



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 28, 2021

Ihsan Asmar
R & C Homes, Inc.
4004 Lovett Ct.
Inkster, MI 48141

RE: License #: AS820393375
Investigation #: 2021A0992023
Forever Care Homes III

Dear Mr. Asmar:

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 (313) 456-0380.

Sincerely,

A handwritten signature in cursive script, appearing to read "Denasha Walker".

Denasha Walker, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 300-9922

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820393375
Investigation #:	2021A0992023
Complaint Receipt Date:	06/28/2021
Investigation Initiation Date:	06/29/2021
Report Due Date:	08/27/2021
Licensee Name:	R & C Homes, Inc.
Licensee Address:	4004 Lovett Ct. Inkster, MI 48141
Licensee Telephone #:	(248) 881-7543
Administrator:	Ihsan Asmar
Licensee Designee:	Ihsan Asmar
Name of Facility:	Forever Care Homes III
Facility Address:	14465 Buck St. Taylor, MI 48180
Facility Telephone #:	(734) 442-7063
Original Issuance Date:	10/25/2018
License Status:	REGULAR
Effective Date:	10/25/2019
Expiration Date:	10/24/2021
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A is not being allowed phone calls from his friend.	No
Staff Charles Jackson beats and abuses Resident B.	No

III. METHODOLOGY

06/28/2021	Special Investigation Intake 2021A0992023
06/29/2021	Special Investigation Initiated - Telephone Complainant
07/06/2021	Contact - Telephone call made Damond Watkins, Resident B's guardian with Faith Connections; he was not available, message left.
07/02/2021	Contact - Telephone call made Pamela Traskos, Adult Protective Service (APS), she was not available, message left.
07/07/2021	Contact - Telephone call made Charles Jackson, Forever Care Homes Director of Operations
07/09/2021	Inspection Completed On-site Resident A
07/19/2021	Contact - Telephone call made Damond Watkins, Resident B's guardian with Faith Connection
07/23/2021	Contact - Telephone call made Allen Asmar, licensee designee
07/26/2021	Contact - Telephone call made Ms. Traskos
07/26/2021	Contact - Telephone call made Mr. Watkins
07/27/2021	Exit Conference Mr. Asmar

ALLEGATION: Resident A is not being allowed phone calls from his friend.

INVESTIGATION: On 6/29/2021, contact was made with the complainant regarding the allegations. The complainant stated she used to be a resident at the facility and

every time she calls Resident A, the staff will not allow her to talk to him. The complainant said the staff hang up on her before giving Resident A the telephone.

On 7/7/2021, I contacted Charles Jackson, Forever Care Homes Director of Operations regarding the allegations. Mr. Jackson denied the allegations. He said there is one landline in the home, and everybody has access to it including the staff and residents. He said there have been instances when the residents try to keep the telephone from one another or call multiple people to prevent the other residents from using the telephone. Mr. Jackson said Allen Asmar, licensee designee is considering installing a second landline, so there will be one telephone for the staff and one for the residents. Mr. Jackson said most of the residents have cellphones. He said Resident A has his own cellphone as well, so he always has access to a telephone.

On 7/9/2021, I conducted an unannounced onsite inspection and interviewed Resident A regarding the allegation. Resident A denied having any knowledge of the allegation. He said he is allowed to use the telephone whenever he needs too. He said the only rule is that he has to bring the telephone back opposed to leaving it laying around the house. I asked Resident A if he has a cellphone and he said he used too. He further stated that his cellphone was a government issued cellphone and it doesn't have any minutes on it. While onsite I did observe there is an active landline in the home.

On 7/23/2021, I contacted Allen Asmar, licensee designee regarding the allegations, in which Mr. Asmar denied. He said the residents are allowed to use the house phone at their leisure. He also said most of the residents have their own cellphones. I proceeded to conduct an exit conference with Mr. Asmar and made him aware there is insufficient evidence to support the allegation. Mr. Asmar denied having any questions at this time.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights: (e) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the resident. A licensee may charge a resident for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable

	<p>amount of change shall be available in the group home to enable residents to make change for calling purposes.</p> <p>(2) A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.</p>
ANALYSIS:	<p>The complainant stated every time she calls the home to talk with Resident A the staff hang up on her.</p> <p>Resident A, Allen Asmar, licensee designee and Charles Jackson, Forever Care Homes Director of Operations each denied the allegation.</p> <p>Residents A said he always has access to the telephone.</p> <p>Based on the above information, it is determined that Resident A has reasonable access to a telephone for private communications. The allegation is unsubstantiated.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION: Staff Charles Jackson beats and abuses Resident B.

