



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

December 19, 2022

Sally Londry
S & D Senior Living Home
1359 S. Colling Rd.
Caro, MI 48723

RE: License #: AM790388202
Investigation #: 2023A0572005
S&D Senior Living Home

Dear Ms. Londry:

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 (517) 643-7960.

Sincerely,

A handwritten signature in black ink that reads "Anthony Humphrey". The signature is fluid and cursive, with a large, stylized oval flourish at the end of the last name.

Anthony Humphrey, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48605
(810) 280-7718

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM790388202
Investigation #:	2023A0572005
Complaint Receipt Date:	10/21/2022
Investigation Initiation Date:	11/03/2022
Report Due Date:	12/20/2022
Licensee Name:	S & D Senior Living Home
Licensee Address:	1359 S. Colling Rd. Caro, MI 48723
Licensee Telephone #:	(989) 286-3711
Administrator:	Sally Londry
Licensee Designee:	Sally Londry
Name of Facility:	S&D Senior Living Home
Facility Address:	1359 S. Colling Rd. Caro, MI 48723
Facility Telephone #:	(989) 286-3711
Original Issuance Date:	10/18/2018
License Status:	REGULAR
Effective Date:	04/18/2021
Expiration Date:	04/17/2023
Capacity:	10
Program Type:	AGED

II. ALLEGATION(S)

	Violation Established?
Resident D is being made fun of and being called a “man-child” for being a grown man and playing with toy cars.	No
Resident A likes to take a shower every day, but she barely gets to take a shower once a week.	No
Residents A and B are required to go to Brooke Londry’s house to clean.	Yes
Resident B’s phone calls with his sister are monitored.	No
Brooke Londry has put her hands on other residents. Don Arnold pushed Resident B.	No
Residents only are served cereal for breakfast.	No
There was a broken toilet and Residents had to pay for it.	No
Residents are being punished for being bad by having to sit out in the car. Resident A lost her privilege of going to the Orchard on 10/23/2022. Residents have to go in their rooms from 2-4pm for nap time.	No

III. METHODOLOGY

10/21/2022	Special Investigation Intake 2023A0572005
10/21/2022	APS Referral APS made referral.
10/24/2022	Inspection Completed On-site Residents A, B, C, D and E.
11/03/2022	Contact - Telephone call made APS Investigator, Tyler Erla.
11/03/2022	Special Investigation Initiated - Telephone APS Investigator, Tyler Erla.
12/16/2022	Face to face – Contact Licensee, Sally Londry and Brooke Londry.
12/19/2022	Exit Conference Licensee, Sally Londry.

ALLEGATION:

Resident D is being made fun of and being called a “man-child” for being a grown man and playing with toy cars.

INVESTIGATION:

On 10/21/2022, the local licensing office received a complaint for investigation. Adult Protective Services (APS) are also involved in their own investigation.

On 10/24/2022, an unannounced onsite was made at S & D Senior Living Home, located in Tuscola County Michigan. APS also has an investigation at this facility.

On 10/24/2022, I interviewed Resident A regarding the allegation. She does not recall any staff making fun of Resident D by calling him a “Man-Child” because he plays with toys.

On 10/24/2022, I interviewed Resident B regarding the allegation. Resident B stated, “I’ve never heard staff call (Resident D) a “Man-Child”. He has his toys, but no one makes fun of him.”

On 10/24/2022, I interviewed Resident C regarding the allegation. Resident C informed that both Brooke Londry and Sally Londry teases Resident D for playing with his toys and both staff calls him an “A-Hole”, but it’s mostly Brooke Londry. Both staff calls Resident D a “Man Child” for playing with his toy cars.

On 10/24/2022, I interviewed Resident D regarding the allegation. Resident D informed that staff does tease him about his toy cars, but in a good way, not in a disrespectful way. Staff does get mad if he does something wrong like turn the tv on at 6am. Staff gets upset when something is wrong, but never heard them curse at anyone. Staff say that he's like a child in a grown-up body because he likes toys and comic books, but in a good way, but when he was called a “Man Child”.

On 10/24/2022, I interviewed Resident E regarding the allegation. He does not recall if staff has ever made fun of Resident D.

On 12/16/2022, I interviewed Licensee Designee, Sally Londry regarding the allegation. Sally Londry denied this allegation. She informed that the other residents do have questions about Resident D playing with toys, but she hasn't witnessed any teasing from anyone.

