



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 20, 2020

Janet McCarver
Creative Images Inc
PO Box 253
Southfield, MI 48037

RE: License #: AS820259528
Investigation #: 2020A0121008
Arbor Home

Dear Ms. McCarver:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On February 4, 2020, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink that reads "K. Robinson".

Kara Robinson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 919-0574

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820259528
Investigation #:	2020A0121008
Complaint Receipt Date:	12/06/2019
Investigation Initiation Date:	12/12/2019
Report Due Date:	02/04/2020
Licensee Name:	Creative Images Inc
Licensee Address:	28125 7 Mile Rd Livonia, MI 48152
Licensee Telephone #:	(313) 527-1098
Administrator:	Janet McCarver
Licensee Designee:	Janet McCarver
Name of Facility:	Arbor Home
Facility Address:	22155 Ann Arbor Trail Dearborn Heights, MI 48127
Facility Telephone #:	(313) 562-2219
Original Issuance Date:	03/24/2004
License Status:	REGULAR
Effective Date:	07/11/2019
Expiration Date:	07/10/2021
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 12/3/19, Resident A's 1:1 Staff was observed sleeping on the job.	Yes

III. METHODOLOGY

12/06/2019	Special Investigation Intake 2020A0121008 <i>Note: ORR filed APS companion case</i>
12/12/2019	Special Investigation Initiated - On Site Interviews at PEP Center with Marisa Tetrault and Jamie Flowers. Observed Resident A.
01/28/2020	Exit Conference Shannon McCormick for Janet McCarver (licensee unavailable)
02/04/2020	Corrective Action Plan Received
02/04/2020	Corrective Action Plan Approved
02/19/2020	Contact – Telephone call made Follow up call to Marisa at PEP Center
02/19/2020	Contact – Telephone call made Follow up call to Karlton Flowers, Home Manager

ALLEGATION: On 12/3/19, Resident A's 1:1 Staff was observed sleeping on the job.

INVESTIGATION: On 12/12/19, I conducted an unannounced onsite inspection at the day program Resident A attends. Both Resident A and his 1:1 Staff, Jamie Flowers were present. I interviewed Marisa Tetrault, Co-Manager at the PEP Center. Marisa reported she's observed direct care worker, Jamie Flowers sleeping on the job at least 3 times when he's supposed to be supervising Resident A. She cited the most recent incident occurring on 12/3/19. Jamie's role at Program is to supervise and assist Resident A with craft activities, fitness, and music exercises as needed. On 2/19/19, I made a follow up call to Marisa who reported seeing noticeable improvement in Jamie's performance since the complaint was initiated.

Initially, Jamie Flowers denied sleeping on the job on 12/3/19. Jamie insisted he has "small eyes, so it's hard to tell if they're open or not." Then, he changed his statement to say, "I probably did nod off that day." Jamie acknowledged that he really doesn't remember if he fell asleep or not. He said he does remember falling asleep around Thanksgiving time and the owner of the PEP Center, Cindy woke him up. Jamie indicated he works 2 jobs causing him to be overly tired at times. He does not deny the possibility that he could have "dosed off sometimes", including 12/3/19.

Per Karlton Flowers, Resident A is assigned 1:1 Staffing at Program due to his risk of elopement. Resident A has a history of running away from his day program. Resident A does not require 1:1 Staffing at the group home.

On 1/28/20, I conducted an exit conference with Creative Images, Operations Director, Shannon McCormick for the licensee. Ms. McCarver was unavailable according to Shannon. Shannon reported Resident A's current day program tends to overly scrutinize direct care workers. The licensee is looking to have all residents moved to a new day program in the upcoming months. Ms. McCarver submitted an acceptable plan of correction to address the rule violation on 2/4/20.

APPLICABLE RULE	
R 400.14206	Staffing requirements.
	(2) A licensee shall have sufficient direct care staff on duty at all times for the supervision, personal care, and protection of residents and to provide the services specified in the resident's resident care agreement and assessment plan.

ANALYSIS:	On 12/3/19, direct care worker, Jamie Flowers was observed by a PEP Center manager sleeping on the job; thereby causing the resident to not receive the supervision and personal care specified in his assessment plan.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

An acceptable corrective action plan has been received; therefore, I recommend the status of this license remain unchanged.

K. Robinson

02/19/20

Kara Robinson
Licensing Consultant

Date

Approved By:

A. Hunter

02/20/2020

Ardra Hunter
Area Manager

Date