



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

September 27, 2021

Cheryl Thomas-Hardy
PO Box 4317
Saginaw, MI 48606

RE: License #:	AS730354102
Investigation #:	2021A0123041
	Iowa's Place

Dear Ms. Thomas-Hardy:

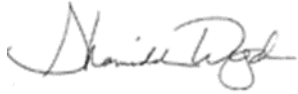
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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. 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 (906) 226-4171.

Sincerely,

A handwritten signature in cursive script, appearing to read "Shamidah Wyden".

Shamidah Wyden, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48607
989-395-6853

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS730354102
Investigation #:	2021A0123041
Complaint Receipt Date:	08/12/2021
Investigation Initiation Date:	08/13/2021
Report Due Date:	10/11/2021
Licensee Name:	Cheryl Thomas-Hardy
Licensee Address:	4462 E. Lakecress Drive Saginaw, MI 48603
Licensee Telephone #:	(989) 737-4010
Administrator:	Cheryl Thomas-Hardy
Licensee Designee:	N/A
Name of Facility:	Iowa's Place
Facility Address:	2308 Iowa Saginaw, MI 48601
Facility Telephone #:	(989) 737-4010
Original Issuance Date:	05/14/2014
License Status:	REGULAR
Effective Date:	11/14/2020
Expiration Date:	11/13/2022
Capacity:	5
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
On 08/12/2021, it was found that Resident A's packed lunch consisted of an expired Lunchable and juice pouch.	Yes

III. METHODOLOGY

08/12/2021	Special Investigation Intake 2021A0123041
08/13/2021	Special Investigation Initiated - Telephone I spoke with Complainant 1 via phone.
08/16/2021	Inspection Completed On-site I conducted an unannounced visit at the facility.
08/31/2021	Contact - Telephone call made I made a follow-up call to Cheryl Thomas-Hardy.
08/31/2021	Contact - Telephone call made I spoke with Resident A's public guardian via phone.
08/31/2021	APS Referral APS referral completed.
08/31/2021	Contact - Telephone call made I made a call to Community Ties North and left a voicemail requesting a return call from the director Jennifer Martin.
08/31/2021	Contact - Telephone call received I received a return voicemail from Ms. Martin stating to call Melissa Gray, the services coordinator.
09/01/2021	Contact - Telephone call made I left a voicemail requesting a return call from Ms. Gray, services coordinator.
09/01/2021	Contact - Telephone call received I spoke with Ms. Gray, services coordinator, via phone.
09/27/2021	Exit Conference I conducted an exit conference with licensee Cheryl Thomas-Hardy via phone.

ALLEGATION: On 08/12/2021, it was found that Resident A's packed lunch consisted of an expired Lunchable and juice pouch.

INVESTIGATION: On 08/13/2021, I spoke with Complainant 1 via phone. Complainant 1 stated that Resident A reported that her food she had eaten while at her day program, Community Ties North, tasted funny. The food Resident A ate was a Lunchable with cookies, crackers, cheese, and meat. Resident A has resided in the home since 06/30/2021 or 07/01/2021. The facility reported that they had just purchased the food, and the expiration date for the juice was July 2022. Complainant 1 stated that the expiration date on the Lunchable was questionable because the facility did not have any more Lunchables left. Complainant 1 stated that the expiration date for the cookies was November 2020, and the drink was expired as well. Resident A did not get sick, and it is not known if Community Ties North offered Resident A an alternative meal. Complainant 1 stated that this is the first incident, and Resident A has not complained regarding the food served in the home.

On 08/16/2021, I conducted an unannounced on-site visit to the facility. Licensee Cheryl Thomas-Hardy was present. Mrs. Thomas-Hardy showed me a box of Capri Sun juices that expires 01/02/2022. She stated that Resident A had a juice from this box, and that the juices are new. She stated that Community Ties North has not shown her any proof that the food Resident A had at program was outdated. She stated that Resident A never takes Lunchables, but she wanted one for that day. She stated that the Lunchable was purchased at Sheridan Plaza, and there are no Lunchables left in the facility. She stated that the Lunchable contained cookies, meat, crackers, and cheese, and she purchased them five for \$5.00. She stated that both she and her husband personally ate a Lunchable with no issues.

