



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

March 10, 2022

Thomas, Robert and Susan  
2915 Linda Court  
Port Huron, MI 48060

RE: License #: AF740271686  
Investigation #: 2022A0604004  
RST AFC

Dear Mr. and Mrs. Thomas:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is recommended. You will be notified in writing of the department's action and your options for resolution of this matter.

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 (248) 975-5053.

Sincerely,

A handwritten signature in cursive script that reads "Kristine Cilluffo".

Kristine Cilluffo, Licensing Consultant  
Bureau of Community and Health Systems  
4th Floor, Suite 4B  
51111 Woodward Avenue  
Pontiac, MI 48342  
(248) 285-1703

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AF740271686
<b>Investigation #:</b>	2022A0604004
<b>Complaint Receipt Date:</b>	11/16/2021
<b>Investigation Initiation Date:</b>	11/16/2021
<b>Report Due Date:</b>	01/15/2022
<b>Licensee Name:</b>	Thomas, Robert and Susan
<b>Licensee Address:</b>	2915 Linda Court Port Huron, MI 48060
<b>Licensee Telephone #:</b>	(810) 982-2802
<b>Administrator:</b>	N/A
<b>Licensee Designee:</b>	N/A
<b>Name of Facility:</b>	RST AFC
<b>Facility Address:</b>	2915 Linda Ct. Port Huron, MI 48060
<b>Facility Telephone #:</b>	(810) 982-2802
<b>Original Issuance Date:</b>	12/16/2004
<b>License Status:</b>	1ST PROVISIONAL
<b>Effective Date:</b>	05/04/2021
<b>Expiration Date:</b>	11/03/2021
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Susan Thomas intimidates residents and yells.	Yes
Residents are not allowed to shower every day. Ms. Thomas makes Resident D shower Resident F and change her briefs.	Yes
Ms. Thomas forces residents to do all the chores. The home is dirty. Housekeeping is not being provided.	No
Ms. Thomas is not serving three meals a day and meeting dietary Breakfast is late and sometimes there is no lunch.	No
Ms. Thomas and son have used Resident L's money.	Yes
Additional Findings	Yes

## III. METHODOLOGY

11/16/2021	Special Investigation Intake 2022A0604004
11/16/2021	APS Referral Adult Protective Services (APS) referral assigned to Marnie Debell.
11/16/2021	Special Investigation Initiated - Telephone TC to Adult Protective Services (APS).
11/17/2021	Contact - Document Received Email from APS Worker, Marnie Debell. Sent return email and scheduled joint onsite.
11/17/2021	Co/ntact - Telephone call received Received message from Marnie Debell. Returned call.
11/18/2021	Inspection Completed On-site Completed unannounced onsite investigation with APS Worker, Marnie Debell. Interviewed Susan Thomas and Resident F, Resident J, Resident L and Resident M. Interviewed Resident D at workshop.
11/23/2021	Contact- Document Received Second intake received. Dismissed due to containing similar allegations.
12/06/2021	Contact - Document Sent Email to Marnie Debell. Sent return email.

12/06/2021	Contact - Telephone call received TC from Resident D's guardian
12/09/2021	Contact - Document Received Email from Marnie Debell. Sent return email.
12/10/2021	Contact - Document Sent Email to Marnie Debell
12/10/2021	Contact - Document Received Email to and from Marnie Debell. APS received another referral.
12/10/2021	Contact – Telephone call received Received message from Marnie Debell
12/15/2021	Contact - Document Sent Email to Julia Vaughn, Ascension Social Worker
12/15/2021	Contact - Telephone call received TC from Social Worker, Julia Vaughn
12/16/2021	Contact - Document Sent Email to Marnie Debell with letters from Social Worker, Julia Vaughn
12/16/2021	Contact - Document Received Received email with documents from Social Worker, Julia Vaughn
12/16/2021	Contact- Telephone call received TC from APS Worker, Marnie Debell. Returned call.
12/17/2021	Contact - Document Received Received pictures of text messages from Complainant by email from Rachel Jacobson, Adult Services Worker
12/22/2021	Contact - Document Received Received text messages from Complainant
12/22/2021	Contact - Document Sent Email to APS Worker, Marnie Debell
12/22/2021	Contact - Telephone call made Left message for APS Worker Marnie Debell.

