



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

October 22, 2021

Linda Willford  
4205 Willford Rd  
Gladwin, MI 48624

RE: License #:	AF260002071
Investigation #:	2021A0123043
	Willford AFC I

Dear Mrs. Willford:

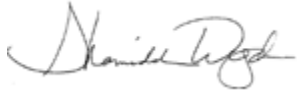
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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,



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**

<b>License #:</b>	AF260002071
<b>Investigation #:</b>	2021A0123043
<b>Complaint Receipt Date:</b>	08/24/2021
<b>Investigation Initiation Date:</b>	08/25/2021
<b>Report Due Date:</b>	10/23/2021
<b>Licensee Name:</b>	Linda Willford
<b>Licensee Address:</b>	4205 Willford Rd Gladwin, MI 48624
<b>Licensee Telephone #:</b>	(989) 426-4429
<b>Administrator:</b>	N/A
<b>Licensee Designee:</b>	N/A
<b>Name of Facility:</b>	Willford AFC I
<b>Facility Address:</b>	4205 Willford Rd Gladwin, MI 48624
<b>Facility Telephone #:</b>	(989) 426-4429
<b>Original Issuance Date:</b>	09/14/1982
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	09/26/2019
<b>Expiration Date:</b>	09/25/2021
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Linda Willford has a medical condition preventing her from being able to care for the residents.	No
There are days where Mrs. Willford does not get out of bed to take care of the residents. Residents are commonly dirty, and they are not getting their medications properly.	No
The home has standing water in it and smells like a cat box.	No
Additional Findings	Yes

## III. METHODOLOGY

08/24/2021	Special Investigation Intake 2021A0123043
08/24/2021	APS Referral Information received regarding APS referral.
08/25/2021	Special Investigation Initiated - On Site I conducted an on-site visit to the facility.
08/30/2021	Contact - Telephone call made I spoke with Mrs. Willford via phone.
09/03/2021	Contact - Document Sent I sent a medical clearance form via email and mail to Mrs. Willford.
09/29/2021	Contact - Telephone call made I made a call to the facility. I left a message with staff Maria Searsoss, asking her to have Mrs. Willford return this call.
09/29/2021	Contact - Telephone call received I conducted a follow-up call with Mrs. Willford.
10/11/2021	Contact - Telephone call made I made a follow-up call to the facility.
10/12/2021	Contact- Telephone call made I left a voicemail requesting a return call from case manager Jean McDonald.

10/13/2021	Contact- Telephone call received I received a voicemail from Ms. McDonald.
10/13/2021	Contact- Telephone call made I spoke with resident case manager Jean McDonald via phone.
10/19/2021	Exit Conference I spoke with Mrs. Willford via phone.

**ALLEGATION:** Linda Willford has a medical condition preventing her from being able to care for the residents.

**INVESTIGATION:** On 08/25/2021, I conducted an on-site at the facility for this investigation. During this on-site I conducted a scheduled renewal inspection as well. Mrs. Amanda Rodabaugh, Mrs. Linda Wilford's granddaughter was present. Mrs. Rodabaugh denied the allegations. She stated that Mrs. Willford had a medical procedure done, and that she has been assisting Mrs. Willford since January 2021. She stated that there are six residents that reside in the home, and two resident who are currently at work until 3:00 pm today.

On 08/25/2021, I interviewed Mr. John Willford at the facility. He denied that Mrs. Willford is medically unable to care for the residents on a long-term basis Mr. Willford stated that Mrs. Willford had a medical procedure done that has left her tired and in bed.

On 08/30/2021, I spoke with licensee Linda Willford via phone. She stated that she had a surgery the day before the renewal inspection, and that there were no issues before the surgery. She stated that she has two staff persons and her granddaughter Amanda Rodabaugh who is her responsible person. I informed her that I would mail her a medical clearance form.

On 09/03/2021, I sent a *BCAL-37-4-AFC Medical Clearance Request* form via email and regular USPS mail to Mrs. Willford.

On 09/29/2021, I spoke with Mrs. Willford. She stated that she does not have the medical clearance back from her doctor yet. She stated that she was sick and in the hospital for five or six days and was released yesterday. She stated that Mrs. Rodabaugh covered her last week.

On 10/11/2021, I spoke with Mrs. Willford via phone. She stated that she did not receive the medical clearance. She then stated that she is confused and has been busy.

On 10/11/2021, I resent Mrs. Willford the email that was originally sent 09/03/2021, which included the medical clearance form. On 10/13/2021, I sent the same email to a different email address provided for Mrs. Willford.