During the on-site on 08/16/2021, I observed multiple food items in the home in the refrigerator and cabinets and checked expiration dates. There were no issues noted. Mrs. Thomas-Hardy stated that she purchased the Lunchable either that Monday or Tuesday of the week Resident A took the Lunchable to school.

On 08/16/2021, I interviewed Resident A at the facility. She stated that she bought the Lunchable with her own money, and that it was new. She stated that the cookie was too hard, it hurt her tooth, and it was not good, so she threw it in the trash because it was old.

On 08/31/2021, I made a follow up call to Mrs. Thomas-Hardy. She stated that she has not heard any updates, and there have been no issues since the alleged incident.

On 08/31/2021, I spoke with Resident A's public guardian via phone. Guardian 1 stated that he is aware of the incident but has not received an official incident report. Guardian 1 stated that Resident A moved into the facility about a month ago, so

there is not a lot of history with the home. Guardian 1 denied having any concerns in general, just this incident. He stated that he has not spoken to Resident A about the incident, and that Resident A is developmentally disabled.

On 09/01/2021, I spoke with Community Ties North services coordinator Melissa Gray via phone. She stated that she has a photo of the Lunchable. She stated that the incident occurred on 08/12/2021. She stated that Resident A bit into the dessert part of the Lunchable which also included crackers, ham, and cheese. Resident A reported that the cookie tasted bad and had eaten the rest of the Lunchable. Community Ties North staff had Resident A put the cookie down, they checked the date, and saw the package was expired. Ms. Gray stated that the juice was also expired by a month, and the expiration date on the Lunchable was November 2020. The Kool-aide Jammer juice Resident A had expired 07/04/2021. Ms. Gray stated that she will send photos, the incident report, and past complaints regarding the home for this same issue.

On 09/01/2021, I received photos via email from Ms. Gray. The photos confirm that the juice pouch and Lunchable had expired dates, 07/04/2021 and 11/02/2020 respectively. She stated in her email that she was unable to find past complaints for the same issue for this home and is waiting for approval to send a copy of the incident report. She sent a follow up email on 09/02/2021 stating she is unable to send the incident report.

On 09/02/2021, I received a copy of the Michigan Department of Community Health incident report via fax from Complainant 1. The incident report dated of 08/12/2021 states the following:

“[Resident A] was eating lunch. She had a ham and cheese Lunchable and Kool-aide pouch juice. After eating her ham, cheese, she ate a cookie and her second cookie she said it tasted bad. Staff told her to throw it away and looked at expiration date on package it was expired November 2020. The juice pouch expired July 4th, 2021. Told [Resident A] to throw away remaining food and notified support coordinator when returning from outing.”

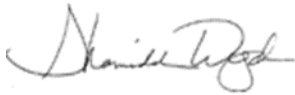
APPLICABLE RULE	
R 400.14402	Food service.
	(1) All food shall be from sources that are approved or considered satisfactory by the department and shall be safe for human consumption, clean, wholesome and free from spoilage, adulteration, and misbranding.
ANALYSIS:	An incident report dated for 08/12/2021 explains that Resident A complained of a cookie in her Lunchable tasted funny. It was found that the Lunchable and juice pouch she had for lunch that day both had expired dates.

	<p>Photos of the Lunchable box and juice pouch were reviewed during this investigation. The Lunchable expiration date was 11/02/2020, and the juice pouch's expiration date was 07/04/2021 per the photos.</p> <p>Licensee Cheryl Thomas-Hardy stated that the Lunchable was purchased the week Resident A took it for lunch.</p> <p>Resident A stated that the cookie was too hard, it hurt her tooth, and it was not good, so she threw it in the trash because it was old.</p> <p>There is a preponderance of evidence to substantiate a rule violation in regard to spoilage.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 09/27/2021, I conducted an exit conference with licensee Cheryl Thomas-Hardy via phone. I informed her of the findings and conclusion.

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend continuation of this AFC small group home license (capacity 5).

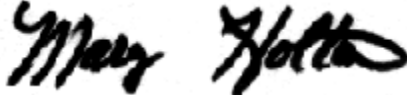


09/27/2021

Shamidah Wyden
Licensing Consultant

Date

Approved By:



09/27/2021

Mary E Holton
Area Manager

Date