



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 22, 2021

Patti Holland
801 W Geneva Dr.
Dewitt, MI 48820

RE: License #: AM330073582
Investigation #: 2022A0582006
Simken Adult Foster Care

Dear Patti Holland:

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.

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 (517) 284-9727.

Sincerely,

A handwritten signature in cursive script that reads "Derrick L. Britton".

Derrick Britton, Licensing Consultant
Bureau of Community and Health Systems
611 W. Ottawa Street
P.O. Box 30664
Lansing, MI 48909
(517) 284-9721

enclosure

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

THIS REPORT CONTAINS QUOTED PROFANITY

I. IDENTIFYING INFORMATION

| | |
|---------------------------------------|--|
| License #: | AM330073582 |
| Investigation #: | 2022A0582006 |
| Complaint Receipt Date: | 10/20/2021 |
| Investigation Initiation Date: | 10/21/2021 |
| Report Due Date: | 12/19/2021 |
| Licensee Name: | Patti Holland |
| Licensee Address: | 801 W Geneva Dr. Dewitt, MI 48820 |
| Licensee Telephone #: | (517) 669-8457 |
| Administrator: | Patti Holland |
| Licensee Designee: | Patti Holland |
| Name of Facility: | Simken Adult Foster Care |
| Facility Address: | 3600 Simken Lansing, MI 48910 |
| Facility Telephone #: | (517) 394-3058 |
| Original Issuance Date: | 03/12/1997 |
| License Status: | REGULAR |
| Effective Date: | 03/15/2020 |
| Expiration Date: | 03/14/2022 |
| Capacity: | 12 |
| Program Type: | DEVELOPMENTALLY DISABLED MENTALLY ILL, ALZHEIMERS, AGED |

II. ALLEGATION

| | Violation Established? |
|---|-----------------------------------|
| On 10/06/2021, Direct Care Worker (DCW) Chastidy Johnston cursed, pushed, and pulled Resident A's hair, trying to get her out of the car. | Yes |

III. METHODOLOGY

| | |
|------------|---|
| 10/20/2021 | Special Investigation Intake 2022A0582006 |
| 10/20/2021 | Contact - Document Received from APS Talaina Cummins |
| 10/21/2021 | Special Investigation Initiated - Telephone with assigned APS worker Talaina Cummins |
| 10/25/2021 | Contact - Telephone call made With Talaina Cummins, APS Worker |
| 10/25/2021 | Contact - Telephone call made With DCW Chastidy Johnston |
| 10/26/2021 | Contact - Telephone call made With Detective Brittany Roberts, Lansing Police Department |
| 10/27/2021 | Contact - Face to Face With Resident B |
| 10/27/2021 | Contact - Face to Face With Resident C |
| 10/27/2021 | Contact - Face to Face With DCW Salina Morris |
| 10/27/2021 | Contact - Face to Face With DCW Sara Dzik |
| 10/27/2021 | Contact – Face to Face With Resident A |
| 11/05/2021 | Contact - Telephone call made With Guardian A1 |

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|------------|--|
| 11/05/2021 | Exit Conference With Patti Holland, Licensee Designee |
| 11/12/2021 | Inspection Completed-BCAL Sub. Compliance |

ALLEGATION:

On 10/06/2021, Direct Care Worker (DCW) Chastidy Johnston cursed, pushed, and pulled Resident A's hair, trying to get her out of the car.

INVESTIGATION:

I received this Adult Protective Services referral on 10/20/2021 and reviewed the AFC Incident/Accident Report associated with the complaint, which documented the following:

Date of Incident: 10/06/2021

Time: 6:45 PM

Name of Employee Assigned to Resident: Chastidy Johnston

Location of Incident: Driveway at Simken in company car, 2011 Ford Fusion

Explain What Happened: "Chastidy Johnston came to pick up [Resident A] and [Resident B] to go on an outing and when she brought them back around 6:45 PM. I went downstairs to help get [Resident A] out the car as I'm trying to talk to [Resident A], Chastidy started yelling at [Resident A] telling her she needs to get out her car, repeating and then yelling get the fuck out of my car and nudging [Resident A] in the back trying to push her out the car. So [Resident A] swung her elbow back and Chastidy grabbed her braid and pushed [Resident A's] head towards her face, yelling in [Resident A's] ear what the fuck did you do, don't ever do that again, while [Resident A] was screaming let me go. After that [Resident A] ran out the car up the steps. As she was doing that, she fell on both of her knees. So, I told her to stay on the porch while I grabbed her medication and as I was going downstairs, she was meeting me saying she pulled my hair and that she didn't feel safe."

