



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

February 14, 2020

Jody Pettit  
Precious Days LLC  
811 S. Garden Street  
Alpena, MI 49707

RE: License #: AS040397418  
Investigation #: 2020A0360017  
Precious Days of Alpena

Dear Ms. Pettit:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 (989) 732-8062.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Soderquist".

Matthew Soderquist, Licensing Consultant  
Bureau of Community and Health Systems  
931 S Otsego Ave Ste 3  
Gaylord, MI 49735  
(989) 370-8320

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS040397418
<b>Investigation #:</b>	2020A0360017
<b>Complaint Receipt Date:</b>	01/17/2020
<b>Investigation Initiation Date:</b>	01/21/2020
<b>Report Due Date:</b>	03/17/2020
<b>Licensee Name:</b>	Precious Days LLC
<b>Licensee Address:</b>	351 Pinecrest Alpena, MI 49707
<b>Licensee Telephone #:</b>	(989) 916-8412
<b>Administrator:</b>	Jody Pettit
<b>Licensee Designee:</b>	Jody Pettit
<b>Name of Facility:</b>	Precious Days of Alpena
<b>Facility Address:</b>	351 Pinecrest Street Alpena, MI 49707
<b>Facility Telephone #:</b>	(989) 916-8412
<b>Original Issuance Date:</b>	03/21/2019
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/21/2019
<b>Expiration Date:</b>	09/20/2021
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
There are no written assessment plans in place to improve quality of life.	No
Staff ignore residents' call lights for extended times, sometimes up to hours at a time.	No
Staff have become verbally aggressive toward residents if they do not take their medications.	No
There is expired and moldy food in the pantry.	No

## III. METHODOLOGY

01/17/2020	Special Investigation Intake 2020A0360017
01/17/2020	APS Referral
01/21/2020	Special Investigation Initiated - On Site Resident A, B, C, D and E. Licensee Jody Pettit, Direct care staff Jennifer Stokes
01/21/2020	Inspection Completed On-site
02/10/2020	Contact - Telephone call made Relative 1-A
02/13/2020	Exit Conference with Licensee designee Jody Pettit

**ALLEGATION:** There are no written assessment plans in place to improve quality of life.

**INVESTIGATION:** On 1/17/2020 I was assigned a complaint from the LARA online complaint system.

On 1/17/2020 an APS referral was made and denied for investigation.

On 1/21/2020 I conducted an unannounced on-site inspection at the facility. I interviewed the licensee designee Jody Pettit. Ms. Pettit stated that all five residents at the facility have current written assessment plans. She provided all five of the current written assessment plans. I reviewed the written assessment plans for Resident's A, B, C, D and E which were all completed appropriately and included the required signatures.

<b>APPLICABLE RULE</b>	
<b>R 400.14301</b>	<b>Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.</b>
	<b>(4) At the time of admission, and at least annually, a written assessment plan shall be completed with the resident or the resident's designated representative, the responsible agency, if applicable, and the licensee. A licensee shall maintain a copy of the resident's written assessment plan on file in the home.</b>
<b>ANALYSIS:</b>	<p>The complaint alleged there are no written assessment plans in place to improve quality of life.</p> <p>All five current resident written assessment plans were complete with appropriate signatures.</p> <p>There is not a preponderance of evidence that written assessment plans were not completed as required.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: Staff ignore residents' call lights for extended times, sometimes up to hours at a time.**

**INVESTIGATION:** On 1/21/2020 I conducted an unannounced on-site inspection at the facility. The licensee designee Jody Pettit was on-site as well as direct care staff Jennifer Stokes. Ms. Pettit stated she was not aware of any staff ignoring resident call lights. She stated no residents have complained to her about not being assisted by staff as requested by residents. She stated she has always observed staff to be prompt for any request for assistance. I then interviewed direct care staff Jennifer Stokes. Ms. Stokes stated the residents are always attended to promptly. She stated Ms. Pettit has high expectations for resident care. She denied ever ignoring resident call lights.

While at the home on 1/21/2020 I interviewed all five residents. Resident A stated the staff are prompt when requested for assistance. Resident B stated staff always help her when needed. Resident C stated the staff are very good. Resident D stated the staff are doing a great job taking care of her and the other residents. Resident E stated she feels very safe at the home and she has no complaints about the staff assistance. All five residents denied that they were left ignored for hours at a time after requesting assistance.

