



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

June 7, 2021

Carolyn Bruning  
Northeast Michigan CMH Authority  
400 Johnson Street  
Alpena, MI 49707

RE: License #: AS040095845  
Investigation #: 2021A0360026  
Princeton Home

Dear Ms. Bruning:

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  
Ste 3  
931 S Otsego Ave  
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>	AS040095845
<b>Investigation #:</b>	2021A0360026
<b>Complaint Receipt Date:</b>	05/18/2021
<b>Investigation Initiation Date:</b>	05/18/2021
<b>Report Due Date:</b>	06/17/2021
<b>Licensee Name:</b>	Northeast Michigan CMH Authority
<b>Licensee Address:</b>	400 Johnson Street Alpena, MI 49707
<b>Licensee Telephone #:</b>	(989) 358-7603
<b>Administrator:</b>	Nicole Kaiser
<b>Licensee Designee:</b>	Carolyn Bruning
<b>Name of Facility:</b>	Princeton Home
<b>Facility Address:</b>	215 Princeton Alpena, MI 49707
<b>Facility Telephone #:</b>	(989) 356-9318
<b>Original Issuance Date:</b>	06/26/2001
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/06/2020
<b>Expiration Date:</b>	03/05/2022
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Staff Patti Ranger had an argument with Resident A, blocked her from leaving the kitchen and Resident A was overheard stating "Don't Hit Me."	No

## III. METHODOLOGY

05/18/2021	Special Investigation Intake 2021A0360026
05/18/2021	Special Investigation Initiated - Telephone Ruth Hewitt NEMCMH ORR
05/19/2021	Contact - Telephone call received Ruth Hewitt, ORR
06/01/2021	Contact - Telephone call made Guardian 1-A
06/02/2021	Contact - Document Received licensee designee Carolyn Bruning
06/02/2021	Inspection Completed On-site home manager Cheryl Ramos
06/02/2021	Contact - Face to Face DCS Patti Ranger, Resident A
06/02/2021	Contact - Telephone call made ORR Ruth Hewitt
06/02/2021	Contact - Telephone call made DCS Chayla Barbic-Benton
06/03/2021	Contact - Telephone call made DCS Chayla Barbic-Benton
06/04/2021	Contact - Telephone call made DCS Chayla Barbic-Benton
06/07/2021	Exit Conference With licensee designee Carolyn Bruning

**ALLEGATION: Staff Patti Ranger had an argument with Resident A, blocked her from leaving the kitchen and Resident A was overheard stating "Don't Hit Me."**

**INVESTIGATION:** On 5/18/2021 I was assigned a complaint from the LARA online complaint system.

On 5/18/2021 I contacted the Northeast Michigan Community Mental Health Office of Recipient Rights officer Ruth Hewitt. Ms. Hewitt stated she was assigning a complaint and could meet at the facility on Friday 5/21/2021.

On 5/19/2021 I was contacted by Ms. Hewitt who stated the home has had a COVID exposure and will be on quarantine until 6/1/2021.

On 6/1/2021 I contacted Resident A's guardian; Guardian 1-A. Guardian 1-A stated she was not aware of this incident. She stated she knows that the home is doing the best they can. She stated Resident A is always happy and has not made any complaints to her.

On 6/2/2021 I conducted an unannounced onsite inspection at the facility. The home manager, Cheryl Ramos stated her staff Chayla Barbic-Benton and Patti Ranger both completed progress notes regarding an incident with Resident A on 5/16/2021. She stated she has not interviewed the staff or Resident A because she was aware that a rights complaint had been filed. Ms. Ramos provided me with both progress notes. The progress notes from Ms. Barbic-Benton noted, *"(Resident A) refused to do her dishes, due to staff asking her not to run the water so long while she was looking out the window. (Resident A) also accused staff # 2 of grabbing her."* I also received a copy of the progress note completed by direct care staff Patti Ranger. The progress notes documented, *"(Resident A) was at the kitchen sink washing her dishes when she became angry with #2 staff for asking her to not run the water when not rinsing her dishes. (Resident A) threw her bowl in the sink and refused to finish. Then she threw her paper towel on the kitchen counter and was going to leave when #2 staff tapped her on the shoulder to get her attention and asked her to put it in the garbage. (Resident A) yelled and said, "don't grab me." There was no grabbing involved a tap only. (Resident A) then threw the paper towel again and #1 staff witnessed."*

On 6/2/2021 I interviewed Resident A. Resident A stated direct care staff Patti Ranger made her mad about doing the dishes. She stated Ms. Ranger did not hit her. She stated Ms. Ranger grabbed her wrist and asked her to pick up the paper towel. She denied being blocked in the kitchen. She stated Ms. Ranger is nice now and rubs her back for her.

On 6/2/2021 I interviewed direct care staff Patti Ranger. Ms. Ranger stated she did not hit or grab Resident A. She stated Resident A was putting dishes in the sink and had let the water run for several minutes. She stated she tapped Resident A on the shoulder to tell her to turn the water off and throw her paper towel away and Resident A yelled at her to leave her alone. She stated direct care staff Chayla Barbic-Benson witnessed this happen and they both entered progress notes regarding the incident.

On 6/2/2021 I contacted rights officer Ruth Hewitt. Ms. Hewitt stated her office would not be substantiating any rights violations regarding the complaint.

On 6/4/2021 I contacted direct care staff Chayla Barbic-Benson. Ms. Barbic-Benson stated Resident A had been at the sink and was irritated that Ms. Ranger asked her to turn the water off. She stated she heard Resident A say, "Don't touch me" so she went to see what was going on. She stated when she got into the kitchen Resident A had thrown a paper towel on the floor. She denied that Ms. Ranger was blocking Resident A's egress from the kitchen and she did not see any hitting.

On 6/7/2021 I conducted an exit conference with the licensee designee Carolyn Bruning. Ms. Bruning concurred with the findings of the investigation.

<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 alleges staff Patti Ranger had an argument with Resident A, blocked her from leaving the kitchen and Resident A was overheard stating "don't hit me."</p> <p>Resident A stated direct care staff Patti Ranger grabbed her by the wrist. She denied being hit or blocked in the kitchen.</p> <p>Direct care staff Patti Ranger denied hitting Resident A or blocking her in the kitchen. She stated she only tapped Resident A on the shoulder asking her to turn the water off. Direct care staff Chayla Barbic-Benson stated she heard Resident A say "don't hit me" but did not see any physical contact between Resident A and Ms. Ranger.</p> <p>Resident A's guardian denied that Resident A has expressed any concerns to her regarding getting hit by staff.</p>

	<p>The rights officer Ruth Hewitt stated their office has investigated the complaint and will not be substantiating any rights violations.</p> <p>There is not a preponderance of evidence that Resident A was not treated with dignity and respect and that her protection and safety was not attended to at all times.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**IV. RECOMMENDATION**

I recommend no change in the status of the license.



06/07/2021

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Matthew Soderquist  
Licensing Consultant

Date

Approved By:



06/07/2021

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Jerry Hendrick  
Area Manager

Date