and Mr. Allen got into a screaming match, that Mr. Allen shook his finger in Resident A's face, and was so close to Resident A that their bodies touched.

On April 08, 2019, I interviewed Resident A who reported that DCS Mr. Allen is always blaming Resident A and his daughter for the facility having bedbugs and making rude comments. Resident A reported that Mr. Allen is always hollering at Resident A. Resident A reported that recently himself and Mr. Allen got into a verbal altercation and Mr. Allen pointed his finger in Resident A's face. Resident A reported that Mr. Allen was so close to Resident A that their bodies touched as they were yelling at each other.

On April 19, 2019 I completed an unannounced onsite investigation. I interviewed Resident B who reported that there have been a couple of times in which Resident A would start screaming at DCS Mr. Allen and Mr. Allen would yell back. Resident B reported that she is not sure what the arguments were over.

On April 19, 2019 I interviewed Resident C, Resident D, and Resident E who all reported that all the staff are nice at the facility. Resident C and Resident D reported that Mr. Allen has never yelled at them, nor have they witnessed Mr. Allen yelling at any other resident. Resident E reported that Resident E has often heard Resident A yelling at Mr. Allen and other staff and one time heard Mr. Allen yell back at Resident A.

On April 19, 2019 I interviewed DCS Mr. Roy Allen who reported that Resident A is often yelling and swearing at everyone and demanding staff do things for him. Mr. Allen reported that one day Resident A came out of his room screaming at Mr. Allen and got into Mr. Allen's face. Mr. Allen reported that he did yell at Resident A and told Resident A to "shut up and go to his room until Resident A could be nice." Mr. Allen reported that he does not remember shaking his finger at Resident A but stated it could be possible.

On May 03, 2019 an exit conference was completed with licensee designee, Cynthia Duzenbury who reported that Mr. Allen is new to working with this population and that she will be sending Mr. Allen to Recipient Rights training and working more closely with Mr. Allen.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><b>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative a copy of all of the following resident rights:</b></p> <p><b>(o)The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</b></p>

	<b>(2) A license shall respect and safeguard the resident's rights specified in sub rule (1) of this rule.</b>
<b>ANALYSIS:</b>	Based on the information gathered during the investigation, Mr. Allen did not treat Resident A with dignity and respect when he raised his voice at Resident A and possibly pointed his finger at Resident A. Mr. Allen admitted that he did yell at Resident A and told Resident A to "shut up and go to his room" on one occasion. Resident B and Resident E reported that they have heard Resident A and Mr. Allen yelling at each other on various occasions.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Upon the receipt of an acceptable corrective action plan, the recommendation is that the current status of the license remains the unchanged.

*Bridget Vermeesch*

05/16/2019

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Bridget Vermeesch  
Licensing Consultant

Date

Approved By:

*Dawn Timm*

05/20/2019

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Dawn N. Timm  
Area Manager

Date