12/22/2021	Contact- Document Received Email from APS Worker, Marnie Debell. Plans to file a petition to get Resident L guardian next week.
12/23/2021	Contact- Document Received Email from Julia Vaughn with documents.
12/27/2021	Contact- Document Sent Email to Julia Vaughn
12/27/2021	Contact- Document Sent Email to and from APS Worker, Marnie Debell
12/27/2021	Contact- Telephone call received Received text messages from Complainant. Sent return text.
12/27/2021	Contact- Document Sent Email to Rachel Jacobson, Department of Health and Human Services (DHHS) Adult Services. Email from Rachel Jacobson.
12/28/2021	Contact- Document Sent Email to and from Julia Vaughn, Social Worker
12/28/2021	Contact- Telephone call received Received text messages from Complainant
12/28/2021	Contact- Telephone call made TC to Blue Water Community Action. Office closed until 01/03/2022
01/18/2022	Contact- Document Received Email to and from Rachel Jacobson and William Hyde
01/26/2022	Contact- Document Received Email from APS Worker, William Hyde. APS will be substantiating for neglect and emotional abuse.
02/01/2022	Contact- Document Received Received intake for RST AFC from Online Complaints
02/01/2022	Contact- Document Sent AFC Licensing Consultant Eric Johnson initiated complaint and sent email to Susan Thomas requesting documents

02/02/2022	Contact- Document Sent Email to Adult Services Worker, Rachel Jacobson and APS Worker, William Hyde
02/03/2022	APS Referral Adult Protective Services (APS) referral - assigned to APS Worker, Daniel Schave
02/03/2022	Contact- Document Received Email from APS Worker, Rachel Jacobson. Sent return email.
02/03/2022	Contact- Document Received Email from APS Supervisor, Jennifer Perrin. Sent return email.
02/04/2022	Contact- Document Received Email from APS Supervisor, Jennifer Perrin. Sent return email
02/04/2022	Inspection Completed On-site Completed unannounced onsite inspection with APS Supervisor Jennifer Perrin and APS Worker Daniel Schave. I interviewed Sue Thomas and residents.
02/23/2022	Exit Conference Completed exit conference with Ms. Thomas by email.

#### **ALLEGATION:**

- **Susan Thomas intimidates residents and yells.**
- **Residents are not allowed to shower every day. Ms. Thomas makes Resident D shower Resident F and change her briefs.**
- **Ms. Thomas forces residents to do all the chores. The home is dirty. Housekeeping is not being provided.**
- **Ms. Thomas is not serving three meals a day and meeting dietary needs. Breakfast is late and sometimes there is no lunch.**
- **Ms. Thomas and son have used Resident L's money.**

#### **INVESTIGATION:**

The license for RST AFC was modified to provisional on 05/04/2021 due to quality-of-care violations found in Special Investigation Report #2020A0604022. During that investigation a repeat violation was found for AF404(3)(b) which indicates a licensee must be suitable to meet the physical, emotional, social, and intellectual needs of each resident (reference SIR #2017A0604016 dated 12/08/2017; CAP dated 07/12/2018). The license was also modified to provisional on 07/12/2018 because of this investigation.

I received a licensing complaint regarding RST AFC on 11/16/2021. Complainant alleged that Licensee, Susan Thomas is nosey, getting involved in residents' business with the guardian and Community Mental Health (CMH). The place is dirty. Residents are not allowed to shower every day. She is not providing housekeeping as the contract states. Ms. Thomas is not providing three meals a day, sometimes she skips lunch. They do not have breakfast until 10:30-11:00 am. Dinner is at 7:00 pm. One resident is diabetic, one is a cardiac patient, licensee does not comply with their dietary needs. Ms. Thomas questions residents if they do not eat all their food. It's not healthy food. Residents cannot eat whenever they are hungry. The girls are afraid to say anything because they do not know what she will do. She has residents doing all the chores now. Ms. Thomas is abusing resident named (Resident D) who is "mentally challenged" she's got her (Resident D) doing the dishes and showering another resident (Resident F) and helping (Resident F) to the bathroom, helping (Resident F) change her brief. Susan intimidates Resident D to do all those things. Susan intimidates residents, gets really close, and yells in residents face. Ms. Thomas cannot be trusted. She is intrusive and invades privacy. Ms. Thomas is very bossy commands residents around even if they cannot physically do what she is asking. They (Susan and her husband) are abusing Resident F because she is becoming incapacitated. She needs to be showered and changed, but they are making another resident do it. Complainant is worried about her and she is not doing well. Documentation is not correct. Susan Thomas gets upset when too many doctors or therapists come in the house. She did not like resident's doctor, so she just changed it to a different one without guardian approval. Ms. Thomas tells residents to listen to her and not their doctors or therapists. Ms. Thomas is really good at discrediting people. The state is coming for inspection. She is trying to clean but it's all for show. The bathroom has only been cleaned twice. Residents have to sanitize it with wipes, but it never gets cleaned.