Action Taken by Staff: "Salina Morris called Sara Dzik who acts as house manager. Sara Dzik called Jeff Sunden who acts as Director of Transportation and Activities. Jeff came to Simken to see if situation calmed down and was now safe."

Corrective Measures Taken to Remedy and/or Prevent Recurrence: "Staff training regarding the resident, history, and patterns. Deescalating techniques

“no audience no show.” Team plan that recognizes you aren’t always the correct staff person in the situation.”

Additionally, I reviewed an Incident Report dated 10/10/2021 that was submitted by Patti Holland, Licensee Designee, which documented the following:

“At approximately 8:50am October 10, 2021 [Resident A] hit Simken staff person Amanda and Amanda called the police. [Resident A] has been taking other residents’ cell phones and cord chargers and the Simken house phone to call the young man that her parents are forbidding her to have contact with. [Resident A] went next store to Lansing House about 9am to ask to use the phone to call the police because Amanda hit her.

When the police and then her family arrived [Resident A] said she did it because she was afraid of Chastidy Johnson. [Resident A] said that yesterday Chastidy pulled up and tried to get her to go for a ride. I checked that story with the two staff persons who were at Simken Saturday evening. They both reported that [Resident A] said she was afraid of Chas after the incident. Neither staff person witnessed what happened, but both emphasized how afraid [Resident A] was.

I asked Chastidy Johnston this morning to tell me what happened yesterday. Chas (Chastidy Johnston) said that she was delivering groceries to Lansing house and [Resident A] was sitting on one of the chairs on Lansing house porch. She asked [Resident A] why she was there and [Resident A] said she was waiting for a resident to bring out his phone charger for her to borrow. Chastidy asked to see [Resident A’s] phone and said the Lansing resident had a different kind of phone charger but her own charger might work. [Resident A] handed Chas her phone, Chas’s charger did not work.

Chas said it was a normal conversation. She and the staff person taking in the groceries at Lansing AFC did not see any fear from [Resident A]. [Resident A] went back to Simken right after they talked and was sitting outside on the Simken porch with a charger when Chas drove away.

Jeff and [Resident A] called me about 11am 10/10/21. I asked [Resident A] what happened yesterday, and she said Chas drove up and asked her where another Simken resident was. I asked [Resident A] where it happened. She said in front of Simken and Chas should not be talking to her and she was too afraid to live at Simken AFC anymore. She said she would be safer at Homecrest AFC. Then [Resident A] said something about her boyfriend lived there or had lived there, she wasn’t clear about that.”

On 10/25/2021, I contacted Talaina Cummins, APS worker on 10/25/2021. Ms. Cummins stated that she made face to face contact with Resident A, Guardian A1 and Relative A1. Ms. Cummins stated that Resident A was allegedly so scared of DCW Chastidy Johnston, that she left the facility and was trying to go back to her

previous facility. Ms. Cummins stated that Resident A told Guardian A1 and Relative A1 that DCW Chastidy Johnston pulled her hair, tried pushing her out of the car, and told her to “get the fuck out” of the car. Ms. Cummins stated that Resident B was allegedly in the car when this occurred. Ms. Cummins stated that Relative A1 did not want to press charges but wanted some type of discipline for Ms. Johnston.