On 12/16/2022, I interviewed Staff, Brooke Londry regarding the allegation. Brooke Londry informed that Resident D is not teased by staff, but he is teased by other residents because they do not understand his mindset. The best way they've been able to explain it to the other residents is that he is an adult who hasn't grown up yet. Resident D has never been called a “Man-Child.”

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>(1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:</p> <p>(o) The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.</p>
ANALYSIS:	During my interviews, aside from one resident, all staff and residents interviewed denied the allegation, including the resident that was allegedly being teased by staff. Resident C informed that he has heard staff tease him, however; Resident D indicated that the teasing was in a good way.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A likes to take a shower every day, but she barely gets to take a shower once a week.

INVESTIGATION:

On 10/24/2022, an unannounced onsite was made at S & D Senior Living Home, located in Tuscola County Michigan. APS also has an investigation at this facility.

On 10/24/2022, I interviewed Resident A regarding the allegation. She informed that she takes her showers in the mornings. Last week she believed that she took one everyday except for Wednesday. She indicated that everyone gets to shower, but she does not know how often.

On 10/24/2022, I interviewed Resident B regarding the allegation. He informed that there is a shower schedule. He takes his on Tuesdays and Fridays and he gets his laundry done on Wednesdays. He thinks they can take a shower whenever they like.

On 10/24/2022, I interviewed Resident C regarding the allegation. Resident C informed that they all have a shower schedule which is a shower twice per week. He can take a shower more than what's on his shower schedule.

On 10/24/2022, I interviewed Resident D regarding the allegation. Resident D informed that his shower days are Tuesdays and Fridays, and he can take a shower on any day that he chooses.

On 10/24/2022, I interviewed Resident E regarding the allegation. Resident E takes a shower once per week but can take it more often if he likes.

On 12/16/2022, I interviewed Licensee Designee, Sally Londry regarding the allegation. Ms. Sally Londry informed that Resident A showers everyday at 7am. Every once in a while, she will miss a day if she decides to sleep in.

On 12/16/2022, I interviewed Staff, Brooke Londry regarding the allegation. Ms. Brooke Londry informed that Resident A obsesses with showers as she will constantly ask can she take a shower tomorrow. They always assure her that she can take a shower tomorrow. The facility does not care how many showers she takes per week.

APPLICABLE RULE	
R 400.14314	Resident hygiene.
	(1) A licensee shall afford a resident the opportunity, and instructions when necessary, for daily bathing and oral and personal hygiene. A licensee shall ensure that a resident bathes at least weekly and more often if necessary.
ANALYSIS:	All staff and residents interviewed denied this allegation. They informed that they have a shower schedule, but they are able to take a shower any time they want.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Residents A and B are required to go to Brooke Londry's house to clean.

INVESTIGATION:

On 10/24/2022, an unannounced onsite was made at S & D Senior Living Home, located in Tuscola County Michigan. APS also has an investigation at this facility.

On 10/24/2022, I interviewed Resident A regarding the allegation. She informed that she goes to Brooke's home to clean but does not get anything in return.

On 10/24/2022, I interviewed Resident B regarding the allegation. He's been over to Brooke's house before and he helps her clean up. They are not required to clean. She sometimes cleans up by herself, but he likes to come with her to help her out as it makes the day go by faster. He helps clean around the house as well. He has to

stay active doing something. They don't ask him to do anything. They appreciate his help.

On 10/24/202, I reviewed both Resident A and Resident B's Assessment Plans. It did not mention compensation for chores in either Assessment Plan.

On 10/24/2022, I interviewed Resident C regarding the allegation. He's been over to Brooke's house. He just sat in the car as she had to get something out the house. That was the only time that he was there, and he did not have to clean anything. Resident C stated, "(Resident B) insists on cleaning up. They don't even ask. He puts the Energizer Bunny to shame. He just keeps going and going."

On 10/24/2022, I interviewed Resident D regarding the allegation. He informed that he has been to Brooke Londry's home before but never been inside. He has never been required to clean her home.

On 10/24/2022, I interviewed Resident E regarding the allegation. He's been to Brooke's house before, but never has cleaned anything. Resident B goes over there and cleans. Resident E stated that he does not think that Resident B has to go.