A second intake was received on 11/23/2021 and dismissed as it included similar allegations. It was alleged that Susan Thomas is not adequately feeding residents and receiving food from food bank. Ms. Thomas is upset that the State of Michigan has become involved at home and told resident to lie for her. Ms. Thomas has been "snarky" and snapped at resident.

On 11/18/2021, I completed an unannounced onsite investigation at RST AFC with APS Worker, Marine Debell. I interviewed Susan Thomas, Resident F, Resident J, Resident L, Resident M. I took pictures of resident medication logs and Resident M's health care appraisal. During the onsite investigation, I observed that the home was cluttered but not dirty. The bathroom appeared to be clean.

On 11/18/2021, I interviewed Licensee, Susan Thomas, at the home. During the onsite investigation, Ms. Thomas told Resident L that the complaint was probably all her fault. I asked Ms. Thomas not to say that to Resident L. Ms. Thomas stated that Resident D is not helping with showers. She stated that Resident D may help walk resident to the bathroom, however, she does it all. Ms. Thomas stated that they do not have set mealtimes. They eat breakfast around 10:00 am-11:00 am. She showed us a drawer of

snacks that residents have access to. She stated that it is the residents' choice whether to help with chores. Residents may help clean bathroom or help fold wash rags. She stated that residents can shower whenever they want.

On 11/18/2021, I interviewed Resident F at the home. She stated that she has lived at RST AFC for a long time. Her son is her guardian. Resident F stated that she gets breakfast, lunch and dinner at the home. Sue and her husband are both good cooks. They eat breakfast around 10:30 am. Resident F stated that Sue gives her a shower often. Resident D helps sometimes. She stated that Resident D is a good girl. Resident F stated that Sue treats people good. The house is usually clean. Resident F stated that a doctor comes to see her at the home and would come more often if she was sick. There is nothing she does not like about the home.

On 11/18/2021, I interviewed Resident J at the home. She stated that she has lived at RST AFC since last August. She has a CMH case manager and public guardian. Resident J stated that residents are not allowed to smoke in the home. She stated that the meals are OK. She can ask to get something else to eat unless it is right before a mealtime. She felt the meals could be healthier. She gets coffee in the morning. Resident J stated that Ms. Thomas does all of the laundry. Resident J stated that the house could be cleaner. She sanitizes the bathroom before she use it. Resident J stated that Resident D helps Resident F shower and go to the bathroom. She does not know why Sue lets Resident D help. Resident J believed that Resident F did not get enough showers. She is showered about once a week. She believes Resident J needs an aide. Resident J stated that Sue Thomas yells sometimes. Ms. Thomas can intimidate people and is not always polite. Resident J stated that Ms. Thomas can also be kind and does a lot for them. Resident J was receiving medical services from the Visiting Physician Association (VPA) and is going to start seeing Dr. Frank Horvat. She is able to get medical care at the home when needed.