On 10/25/2021, I interviewed Direct Care Worker Chastidy Johnston, in conjunction with Talaina Cummins, Adult Protective Services. Ms. Johnston stated that she received a call from Resident A on 10/06/2021 asking if she could take her to the library later that same day. Ms. Johnston stated that she contacted Direct Care Worker Sara Dzik to ask if it was okay for Resident A to go to the library, which she confirmed. Ms. Johnston stated that she later went to pick up Resident A that day, and Resident B also got in the vehicle, because she likes to take rides. Ms. Johnston stated that Resident A was in the back seat/passenger side and Resident B was in the front passenger seat. Ms. Johnston stated that she went to the Lansing library downtown, and Resident A responded that this was not the library she wanted to go to; she wanted to go to the library in Leslie, MI. Ms. Johnston stated that she looked up the information and saw that the Leslie library was 30 miles away. Ms. Johnston stated that Resident A was adamant about going, stating that her boyfriend was waiting for her at the Leslie library. Ms. Johnston stated that she googled the library and saw that it would be closing at 6 pm. Ms. Johnston stated that Resident A tried to call her boyfriend, but she did not get an answer. Ms. Johnston stated that Resident A became upset, stating that she had to go, and would walk if she had to. Ms. Johnston stated that she began driving back to the facility and called Direct Care Worker Sara Dzik or Salina Morris (could not remember) and asked if she knew if Resident A wanted to go to the library in Leslie, and she responded not at all. Ms. Johnston stated that she pulled into the driveway of the home, and Resident A refused to get out of the car. Ms. Johnston stated that Resident C from Lansing Adult Foster Care came out and asked her to take him to Hobby Lobby, but Resident A continued to refuse to get out. Ms. Johnston stated that Resident C came to the car three times to try to leave with her, but eventually left when Resident A continued to refuse to get out of the vehicle. Ms. Johnston stated that Resident B remained in the vehicle during this time. Ms. Johnston stated that Resident A was trying to plead her case, telling her to “just listen”, and “you’re wrecking my life.” Ms. Johnston stated that this went on for quite some time and called Direct Care Worker Salina Morris and told Resident A that if she did not get out, she would call her parents. Ms. Johnston stated that Resident A was facing out of the vehicle with her feet out, but still seated, which Ms. Johnston was in the driver’s seat. Ms. Johnston stated that she reached back to try to nudge Resident A to get out of the vehicle. Ms. Johnston stated that she put her hand on Resident A’s shoulder and said, “come on.” Ms. Johnston stated that Resident A jerked her arm back and said “no,” in a manner in which she swung her arm towards her. Ms. Johnston stated that as she put her hand on Resident A’s shoulder, she “caught” on of Resident A’s braids. Ms. Johnston stated that Resident A has several big, large braids, and when she swung back, the braids flung around and one of her hands caught one of them. Ms. Johnston stated that Resident A never remarked on her hair being pulled. Ms. Johnston stated that

Resident A eventually got out of the vehicle and stood by the door. Ms. Johnston stated that she turned the car off and eventually shut the car door. Ms. Johnston stated that as Resident A was walking back up the steps to the facility, she fell. Ms. Johnston stated that Direct Care Worker Salina Morris was there and walked up the steps around her. Ms. Johnston stated that Resident A sat "Indian style" at the front door, and five minutes later went into the facility. Ms. Johnston stated that during this incident, she was "talking loudly" but not yelling at Resident A. Ms. Johnston denied cursing at Resident A and also denied being pulling Resident A's hair. Ms. Johnston stated that since this incident, she has interacted with Resident A with no problems. On 10/27/2021, I interviewed Resident C, who stated that "Chas was good, the other one was bad." Resident C stated that Chastidy Johnston told Resident A "over and over and over" to get out of the car. Resident C stated that Chastidy Johnston told Resident A to "get the fuck out." I could not comprehend the rest of the interview with Resident C.

On 10/26/2021 I spoke with Detective Brittany Roberts, Lansing Police Department, who was assigned to investigate the incident. Detective Roberts forwarded interview notes that she had during her investigation as follows:

CONTACT WITH SIMKEN AFC HOME / SARA DZIK:

- On 10/12/2021, I called the Simken Adult Foster Home and asked to speak with [Resident A]. House manager, Sara Dzik, informed me that [Resident A] was not at the home and was in school. I inquired with Sara about the incident between [Resident A] and "Chas." Sara reported that "Chas" was the AFC Home's other House Manager. Sara stated that "Chas" was Chastidy Johnston and that she had other assaultive investigations against her with another resident. Sara reported that she worked the day of the incident but ended her shift prior to the incident, at 6pm. Sara advised that her daughter, Salina Morris, is also an employee of the home and contacted her at 6:30 pm that day and told her what happened. Salina told Sara that "Chas" pulled [Resident A's] hair after [Resident A] refused to get out of "Chas's" vehicle. Salina advised that another resident, "[Resident B]," witnessed the incident. Sara instructed Salina to complete and incident report and to contact their other employee, Jeffrey Sunden, so he could respond. The following day (10/8/2021), Sara responded to work and asked [Resident B] what happened. [Resident B] told Sara that she and [Resident A] were with "Chas." [Resident B] was in the front seat and [Resident A] was in the backseat. "Chas" pulled into the driveway of the AFC Home and told [Resident A] to get the "f" out of her car. Sara asked [Resident B] what "Chas" did next. [Resident B] told Sara that "Chas" turned around pulled [Resident A's] hair. [Resident B] demonstrated how "Chas" pulled [Resident A's] hair by "yanking" on the top of Sara's hair. [Resident A] asked "Chas:" Can you please let go, and "Chas" released [Resident A's] hair. Sara learned from Salina that [Resident A] complained of pain to her head and lost one of her braid extensions during the incident.

