



STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

GRETCHEN WHITMER
GOVERNOR

ORLENE HAWKS
DIRECTOR

November 12, 2019

Marcia Curtiss
Homestead Management
Suite 115
21800 Haggerty Rd.
Northville, MI 48167

RE: License #:	AL410007172
Investigation #:	2019A0356050
	Addington Place at East Paris #3

Dear Mrs. Curtiss:

Please review the enclosed do 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 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. If 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 cursive script that reads "Elizabeth Elliott".

Elizabeth Elliott, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503
(616) 901-0585

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AL410007172
Investigation #:	2019A0356050
Complaint Receipt Date:	09/12/2019
Investigation Initiation Date:	09/12/2019
Report Due Date:	11/11/2019
Licensee Name:	Homestead Management
Licensee Address:	Suite 115, 21800 Haggerty Rd. Northville, MI 48167
Licensee Telephone #:	(616) 949-9500
Administrator:	Kat Hartley
Licensee Designee:	Marcia Curtiss
Name of Facility:	Addington Place at East Paris #3
Facility Address:	3980 Whispering Way, SE Grand Rapids, MI 49546-5804
Facility Telephone #:	(616) 949-9500
Original Issuance Date:	01/22/1993
License Status:	REGULAR
Effective Date:	04/25/2019
Expiration Date:	04/24/2021
Capacity:	20
Program Type:	PHYSICALLY HANDICAPPED, MENTALLY ILL, DEVELOPMENTALLY DISABLED, AGED

II. ALLEGATION(S)

	Violation Established?
Staff did not follow protocol during a tornado warning.	Yes

III. METHODOLOGY

09/12/2019	Special Investigation Intake 2019A0356050
09/12/2019	Special Investigation Initiated - Telephone Audra Rein-facility nurse
10/03/2019	Inspection Completed On-site
10/03/2019	Contact - Face to Face Audra Rein, facility nurse, Jeanine Hayes, Regional Nurse, Kat Hayes, Administrator
10/03/2019	Contact - Face to Face Resident A and Relative #1.
10/03/2019	Contact - Face to Face DCW, Jeniene Griffen, Nilda Sanchez.
10/29/2019	Inspection Completed On-site Contact - Face to Face DCW, Shoni O'Neal, Resident B.
10/29/2019	Contact-Document Received Review of weather sites for 09/11/2019.
11/06/2019	Contact-Document Received Policy and Procedures/Training
11/08/2019	Contact-Telephone call made DCW, Quenetta Williams
11/08/2019	Exit Conference Licensee Designee, Marcia Curtiss.

ALLEGATION: Staff did not follow protocol during a tornado warning.

INVESTIGATION: On 09/12/2019, I received a BCAL (Bureau of Children and Adult Licensing) Online complaint. The complainant reported last night, 09/11/2019, there was a tornado that touched down six blocks away from the facility at 7:55PM and

lasted until 8:30PM. One of the resident's cell phones on the top floor was going off because of the emergency alert. The resident went into the hall where an unknown staff was present. The resident asked the staff member what was going on. The staff member replied there was a tornado warning. The resident asked the staff member what they should do. The staff member said that it was no big deal and to go back into their room. On the top floor there is a man in a wheelchair, a woman who is hard of hearing and blind in one eye who needs physical assistance getting out of her room as well as a woman who uses a walker with the beginning stages of dementia. The staff at the facility put all of the residents in this home at risk due to not following protocol to have residents go to the basement.

On 10/03/2019, I conducted an unannounced inspection at the facility and interviewed, Ms. Hartley, Audra Rein (facility nurse) and Jeanine Hayes (regional nurse). Ms. Rein and Ms. Hartley stated all staff are trained on the policy and procedures for tornado warnings and evacuations. Ms. Rein stated she trains new staff for fire and tornado safety and evacuations but also provides in-service training every six-months for existing staff at their staff meetings. Ms. Rein stated everyone went to the laundry room/shower room in the lower level of the facility during this storm.

On 10/03/2019, I interviewed DCW Jeniene "Marie" Griffen at the facility. Ms. Griffen stated she worked on the evening of 09/11/2019 in this building. Ms. Griffen stated she has been trained on the policy and procedures of what to do if there is a tornado warning. Ms. Griffen stated she was taking a break when the tornado warning was issued and another Direct Care Worker (DCW) Quinetta Williams was covering for her. Ms. Griffen stated Ms. Williams calmed the residents down and because they thought at the time that this was a severe storm, possibly a tornado watch, Ms. Williams did not have the residents go to the lower level of the facility. Ms. Griffen stated the tornado warning protocol for this building because it's a two-story building is to get the residents into the basement and for the other buildings on this campus because they are one story is to get everyone into their bathrooms.