On 12/16/2022, I interviewed Licensee Designee, Sally Londry regarding the allegation. Ms. Sally Londry denied this allegation and informed that they go over to walk and play with the dog and cats. It's been a very long time since they've been over there and when they do, it's not to clean.

On 12/16/2022, I interviewed Staff, Brooke Londry regarding the allegation. Ms. Brooke Londry denied that any residents are required to go to her home to clean. She has two cats and a dog that they always ask if they could go see them because they love animals. It's been months since they've been over there.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(2) All work that is performed by a resident shall be in accordance with the written assessment plan.
ANALYSIS:	During my investigation, residents deny that they have to clean Brooke's house, however; They informed that Resident A and B go over to her house and clean. Staff denies that any residents goes to her house to clean. Cleaning is not in any of the resident's assessment plan.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

Resident B's phone calls with his sister are monitored.

INVESTIGATION:

On 11/16/2022, I made another unannounced onsite to S & D Senior Living Home to interview Residents A, B, C, D and E.

On 11/16/2022, I interviewed Resident A regarding the allegation. She informed that she never uses the phone and never witnessed any staff monitoring the phone calls.

On 11/16/2022, I interviewed Resident B regarding the allegation. He informed that he only uses the phone when his sister calls, but he usually just goes outside and talks. He denied that staff are monitoring his phone calls with his sister.

On 11/16/2022, I interviewed Resident C regarding the allegation. When he makes phone calls, he uses a headset and is not required to be on speaker.

On 11/16/2022, I interviewed Resident D regarding the allegation. He denied that anyone listens to his phone calls or any other residents phone conversations.

On 11/16/2022, I interviewed Resident E regarding the allegation. Resident D informed that he has his own cellphone and has private conversations. He does not believe that staff are monitoring or listening to residents' phone conversations.

On 12/16/2022, I interviewed Licensee Designee, Sally Londry regarding the allegation. Ms. Sally Londry informed that Resident B has a hard time dialing numbers, so they have to dial it from him. His sister can barely understand what he is saying, so he will sit in the kitchen and talk while they are working, and he will always ask to explain what he is saying to his sister because she does not know what he is saying.

On 12/16/2022, I interviewed Staff, Brooke Londry regarding the allegation. Brooke denied listening on Resident B's or any other resident's phone conversations. Resident B has a very hard time hearing, so he likes to talk on speaker phone. He chooses to have his conversations in their presence. When he's on the phone and someone asks him what he ate or what he is doing this weekend, he always looks to them to answer it for him. While he's on the phone with his sister, he will say, "Here, you tell her." And Ms. Brooke Londry will tell him, "No, she called to talk to you, not us." Then she will direct him to go talk somewhere in private. During the warm months, he will go outside and talk.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	(e) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the resident. A licensee may charge a resident for long

	distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable residents to make change for calling purposes.
ANALYSIS:	During my investigation, all staff and residents denied this allegation.
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

Brooke Londry has put her hands on other residents. Don Arnold pushed Resident B.

INVESTIGATION:

On 11/16/2022, I interviewed Resident A regarding the allegation. She has never seen any staff push or put their hands on any of the residents.

On 11/16/2022, I interviewed Resident B regarding the allegation. He informed that Don Arnold had never pushed him. He had got in Don Arnold's face because he was upset, but Mr. Arnold never did anything. Brooke Londry also has never put her hands on any residents.

On 11/16/2022, I interviewed Resident C regarding the allegation. Resident C informed that Don Arnold passed away before he got to meet him, so he does not know if he pushed anyone. He has never seen Brooke Londry put her hands on any residents, but she does yell.

On 11/16/2022, I interviewed Resident D regarding the allegation. Does not know Don Arnold. He has never seen Brooke Londry put her hands on anyone.

On 11/16/2022, I interviewed Resident E regarding the allegation. He denied that Don Arnold or Brooke Londry ever put their hands on any residents.

On 12/16/2022, I interviewed Licensee Designee, Sally Londry regarding the allegation. Ms. Sally Londry informed that she has never seen Mr. Don Arnold or Ms. Brooke be physical with any residents. Ms. Sally Londry indicated that residents have been physical with Ms. Brooke.