On 11/18/2021, I interviewed Resident L at the home. She stated that she has lived at RST AFC for one and a half years. She stated that it is going "alright". Resident L stated that there is a lot of fighting between Ms. Thomas, her husband and son. They fight about money. She stated that the meals in the home are good. She is getting the diet she needs at the home. They get breakfast, lunch and dinner. There are no snacks on hand. They only drink water and coffee. They can ask for something to eat. They eat breakfast around 10:00 am-11:00 am. Resident L stated that Ms. Thomas yells at her and other residents. She cannot do anything right. Ms. Thomas has also said that she steals from her. Resident L stated that VPA comes to the home or she sees doctors outside of the home. She is getting the medical care she needs. Resident L stated that Ms. Thomas told her to lie, however, she will not lie. Resident L stated "she will have my hide" if she finds out I was providing information. She felt she was at risk of getting thrown out of the home. Resident L stated that she showers on her own. She can shower every couple of days. She is not allowed to shower every day. Sue helps Resident F in the shower and helps Resident M wash her hair. No one else helps with showers. Resident L stated that Ms. Thomas keeps the home clean. She does not like sitting on the toilet. She stated that residents help with light chores. It is not a choice.



They have to help. She helps in kitchen, with laundry and dusting. Residents also change their own sheets.

On 11/18/2021, I interviewed Resident M at the home. She stated that she has lived at RST AFC for five months. She stated that it is going good and she likes it there. She stated that there is nothing she would change about the home. They get homemade food. Ms. Thomas serves breakfast, lunch and dinner. They eat breakfast around 10:00 am-10:30 am. Resident M stated that they are able to ask for food and snacks. Resident M stated that she showers one to two times per week. Sue Thomas helps with showers and she can shower more if needed. Resident M stated that no one other than Ms. Thomas helps residents shower. Resident M stated that Ms. Thomas treats residents good and talks to them. Resident M stated that the house is very clean. She receives medical treatment and the VPA comes to see her at the home.

On 11/18/2021, I interviewed Resident D at her day program with APS worker, Marnie Debell. Resident D stated that she has lived it RST AFC for eight years and ten months. She stated that her aunt is her guardian. She has her own cell phone to make calls. Resident D stated that they get breakfast, lunch, and dinner. Sue packs her a lunch to take to her day program. She has breakfast before she gets on the bus. Resident D stated that she does not track the time of meals. Resident D said if she is hungry between meals she can ask for a snack. She does not have a special diet. Resident D stated that she helps with the dishes and keeping her bedroom clean. She showers twice a week and more often if needed. Resident D stated a long time ago she did help with showers and did not want to get into it. She said she told Sue she did not want to do it anymore because she was afraid she would fall. She helped shower Resident F and wash her hair. She stated a long time ago, she would help Resident F change her pull ups.

Resident D stated that she sees Dr. Frank Hovart and a foot doctor at the home. She gets the medical care she needs. She sees a doctor every other month. Resident D kept apologizing during the interview and was concerned that Ms. Thomas would find out what was talked about. She and Ms. Thomas get "cranky" with each other, however, it is her fault. She stated that Ms. Thomas is picky about things such as her putting dishes in the wrong place. She tells her she should know by now. Resident D stated that Ms. Thomas talks loud and yells. She also swears and cusses. Resident D stated that she was worried Ms. Thomas would lose her license and was afraid. She stated that Sue does not take anyone out and if she does she asks for \$10 in gas money. Ms. Thomas complained when she had to take Resident L to the doctor. Resident D stated that she would like to move to a new placement. Resident D has since been moved to a new program.

On 12/06/2021, I received a telephone call from Resident D's guardian (Relative 1). Relative 1 stated that Sue Thomas has an abrasive type of attitude, however, is not cruel and does not call resident's names. She stated that Ms. Thomas does not require residents to do chores. Residents choose whether they want to do chores. She stated that Resident D wants to move and visited an independent living program. Relative 1

stated that Resident D is not showering other residents or changing briefs. Resident D has tried to help on her own and was told no. Relative 1 stated that she has no concerns regarding Sue's treatment of residents. She stated that Resident D is not currently talking to anyone because she does not want to get in trouble. Relative 1 said frequently apologizing is something Relative D has always done.

