



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 28, 2022

Aimee Davis
Friends and Family, Inc.
309 S Bailey St
Romeo, MI 48065

RE: License #: AS630012761
Investigation #: 2022A0611022
Townsend Group Home

Dear Ms. Davis:

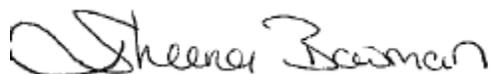
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 initial "S".

Sheena Bowman, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste 9-100
3026 West Grand Blvd
Detroit, MI 48202

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630012761
Investigation #:	2022A0611022
Complaint Receipt Date:	04/05/2022
Investigation Initiation Date:	04/06/2022
Report Due Date:	06/04/2022
Licensee Name:	Friends and Family, Inc.
Licensee Address:	309 S Bailey St Romeo, MI 48065
Licensee Telephone #:	(586) 372-7099
Administrator:	Aimee Davis
Licensee Designee:	Aimee Davis
Name of Facility:	Townsend Group Home
Facility Address:	2029 Hidden Lane Leonard, MI 48367
Facility Telephone #:	(248) 628-8740
Original Issuance Date:	05/11/1992
License Status:	REGULAR
Effective Date:	02/12/2022
Expiration Date:	02/11/2024
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
On 3/17/22, Resident J went on an outing with Staff Patricia and Samantha to Arby's and ordered food through the drive-thru. Resident J grabbed his housemate's food that was not cut and shoveled it into his mouth. Staff attempted to get Resident J to spit it out but Resident J bit down on staff's finger and began to choke. Resident J was taken to the hospital and was placed on a ventilator.	Yes

III. METHODOLOGY

04/05/2022	Special Investigation Intake 2022A0611022
04/06/2022	Special Investigation Initiated - Letter I emailed the recipient rights specialist, Rishon Kimble regarding the complaint.
04/14/2022	Contact - Telephone call received I received a return phone call from the recipient rights specialist, Rishon Kimble regarding the allegations.
04/20/2022	Inspection Completed On-site I completed an unannounced onsite. I interviewed staff member, Patricia Roman. I received a copy of Resident J's assessment plan, health care chronological, and health care appraisal.
04/26/2022	Contact - Telephone call made I made a telephone call to Resident J's guardian. The allegations were discussed.
04/26/2022	Contact - Document Sent I sent an email to the recipient rights specialist, Rishon Kimble regarding the status of her investigation.
04/26/2022	Contact - Document Received I received an email from Rishon Kimble. Ms. Kimble stated she has not completed her interviews for her investigation. Ms. Kimble stated it is not likely that she will substantiate her investigation.
04/26/2022	Contact - Telephone call made I left a voice message for staff member, Samantha McMichael requesting a call back.

04/26/2022	Exit Conference I completed an exit conference with the licensee designee, Aimee Davis via voice message.
04/27/2022	Contact - Telephone call made I left another voice message for staff member, Samantha McMichael requesting a call back.
04/27/2022	Contact- Telephone call received I received a return phone call from Ms. McMichael. The allegations were discussed.
04/28/2022	Contact- Telephone call made I left a voice message for the licensee designee, Aimee Davis informing her the outcome of the investigation.

ALLEGATION:

On 3/17/22, Resident J went on an outing with Staff Patricia and Samantha to Arby's and ordered food through the drive thru. Resident J grabbed his housemate's food that was not cut and shoveled it into his mouth. Staff attempted to get Resident J to spit it out but Resident J bit down on staff's finger and began to choke. Resident J was taken to the hospital and was placed on a ventilator.

INVESTIGATION:

On 04/05/22, I received an intake regarding the above-mentioned allegations. Resident J's family later decided to remove him from life support on 3/21/22.

On 04/14/22, I received a return phone call from the Recipient Rights specialist, Rishon Kimble. Regarding the allegations, Ms. Kimble stated Resident J passed away on 03/21/22 after his family removed him from life support.

On 04/20/22, I completed an unannounced onsite. I interviewed staff member, Patricia Roman. I received a copy of Resident J's assessment plan, health care chronological, and health care appraisal. I observed Resident E in the living area. Resident E is in a wheelchair and he appeared non-verbal.

On 04/20/22, I interviewed staff member, Patricia Roman. Regarding the allegations, Ms. Roman stated she and staff member, Samantha McMichael took Resident J, Resident A, Resident B, and Resident E on an outing. Ms. Roman stated they stopped to get lunch at Arby's. Ms. Roman stated after they received their food from the Arby's drive thru, they parked the van in the Arby's parking lot. Resident J was sitting on the right side behind the passenger seat. Resident E was sitting next to James on the left side behind the driver's seat. Resident A was sitting behind Resident J and Resident B was sitting behind Resident E. Ms. McMichael got out of the passenger seat and started

preparing the residents food by cutting the food into bite size pieces. Ms. Roman was getting the residents drinks ready by putting the straws in the cups.