[Resident B]:

- I asked Sara if [Resident B] was available to speak with me about the incident. Sara said yes, then put [Resident B] on the phone. [Resident B] was asked to explain what she saw happen between [Resident A] and "Chas." [Resident B] was difficult to understand at times and had a lethargic sound to her voice. [Resident B] stated that [Resident A] "was acting up" and she observed "Chas" tap [Resident A] on the shoulder. At this point, Sara interjected and asked [Resident B] what she demonstrated on her the other day. [Resident B] answered that she pulled her hair. Sara encouraged [Resident B] to tell the truth. Sara and I asked [Resident B] several times to tell us more about what happened, but [Resident B] remained silent. Sara advised she learned that "Chas" had been on the property recently and may have promised [Resident B] "something" to where she won't speak. Sara said "Chas" also tried to speak with [Resident A] about the incident, but other staff prevented it.

SALINA MORRIS:

- Salina is employed as a caregiver at Simken AFC Home and was working during the incident. On 10/12/2021, I made phone contact with Salina and spoke with her about [Resident A]. Salina reported that "Chas" is a house manager and a driver for the AFC Home. Salina said that "Chaz's" real name is Chastidy Johnston. On 10/7/2021, "Chas" picked up [Resident A] and [Resident B] for a trip to the library. A short time after they all left, Salina received a phone call from "Chas" stating there was a miscommunication about which library they were going to and that she was bringing [Resident A] and [Resident B] back. When they arrived at the AFC Home, Salina observed the rear driver door open with [Resident A's] legs hanging out of the vehicle. Salina walked over to "Chas's" car and observed "Chaz" sitting in the driver seat. Salina heard "Chas" tell [Resident A] to get out of her car. Salina encouraged [Resident A] to get out of the car, but [Resident A] refused to. Salina observed "Chas nudge" [Resident A's] body, where [Resident A] responded by pushing her elbow in "Chaz's" direction. Salina reported that SHYANA elbow did not make contact with "Chas." Salina heard "Chas" say, "What did you do? Don't you ever fucking do that to me ever again." "Chas" grabbed (1) one of [Resident A's] braid extensions and pulled her head towards the front of the vehicle. [Resident A] yelled for "Chaz" to let her go, in which "Chas" subsequently released her grasp from [Resident A's] hair. Salina helped [Resident A] out of the car. [Resident A] was afraid and frantically ran away from the car, where she fell onto the house stairs and reinjured her knee. Salina said "Chas" left the property. Salina called her mother for advice, who instructed her to call Jeffrey Sunden, their other driver for help. Salina said Jeffrey responded to the house and helped her contact [Resident A's] parents and complete an incident report. Salina reported that [Resident A] made several complaints of head pain that evening. Salina examined [Resident A's] head and observed that her scalp was red, but Salina did not observe [Resident A] with any visible injuries. Salina reported that [Resident A's] braid extensions remained in her hair but were loose and were approximately an inch from her roots. Salina

took a photograph of [Resident A's] hair after the incident. Salina advised that she braided [Resident A's] hair that morning and took a photograph of [Resident A's] hair for her parents, so she had a before picture of [Resident A's] hair as well.

JEFFREY SUNDEN:

