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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

November 1, 2022

Diane Ciric
AHS Community Services Inc
35518 Park St.
Wayne, MI 48184

RE: License #: AS820014657
Investigation #: 2023A0116001
West Rd House

Dear Ms. Ciric:

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 (313) 456-0380.

Sincerely,

A handwritten signature in blue ink that reads "Pandrea Robinson". The signature is fluid and cursive, with the first name "Pandrea" and last name "Robinson" clearly legible.

Pandrea Robinson, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(313) 319-9682

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS820014657
Investigation #:	2023A0116001
Complaint Receipt Date:	10/04/2022
Investigation Initiation Date:	10/06/2022
Report Due Date:	12/03/2022
Licensee Name:	AHS Community Services Inc
Licensee Address:	35518 Park St. Wayne, MI 48184
Licensee Telephone #:	(734) 722-4580
Administrator:	Diane Ciric
Licensee Designee:	Diane Ciric
Name of Facility:	West Rd House
Facility Address:	23033 Arsenal Road Brownstown Twp, MI 48134
Facility Telephone #:	(734) 782-4013
Original Issuance Date:	12/11/1992
License Status:	REGULAR
Effective Date:	06/27/2021
Expiration Date:	06/26/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

Violation Established?	
On 10/04/22, incident report received documented that on 09/28/22, staff, Felice Valentine, yelled at Resident A calling him a "nasty motherfucker" for having a bowel movement. The incident was witnessed by staff, Teresa Tolliver.	Yes

III. METHODOLOGY

10/04/2022	Special Investigation Intake 2023A0116001
10/04/2022	Referral - Recipient Rights
10/04/2022	APS Referral Referral made.
10/06/2022	Special Investigation Initiated - Telephone Left a message for former staff, Teresa Tolliver, requesting a return call.
10/06/2022	Contact - Telephone call received Interviewed Ms. Tolliver.
10/10/2022	Inspection Completed On-site Interviewed home manager, Ann Cavins, Staff (1) and visually observed Resident A.
10/10/2022	Contact - Telephone call made Interviewed staff, Felice Valentine.
10/31/2022	Contact - Telephone call received Interviewed Staff (2).
10/31/2022	Inspection Completed-BCAL Sub. Compliance
10/31/2022	Exit Conference With licensee designee, Diane Ciric.

ALLEGATION:

On 10/04/22, incident report received documented that on 09/28/22, staff, Felice Valentine, yelled at Resident A calling him a "nasty motherfucker" for having a bowel movement. The incident was witnessed by staff, Teresa Tolliver.

INVESTIGATION:

On 10/6/22, I interviewed former staff Teresa Tolliver. Ms. Tolliver reported that on 09/28/22, she worked the afternoon shift with staff, Felice Valentine, and reported that Ms. Valentine was upset and appeared irritated. Ms. Tolliver reported that Resident A is known to have large and very bad smelling bowel movements and is totally dependent on staff as he is blind. Ms. Tolliver reported that Resident A had a bowel movement, and she could hear Ms. Valentine saying, "Oh I'm going to vomit" and then began wiping and cleaning Resident A up and while doing so, said "you nasty motherfucker." Ms. Tolliver reported she was in the room when Ms. Felice started to clean Resident A up as he was whining and resistant. Ms. Tolliver reported she was talking calmly to him trying to get him to calm down. Ms. Tolliver reported that because Resident A is blind, he gets anxious and at times combative with staff, if you do not talk him through what you are about to do or are doing, step by step. Ms. Tolliver reported that most times if you are calm and explain to him what you are about to do, he won't give you any problems. Ms. Tolliver reported that Ms. Valentine is loud and at times speaks harsh to the residents. Ms. Tolliver believes that Resident A is always resistant with Ms. Valentine because of her tone and the way she speaks/talks to him.

On 10/10/22, I conducted a scheduled onsite inspection and interviewed home manager, Ann Cavins, staff (2) and visually observed Resident A. Ms. Cavins reported that she was made aware of the incident on 10/03/22, and immediately contacted Ms. Valentine and Ms. Tolliver to find out what had occurred. Ms. Cavins reported that Ms. Valentine denied that she made the comment, however, Ms. Cavins reported her belief that she said it. Ms. Cavins reported that Ms. Valentine has been in the field a long time and reported she provides good care to the residents but reported her tone toward residents can be harsh at times, which has been addressed in the past. Ms. Cavins reported she would be in contact with upper management to determine how they plan to address the matter.

I interviewed Staff (1) and she reported that she has worked with Ms. Valentine in the past and reported she has never witnessed her to be aggressive or harsh with any of the residents.

I visually observed Resident A. Resident A was unable to be interviewed as he is not verbal. He was neatly dressed and groomed.

I reviewed Ms. Valentine's employee record and observed that she was fully trained in all required areas in 2011.

On 10/10/22, I interviewed staff, Felice Valentine. Ms. Valentine denied the allegations and reported that changing Resident A is always difficult as he fights and resists. Ms. Valentine reported that she called for Ms. Tolliver to help her as she was trying to get all of the feces off Resident A and was having a difficult time. Ms. Valentine reported that Ms. Tolliver assisted her, they got Resident A cleaned and

changed and went on to complete their other job duties. Ms. Valentine reported that she provides great care to the residents and again denied the allegations.

On 10/31/22, I interviewed Staff (2) and she reported that Ms. Valentine admitted to her that she made the comment about Resident A but said he was a “stinky motherfucker, not a nasty motherfucker.” Staff (2) reported that she was not sure how to respond to the comment, so she reported she responded by saying either way, it’s inappropriate. Staff (2) reported that Ms. Valentine does her job, but reported she is harsh and her tone of voice with the residents is inappropriate. Staff (2) reported that everyone knows that Resident A needs to know step by step what you are about to do or are doing when you approach him. Staff (2) reported that he is blind and easily startled. Staff (2) reported that she doesn’t have problems with Resident A because she speaks in a soft tone and always lets him know what she is about to do.

On 10/31/22, I conducted the exit conference with licensee designee, Diane Ciric and informed her of the findings of the investigation. Ms. Ciric reported an understanding of the findings. Ms. Ciric reported she had spoken with the home manager early on in the investigation and was recommending at minimum a three-day suspension. Ms. Ciric reported she will follow up to determine what remedial action was taken.

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:	<p>Based on the findings of the investigation, which included interviews with Ms. Tolliver, Ms. Cavins and Staff (2) I am able to corroborate the allegations.</p> <p>Although, Ms. Valentine denied the allegations, Ms. Tolliver reported witnessing and hearing the comment made by Ms. Valentine. Staff (2) also reported that Ms. Valentine admitted to calling Resident A “a stinky mother fucker” after he had a bowel movement. Further, Ms. Cavins reported her belief that Ms. Valentine made the comment, based on her history of speaking harsh or in an aggressive tone of voice in the past to residents.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon receipt of an acceptable corrective action plan, I recommend the status of the license remain unchanged.



Pandrea Robinson
Licensing Consultant

11/01/22
Date

Approved By:



11/01/22

Ardra Hunter
Area Manager

Date