Once Ms. McMichael cut up Resident J's food, she handed Resident J's food through the sliding doors of the vehicle. Ms. McMichael continued to stand in front of the sliding doors and she was preparing the food in the passenger seat. While Ms. McMichael was handing Resident B's her food, Resident J reached over to the passenger's seat and grabbed some roast beef and ate it. Ms. Roman was standing outside of the driver's seat. Ms. Roman stated she and Ms. McMichael did not notice Resident J when he reached over and grabbed the roast beef because they were handing the other residents their food and/or drinks. Ms. Roman stated after she gave Resident E his drink, she noticed Resident J was quiet and had a weird stare on his face. Ms. Roman stated Resident J was silently choking. Ms. Roman ran over to the other side of the vehicle and started giving Resident J the Heimlich maneuver. Ms. Roman looked into Resident J's airway and saw something in his throat. Ms. Roman tried to use her finger to remove what was in Resident J's airway but he started to bite down. Ms. Roman continued performing the Heimlich maneuver. Resident J was still choking. Ms. Roman told Ms. McMichael to continue the Heimlich maneuver and she called 911.

Ms. Roman stated the 911 operator advised her to pull Resident J out of the vehicle, lay him flat on the ground, and elevate his neck and perform CPR. Ms. Roman stated the police arrived at the scene a minute later and started to perform CPR on Resident J. The ambulance arrived approximately a minute and half later. The EMS put a scope down Resident J's airway. Ms. Roman stated she and Ms. McMichael informed the police about what happened. Once Resident J was stable in the ambulance he was transported to the hospital. Ms. Roman stated they followed the ambulance to the hospital and Ms. McMichael stayed at the hospital with Resident J. Ms. Roman transported the rest of the residents back to the AFC group home. Ms. Roman stated none of the residents are verbal.

On 04/20/22, I received a copy of Resident J's assessment plan, health care chronological, and health care appraisal. The assessment plan dated 04/20/21, does not indicate that Resident J requires assistance with eating and/or his food must be cut up into bite size pieces. According to the health care appraisal dated 06/19/20, Resident J's food should be cut into 1/2 inch bite size pieces.

The health care chronological dated 03/17/22, describes the incident that took place when Resident J started choking. The health care chronological dated 03/21/22, indicates that Resident J's family decided to take Resident J off life support and he passed away.

On 04/26/22, I made a telephone call to Resident J's guardian. Regarding the allegations, the guardian stated she is familiar with Ms. Roman and McMichael and she believes the staff are being truthful about what transpired on the day of the incident. The guardian stated Resident J resided at the AFC group home for about six or seven years.

The guardian did not report any concerns. The guardian stated the decision to remove Resident J off life support was made between herself, her dad, and sister.

On 04/26/22, I completed an exit conference with the licensee designee, Aimee Davis via voice message. Ms. Davis was informed that the allegations will not be substantiated.

On 04/27/22, I received a telephone call from staff member, Samantha McMichael. Regarding the allegations, Ms. McMichael stated after they received the residents food from the Arby's drive-thru they parked the vehicle in the parking lot. Ms. McMichael had a pair of scissors from the AFC group home to cut up the resident's food. Resident E already had his food from the AFC group home as his food has to be ground moist which is similar to pureed. Ms. McMichael stated she was in the passenger seat and Resident J was sitting behind her. After Ms. McMichael cut up Resident J's food and handed it to him, she started preparing another residents food. Ms. McMichael stated Resident J reached over to the front seat and grabbed more food that wasn't cut up. Resident J stuffed his mouth with food. Ms. McMichael told Resident J to stop and told him he already has his food. Resident J stated he wanted more food. Ms. Roman noticed Resident J was choking and she ran over to the other side of the vehicle and started performing the Heimlich maneuver on Resident J. Ms. Roman checked Resident J's airway. Ms. Roman then told Ms. McMichael to continue doing the Heimlich maneuver while she called 911. The 911 operator advised Ms. McMichael to pull Resident J out of the vehicle and place him on the ground and perform CPR. The police arrived quickly and the ambulance arrived shortly after.

Ms. McMichael stated she informed the police about what happened. Ms. Roman dropped Ms. McMichael off at the hospital to sit with Resident J and; Ms. Roman transported the rest of the residents back to the AFC group home. Ms. McMichael became emotional during her interview and started to cry. Ms. McMichael stated Resident J was close to her heart.

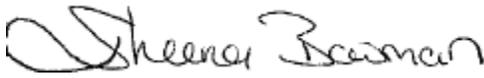
On 04/28/22, I left a voice message for the licensee designee, Aimee Davis informing her that the allegations will be substantiated and a corrective action will be required.

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 my findings and information gathered, Ms. Roman and Ms. McMichael did not ensure Resident J's safety and/or protection at all times as Resident J was able to grab food that was not for him to eat and he choked on it.
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

04/28/22
Date

Approved By:



Denise Y. Nunn
Area Manager

04/28/2022

Date