- Jeffrey Sunden is the Director of Activities and Transportation for the AFC Home. On 10/12/2021, I made phone contact with Jeffrey and spoke with him about [Resident A]. Jeffrey advised that he worked that day of the incident but left at 6 pm. At 6:45 pm, Jeffrey received a phone call from Sara (Dzik) notifying him of the incident. Jeffrey immediately responded to the home and reported everything was calm upon his arrival. Jeffrey stated that "Chas" was no longer on the scene. Jeffrey inquired with all the staff and residents to learn what took place. Jeffrey reported that Salina Morris and [Resident B] were identified as witnesses to the incident. Jeffrey advised that the other residents and staff members did not see anything. Jeffrey spoke with [Resident A] and learned that she requested a ride to library to use their computers. "Chas" provided [Resident A] and [Resident B] transportation but learned that [Resident A] wished to go to the library in Leslie (MI). "Chas" drove [Resident A] and [Resident B] back to the AFC home. [Resident A] was upset that she was returned to the home and refused to exit the car. Jeffrey stated, "There was a reach in the back of the vehicle and hair was pulled." Jeffrey said that he and another staff ("Ebony" unknown last name), inspected [Resident A] hair but observed that one of her braids were an inch from the scalp, while the other braids were close to her scalp. Jeffrey contacted his boss, the owner of the AFC Home Patti Holland, and informed of the matter. [Resident A] completed a handwritten report of her account, where in which Jeffrey typed and included in his incident report, which was forwarded to CMH and APS.

On 10/27/2021, I interviewed Resident B. Resident B stated that Resident A wanted to go see her boyfriend, but "Chastidy would not let her." Resident B stated that she was in the front seat of the car, Ms. Johnston was driving, and Resident A was in the back seat. Resident B stated that Ms. Johnston told Resident A to "get the fuck out of my car" when they returned to the facility. Resident B stated that Ms. Johnston told Resident A that if you want to see your boyfriend, "we will go on Friday, because it is too far away, like 82 miles." Resident B stated that Resident A would not get out of the car. Resident B stated that Ms. Johnston pushed Resident A in her back and said, "come on, get out." Resident B stated that Resident A said, "I don't want to get out; I want to see my boyfriend." Resident B stated that Resident A was pulling her own hair, and "people are lying saying that Chas pulled her [Resident A's] hair. Resident B stated that Resident A just had a fit and wanted to see her boyfriend "really bad." Resident B stated that Resident A got out of the car by herself. Resident B stated that Direct Care Worker Salina Morris was there to try to get Resident A out of the car. Resident B stated that she spoke with Chastidy Johnston since the incident, and Ms. Johnston told her that she does not remember telling Resident A to "get the fuck out of her car."

On 10/27/2021, I interviewed Resident C from Lansing Adult Foster Care. I asked Resident C what occurred between DCW Chastidy Johnston and Resident A, and Resident C stated that "Chas was good, the other one bad." Resident C stated that Ms. Johnston said "over and over" to get out of the car. I asked Resident C what else did DCW Johnston say, and he stated that she said, "Get the fuck out; fucking get out." Resident C stated that he did not see DCW Johnston pull Resident A's hair.

On 10/27/2021, I interviewed Direct Care Worker Salina Morris. Ms. Morris stated that she was working at the facility when Direct Care Worker Chastidy Johnston returned with Resident A and Resident B. Ms. Morris stated that there was some miscommunication about which library Resident A wanted to go to, and Ms. Johnston returned with Resident A and Resident B. Ms. Morris stated that upon their return, she came outside and observed that Resident A was seated in the backseat/passenger side sitting halfway out of the car. Ms. Morris stated that Resident A was upset that she was not able to go to the Leslie library to see her boyfriend. Ms. Morris stated that she was trying to help Resident A get out of the car. Ms. Morris stated that Chastidy Johnston was sitting in the driver seat and reaching back, constantly pushing Resident A in her back and saying, "get the fuck out of my car." Ms. Morris stated that Ms. Johnston was screaming at Resident A. Ms. Morris stated that as Ms. Johnston was pushing Resident A in her back-shoulder area, she observed Resident A swing her arm back at Ms. Johnston. Ms. Morris stated that Resident A did not actually touch Ms. Johnston when Resident A swung her arm back, but Ms. Johnston reacted violently. Ms. Morris stated that Ms. Johnston grabbed Resident A by a braid in the back of her hair and said, "what the fuck did you just do, don't do that again!" Ms. Morris stated that she was standing next to the car, and Resident A finally got out. Ms. Morris stated that Resident A tripped up the stairs to the facility and later came in the house upset, saying "she [Chastidy Johnston] pulled my hair!"

On 10/27/2021, I interviewed Direct Care Worker Sara Dzik. Ms. Dzik stated that she was not working during the incident but received a phone call from DCW Salina Morris who reported what she observed. Ms. Dzik stated that she spoke with Resident B about the incident, and Resident B demonstrated that she observed Ms. Johnston pulling Resident A's hair back. Ms. Dzik stated Ms. Johnston has come to the facility and attempted to bribe Resident B about what she saw take place during the incident.