On 10/11/2021, I interviewed staff Maria Searsoss via phone. She stated that she and another staff person cover one of two shifts daily (9:00 am to 3:00 pm and 3:00 pm to 9:00 pm). She stated that she has worked in the home for about six years. She stated that Mr. and Mrs. Willford are present at night. She stated that she worked while Mrs. Willford was in the hospital. She denied having any knowledge regarding a medical condition preventing her from being able to care for the residents long-term and stated that Mrs. Willford has only had medical issues these last few months. She stated that Mrs. Willford takes care of herself.

On 10/14/2021, I spoke with Central Michigan Community Mental Health case manager Jean McDonald via phone. She stated that she is the case manager for each resident in the home. She stated that she did a home visit yesterday and everything was as normal as it always has been. She stated that there are three residents who attend workshop, and that the residents have always been well taken care of. She stated that she has never had any concerns, and that some of the residents have resided in the home for up to 40 years. She stated that the residents are treated like family. She stated that Mrs. Willford has been sick lately, but was looking much, much better yesterday.

<b>APPLICABLE RULE</b>	
<b>R 400.1405</b>	<b>Health of a licensee, responsible person, and member of the household.</b>
	<b>(1) A licensee, responsible person, and a member of the household shall be in such physical and mental health so as not to negatively affect either the health of the resident or the quality of his or her care.</b>
<b>ANALYSIS:</b>	<p>Mrs. Rodabaugh, Mrs. Willford, Mr. Willford, and Staff Searsoss denied the allegations. They reported that Mrs. Willford has had some health issues recently but denied that she has a medical conditional preventing her from being able to care for the residents.</p> <p>Mrs. Rodabaugh and Mrs. Willford reported that Mrs. Rodabaugh has been assisting Mrs. Willford as the responsible person.</p> <p>Case manager Jean McDonald denied having any concerns regarding the quality of resident care.</p> <p>There is no preponderance of evidence to substantiate a rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** There are days where Mrs. Willford does not get out of bed to take care of the residents. Residents are commonly dirty, and they are not getting their medications properly.

**INVESTIGATION:** On 08/25/2021, I conducted an on-site at the facility. During this on-site I conducted a renewal inspection as well. Mrs. Amanda Rodabaugh, Mrs. Linda Willford's granddaughter was present. Mrs. Rodabaugh denied the allegations. Mrs. Rodabaugh stated that residents are provided their medications daily.

Medication administration records were observed during this on-site. No issues were noted. Resident A, Resident B, Resident C, and Resident D were observed during this on-site. There were no issues noted in regard to their hygiene, and they appeared appropriately dressed. Resident E and Resident F were absent due to being at their workshop.

On 08/25/2021, I interviewed Mr. John Willford at the facility. He stated that the residents are receiving personal care and their medications.

On 08/30/2021, I spoke with licensee Linda Willford via phone. She denied the allegations.

On 10/11/2021, I interviewed staff Maria Searsoss via phone. She denied the allegations. She stated that some residents shower daily, and some shower every other day. She stated that the residents who are independent bath on their own, and that those independent residents also work during the day.

On 10/14/2021, I spoke with Central Michigan Community Mental Health case manager Jean McDonald via phone. She stated that she is the case manager for each resident in the home. She stated that she did a home visit yesterday and everything was as normal as it always has been. She stated that there are three residents who attend workshop, and that the residents have always been well taken care of. She stated that she has never had any concerns, and that some of the residents have resided in the home for up to 40 years. She stated that the home also has two staff that come in daily to assist residents with personal care, and community activities. She denied having any concerns with the resident's medications. She stated that a primary care physician also visits the residents regularly. She stated that the home is warm and caring.

<b>APPLICABLE RULE</b>	
<b>R 400.1418</b>	<b>Resident medications.</b>
	<b>(2) Medication shall be given pursuant to label instructions.</b>

<b>ANALYSIS:</b>	<p>On 08/25/2021, I conducted an on-site at the facility. During this on-site I conducted a renewal inspection as well. Medication administration records were observed during this on-site. No issues were noted.</p> <p>Mr. and Mrs. Willford denied the allegations, as well as Mrs. Rodabaugh, and Staff Searsoss. Case manager Jean McDonald denied having any concerns regarding resident medications.</p> <p>There is no preponderance of evidence to substantiate a rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.1420</b>	<b>Resident hygiene.</b>
	<b>(1) A licensee shall afford a resident the opportunity for daily bathing.</b>
<b>ANALYSIS:</b>	<p>On 08/25/2021, I conducted an on-site at the facility. During this on-site I conducted a renewal inspection as well. Mrs. Rodabaugh denied the allegations.</p> <p>Resident A, Resident B, Resident C, and Resident D were observed during this on-site. There were no issues noted in regard to their hygiene, and they appeared appropriately dressed.</p> <p>Mr. and Mrs. Willford denied the allegations, as well as Mrs. Rodabaugh, and Staff Searsoss. Case manager Jean McDonald denied having any concerns regarding resident hygiene and personal care.</p> <p>There is no preponderance of evidence to substantiate a rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:** The home has standing water in it and smells like a cat box.