On 10/03/2019, I interviewed Resident C and Relative #1 in Resident C's room at the facility. Relative #1 stated she contacted Ms. Griffen via telephone and Ms. Griffen stated everything was fine at the facility and the residents were safe. Resident C stated everyone stayed in their rooms, they did not leave their rooms or go anywhere special in their rooms. Resident C stated they practice fire and tornado drills with staff at the facility but was not able to say exactly where they go for a tornado drill.

On 10/29/2019, I interviewed DCW Shoni O'Neal at the facility. Ms. O'Neal stated she does not recall getting a warning that residents needed to move to a more secure location which would be somewhere with no windows. Ms. O'Neal stated she worked during the daytime hours and the storms were not as severe as they were later into the evening hours. Ms. O'Neal stated she has been trained on the policy and procedures for tornados but was not able to tell me the plan for what staff are

supposed do when there is a tornado warning. She said they go somewhere in the building with no windows but was not able to provide me with a set plan that they are expected to follow.

On 10/29/2019, I interviewed Resident D in her room at the facility. Resident D stated her cell phone alarm was going off to notify her of a tornado warning. Resident D stated Ms. Griffen was working that evening, but she went on a break for dinner, and another DCW was filling in. Resident D stated Ms. Griffen was stuck outside in her truck and could not get out of the truck because the winds were so strong. Resident D stated she does not know who the DCW was who was filling in but stated she (unknown direct care worker) told her it was ok and to go back into her room. Resident D stated they practice tornado drills at the facility and the residents go to the end hall door or downstairs to the dining area or to the front lobby.

On 10/29/2019, I used the search engine Google to look up the weather for 09/11/2019. I viewed two sites, <https://www.mlive.com/weather/2019/09/tornado-warning-for-west-michigan> and <https://www.weather.gov/grr/20190911>. The first site documents '*Tornado warning for West Michigan: Multiple brief tornados are occurring with this storm. As storms rushed across the state tonight, the National Weather Service (NWS) issued tornado warnings for southeastern Kent County, southeastern Ionia County, as well as Eaton County. Multiple brief tornados are occurring with this storm, the NWS said in the warning alert. MLive Chief Meteorologist Mark Torregrossa said after observing the radar movement of these storms, they looked like high wind gustnados.*' The update documented at 8:15PM shows '*The tornado warning for SE Kent County has been cancelled but a severe thunderstorm watch will continue until 11:00PM for Kent County. The Kent County warning was issued just before 8:00PM. A tornado producing storm was located near Forest Hills, or 6 miles northwest of Lowell, moving east at 40 mph.*' The second site entitled '*National Weather Service, September 11th, 2019, High Winds Strike Greater Grand Rapids Area*' documents the following information: '*During the afternoon and evening hours of September 11, strong to severe storms moved across western lower Michigan. A 50-mile swath of damage occurred from Walker to Lake Odessa with uprooted and snapped trees and numerous power outages due to estimated 65-80 MPH winds. A more concentrated area of damage was found in Grand Rapids especially east of US 131 where wind gusts locally approached 100 MPH.*' This article documented Kent, Ionia and Eaton Counties as having a damaging wind swath.

On 11/06/2019, I received and reviewed the Tornado Watch and Warning Protocol for the facility. There are two documents included in the Emergency Procedure packet in which Ms. Rein trains staff. One document is entitled '*In case of severe weather (tornado, strong storm, etc.)*' and documents the following information: '*If a tornado watch is in effect, 1. No immediate action should be taken. 2. Keep a watch for changes in the weather. 3. Keep a listening ear tuned to the TV or radio. If a tornado warning is in effect, 1. Residents should be moved into the hallways. 2. Staff*

needs to take a flashlight and a resident listing with them and wait until the weather clears, or until other action is necessary.' The next document is entitled: *'Tornado watch or warning'* and documented the following information: *'Watch: Close all windows/blinds/draperies; keep residents out of dining rooms if possible due to window exposure and ensure flashlights are present in buildings. Warning: All residents in their bathrooms if able; staff in bathroom/centralized rooms out of hallways. Contact Maintenance Department or supervisor on call if after hours. Do safety checks on residents and other staff.'* In reviewing these two documents that are used for staff training, it was noted that they provide two different sets of information regarding what to do in the event of a tornado warning. One procedure directs staff to move residents into the hallway and the other directs staff to get residents into their bathrooms. This apparent inconsistency could possibly cause confusion amongst staff regarding what to do in the event of an actual tornado warning.