On 12/16/2022, I interviewed Staff, Brooke Londry regarding the allegation. Brooke Londry informed that she does not know if Mr. Don Arnold put his hands on any residents as she was never aware of anything like this going on. Prior to Mr. Arnold becoming ill, she was only working once per week. Regarding her putting her hands on residents, she informed that she has been attacked on multiple occasions, but she has never been physical with any residents.

Mr. Don Arnold was not available for an interview as he passed away prior to the investigation.

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:	During my investigation, all residents and staff denied this allegation.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Residents only are served cereal for breakfast.

INVESTIGATION:

On 10/24/2022, an unannounced onsite was made at S & D Senior Living Home, located in Tuscola County Michigan. APS also has an investigation at this facility.

On 11/16/2022, I interviewed Resident A regarding the allegation. Resident A informed that she eats breakfast every day. It's usually cereal, but she ate oatmeal today. It's never eggs, bacon or toast.

On 11/16/2022, I interviewed Resident B regarding the allegation. He ate breakfast today. He had Cereal, Juice and Coffee. They usually eat cereal in the morning and a really good lunch and dinner plus snacks. They get a good amount of food to eat and never go hungry.

On 11/16/2022, I interviewed Resident C regarding the allegation. They usually eat cereal for breakfast. They get 3 meals and a snack. They don't go hungry.

On 11/16/2022, I interviewed Resident D regarding the allegation. They almost always eat cereal in the morning. They get a cooked meal for lunch and dinner. They have plenty of food.

On 11/16/2022, I interviewed Resident E regarding the allegation. He informed that they usually eat cereal in the morning and a cooked meal for lunch and dinner, plus a snack. They do not go hungry.

On 12/16/2022, I interviewed Licensee Designee, Sally Londry regarding the allegation. She informed that for breakfast the residents usually have a choice between cereal or oatmeal, with a juice and/or coffee and fruit.

On 12/16/2022, I interviewed Staff, Brooke Londry regarding the allegation. Ms. Brooke informed that the residents have an option between cereal and oatmeal. They have plenty to eat and the residents do not go hungry.

On 12/16/2022, Ms. Sally Londry sent me a copy of their menu and it appears that it meets their nutritional value. During multiple onsite visits, I observed residents sitting at the table eating or just finishing their meals. There was plenty of food stored in the home.

APPLICABLE RULE	
R 400.14313	Resident nutrition.
	(1) A licensee shall provide a minimum of 3 regular, nutritious meals daily. Meals shall be of proper form, consistency, and temperature. Not more than 14 hours shall elapse between the evening and morning meal.
ANALYSIS:	All the residents and staff interviewed informed that they eat cereal or oatmeal for breakfast and a cooked meal for lunch and dinner. None of the residents go hungry. Menu was reviewed and it meets the nutritional needs of the residents.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

There was a broken toilet and Residents had to pay for it.

INVESTIGATION:

On 10/24/2022, I observed the toilet that was allegedly broken, and it was in good working condition. This home has 5 toilets in total. 3 private baths and 2 in the main area of the home.

On 11/16/2022, I interviewed Resident A regarding the allegation. One of the toilets were broken. She does not know who paid for it. She uses her own bathroom in her bedroom.

On 11/16/2022, I interviewed Resident B regarding the allegation. Resident B informed that a toilet was broken, but none of the residents had to pay for it. Staff purchased a new toilet and went to pick it up.

On 11/16/2022, I interviewed Resident C regarding the allegation. There was a broken toilet, but it was replaced. Does not know who paid for it.

On 11/16/2022, I interviewed Resident D regarding the allegation. He does not recall a toilet being broken. It may have been before he moved in.

On 11/16/2022, I interviewed Resident E regarding the allegation. There was a broken toilet but does not know who got it fixed.

On 12/16/2022, I interviewed Licensee Designee, Sally Londry regarding the allegation. Ms. Sally Londry informed that per the residents' contract, if anyone causes any damages to the home, they have to pay for it. Since they did not know who broke the toilet, they could not charge anyone with the damages, so they paid for it themselves. They actually had two broken toilets that had to be replaced as a chunk of the porcelain was broken off of it.

On 12/16/2022, I interviewed Staff, Brooke Londry regarding the allegation. They were going to charge the resident who had broken the toilet, but they did not know who it did, so they couldn't charge anyone for it.

