



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

March 29, 2022

Roger Covill
North-Oakland Residential Services Inc.
P. O. Box 216
Oxford, MI 48371

RE: License #: AS630384699
Investigation #: 2022A0611013
Westlyn Home

Dear Mr. Covill:

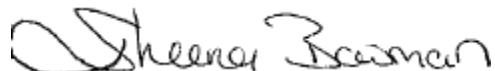
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (248) 975-5053.

Sincerely,

A handwritten signature in black ink that reads "Sheena Bowman". The signature is written in a cursive style with a large, stylized initial "S".

Sheena Bowman, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630384699
Investigation #:	2022A0611013
Complaint Receipt Date:	02/07/2022
Investigation Initiation Date:	02/09/2022
Report Due Date:	04/08/2022
Licensee Name:	North-Oakland Residential Services Inc
Licensee Address:	106 S. Washington Oxford, MI 48371
Licensee Telephone #:	(248) 969-2392
Administrator:	Roger Covill
Licensee Designee:	Roger Covill
Name of Facility:	Westlyn Home
Facility Address:	3859 Westlyn Drive Lake Orion, MI 48359
Facility Telephone #:	(248) 391-0822
Original Issuance Date:	02/09/2018
License Status:	REGULAR
Effective Date:	08/09/2020
Expiration Date:	08/08/2022
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 1/28/22, Resident C was making humming noises and Staff Shirley hit Resident C in the mouth with the back of her hand several times telling her to stop making noises.	Yes

III. METHODOLOGY

02/07/2022	Special Investigation Intake 2022A0611013
02/09/2022	Special Investigation Initiated - On Site I completed an unannounced onsite. I interviewed staff member, Delores Porter and staff member, Tina McFadden.
02/15/2022	Contact - Telephone call made I made a telephone call to staff member, Tina McFadden. The allegations were discussed.
02/15/2022	Contact - Telephone call received I received a return phone call from staff member, Delores Porter. The allegations were discussed.
02/15/2022	Contact - Telephone call made I made a telephone call to staff member, Monica McFadden. Ms. McFadden was at the doctor's office and stated she will give me a call back.
02/15/2022	Contact - Telephone call made I made a telephone call to staff member, Shirley Sanford. The allegations were discussed.
02/15/2022	Exit Conference I completed an exit conference with the licensee designee, Roger Covill via email.
02/25/2022	Contact-Document received I received an email from Adult Protective Service worker, Ra'Shawnda Robertson stating she plans to substantiate her investigation.

03/24/2022	APS Referral I made an adult protective services (APS) referral.
03/29/2022	Contact-Telephone call made I made a telephone call to staff member, Delores Porter. Ms. Porter stated the only resident in the home that is verbal is Resident I. I interviewed Resident I regarding the allegations.

ALLEGATION:

On 1/28/22, Resident C was making humming noises and Staff Shirley hit Resident C in the mouth with the back of her hand several times telling her to stop making noises.

INVESTIGATION:

On 02/07/22, I received an intake regarding the abovementioned allegations.

On 02/09/22, I completed an unannounced onsite. I interviewed staff member, Delores Porter and staff member, Tina McFadden.

On 02/09/22, I interviewed staff member, Delores Porter. Regarding the allegations, Ms. Porter stated Resident C is currently at workshop. Ms. Porter stated Resident C is non-verbal. Ms. Porter stated staff member, Monica McFadden works the afternoon shift. Ms. Porter denied knowing anything about Monica hitting Resident C. Ms. Porter stated she may have worked with Monica one time this year during the afternoon shift. Ms. Porter denied ever observing Monica hit anybody and/or be mean or abusive towards a resident.

On 02/09/22, I interviewed staff member, Tina McFadden. Regarding the allegations, Tina stated she works the dayshift. Tina stated Monica McFadden is her sister. Tina stated she has not worked on the same shift with Monica. Tina denied knowing about Monica hitting or being abusive towards any of the residents. Tina stated there are no cameras in the AFC group home.

On 02/15/22, I made a telephone call to staff member, Tina McFadden. Regarding the allegations, Ms. McFadden stated she has not observed and/or aware of staff member, Shirley Sanford being abusive or neglectful towards any of the residents. Ms. McFadden stated Ms. Sanford works the afternoon shift therefore; Ms. McFadden only sees Ms. Sanford when she is leaving the AFC group home.

On 02/15/22, I received a return phone call from staff member, Delores Porter. Regarding the allegations, Ms. Porter stated Ms. Sanford informed her that she tapped Resident C on the mouth. Ms. Sanford also told Ms. Porter that another staff said they were going to report her for hitting Resident C. Ms. Sanford denied hitting Resident C as she only tapped her. Ms. Porter stated Ms. Sanford did not say why she tapped Resident C. Ms. Porter stated she did not work the day this incident occurred.

On 02/15/22, I made a telephone call to staff member, Shirley Sanford. Ms. Sanford has worked at the AFC group home since 2017. Regarding the allegations, Ms. Sanford stated Resident C was making loud humming sounds and she tapped Resident C on her lips with two of her fingers. Ms. Sanford stated she tapped Resident C with her fingers three times. Ms. Sanford stated after she tapped Resident C, she told her to shh and be quiet. Ms. Sanford then walked away. This incident occurred while Ms. Sanford was in the kitchen and Resident C was sitting in the chair near the dining area. Ms. Sanford stated a few residents were present along with another staff member but, she doesn't remember who she was working with.

Ms. Sanford stated this was the first time she ever did anything like this. Ms. Sanford agreed that her behavior was inappropriate and she stated it will not happen again. Ms. Sanford was apologetic for her behavior.

On 02/15/22, I completed an exit conference with the licensee designee, Roger Covill via email. Mr. Covill was informed the allegations will be substantiated and a corrective action plan will be required.

On 03/29/22, I made a telephone call to staff member, Delores Porter. Ms. Porter stated the only resident in the home that is verbal is Resident I. I interviewed Resident I regarding the allegations.

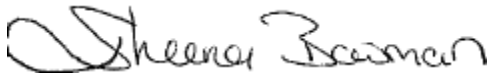
On 03/29/22, I interviewed Resident I. Regarding the allegations, Resident I stated staff member Shirley is not nice to her. Resident I stated Shirley is mean to her but she has never hit her. Resident I stated she has seen Shirley hit Resident C in the mouth. Resident I stated Shirley is the only staff that she has seen hit a resident.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following: (b) Use any form of physical force other than physical restraint as defined in these rules.

ANALYSIS:	Staff member, Shirley Sanford admitted to tapping Resident C on her lips with two of her fingers three times. Ms. Sanford stated she tapped Resident C on the lips because she was making a loud humming noise. Resident I stated she has seen Shirley hit Resident C in the mouth.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

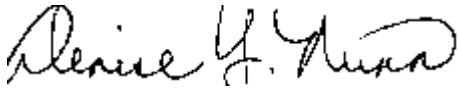
Contingent upon receipt of an acceptable corrective action plan, I recommend no change in the license status.



Sheena Bowman
Licensing Consultant

03/29/22
Date

Approved By:



03/29/2022

Denise Y. Nunn
Area Manager

Date