**INVESTIGATION:** On 08/25/2021, I conducted an on-site at the facility. During this on-site I conducted a renewal inspection as well. Mrs. Amanda Rodabaugh, Mrs. Linda Wilford's granddaughter was present. Mrs. Rodabaugh denied the allegations.



She denied that the home smelled like a cat box. She stated that the facility does have a cat, and litter boxes. I observed a litter box in a closet during this on-site. Mrs. Rodabaugh pointed out that it appeared the cat had only used the litter box one time. I did not observe the home during this on-site to smell like a litter box.

Mrs. Rodabaugh stated that she does not think there is any standing water in the basement, and that the home has a geothermal heating and cooling system. During this on-site, I checked the basement. There did not appear to be any standing water in the basement.

On 08/25/2021, I interviewed Mr. John Willford at the facility. He denied the allegations. He stated that home does have cats. He denied that the home has standing water in the basement. He stated that there may be condensation from the air condition that goes down the floor drain.

On 08/30/2021, I spoke with licensee Linda Willford via phone. She stated that she does not believe the home smells like a cat box, but they do have a cat. She denied there has been any recent standing water in the home.

On 10/11/2021, I interviewed staff Maria Searsoss via phone. She denied the allegations. She stated that there are three cats and three litter boxes that are cleaned daily. She denied that the home has any standing water.

On 10/14/2021, I spoke with Central Michigan Community Mental Health case manager Jean McDonald via phone. She denied having any concerns with standing water or any physical plant issues. She stated that she has never observed any questionable odors.

<b>APPLICABLE RULE</b>	
<b>R 400.1426</b>	<b>Maintenance of premises.</b>
	<b>(1) The premises shall be maintained in a clean and safe condition.</b>
<b>ANALYSIS:</b>	<p>On 08/25/2021, I conducted an on-site at the facility. I did not observe any standing water in the home. I also did not observe any odors in the home.</p> <p>Mr. and Mrs. Willford, Mrs. Rodabaugh, Ms. McDonald, and Ms. Searsoss denied the allegations.</p> <p>There is no preponderance of evidence to substantiate a rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**Additional Findings:**

**Investigation:** On 09/03/2021, I sent a *BCAL-37-4-AFC Medical Clearance Request* form via email and regular USPS mail to Mrs. Willford.

On 09/29/2021, I spoke with Mrs. Willford. She stated that she does not have the medical clearance back from her doctor yet. She stated that she was sick and in the hospital for five or six days and was released yesterday. She stated that Mrs. Rodabaugh covered her last week.

On 10/11/2021, I spoke with Mrs. Willford via phone. She stated that she did not receive the medical clearance. She then stated that she is confused and has been busy.

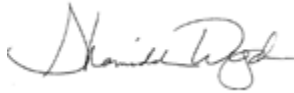
On 10/11/2021, I resent Mrs. Willford the email that was originally sent 09/03/2021, which included the medical clearance form. On 10/13/2021, I sent the same email to a different email address provided for Mrs. Willford.

<b>APPLICABLE RULE</b>	
<b>R 400.1405</b>	<b>Health of a licensee, responsible person, and member of the household.</b>
	<b>(2) A licensee shall have on file with the department a statement signed by a licensed physician or his or her designee with regard to his or her knowledge of the physical health of the licensee and each responsible person. The statement shall be signed within 6 months before issuance of a license and at any other time requested by the department.</b>
<b>ANALYSIS:</b>	<p>On 09/03/2021, I sent a <i>BCAL-37-4-AFC Medical Clearance Request</i> form via email and regular USPS mail to Mrs. Willford. I resent the medical clearance via email on 10/11/2021 and 10/13/2021.</p> <p>On 09/29/2021, I spoke with Mrs. Willford. She stated that she does not have the medical clearance back from her doctor yet.</p> <p>There is a preponderance of evidence to substantiate a rule violation in regard to Mrs. Willford not providing the department with an updated medical clearance form as requested during the course of this investigation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

On 10/19/2021, I conducted an exit conference with licensee Linda Willford via phone. I informed her of the findings and conclusions.

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable corrective action plan, I recommend continuation of this AFC family group home (capacity 6).



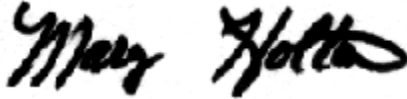
10/22/2021

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Shamidah Wyden  
Licensing Consultant

Date

Approved By:



10/22/2021

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Mary E Holton  
Area Manager

Date