INVESTIGATION: On 6/29/2021, contact was made with the complainant regarding the allegation. The complainant stated that she used to be a resident at the facility and reported seeing staff person Charles Jackson "beat and abused" Resident B. She said Resident B is very vulnerable and cannot defend himself. The complainant denied there were any other witnesses of the abuse.

On 7/7/2021, I contacted Charles Jackson, Forever Care Homes Director of Operations regarding the allegations. Mr. Jackson denied the allegation. He said there was an altercation between Residents A and C, in which Resident B sustained scratches. However, he said he would never assault a resident and has never abused Resident B.

On 7/9/2021, I completed an unannounced onsite inspection in attempt to interview Resident B. At the time Resident B was not there; Andrea Clark, direct care staff stated he was in the community.

On 7/19/2021, I received a return call from Damond Watkins, Resident B's guardian with Faith Connection. When asked about the whereabouts of Resident B, Mr. Watkins made me aware that Resident B eloped from the home and his whereabouts are unknown. He said a missing person report was filed by Allen Asmar, licensee designee on 7/11/2021. Mr. Watkins denied having any knowledge of Resident B being abused by Mr. Jackson. He said he met with Resident B prior to him eloping and he denied having any concerns.

On 7/23/2021, I contacted Allen Asmar, licensee designee regarding the allegations, in which Mr. Asmar denied. Mr. Asmar said Resident B had issues with another resident that has since been discharged from the facility. Mr. Asmar denied having any knowledge of Resident B being abused or mistreated by anyone and especially not by direct care staff.

On 7/26/2021, I contacted Pamela Traskos, Adult Protective Service (APS) and interviewed her regarding the allegations. It should be noted when this intake was received there was an existing investigation (2021A0992021) involving this facility and Resident B; alleging abuse. Ms. Traskos and I worked collaboratively. I proceeded to ask Ms. Traskos if Resident B ever disclosed that he was mistreated or abused by the staff and she said no. She said she made follow-up contact with Resident B and he denied having any concerns and stated he felt safe at the facility. She denied having any knowledge of Resident B's current whereabouts.

On 7/26/2021, I made follow-up contact with Mr. Watkins in an attempt to ascertain Resident B's whereabouts. He said at this time Resident B is absent without permission.

On 7/27/2021, I conducted an exit conference with Mr. Asmar and made him aware there is insufficient evidence to support the allegation. Mr. Asmar denied having any questions at this time.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	<p>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</p> <p>(a) Use any form of punishment.</p> <p>(b) Use any form of physical force other than physical restraint as defined in these rules.</p> <p>(c) Restrain a resident's movement by binding or tying or through the use of medication, paraphernalia, contraptions, material, or equipment for the purpose of immobilizing a resident.</p> <p>(d) Confine a resident in an area, such as a room, where egress is prevented, in a closet, or in a bed, box, or chair or restrict a resident in a similar manner.</p> <p>(e) Withhold food, water, clothing, rest, or toilet use.</p> <p>(f) Subject a resident to any of the following:</p> <p>(i) Mental or emotional cruelty.</p> <p>(ii) Verbal abuse.</p> <p>(iii) Derogatory remarks about the resident or members of his or her family.</p>

	<p>(iv) Threats. (g) Refuse the resident entrance to the home. (h) Isolation of a resident as defined in R400.14102(1)(m). (i) Any electrical shock device.</p>
ANALYSIS:	<p>The complainant reported she observed staff member Charles Jackson "beat and abuse" Resident B.</p> <p>Resident A, Allen Asmar, licensee designee, Charles Jackson, Forever Care Homes Director of Operations, Keith Hicks, direct care staff, Damond Watkins, Resident B's guardian with Faith Connection and Pamela Traskos, adult protective services all of denied the allegation.</p> <p>Resident B's current whereabouts are unknown so as a result he was not interviewed.</p> <p>Based on the above information, I am unable to determine that Charles Jackson, direct care staff used any form of physical force on and/or against Resident B. The allegation is unsubstantiated.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

IV. RECOMMENDATION

I recommend the status of the license remain unchanged.




07/27/2021

Denasha Walker
Licensing Consultant

Date

Approved By:



07/28/2021

Jerry Hendrick
Area Manager

Date