



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

September 3, 2021

Jennifer Bhaskaran
Alternative Services Inc.
Suite 10
32625 W Seven Mile Rd
Livonia, MI 48152

RE: License #: AS780376323
Investigation #: 2021A0584022
Middleton Home

Dear Ms. Bhaskaran:

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. If I am not available and you need to speak to someone immediately, please contact the local office at (517) 284-9727.

Sincerely,

A handwritten signature in cursive script that reads "Candace L. Pilarski".

Candace Pilarski, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 284-8967

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS780376323
Investigation #:	2021A0584022
Complaint Receipt Date:	07/08/2021
Investigation Initiation Date:	07/08/2021
Report Due Date:	09/06/2021
Licensee Name:	Alternative Services Inc.
Licensee Address:	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
Licensee Telephone #:	(248) 471-4880
Administrator:	Jeremy Hagerman
Licensee Designee:	Jennifer Bhaskaran
Name of Facility:	Middleton Home
Facility Address:	835 Middleton Road Owosso, MI 48867
Facility Telephone #:	(248) 471-4880
Original Issuance Date:	07/07/2015
License Status:	REGULAR
Effective Date:	01/07/2020
Expiration Date:	01/06/2022
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Per incident report, on 7/5/2021 Resident A was able to access the outside and make it around the home to the front porch. Staff were unaware of Resident A's whereabouts until a concerned citizen knocked on the door to alert them.	Yes

III. METHODOLOGY

07/08/2021	Special Investigation Intake 2021A0584022
07/08/2021	Special Investigation Initiated – Letter- Email to Ardis Bates, Shiawassee County Health and Wellness Recipient Rights Advisor
07/09/2021	Contact - Document Received- Email from Ardis Bates
07/12/2021	Contact - Face to Face- Interview with Ginger Flanner, Direct Care Worker
07/12/2021	Contact - Face to Face- Interview with Alisha Farley, Direct Care Worker
07/27/2021	Contact - Face to Face with Resident A
07/30/2021	Exit Conference with Jennifer Bhaskaran, licensee designee

ALLEGATION:

Per incident report, on 7/5/2021 Resident A was able to access the outside and make it around the home to the front porch. Staff were unaware of Resident A's whereabouts until a concerned citizen knocked on the door to alert them.

INVESTIGATION:

On July 12, 2021, I conducted a face-to-face interview with Alisha Farley, direct care worker. Ms. Farley stated she is a shift leader and has worked as a direct care worker at the home for six years. Ms. Farley stated she saw Resident A in the living room before she went into the medication room to make a lab appointment for a resident. Ms. Farley stated she said "keep an eye on them" to another direct care staff member Ginger Flanner as she went into the medication room. Ms. Farley said

she heard a knock on the front door when she was in the medication room. Ms. Farley stated her coworker Ginger Flanner was already on her way to open the door when she exited the medication room. Ms. Farley said they saw a man standing on the front porch next to Resident A. Ms. Farley said the man told her he was driving by the home and saw Resident A lying on the porch appearing to be having convulsions. Ms. Farley said she then saw an unknown woman walking from behind the corner of the house who started to ask her questions about why Resident A was alone on the porch. Ms. Farley stated the woman was very rude and agitated. Ms. Farley stated she assisted Resident A inside the home and closed the door. Ms. Farley did not ask or was given either the man or woman's name. Upon Resident A reentering the AFC home, Ms. Farley stated she examined Resident A for any injury. Ms. Farley said Resident A had an older wound on her foot that she had been picking at and it was found to have reopened when she checked Resident A and also discovered very minor scratches on her bottom due to scooting on the ground. Ms. Farley stated she cleaned the wound, applied basic first aid, and put socks on Resident A. Ms. Farley stated that Resident A is able to open and shut all facility doors without assistance. Ms. Farley said that Resident A usually scoots around on the floor or ground to move about. Ms. Farley said that Resident A does not go outside much but feels that Resident A is not acclimating to a new resident who is very loud and may try to get away from the sensory overload. Ms. Farley stated she was assigned to supervise Resident A during her shift on July 5, 2021. Ms. Farley said she would not leave her outside alone if she did go outside of the home. Ms. Farley said she thought that Resident A actually may have gone outside through the front door because she estimates she was only in the medication room for five minutes before she heard the knock on the door.

On July 7, 2021, I conducted a face-to-face interview with Ginger Flanner, direct care worker at the home. Ms. Flanner stated she was working on July 5, 2021, with direct care staff member Alisha Farley. Ms. Flanner stated the jobs are assigned at the home by "key" color. Ms. Flanner said that workers assigned the "red key" are to be the persons on medication distribution and monitoring Resident A as well as two other current residents. Ms. Flanner stated she was assigned the "blue key" duties that include cooking, cleaning the home, and monitoring three residents. Ms. Flanner stated that she was in the kitchen starting to prepare lunch and Resident A was sitting near her on the floor. Ms. Flanner then said she heard banging on the front door and went to answer it. Ms. Flanner stated that there was an older man standing in front of Resident A on the front porch. Ms. Flanner stated there was a woman with the man and the man was concerned that Resident A needed help. Ms. Flanner said that she did not ask the man or the woman their names and that Resident A was assisted back into the home. Ms. Flanner said she was not aware of Resident A's whereabouts after she noticed Resident A sitting on the floor next to her in the kitchen. Ms. Flanner also stated she did not recall that Ms. Farley had told her she was going to be in the medication room. Ms. Flanner said she did not remember Ms. Farley asking her to keep an eye on the residents. Ms. Flanner stated the home does not have any gates or fencing around the perimeter of the yard. Ms. Flanner stated she thought that Resident A went outside to the back yard

and made her way around the side of the house to reach the front porch. Ms. Flanner stated she estimated that Ms. Farley was in the medication room longer than five minutes. Ms. Flanner said that Ms. Farley contacted the house manager Nicole Frye to inform her of the incident.

I have reviewed Resident A's *Person-Centered Plan (PCP)* Meeting Notes from Shiawassee Health and Wellness. Resident A's PCP meeting notes are reviewed annually and are in effect until 12/31/2021. Resident A's PCP note is written Safety Concerns- [Resident A] is completely reliant upon her home staff for her safety in the home and the community. She could not evacuate in case of an emergency. She is not aware of "stranger danger." I reviewed Resident A's most recent *Assessment Plan for AFC Residents*, BCAL-3265 form. On this assessment under "Moves independently in the community", the box is checked "no" and Resident A's needs will be met with "staff assistance and with wheelchair."

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	Ms. Farley and Ms. Flanner were not supervising Resident A so that Resident A went outside unnoticed. Ms. Farley and Ms. Flanner did not realize Resident A was outside on the porch unsupervised until a concerned citizen stopped by the home and knocked on the front door. Given that Resident A is not aware of "stranger danger" and was able to exit the home without any direct care staff member being aware, Resident A was not provided with protection and supervision as specified in her assessment plan.
CONCLUSION:	VIOLATION ESTABLISHED