On 12/10/2021, I received an email from APS Worker, Marnie Debell. She stated that she received another referral regarding RST AFC. It is alleged that Resident L is being yelled at, threatened, and is accused of being "lazy", "lying", and "stealing" food and other items in the home. Resident L is not comfortable having her diary at the home. Resident L was told to tell licensing workers that everything is fine and that there would be negative consequences if she did not. Resident L's mail is opened, and she is not allowed to make private calls or have a cellphone as other residents are allowed to do. Resident L says there is only water and coffee at the home. Resident L reported that Sue has blocked her from moving out by intercepting her mails and calls. Resident L is having nightmares because of the emotional abuse and threats. Resident L recently fell and hurt her back during the week of 11/15/2021 and it is not recommended for her to lift or bend. Resident L is expected to complete her laundry and cleaning chores. Sue has not taken Resident L for a follow up exam or back x-ray. Sue is not managing Resident L's medication. Resident L has to remind Sue for her medication. Resident L is not receiving the treatment she needs after being bitten by her cat. Resident L cannot change the dressing on her own. Sue's adult son, Kevin is using Resident L's money for his personal expenses as reported by the professional payee and Resident L. The length of time and amount are unknown.

On 12/10/2021, I received a message from Marnie Debell. She stated that she would be substantiating for verbal abuse. The residents do not believe there is a threat of physical harm. Ms. Debell stated that she spoke to Resident L's rep payee, Candace, at Blue Water Community Action. Candace stated that Resident L has a prepaid debit card with funds on it. On at least one occasion, Ms. Thomas stated that she accidentally used Resident L's card at store. There were no known cases of her son, Kevin, using Resident L's funds. It was reported that Ms. Thomas told Resident L that if she moved out, she would go to a nursing home and her belongings would be gone through to make sure she did not steal anything. On 12/10/2001, Ms. Debell also stated in an email that Susan Thomas refused to talk about alleged financial exploitation during her visit and told her to talk to Adult Services Worker, Rachel Jacobson.

On 12/15/2021, I received a telephone call from Ascension Social Worker, Julia Vaughn. She stated that she had letters from Resident L she would like to provide. The letters and diary entries contain Resident L's concerns regarding the home. She stated that she visits Resident L at the home. Ms. Vaughn has seen Susan Thomas yelling at residents. Resident L has alleged that Ms. Thomas has opened and not given her mail. She alleged that Ms. Thomas took Resident L's money to buy a cell phone to pay for gas. Ms. Vaughn indicated that Rep Payee, Blue Water Community Action, could provide more information. It was also alleged that Ms. Thomas' son takes Resident L's

money to pay for cigarettes and gas. It is also alleged that residents are only allowed one cup of coffee and water.

On 12/27/2021, I emailed DHHS Adult Services Worker, Rachel Jacobson. She stated that she did not confirm that Ms. Thomas or her son took money from Resident L.

On 12/28/2021, I contacted Blue Water Community Action regarding Resident L's funds. The office was closed until 01/03/2022.

On 01/03/2022, I received a message from Candace at Blue Water Community Action. She confirmed that they are the rep payee for Resident L and most of Resident L's funds stay in the building. She stated that if the licensee was taking money from Resident L it would have to be from her personal funds which are kept on a debit card. Resident L would have to give licensee access to the card to use the funds. Candace stated that if the money was mismanaged, it would need to be confirmed by Resident L as it is her responsibility to manage personal funds.

On 12/22/2021, 12/27/2021 and 12/28/2021, I received multiple texts and pictures from Complainant. The texts indicate that Ms. Thomas continues to be verbally abusive. The texts included multiple pictures of an unflushed toilet which was alleged to be clogged. In addition, pictures were sent of a soiled couch which was alleged to be from Resident F urinating on the couch. A second picture showed a bed pad being placed on the couch which appears to protect the furniture. The texts alleged that Resident F is not being changed or showered frequently. I contacted APS Worker, Marine Debell by phone and email to provide information regarding texts.

On 01/26/2022, I received an email from APS Worker, William Hyde. He was re-assigned the APS investigation as Marnie Debell is currently on leave. He stated that he would be substantiating for neglect and emotional abuse.

On 02/01/2022, I received another licensing complaint regarding RST AFC. It was alleged that Mr. and Mrs. Thomas have a license to operate an adult foster care home. Ms. Thomas does not do a good job because she is too busy with her son or the computer. Residents have a coffee in the morning and the rest of day do not get anything except water. Ms. Thomas buys herself, her son and her husband what they wanted like pop and snacks and all good things. Ms. Thomas would not let residents have snacks and she is always late on meals. Ms. Thomas went through resident's clothes and everything they owned. Ms. Thomas took resident's red walker, rings, blankets and towels. Ms. Thomas refused to bring residents to community mental health or doctors. A resident passes out on the couch and in her bed all the time and the house smells like pee and dog feces. She washes residents' clothes when she feels like it. Ms. Thomas threatened to put a residents' cat to sleep and told the resident she couldn't move out or she would pay the price. Resident's money was used by Ms. Thomas' son to buy cigarettes and gas for his car. Ms. Thomas owes resident money and her friend owes resident \$60.00. Ms. Thomas used residents bank card to talk to her son Kevin who was in the holding tank at jail and would use others money. Ms.

