



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 29, 2021

Sandra Williams-Sulaiman
Golden Residential Facility 2 AFC LLC
1107 Denway Dr.
Kalamazoo, MI 49008

RE: License #: AS390396026
Investigation #: 2022A1030001
Golden Residential Facility #2

Dear Mrs. Williams-Sulaiman:

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.



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

Sincerely,

Nile Khabeiry, LMSW

Nile Khabeiry, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909

enclosure

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

I. IDENTIFYING INFORMATION

| | |
|---------------------------------------|--|
| License #: | AS390396026 |
| Investigation #: | 2022A1030001 |
| Complaint Receipt Date: | 09/30/2021 |
| Investigation Initiation Date: | 10/04/2021 |
| Report Due Date: | 11/29/2021 |
| Licensee Name: | Golden Residential Facility #2 AFC LLC |
| Licensee Address: | 1107 Denway Dr. Kalamazoo, MI 49008 |
| Licensee Telephone #: | (269) 365-0995 |
| Administrator: | Saundra Williams-Sulaiman |
| Licensee Designee: | Saundra Williams-Sulaiman |
| Name of Facility: | Golden Residential Facility #2 |
| Facility Address: | 1107 Denway Drive Kalamazoo, MI 49008 |
| Facility Telephone #: | (269) 365-0995 |
| Original Issuance Date: | 06/18/2019 |
| License Status: | REGULAR |
| Effective Date: | 12/18/2019 |
| Expiration Date: | 12/17/2021 |
| Capacity: | 4 |
| Program Type: | DEVELOPMENTALLY DISABLED MENTALLY ILL |

ALLEGATION(S)

| | Violation Established? |
|--|-------------------------------|
| Golden Residential Facility #2 is not providing care and services to Resident A that promote self-esteem, self-direction, independence, and normalization. | Yes |

II. METHODOLOGY

| | |
|------------|---|
| 09/30/2021 | Special Investigation Intake 2022A1030001 |
| 10/04/2021 | Special Investigation Initiated - Face to Face On-site investigation |
| 10/04/2021 | Contact - Face to Face- Interview with Resident A |
| 10/04/2021 | Contact - Face to Face- Interview with Resident B |
| 10/04/2021 | Contact - Face to Face- Interview with Resident C |
| 10/07/2021 | Contact - Telephone call made- Interview with Shuaib Sulaiman |
| 11/02/2021 | Exit Conference – Exit conference by phone with Sandra Williams- Sulaiman |

ALLEGATION:

Golden Residential Facility #2 is not providing care and services to Resident A that promote self-esteem, self-direction, independence, and normalization.

INVESTIGATION:

On 10/4/2021, I conducted an on-site investigation at Golden Residential Facility 2 AFC located at 1107 Denway Drive Kalamazoo, MI. 49008. I toured the home and noted the home was neat and clean. I reviewed the resident roster and noted there are two male residents that may be the resident referred to in the complaint. I spoke with licensee designee and administrator Sandra Williams- Sulaiman who was informed that her husband and co-owner "SJ" is the only person that fits the description of the staff member listed in the complaint. Ms. Williams-Sulaiman she does not have any knowledge of a resident being mistreated or yelled at by Shuaib Sulaiman.

On 10/4/2021, I interviewed Resident A regarding the allegation. Resident A reported he has lived at this AFC for almost two years and “likes it here.” Resident A reported direct care staff members treat him well. Resident A denied being yelled at or disrespected by any direct care staff member. Resident A denied hearing or seeing any other residents getting yelled at by direct care staff members.

On 10/4/2021, I interviewed Resident B regarding the allegation. Resident B reported he has been living at Golden Residential Facility 2 AFC for a “long time.” Resident B reported he likes the direct care staff. Resident B denied very being yelled at by direct care staff or witnessing them disrespecting any other residents.

On 10/4/2020, I interviewed Resident C regarding the allegation. Resident C reported she has lived here for about three weeks. Resident C reported she likes the facility better than her last AFC. Resident C reported the direct care staff treat her well. Resident C denied ever hearing or seeing the direct care staff yell at any resident.

On 10/7/2021, I interviewed Shuaib Sulaiman regarding the allegation. Mr. Suliman reported on the day in question he was upset, after Resident A who has a history of destroying property at the facility, had done so at the facility. Mr. Suliman described this destruction of property as Resident A “picking at the furniture and carpet” which results in problems for the direct care staff having to clean up after Resident A unnecessarily. Mr. Suliman reported Resident A also drinks a lot of water which makes him go to the bathroom frequently and he makes a mess in the bathroom. Mr. Suliman reported direct care staff members have been limiting Resident A’s water intake after he drinks a couple of glasses of water due to him “peeing all over the bathroom” and he did ask Resident A to sit down when he tried to get another glass of water. Mr. Sulaiman denied being disrespectful toward Resident A as he has talked to Resident A many times about his concerns. Mr. Suliman reported he punctuated the request to sit down by hitting the kitchen counter and not Resident A. Mr. Sulaiman reported he did not hit the kitchen counter very hard but for emphasis.

On 11/5/2021, I interviewed Shuaib Sulaiman and inquired if he has a doctor’s orders that allow him to limit Resident A’s fluid intake. Mr. Sulaiman denied having a doctor’s order to limit Resident A’s fluid. Informed Mr. Sulaiman that he is not allowed to restrict Resident A’s fluid intake without a doctor’s order.

| APPLICABLE RULE | |
|------------------------|---|
| R 400.14303 | Resident care; licensee responsibilities. |
| | (1) Care and services that are provided to a resident by the home shall be designed to maintain and improve a resident's physical and intellectual functioning and independence. A licensee shall ensure that all interactions with residents promote and encourage cooperation, self-esteem, self-direction, independence, and normalization. |

| | |
|--------------------|---|
| ANALYSIS: | Based on my investigation which included my personal observations of the facility and interviews with Resident A, Resident B, Resident C, Sandra Williams-Sulaiman and Shuaib this violation will be established. Mr. Sulaiman indicated Resident A has behavioral problems which include him consuming excessive amount of liquids and urinating on the bathroom floor. Mr. Sulaiman admitted he was upset with Resident A and told him to sit down when he tried to get another glass of water. This was further emphasized by Mr. Sulaiman hitting his hand on the kitchen counter after giving this instruction to Resident A. In addition, Resident A does not have any fluid intake restrictions and should not have been limited by Shuaib Sulaiman. |
| CONCLUSION: | VIOLATION ESTABLISHED |

III. RECOMMENDATION

Contingent upon receipt of an acceptable plan of correction, I recommend no changes in the status of the license.

Nile Khabeiry, LMSW

11/25/2021

Nile Khabeiry
Licensing Consultant

Date

Approved By:

Dawn Timm

11/29/2021

Dawn N. Timm
Area Manager

Date