On 10/27/2021, I interviewed Resident A, in conjunction with Detective Brittany Roberts and Talaina Cummins, Adult Protective Services. Resident A stated that on the day of the incident, she was trying to go see her friend, but was told that she could not by DCW Chastidy Johnston. Resident A stated that when they returned to the home, Ms. Johnston told her to "get the fuck out of my car." Resident A stated that Ms. Johnston was "yanking my hair out." Ms. Johnston stated that DCW Salina Morris saw what occurred. Resident A stated that she was in the back seat of the car and Ms. Johnston was trying to push her out of the car by her shoulder a few times.

Resident A stated that Resident B was in the front passenger seat and Ms. Johnston was in the driver's seat. Resident A stated that they were parked at Simken. Resident A stated that Ms. Johnston took off her seat belt, turned around, grabbed the back of her hair, and pulled it. Resident A stated that she was sad, and Ms. Johnston kept telling her to "get the fuck out" of her car. Resident A stated that DCW Salina Morris was there and was talking to her. Resident A stated that she told Ms. Johnston to "get off of me." Resident A stated that Ms. Morris got her out of the car. Resident A stated that she went in the house afterwards and nothing else happened. Resident A stated that her head hurt, and she called Guardian A1. Resident A stated that she was fine and did not need ice. Resident A stated that she has seen Ms. Johnston a few times since the incident. Resident A stated that she feels scared when she sees Ms. Johnston because of what she did to her. Resident A stated that Ms. Johnston has done nothing to her since the incident, and she feels safe at the home. Resident A stated that she would like it if Ms. Johnston did not come back to the home.

On 11/05/2021, I interviewed Guardian A1 in conjunction with Talaina Cummins, Adult Protective Services. Guardian A1 stated that while she realizes that things happen in a home with special needs residents, no matter the circumstances staff should be professional. Guardian A1 stated that staff should not have cursed at Resident A and put hands on her in a physically aggressive manner. Guardian A1 stated that DCW Chastidy Johnston handled the situation all wrong. Guardian A1 stated that she saw Resident A after the incident, and her braid was loose from her hair. Guardian A1 stated that she does not want to press charges against Ms. Johnston but would like to know that there was some training and protocol in place for working with adults with special needs. Guardian A1 stated that she senses that Resident A has anxiety when Ms. Johnston is around or when she talks about her.

| 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: | Based on interviews with and communications with Ms. Cummins, Detective Roberts, Resident A, Resident B, Resident C, and Ms. Morris, there is sufficient evidence to suggest that DCW Chastidy Johnston was verbally abusive towards Resident A on 10/06/2021, in an effort to remove her from the car. While Ms. Johnston denied cursing at Resident A, she admitted to “nudging” Resident A in her back shoulder and also admitted that she “caught” Resident A’s braid as Resident A swung back towards her. Resident A and Ms. Morris both admit that Ms. Johnston pulled Resident A’s hair, in addition to Resident B admitting to Detective Roberts that Ms. Roberts pulled Resident A’s hair. |
| CONCLUSION: | VIOLATION ESTABLISHED |

On 11/05/2021, I conducted an Exit Conference with Patti Holland, Licensee Designee. On 11/06/2021, Ms. Holland sent a text message:

“To confirm from our conversation Friday, the investigation found that two residents and two staff said that Chas swore and pulled [Resident A’s] hair? I would like the record to be clear that as of now only one staff person, Salina, told interviewers that she witnessed this incident. By Salina’s account the only other staff present was Rhonda, and I don’t believe anyone has interviewed her yet. Salina witnessed the incident and then called her mother, staff person Sara, who wrote Salina’s description of the incident for [Resident A’s] case manager. And Salina asked staff person Jeff to write the incident report for her. If any staff person besides Rhonda or Salina acted as if they had witnessed what occurred, they were misrepresenting themselves. Also, this weekend [Resident A] called Chas and asked her for a ride. Both of my full-time activities people/drivers were working this weekend also.”

I explained to Ms. Holland that at least one staff and two residents confirmed the allegations.

IV. RECOMMENDATION

Contingent on an acceptable corrective action plan, I recommend no change in the license status.

Derrick L. Britton

11/12/2021

Derrick Britton
Licensing Consultant

Date

Approved By:

Dawn Timm

11/22/2021

Dawn Timm
Area Manager

Date