Thomas would not let resident nap in the afternoon and would not let residents stay up and watch TV at all. She treated resident like a piece of shit and a walking mat. Ms. Thomas yells at residents.

On 02/04/2022, I completed an unannounced onsite inspection with APS Supervisor Jennifer Perrin and APS Worker Daniel Schave. I interviewed Sue Thomas and Resident F, Resident J and Resident M. Resident D and Resident L have been moved from the home since the last complaint. During the onsite investigation, I again observed that the house was cluttered but not dirty. I observed a disposable pad on the living room couch. Ms. Thomas stated that this is used because Resident F have accidents. She uses pads on her bed and the couch. Any accidents are cleaned up right away. Also, I observed a pee pad on the floor which is used for the dog. I did not find that the house smelled like urine or feces.

Ms. Thomas stated that Resident J holds on to her own money and has a debit card. She has never used her card for personal expenses. She stated that Resident M is her own guardian and holds her own money. Ms. Thomas stated that Resident F's son is her guardian and he takes care of all her money. Ms. Thomas stated that she did use Resident L's card. Her personal card would not work and she needed money to make a phone call to her son in jail. She reimbursed Resident L \$20.00 for the call. She stated that the card was also accidentally used at Burger King. Ms. Thomas stated that she still has some of Resident L's belongings such as a walker that she plans to drop off to her and asked for me to drop them off as well. She said Resident L was taking belongings from her. Ms. Thomas stated that she has no knowledge of her son borrowing money from residents. Ms. Thomas stated that she does take residents to appointments as needed or they take the bus. Ms. Thomas stated that residents can ask for food. The snack drawer is currently empty. She said they eat breakfast around 10:00 am-11:00 am. They have lunch or a snack around 2:00 pm-3:00 pm. They eat dinner around 5:30 pm-7:00 pm.

I interviewed Resident F at the home. She stated that she likes everything about the home. She stated that the food is good and she gets breakfast, lunch and dinner. They have eggs, toast and yogurt for breakfast. She stated that she does not miss any doctors' appointments and has transportation. Resident F stated that Ms. Thomas does not hold her money and her son manages her accounts. Resident F said the home is clean, but the bird makes a mess. Also, the dog goes to bathroom on blue sheet. Resident F stated that there are no arguments or yelling in the house.

I interviewed Resident M at the home. She stated that things are going good. Resident M said the meals at the home are delicious. They have breakfast around 10:00 am. Resident M stated that she does not eat lunch. They have dinner at 5:00 pm-6:00 pm. She gets enough food to eat. Resident M stated that she holds on to her own money. Her sister takes care of her finances. She has not had any missing belongings at the home. Resident M stated that her sister transports her to appointments or Ms. Thomas takes her. She has not missed any appointments due to transportation. Resident M said that Ms. Thomas is a clean person. She does not see the dog having accidents in the

house but indicated the dog is older. She does not believe the house smells like urine or feces. Resident M stated that she gets along well with Ms. Thomas and has not heard yelling or fighting in the house.

I interviewed Resident J at the home. She stated she is “not to bad”. Resident J stated that she takes the bus and can make all her appointments. Resident J stated that she gets enough to eat. They have breakfast around 10:00 am and are served items such as coffee, eggs, pancakes, or yogurt. Resident J stated that she usually does not eat lunch. They have dinner around 5:00- 5:30 pm. Resident J stated that she holds on to her own money. Ms. Thomas does not borrow money from her. Ms. Thomas will give her a receipt if she buys cigarettes for her. She has not have any belongings that have gone missing. Resident J stated that the home could be cleaner. She feels the bathroom needs to be sanitized. She stated the dog has accidents, but they are cleaned up. She also indicated that there is a resident who would use pads in the home. Resident J stated that there is some yelling in the home “off and on”. She has heard yelling between the family. She has also heard yelling when Resident D and Resident L were at the home.