APPLICABLE RULE	
R 400.14301	Resident admission criteria; resident assessment plan; emergency admission; resident care agreement; physician's instructions; health care appraisal.
	(6) At the time of a resident's admission, a licensee shall complete a written resident care agreement. A resident care agreement is the document which is established between the resident or the resident's designated representative, the responsible agency, if applicable, and the licensee and which specifies the responsibilities of each party. A resident care agreement shall include all of the following: (c) A description of additional costs in addition to the basic fee that is charged.
ANALYSIS:	All staff and residents denied that the residents had to pay for the broken toilet. Staff informed that it's in the resident's contract for them to pay for any damages that they have caused, however; they did not know who broke the toilet, so they could not charge anyone for the damages.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A lost her privilege of going to the Orchard on 10/23/2022. Residents are being punished for being bad by having to sit out in the car. Resident A lost her privilege of going to the Orchard on 10/23/2022. Residents have to go in their rooms from 2-4pm for nap time.

INVESTIGATION:

On 11/16/2022, I interviewed Resident A regarding the allegation. She denied ever having to sit out in the car as a punishment or any of the other residents. She did not go to the Orchard/Pumpkin Patch because she was with her Guardian to visit her mother. She informed that she does not know about having to stay in her room for two hours for nap time. She never gets in trouble if she comes out of her room.

On 11/16/2022, I interviewed Resident B regarding the allegation. He informed that he has never gotten to any type of trouble at this home and has never had to sit out in the car as a punishment. He's never witnessed anyone sitting in the car because they have gotten into trouble. They have a quiet time from 2pm to 4pm. They lay down for two hours. The staff are busy between those times, so they try not to bother them. Does not believe it is required, just suggested.

On 11/16/2022, I interviewed Resident C regarding the allegation. He denied that him or any residents are being left in the car to be punished. There is a scheduled quiet time from 2-4pm. He does not believe that they have to do this.

On 11/16/2022, I interviewed Resident D regarding the allegation. Resident D informed that he is not sure about having to sit in the car as a punishment, but he will sometimes go out and sit in the car and listen to music. They have a 2-4pm quiet time. They go in their rooms during this time, but do not have to go to sleep.

On 11/16/2022, I interviewed Resident E regarding the allegation. Resident E denied having to sit in the car as a punishment. They have a quiet time between 2-4pm. He does not believe that it is required.

On 12/16/2022, I interviewed Licensee Designee, Sally Londry regarding the allegation. Resident A did not go to the Orchard because she had chosen to go with her Guardian. She could have gone with them and the rest of the residents but decided that she would rather spend time with her guardian. Ms. Sally Londry denied that anyone is made to go sit in the car as a punishment. She insists that quiet time is not required, but it is part of their daily schedule. They can go in their room and take a nap, watch tv, listen to the radio, do puzzles or they can sit in the living room.

On 12/16/2022, I interviewed Staff, Brooke Londry regarding the allegation. Resident A did not go to the Orchard because she went with her Guardian that day. She chose to go with her because they usually go to church and then out to eat. There is a scheduled quiet time where they can go in their rooms for time to themselves. They can read, listen to the radio, watch tv or take a nap. If they do not want to go in their rooms, they can sit in the living room. Brooke Londry denied that any residents are being sent to the car as a means of punishment.

During my first visit to the home on 10/24/2022, I was conducting my interviews during the 2pm–4pm timeframe and most of the residents were in the living room.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	<p>(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:</p> <p>(c) Confine a resident in an area, such as a room, where egress is prevented, in a closet, or in a bed, box, or chair or restrict a resident in a similar manner.</p>
ANALYSIS:	All staff and residents interviewed denied the allegations. Resident A informed that it was her choice not to go to the Orchard with the other residents. All staff and residents denied having to sit in the car as a punishment and denied that they are required to be in their rooms from 2pm to 4pm.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 12/19/2022, an Exit Conference was held with Licensee, Sally Londry regarding the results of the special investigation. She was informed that a rule violation was established.

IV. RECOMMENDATION

I recommend that no changes be made to the licensing status of this medium sized group home, pending the receipt of an acceptable corrective action plan.

12/19/2022

Anthony Humphrey
Licensing Consultant

Date

Approved By:

12/19/2022

Mary E. Holton
Area Manager

Date