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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 18, 2021

Kelly Devereaux
Mentors of Michigan, Inc.
3812 Finch
Troy, MI 48084

RE: License #: AS630353528
Investigation #: 2021A0988009
Rougemont

Dear Ms. Devereaux:

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 (248) 975-5053.

Sincerely,

A handwritten signature in blue ink, appearing to read "K. Lewis".

Kenyatta Lewis, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(248) 296-2078

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630353528
Investigation #:	2021A0988009
Complaint Receipt Date:	01/21/2021
Investigation Initiation Date:	01/22/2021
Report Due Date:	03/22/2021
Licensee Name:	Mentors of Michigan, Inc.
Licensee Address:	3812 Finch Troy, MI 48084
Licensee Telephone #:	(248) 632-3534
Administrator:	Kelly Devereaux
Licensee Designee:	Kelly Devereaux
Name of Facility:	Rougemont
Facility Address:	22120 Rougemont Southfield, MI 48033
Facility Telephone #:	(248) 595-8344
Original Issuance Date:	03/24/2014
License Status:	REGULAR
Effective Date:	03/16/2020
Expiration Date:	03/15/2022
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
A staff member tested positive for COVID 19 on 01/19/2021. The licensee designee asked the staff member to quarantine at Rougemont facility and she refuses to quarantine staff members Aliyah Tucker and Michele Raby knowing that they were directly exposed to a COVID 19 positive staff member. There is concern that the residents are not being property protected from exposure to COVID 19.	Yes

III. METHODOLOGY

01/21/2021	Special Investigation Intake 2021A0988009
01/22/2021	Special Investigation Initiated - Telephone I attempted to leave a voice message for the complainant. The voice mailbox was full
01/25/2021	Contact - Document Sent I sent an email to the Complainant.
01/25/2021	Contact - Document Received I received an email from the Complainant requesting a return phone call.
02/02/2021	Contact - Telephone call made TC to Complainant. Unable to leave message.
02/25/2021	Contact - Document Received I received a text message from the licensee designee, Kelly Devereaux requesting a phone call to discuss the allegations.
03/08/2021	Contact - Telephone call made I conducted a telephone interview with the licensee designee, Kelly Devereaux.
03/15/2021	Contact - Telephone call made I conducted a telephone interview with the complainant. I also observed a text message exchange between the complainant and Kelly Devereaux. The complainant sent a screen shot to my cellphone.

03/15/2021	Contact - Telephone call made I left a voice message for Rougemont direct care worker (DCW) Michelle Raby.
03/15/2021	Contact - Telephone call made I conducted a telephone interview with Mentors of Michigan regional manager, Aaliyah Tucker.
03/15/2021	Contact - Telephone call made I conducted a telephone interview with Rougemont DCW, Donjanetta Darling.
03/15/2021	Contact - Telephone call made I spoke to Courtyard Manor licensee designee, Jim Cubr.
03/15/2021	Exit Conference I conducted the exit conference via telephone with Kelly Devereaux.

ALLEGATION:

A staff member tested positive for COVID 19 on 01/19/2021. The licensee designee asked the staff member to quarantine at Rougemont facility and she refuses to quarantine staff members Aliyah Tucker and Michele Raby knowing that they were directly exposed to a COVID 19 positive staff member. There is concern that the residents are not being property protected from exposure to COVID 19.

INVESTIGATION:

No onsite investigation conducted due to COVID 19.

On 01/21/2021, I opened special investigation #2021A0988009 after the department received a BCAL online complaint. The complainant, who is a former staff member, alleged that she tested positive for COVID-19 on 1/19/21. After sharing her COVID-19 test results with the licensee designee Kelly Devereaux, the complainant was sent to quarantine as staff in the Rougemont home along with direct care worker (DCW) Donjanetta Darling and all of the current residents. Mentors of Michigan direct care staff members, Aliyah Tucker, Donjanetta Darling and Michele Raby were all exposed directly to the complainant days before her positive test and directly after as Aliyah Tucker and Michele Raby are in regular contact with the complainant as they share their personal home as roommates. The complainant worked in the Rougemont home directly after receiving a positive test on 1-19-21 through 1-20-21 before she was told she could go home and quarantine without pay. This has got to be a health and safety issue of great proportion as the residents at Rougemont home have underlying medical conditions along with mental illness.

On 03/08/2021, I conducted a telephone interview with the licensee designee, Kelly Devereaux. Ms. Devereaux stated that there was a COVID-19 positive staff member that worked at Rougemont home on 01/19/21. None of the residents tested positive for COVID-19 after being exposed to the staff member. Ms. Devereaux stated that if any of her direct care staff test positive for COVID-19 and if residents had already been exposed, the staff has the choice to quarantine at their own home or at the facility with the residents who may have been exposed. Ms. Devereaux stated that a former staff member Amanda Praim was recently demoted. Ms. Praim contacted Ms. Devereaux on 01/19/2021 and stated that she was tested positive for COVID-19. According to Ms. Devereaux, Ms. Praim stated that "She may as well quarantine at Rougemont." On 01/20/2021, Ms. Praim contacted Ms. Devereaux stating that she was feeling sick, and she was told to go home. After her 14-day quarantine period, Ms. Praim did not return to work.

