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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

September 15, 2021

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

RE: License #: AS780376323
Investigation #: 2021A0584023
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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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.

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) 243-7590

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
 BUREAU OF COMMUNITY AND HEALTH SYSTEMS
 SPECIAL INVESTIGATION REPORT
 THIS REPORT CONTAINS OBSCENE LANGUAGE**

I. IDENTIFYING INFORMATION

License #:	AS780376323
Investigation #:	2021A0584023
Complaint Receipt Date:	07/22/2021
Investigation Initiation Date:	07/22/2021
Report Due Date:	09/20/2021
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, Designee
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?
On 7/21/2021 Resident A was having a behavior and staff Janae Spencer was heard yelling at Resident A using improper language.	Yes

III. METHODOLOGY

07/22/2021	Special Investigation Intake 2021A0584023
07/22/2021	Special Investigation Initiated - Telephone Phone call with Andrea Andrykovich, Recipient Rights Officer Shiawassee Health and Wellness
07/27/2021	Contact - Face to Face Interview with Janae Spencer, direct care staff
07/27/2021	Contact - Face to Face Interview with Renee Louch, direct care staff
07/27/2021	Contact - Face to Face Interview with Resident A
07/30/2021	Exit Conference Phone conference with Jennifer Bhaskaran, Licensee Designee

ALLEGATION:

On 7/21/2021 Resident A was having a behavior and staff Janae Spencer was heard yelling at Resident A using improper language.

INVESTIGATION:

On 7/27/21, I conducted an unannounced visit to the home at 835 Middleton Road Owosso, MI. A visual inspection of the home was done as well as an observation of the residents as most are not able to verbally communicate.

On 7/27/21, I conducted a face-to-face interview with Resident A in the office of the facility. Resident A is able to communicate and understand questions asked of her. Resident A was happy to talk about shopping trips and visiting with me but did not wish to talk about the incident in question. Resident A was visibly upset when asked

about a possible recent argument with staff and said, “I don’t want to talk about that.” At that point Resident A wanted to leave the office and got up and went to go sit in the living area.

On 7/27/21, I conducted a face-to-face interview with direct staff worker Renee Louch. Ms. Louch was working on 7/21/21 with Janae Spencer, direct care worker. Ms. Louch said all of the residents were eating dinner when Resident A stood up and started screaming. Ms. Louch was in the kitchen cleaning up and Resident A started to use foul language and left to go to her room. Ms. Louch said that Resident A was throwing shoes and direct care worker, Ms. Spencer went to Resident A’s room to help calm her down. Ms. Louch said that she heard loud yelling between Ms. Spencer and Resident A. Ms. Louch stated Ms. Spencer was trying to keep Resident A from slamming her bedroom door. Ms. Louch said she could hear both Ms. Spencer and Resident A yelling at each other and the words exchanged between the two very clearly. Ms. Louch heard Resident A say to Ms. Spencer “fuck you” and then heard Ms. Spencer answer back “fuck you.” Ms. Louch stated three of the residents were at the table finishing their meal and two other residents were in their rooms during this exchange.

On 7/27/21, I conducted a face-to-face interview with Janae Spencer, direct care worker. Ms. Spencer stated she was working at the home with Renee Louch on 7/27/21. Ms. Spencer said that Resident A took her dishes into the kitchen and threw her plate against the window. Ms. Spencer said that Resident A went to her bedroom and slammed the door. Ms. Spencer went to Resident A’s room and asked her to stop slamming the door. Ms. Spencer said that Resident A slammed it again and started throwing things while swearing loudly. Ms. Spencer said that Resident A said “fuck you” to her and she said “fuck you” back to Resident A. Ms. Spencer said that Ms. Louch intervened at that point and talked to Resident A. Ms. Spencer said that Resident A calmed down and they both apologized to each other at that time.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(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: (f) Subject a resident to any of the following: (ii) Verbal abuse.
ANALYSIS:	Direct care staff Janae Spencer admitted to using obscene language at Resident A thus subjecting Resident A to verbal abuse.
CONCLUSION:	VIOLATION ESTABLISHED

