



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 8, 2022

Rebecca Duncan
CHT Curry House MI Tenant Corp.
450 S. Orange Ave
Orlando, FL 32801

RE: License #: AL830337616
Investigation #: 2023A0360008
Curry House

Dear Ms. Duncan:

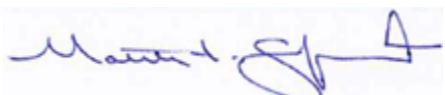
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 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 (866) 865-0006.

Sincerely,

A handwritten signature in blue ink, appearing to read "Matthew Soderquist".

Matthew Soderquist, Licensing Consultant
Bureau of Community and Health Systems
Ste 3
931 S Otsego Ave
Gaylord, MI 49735
(989) 370-8320

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 #:	AL830337616
Investigation #:	2023A0360008
Complaint Receipt Date:	11/12/2022
Investigation Initiation Date:	11/15/2022
Report Due Date:	01/11/2023
Licensee Name:	CHT Curry House MI Tenant Corp.
Licensee Address:	450 S. Orange Ave Orlando, FL 32801
Licensee Telephone #:	(231) 876-0611
Administrator:	Rebecca Duncan
Licensee Designee:	Rebecca Duncan, Designee
Name of Facility:	Curry House
Facility Address:	5858 S. 47 Mile Road Cadillac, MI 49601
Facility Telephone #:	(231) 876-0611
Original Issuance Date:	10/15/2014
License Status:	REGULAR
Effective Date:	04/15/2021
Expiration Date:	04/14/2023
Capacity:	20
Program Type:	AGED

II. ALLEGATION(S)

	Violation Established?
Direct care staff Jamie Shepler was yelling and swearing at Resident A.	Yes

III. METHODOLOGY

11/12/2022	Special Investigation Intake 2023A0360008
11/12/2022	APS Referral APS denied
11/15/2022	Special Investigation Initiated - On Site Resident A, Licensee Designee Becky Duncan, Cook Anthony Mulder-Ruiz
11/15/2022	Inspection Completed On-site
11/15/2022	Contact - Document Received Beckie Duncan
12/06/2022	Contact - Telephone call made DCS Jamie Shepler
12/07/2022	Contact – Telephone call received DCS Jamie Shepler
12/07/2022	Exit Conference Licensee designee Beckie Duncan

ALLEGATION: Direct care staff Jamie Shepler was yelling and swearing at Resident A.

INVESTIGATION: On 11/12/2022 I was assigned a complaint from the LARA online complaint system.

On 11/15/2022 I conducted an unannounced onsite inspection at the facility. Resident A stated a couple of days ago she got into an argument with one of the direct care staff named Jamie. She stated she couldn't remember her last name. She stated she probably shouldn't work with people because she was "belittling me like a dog." Resident A stated she wasn't proud of the way she was acting during the argument but asked her to leave her room. She stated as she was walking down the

hallway the staff person was yelling but she couldn't hear what she was saying. Resident A stated she would like to talk with her about it.

While at the facility on 11/15/2022 I interviewed the licensee designee Beckie Duncan. Ms. Duncan stated that on 11/12/2022 around dinner time the cook Anthony Mulder-Ruiz reported to his supervisor that he had heard direct care staff Jamie Shepler yelling at Resident A to, "get the fuck away from me." Ms. Duncan stated that Ms. Shepler was immediately sent home and has been terminated as of today.

While at the facility on 11/15/2022 I interviewed the facility cook Anthony Mulder-Ruiz. Mr. Mulder-Ruiz stated on 11/12/2022 he was serving dinner and heard Ms. Shepler start yelling and screaming at Resident A. He stated he heard Ms. Shepler tell Resident A, "Get the fuck away from me."

On 11/15/2022 I received an incident report from Ms. Duncan. The incident reported documented that: *'At approximately 6:45 p.m. on November 12, 2022, dietary manager David Dushane phoned this writer. David stated his cook, Anthony Mulder-Ruiz and server Autumn Chochran reported via telephone to him an incident they witnessed between caregiver Jamie Shepler and (Resident A). Director of health and wellness Victoria Johnson spoke with Jamie and told her to leave the premises pending an investigation. Witness statements were obtained around 7:30 p.m. from Anthony and Autumn. According to the written witness statement, a verbal altercation occurred between Jamie and (Resident A). (Resident A) came to the kitchen area upset with Jamie. (Resident A) claimed Jamie "yelled" at her. Jamie stated she was only trying to tell her supper was ready. (Resident A) continued to be upset with Jamie, and Jamie reportedly said, "I don't give a fuck anymore." "Get the fuck away from me." She also stated that (Resident A) needed to "stop her bitching." (Resident A) proceeded to follow Jamie to the caregiver room demanding her name. Jamie reportedly refused to give her name, instead claiming it started with an S and she wasn't given a name tag. At about 1 p.m., this writer interviewed (Resident A). (Resident A) stated the argument started all over a name. (Resident A) could not recall specific details, although she denied any swearing occurred. (Resident A) stated that she thought maybe she needed more training. She also stated that she knew she had a name tag as she saw her hiding it. According to Jamie, (Resident A) was upset and was yelling at her. (Resident A) would not allow Jamie to walk away and followed her. According to Jamie's own statement, she stated to (Resident A) that she wasn't going to deal with her attitude and to leave her alone. Jamie was terminated from employment due to violation of resident rights.'*

On 12/06/2022 I contacted Jamie Shepler and left a message.

On 12/07/2022 I contacted Jamie Shepler. Ms. Shepler stated Resident A has a history of yelling at staff and that on 11/12/2022 she went to Resident A's room to let her know that dinner was ready. She stated Resident A is very particular about coming to the dining area only when her food is ready, so she doesn't have to sit and wait. She stated that when she went to Resident A's room there was another

resident who had already knocked on her door and when she knocked on her door again Resident A became upset and told her to quit knocking on the door. She stated she wasn't going to tolerate Resident A yelling at her, so she walked away, and Resident A started following her down the hallway demanding to know her name. She stated she told Resident A her name was Jamie S. and that's all she needed to know. She stated Resident A kept following her and would not leave her alone, so she told her again to leave her alone. Ms. Shepler denied swearing at Resident A. She stated because of this incident she no longer works at the facility.

APPLICABLE RULE	
R 400.15305	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>The complaint alleged direct care staff Jamie Shepler was yelling and swearing at Resident A.</p> <p>Resident A stated Ms. Shepler was yelling at her and belittling her like a dog.</p> <p>Cook Anthony Mulder-Ruiz stated he heard Ms. Shepler yelling and screaming at Resident A to, "get the fuck away from me."</p> <p>Licensee designee Beckie Duncan stated Ms. Shepler was immediately asked to leave the property and was terminated effective 11/15/2022.</p> <p>Ms. Shepler denied yelling or swearing at Resident A.</p> <p>There is a preponderance of evidence that Resident A was not treated with dignity.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On 12/07/2022 I conducted an exit conference with licensee designee Beckie Duncan. Ms. Duncan stated she would submit an corrective action plan for approval.

IV. RECOMMENDATION

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



12/07/2022

Matthew Soderquist
Licensing Consultant

Date

Approved By:



12/08/2022

Jerry Hendrick
Area Manager

Date