During the telephone interview, Ms. Devereaux was asked why staff were not required to quarantine at their own homes or away from the residents. Ms. Devereaux stated that her liaison from the health department advised that it was safer for staff and residents to quarantine together if residents ~~the residents~~ had already been exposed. Ms. Devereaux did not have anything in writing from the health department. I informed Ms. Devereaux that I believe the department provided guidance from the department of health and human services, which indicates that staff are to quarantine away from residents and this information was shared on the department website. Ms. Devereaux stated that she had not seen this information.

I conducted an online search at: [Coronavirus - FOR AFC & HFA OPERATORS \(michigan.gov\)](https://www.michigan.gov/coronavirus) to review the staff protocol for COVID 19. Per the COVID-19 Emergency Response Decision Tool, if staff are exposed or test positive for COVID 19, they must quarantine at home for 14 days.

On 03/15/2021, I conducted a telephone interview with the complainant and observed a text message exchange between the complainant and Kelly Devereaux. The complainant sent a screen shot to my cell phone. The complainant confirmed the allegations and stated that when she contacted Ms. Devereaux to share her COVID-19 positive test results, she was told she had a choice between working at Rougemont or Mansfield AFC home. The complainant also confirmed that she shares a home with two other Mentors of Michigan staff members, who work at several AFC homes. The complainant stated that Mentors of Michigan does not have any written staffing protocol regarding COVID-19. Staff are told to quarantine with residents and if they choose to quarantine at home, they are not paid. Most staff choose to quarantine with residents because they cannot afford to not be paid. The complainant stated that she had a text message from Ms. Devereaux stating that staff who do not work, do not get paid. The complainant forwarded the text message exchange to my cell phone.

I observed the message exchange between the complainant and Ms. Devereaux. The complainant asked, "What were my options?", and Ms. Devereaux responded stating that "the complainant absolutely had the option to go home and never

mentioned it and no one that was off the schedule was paid to work. I know you are sick, and I will get you out of there and home just like I would anyone else. Call Crystal, when she was quarantined and need to get out, I had her out in a matter of a few hours and no she didn't get paid while she was off work and neither to the rest of the staff, so tell me what you want me to do."

On 03/15/2021, I left a voice message for Rougemont direct care worker (DCW) Michelle Raby. Ms. Raby returned my call, and I conducted a telephone interview with her regarding the allegations. Ms. Raby stated usually if staff had been working at a facility and if the residents had to quarantine anyway, the staff would quarantine at the home with the residents. Staff have the option to quarantine at home and as far as she knows, staff get paid whether they quarantine at their own home or at a facility. Ms. Raby stated that she lives with a former staff member who tested positive for COVID-19 in January 2021. Ms. Raby stated that her roommate shared her test results, so Ms. Raby got tested and went to quarantine at Rougemont. Ms. Raby stated that she tested negative and did not return to her residence until 14 days later after she received a second negative COVID-19 test result.

On 03/15/2021, I conducted a telephone interview with Mentors of Michigan regional manager, Aaliyah Tucker. Ms. Tucker stated the Mentors of Michigan staffing protocol is that if a staff member tests positive for COVID-19 and they have put the residents at risk, Ms. Devereaux gives staff the option to quarantine at home or at the facility with the residents. Most staff choose to quarantine with the residents because if they quarantine at home, they do not get paid. Additionally, no new staff are put at risk of exposure to the residents who previously came in contact with COVID-19 positive staff.

On 03/15/2021, I conducted a telephone interview with Rougemont DCW, Donjanetta Darling. Ms. Darling stated that she worked at Rougemont with a COVID-19 positive staff member in January 2021. Ms. Darling stated that Ms. Devereaux gives COVID exposed or positive staff a choice to quarantine at home or at the facility with the residents. Staff usually choose to quarantine with the residents so that they can get paid.

On 03/15/2021, I spoke to Courtyard Manor licensee designee, Jim Cubr via telephone. I asked Mr. Cubr if he received any written documentation from the department of health regarding staff quarantining with residents who have already been exposed to COVID 19. Mr. Cubr stated that he has not received any documentation regarding staff quarantining with residents and that staff are to quarantine away from residents for 10 - 14 days per the MDDHS COVID-19 protocol.

On 03/15/2021, I conducted the exit conference via telephone with Kelly Devereaux. I explained my findings and stated that Ms. Devereaux may consider training her staff on the COVID-19 Emergency Response Decision Tool, as some of her staff members are under the impression that they will not get paid if they choose to quarantine at their own home or away from the residents. Ms. Devereaux stated that all staff are paid, during quarantine regardless of where they choose to quarantine. Ms. Devereaux also stated

that she has worked diligently to keep her staff and residents safe and protected during the pandemic and that she was not aware that she had done anything wrong. After the exit conference, I sent Ms. Devereaux an email that contained a copy of the COVID-19 Emergency Response Decision Tool and COVID 19 FAQ's for AFC and HFA licensees.

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:	Based on the information that I gathered from interviews with Ms. Devereaux, the complainant, and several staff members, I concluded that Ms. Devereaux knowingly allowed a staff member who was exposed to COVID-19 to work at Rougemont with the residents. It is common practice for Mentors of Michigan staff to continue to work and quarantine with residents if exposed or test positive for COVID-19. Ms. Devereaux was not aware of the COVID-19 Emergency Response Decision Tool, and therefore put the resident's safety and health at risk of exposure to COVID 19.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent on the receipt of an acceptable corrective action plan, I recommend no change in the license status.



03/17/2021

Kenyatta Lewis
Licensing Consultant

Date

Approved By:



03/18/2021

Denise Y. Nunn
Area Manager

Date