On 11/06/2019, I received and reviewed staff training documentation showing staff are initially trained in Emergency policies and procedures and an in-service training completed on 09/12/2019. Documented on the sign in sheet showing they were present during the in-service training on 09/12/2019 are Ms. O'Neal and Ms. Williams but no signature of attendance by Ms. Griffen.

On 11/08/2019, I interviewed Ms. Williams via telephone. Ms. Williams stated it was just heavily raining on 09/11/2019 and she was not aware of any severe storm warnings or possible tornado watch or warning. Ms. Williams stated she does not recall a resident's phone alarm going off or a resident coming to her asking what to do. Ms. Williams stated she does not know the protocol for a tornado for this building and is not aware of how staff are notified of severe weather. Ms. Williams stated staff are not allowed to carry their phones while working and therefore would not receive personal notifications/alerts of severe weather.

On 11/08/2019, I conducted an Exit Conference with Licensee Designee, Marcia Curtiss. Ms. Curtiss stated she mistakenly thought this was a severe weather warning and not a tornado warning and therefore; staff would not have moved residents. Ms. Curtiss stated an acceptable corrective action plan will be completed, and training policy and procedures will be reviewed, updated if necessary and implemented including updated training of staff.

APPLICABLE RULE	
R 400.15204	Direct care staff; qualifications and training.
	(2) Direct care staff shall possess all of the following qualifications: (b) Be capable of appropriately handling emergency situations.
ANALYSIS:	Ms. Rein stated new staff are trained in the area of fire and tornado safety and evacuations but also, an in-service training

every six-months is conducted at staff meetings. Ms. Rein stated everyone went to the laundry room/shower room in the lower level of the facility during this storm.

Ms. Griffen stated she has been trained on the policy and procedures of what to do if there is a tornado warning. She stated she thought this was a severe storm/tornado watch, so the policy/procedure of moving residents to a safe area was not done.

Ms. O'Neal stated she has been trained on the policy and procedures for tornados but is not aware of established protocol that staff are supposed to follow during tornado watches or warnings.

Ms. Williams stated she does not know the protocol for tornado warnings/watches for this building and does not know the procedure for notification of severe weather.

Relative #1 stated Ms. Griffen assured her the residents were safe and Resident C stated everyone stayed in their rooms, they did not evacuate or leave.

Resident C stated they practice fire and tornado drills with staff at the facility but was not able to say exactly what they do for a tornado drill.

Resident D stated her cell phone alarm was going off to notify her of a tornado warning and an unknown DCW told her everything was fine and to return to her room. Resident D stated they practice tornado drills at the facility and the residents go to the end hall door or downstairs to the dining area or to the front lobby.

<https://www.mlive.com/weather/2019/09/tornado-warning-for-west-michigan> confirms there was a tornado warning issued for the area this facility is located on the evening of 9/11/2019. <https://www.weather.gov/grr/20190911> documents this storm as a "damaging wind swath."

There are two documents included in the Emergency Procedure packet that is used to train staff. The first document states that if a tornado watch is in effect, no immediate action should be taken. If a tornado warning is in effect, residents should be moved into the hallways. The next document instructs in the event of a tornado watch: keep residents out of dining rooms if

	<p>possible due to window exposure. In the event of a tornado warning: All residents in their bathrooms if able; staff in bathroom/centralized rooms out of hallways. These documents give staff two different and conflicting sets of protocols to follow in the event of a tornado watch and warning.</p> <p>Staff training documentation shows staff are initially trained in Emergency Procedures at hire and an in-service training was completed on 09/12/2019.</p> <p>Based on investigative findings, a tornado warning was issued on the evening of 09/11/2019. Based on the staff interviews conducted, they (staff) are not clear on the facility's protocol when a tornado warning is issued and therefore; a violation of this applicable rule is established.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the current status of the license remain unchanged.

Elizabeth Elliott

11/12/2019

Elizabeth Elliott
Licensing Consultant

Date

Approved By:

Jerry Hendrick

11/12/2019

Jerry Hendrick
Area Manager

Date