On 2/10/2020 I contacted Relative 1-A. Relative 1-A stated she is at the home several days a week. She stated she has never observed any residents being ignored. She stated the staff are very attentive to resident needs. She denied that her mother has ever complained about being ignored or neglected.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	<p>The complaint alleged that staff ignore residents call lights for extended times, sometimes up to hours at a time.</p> <p>The licensee designee Jody Pettit and direct care staff Jennifer Stokes both denied that resident call lights are ignored.</p> <p>All five residents denied that staff ignore their requests for assistance.</p> <p>Relative 1-A stated her mother has never complained about being ignored by staff and that she is at the home several days a week and has never observed residents being ignored.</p> <p>There is not a preponderance of evidence that residents' personal needs are not attended to at all times.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: Staff have become verbally aggressive toward residents if they do not take their medications.**

**INVESTIGATION:** On 1/21/2020 I conducted an unannounced on-site inspection at the facility. The licensee designee Jody Pettit denied that staff have become verbally aggressive towards residents if they don't take their medications. Ms. Pettit stated staff are trained to wait fifteen minutes after a resident refusal of medications and then ask again. If the resident still refuses the medications, they are directed to document the refusal and contact the resident's physician. Ms. Pettit stated Resident B will often initially refuse her medication and then accept them after a second prompt. I then interviewed direct care staff Jennifer Stokes. Ms. Stokes denied yelling at any residents for refusing medications and stated she was not aware of any other staff who have become verbally aggressive with residents.

While at the facility I interviewed Residents A, B, C, D and E. All the residents stated they are provided their medications as prescribed. They all denied that staff have ever yelled at them for refusing to take medications.

On 2/10/2020 I contacted Resident A's relative, Relative 1-A. Relative 1-A stated she is at the home several days a week. She stated her mother has never mentioned anything about her or other residents getting yelled at or staff becoming verbally aggressive towards them for not taking medications.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(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.</b>
<b>ANALYSIS:</b>	<p>The complaint alleged that staff have become verbally aggressive toward residents if they do not take their medications.</p> <p>The licensee designee Jody Pettit and direct care staff Jennifer Stokes both denied staff have become verbally aggressive toward residents if they do not take their medications.</p> <p>All five residents denied that staff have become verbally aggressive if they do not take their medications.</p> <p>Relative 1-A also denied that she is aware of staff getting verbally aggressive with residents for not taking medications.</p> <p>There is not a preponderance of evidence that staff failed to treat residents with dignity and their personal needs, including protection and safety were not attended to at all times.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION: There is expired and moldy food in the pantry.**

**INVESTIGATION:** On 1/21/2020 I conducted an unannounced on-site inspection at the home. The licensee designee Jody Pettit stated she is not aware of any expired or moldy food in the pantry. I observed the food pantry and looked at numerous food packages none of which were expired or moldy. I then looked through the refrigerator and did not find any moldy or expired food. I reviewed the posted menu which was consistent with the food available on site. I then interviewed direct care

staff Jennifer Stokes. Ms. Stokes stated she was not aware of any outdated or moldy food in the pantry.

While at the facility on 1/21/2020 I interviewed all five of the residents. Residents A, B, C, D and E all stated the food that is served is good. Resident's A and B were at the kitchen table helping direct care staff Jennifer Stokes with the weekly grocery list. None of the residents had any concerns about the food.

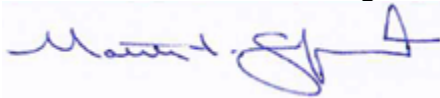
On 2/10/2020 I contacted Relative 1-A. Relative 1-A stated she is in the home several days a week while meals are being served. She stated she is not aware of any moldy or outdated food in the home.

<b>APPLICABLE RULE</b>	
<b>R 400.14313</b>	<b>Resident nutrition.</b>
	<b>(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.</b>
<b>ANALYSIS:</b>	<p>The complaint alleged there is expired and moldy food in the pantry.</p> <p>There was no moldy or expired food in the pantry or refrigerator during the unannounced on-site inspection on 1/21/2020.</p> <p>The licensee designee Jody Pettit and direct care staff Jennifer Stokes both denied there is any moldy or expired food. All five residents denied any concerns regarding the food. Relative 1-A stated she is not aware of any moldy or outdated food.</p> <p>There is not a preponderance of evidence to indicate that the licensee is not providing nutritious meals.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 2/13/2020 I conducted an exit conference with the licensee designee Jody Pettit. Ms. Pettit concurred with the findings of the investigation.

**IV. RECOMMENDATION**

I recommend no change in the status of the license.



02/13/2020

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Matthew Soderquist  
Licensing Consultant

Date

Approved By:



02/14/2020

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Jerry Hendrick  
Area Manager

Date