<b>APPLICABLE RULE</b>	
<b>R 400.1404</b>	<b>Licensee, responsible person, and member of the household; qualifications.</b>
	<b>(3) A licensee or responsible person shall possess all of the following qualifications: (b) Be suitable to meet the physical, emotional, social, and intellectual needs of each resident.</b>
<b>ANALYSIS:</b>	<p>Licensee, Susan Thomas, is not suitable to meet the needs of residents in her home. Ms. Thomas has continued to speak inappropriately to residents despite being cited twice and previously placed on a provisional license. On 11/18/2021, when I completed an unannounced onsite investigation, Ms. Thomas was inappropriate and told Resident L the complaint was probably all her fault.</p> <p>Resident J said that Ms. Thomas yells sometimes. Ms. Thomas can intimidate people and is not always polite. Resident L stated that Ms. Thomas yells at her and other residents. She stated that Ms. Thomas told her to lie during the investigation. Resident D said that she and Ms. Thomas get “cranky” with each other, however, it is her fault. Resident D stated that Ms. Thomas is picky about things such as her putting dishes in the wrong place. She tells her she should know by now. Resident D stated that Ms. Thomas talks loud and yells. Ms. Thomas also swears and cusses. Ascension Social Worker, Julia Vaughn, has</p>

	<p>observed Ms. Thomas yelling at residents in the home. APS Worker, Marnie Debell will be substantiating for verbal abuse.</p> <p>On 05/04/2021, Ms. Thomas license was placed on a provisional license due to inappropriate comments. Ms. Thomas did not respond appropriately when Resident A and Resident I said they were suicidal. Ms. Thomas admitted that she made a joke to Resident A regarding suicidal thoughts. She also stated that she took Resident I to the bathroom and said “there’s the water” when she was having suicidal thoughts, however, it occurred 20-25 years ago. Ms. Thomas was advised not to make jokes about suicide.</p> <p>On 07/12/2018, Ms. Thomas’s license was placed on a provisional due to inappropriate comments she made to Resident A and the Community Mental Health-Mobile Crisis Unit. Ms. Thomas was inappropriate when the Mobile Crisis Unit (MCU) arrived at the home to meet with Resident A. Ms. Thomas was frustrated and angry when the MCU visited the home and was yelling “curt remarks”. Ms. Thomas said, “You’re lucky I’m letting you in right now” and was “stand offish”.</p>
<b>CONCLUSION:</b>	<p><b>REPEAT VIOLATION ESTABLISHED</b>  <b>Reference SIR #2017A0604016 dated 12/08/2017; CAP dated 07/12/2018</b>  <b>Reference SIR #2020A0604022 dated 12/15/2020; CAP dated 05/04/2021</b></p>

<b>APPLICABLE RULE</b>	
<b>R 400.1409</b>	<b>Resident rights; licensee responsibility.</b>
	<p><b>(1) Upon a resident's admission to the home, the licensee shall inform and explain to the resident or the resident's designated representative all of the following resident rights:</b></p> <p style="padding-left: 40px;"><b>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</b></p>

<b>ANALYSIS:</b>	The allegation regarding Resident D showering Resident F was cited in SIR #2020A0604022 dated 12/15/2020. During this investigation Sue Thomas stated that Resident D has held the shower head when she is showering Resident F. Resident D turns her head and is not watching. On 11/18/2021, Ms. Thomas stated that Resident D is no longer assisting with showers. On 11/18/2021, Resident D stated that she has helped shower Resident F and changed her briefs, however, has not done this in a long time.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED (BUT CORRECTED)</b>

<b>APPLICABLE RULE</b>	
<b>R 400.1412</b>	<b>Resident behavior management; prohibitions.</b>
	<b>(2) A licensee, responsible person, or any person living in the home shall not use any of the following methods of handling a resident for discipline purposes:</b> <b>(e) Mental or emotional cruelty, including subjecting a resident to verbal abuse, making derogatory remarks about the resident or members of his or her family or making malicious threats.</b>
<b>ANALYSIS:</b>	Licensee, Susan Thomas, is being verbally abusive to residents. Resident D, Resident L and Resident J, confirmed that Ms. Thomas yells at them. Ascension Social Worker, Julia Vaughn, also reported concerns about Ms. Thomas and has observed her yelling at residents during her visits to the home. Ms. Thomas is currently on a provisional license effective 05/04/2021 and has a history of making inappropriate comments.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.1419</b>	<b>Resident nutrition.</b>
	<b>(1) A licensee shall provide a minimum of 3 regular nutritious meals daily. Not more than 14 hours shall elapse between the evening and morning meal.</b>

