



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 10, 2021

Kathleen Hockey
Moore Apt Non-Profit Housing Corp.
5900 Executive Drive
Lansing, MI 48911

RE: License #: AS100339738
Investigation #: 2022A0230004
Hillside

Dear Ms. Hockey:

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 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 (231) 922-5309.

Sincerely,

A handwritten signature in blue ink that reads "Rhonda Richards". The signature is written in a cursive style with a large initial "R".

Rhonda Richards, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4942

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS100339738
Investigation #:	2022A0230004
Complaint Receipt Date:	11/01/2021
Investigation Initiation Date:	11/01/2021
Report Due Date:	12/31/2021
Licensee Name:	Moore Apt Non-Profit Housing Corp.
Licensee Address:	5900 Executive Drive, Lansing, MI 48911
Licensee Telephone #:	(517) 393-2103
Administrator:	Kathleen Hockey
Licensee Designee:	Kathleen Hockey
Name of Facility:	Hillside
Facility Address:	7280 South Street, Benzonia, MI 49616
Facility Telephone #:	(231) 882-7671
Original Issuance Date:	08/20/2013
License Status:	REGULAR
Effective Date:	04/23/2020
Expiration Date:	04/22/2022
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Staff member Heather Wood took Resident A on an outing and left him at the gas station. She drove for 15 minutes before she realized he was not in the car.	Yes

III. METHODOLOGY

11/01/2021	Special Investigation Intake 2022A0230004
11/01/2021	Special Investigation Initiated - On Site Interview with staff members Tereasa Maqdissi, Heather Wood and Resident A
11/05/2021	Exit Conference With Licensee Designee Kathy Hockey

ALLEGATION: Staff member Heather wood took Resident A on an outing and left him at the gas station. She drove for 15 minutes before she realized he was not in the car.

INVESTIGATION: On 11/01/2021, I conducted an unannounced on-site investigation at the facility and interviewed Resident A and staff members Heather Wood and Tereasa Maqdissi.

Ms. Maqdissi who is the facility manager told me that she had been notified on 10/30/2021 that Ms. Wood had taken Resident A on an outing to Meijer's and had accidentally left him at the gas station without realizing he was not in the vehicle.

Resident A stated to me that he went to take bottles back and Ms. Wood left him at the gas station. "I didn't like it." He stated he went inside the store after Ms. Wood had gone in and he purchased a candy bar.

Ms. Wood stated that on 10/30/2021, she took Resident A on an outing to return pop bottles at Meijer in Manistee. She stopped and got gas at the EZ-Mart in Bear Lake and did not receive a receipt for the gas. At that time, she described that Resident A had been sitting in the back seat directly behind her. There were no other residents in the car. She went inside to get the gas receipt and came back out and got in the car. She did not look to notice if Resident A was still in the car. After driving about 15 miles she arrived at Meijer, stopped, and realized Resident A was not in the vehicle. When she notified the facility, she learned that another staff had by chance just

stopped at the same EZ-Mart before work and found Resident A. The staff was willing to wait the 15 minutes with Resident A until Ms. Wood could get back to the gas station. Ms. Wood contacted her manager and explained what had happened. Ms. Wood did not know why she left Resident A and stated she “Just was not paying attention.” Ms. Wood was apologetic about the incident.

On 11/01/2021, I drove the route from the EZ-Mart in Bear Lake to the Meijer in Manistee. It was 15 miles and was a 15-minute drive.

On 11/05/2021, I conducted an exit conference with Licensee Designee Kathy Hockey and reviewed the findings of the investigation. She stated she was surprised that this happened as Ms. Wood had worked for the facility for many years and had never had any disciplinary problems. Ms. Hockey will be implementing a new protocol for any staff that transport residents as part of her corrective action plan.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Resident A’s personal needs including protection and safety were not attended to at all times when Ms. Wood drove away and left Resident A at the gas station.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable plan of correction I recommend the status of this license remain unchanged.

Rhonda Richards

11/09/2021

Rhonda Richards, Licensing Consultant Date

Approved By:

Jerry Hendrick

11/10/2021

Jerry Hendrick, Area Manager Date