<b>ANALYSIS:</b>	There is not enough information to determine that residents are not getting three meals a day in the home. Residents stated that they are served breakfast, lunch and dinner. Breakfast was reported to be served around 10:00 am-10:30 am. None of the residents reported being hungry or not having dietary needs met. I observed a drawer that contained snacks for the residents.
<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>	The complainant alleged that Resident F is not bathed often enough. Resident J also stated that Resident F was not showered often. Resident F was only showered about once per week. Resident L is not allowed to shower daily. She is allowed to shower every couple of days.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<b>APPLICABLE RULE</b>	
<b>R 400.1421</b>	<b>Handling of resident funds and valuables.</b>
	<b>(8) A licensee, responsible person, and members of the licensee's or responsible person's family shall not borrow money or valuable from a resident, with or without the consent of the resident. A licensee shall further take reasonable precautions to assure the prohibition of financial transactions between a resident and other occupants of the home.</b>
<b>ANALYSIS:</b>	According to the APS Worker, Marnie Debell, Susan Thomas refused to talk about alleged financial exploitation during her visit and told her to talk to Adult Services Worker, Rachel Jacobson. Ms. Jacobson reported on 12/28/2021 that she did not confirm financial abuse allegations. On 12/28/2021, I contacted rep payee Blue Water Community Action regarding Resident L's funds. According to Candace from Blue Water Community Action, most of Resident L's funds stay in their building. Resident L would have to give licensee access to her debit card with personal funds. Ms. Debell stated Ms. Thomas



	<p>told rep payee that she accidentally used Resident L's card on one occasion.</p> <p>On 02/04/2022, Ms. Thomas stated that her card would not work so she borrowed Resident L's card to make phone call to her son in jail. Ms. Thomas reimbursed Resident L for the phone call. However, a licensee shall not borrow money from a resident.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

<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 11/18/2021, I observed that the house was cluttered but not dirty. The bathroom appeared to be reasonably clean. Residents reported completing light household chores. On 12/22/2021, 12/27/2021 and 12/28/2021, I received text messages from complainant that were alleged to be a clogged toilet and couch with urine stain. There is not enough information to determine that the licensee did not correct these issues once the photos were taken.</p>
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:**

During the onsite investigation, I reviewed resident records. I observed that resident medication logs were not initialed for PM medications on 11/16/2021, 11/17/2021 and AM medications on 11/18/2021.

I completed an exit conference with Susan Thomas on 02/23/2022 by email. I informed her of the violations found and that a copy of the special investigation report would be mailed once approved. I also informed her that a referral would be made to the Disciplinary Action Unit and she would be given an opportunity to participate in a compliance conference to discuss the recommendation.

<b>APPLICABLE RULE</b>	
<b>R 400.1418</b>	<b>Resident medications.</b>
	<p><b>(4) When a licensee or responsible person supervises the taking of medication by a resident, the licensee or responsible person shall comply with the following provisions:</b></p> <p><b>(a) Maintain a record as to the time and amount of any prescription medication given or applied. Records of prescription medication shall be maintained on file in the home for a period of not less than 2 years.</b></p>
<b>ANALYSIS:</b>	I completed an unannounced onsite investigation on 11/18/2021 at 10:30 am. Resident medication logs were not initialed for PM medications on 11/16/2021, 11/17/2021 and AM medications on 11/18/2021.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

I recommend revocation of the license.

*Kristine Cilluffo*

02/23/2022

\_\_\_\_\_  
 Kristine Cilluffo  
 Licensing Consultant

\_\_\_\_\_  
 Date

Approved By:

*Denise Y. Nunn*

02/24/2022

\_\_\_\_\_  
 Denise Y. Nunn  
 Area Manager

\_\_\_\_\_  
 Date