



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

January 5, 2023

Stephanie Riley
Valley Residential Serv Inc.
P O Box 186
St Charles, MI 486550186

RE: License #: AS670012827
Investigation #: 2023A0870015
Reed City Home

Dear Ms. Riley:

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 (231) 922-5309.

Sincerely,

A handwritten signature in dark ink, appearing to read "Bruce A. Messer". The signature is fluid and cursive, with the first name "Bruce" being the most prominent.

Bruce A. Messer, Licensing Consultant
Bureau of Community and Health Systems
Suite 11
701 S. Elmwood
Traverse City, MI 49684
(231) 342-4939

enclosure

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

I. IDENTIFYING INFORMATION

| | |
|---------------------------------------|--|
| License #: | AS670012827 |
| Investigation #: | 2023A0870015 |
| Complaint Receipt Date: | 12/12/2022 |
| Investigation Initiation Date: | 12/13/2022 |
| Report Due Date: | 02/10/2023 |
| Licensee Name: | Valley Residential Serv Inc. |
| Licensee Address: | 300 S Saginaw St. Charles, MI 48655 |
| Licensee Telephone #: | (231) 580-5204 |
| Administrator: | Sara Vallette |
| Licensee Designee: | Stephanie Riley |
| Name of Facility: | Reed City Home |
| Facility Address: | 731 Stoney Creek Dr Reed City, MI 49677 |
| Facility Telephone #: | (231) 832-4642 |
| Original Issuance Date: | 05/30/1991 |
| License Status: | REGULAR |
| Effective Date: | 06/27/2021 |
| Expiration Date: | 06/26/2023 |
| Capacity: | 6 |
| Program Type: | DEVELOPMENTALLY DISABLED |

II. ALLEGATION(S)

| | Violation Established? |
|---|-------------------------------|
| Staff member Mykayla Morales yelled and screamed at Resident A telling her to “shut up” and threatened to walk out of the bathroom leaving her sitting on the toilet. | Yes |

III. METHODOLOGY

| | |
|------------|--|
| 12/12/2022 | Special Investigation Intake 2023A0870015 |
| 12/13/2022 | APS Referral This referral was made to LARA by Osceola County Department of Health and Human Services, Adult Protective Services, worker Sam Talaske. |
| 12/13/2022 | Special Investigation Initiated - Telephone Telephone interview with Sara Vallette, facility Administrator. |
| 12/20/2022 | Inspection Completed On-site Interviews conducted with facility staff. |
| 01/05/2023 | Inspection Completed-BCAL Sub. Compliance |
| 01/05/2023 | Exit Conference Completed with Licensee Designee Stephanie Riley. |

ALLEGATION: Staff member Mykayla Morales yelled and screamed at Resident A telling her to “shut up” and threatened to walk out of the bathroom leaving her sitting on the toilet.

INVESTIGATION: On December 13, 2022, I spoke with Osceola County MDHHS Adult Protective Services (APS) worker Sam Talaske. Mr. Talaske stated he had investigated this matter and will not be investigating any further and will be closing his investigation.

On December 13, 2022, I spoke with facility Administrator Sara Vallette. I informed her of the above stated allegation. Ms. Vallette noted she was aware of the allegation and has spoken with staff member Mykayla Morales. She stated Ms. Morales told her that Resident A was being “very loud” which caused her to raise her voice in a louder tone so that she could get Resident A’s attention. Ms. Vallette stated that Ms. Morales told her that she did walk out of the bathroom to get away from Resident A because Resident A was grabbing her breasts. Ms. Vallette stated

she had contacted the Office of Recipient Rights at Community Mental Health for Central Michigan to make them aware of the allegation.

On December 20, 2022, I conducted an on-site special investigation at the Reed City Home AFC. I met with Administrator Sara Vallette. She provided the staff work schedule and noted that Ms. Morales worked the overnight shift of December 8, 2022, with staff member Nicole Marley. Ms. Vallette noted they were relieved at 7:00 a.m. on December 9, 2022, by staff members Lavonne Maxwell and Angel Moot. Ms. Vallette stated that Ms. Morales has been employed at this facility for approximately three months and is fully trained, "except for medications." She noted she feels Ms. Morales has a "good rapport" with the facility residents.

Ms. Vallette provided me with a copy of Resident A's Person Centered Plan. This plan notes that Resident A is diagnosed with "Profound intellectual Disabilities." Furthermore, the plan notes that staff are to "assist (Resident A) with toileting."

On December 20, 2022, I attempted to conduct an interview with Resident A but was unable to obtain any information for this investigation due to her disabilities.

On December 20, 2022, I conducted a private in-person interview with staff member Angel Moot. Ms. Moot stated that she did work the morning following the alleged incident regarding Ms. Morales and Resident A. She stated that "everything had already happened by the time I got there." Ms. Moot stated that upon her arrival she observed Ms. Morales in the kitchen doing paperwork and Resident A was in the bathroom. She noted that staff member Nicole Marley was upset with Ms. Morales but no discussion occurred at that time as to why she was upset. Ms. Moot stated that she spoke with Ms. Marley later that evening on the telephone and Ms. Marley told her that she was "tired of Mykayla (Morales) yelling at (Resident A)." Ms. Moot stated that Resident A is loud and sometimes you do have to raise your voice when speaking to her.

On December 20, 2022, I conducted a private in-person interview with staff member Lavonne Maxwell. Ms. Maxwell stated that she worked the morning shift, along with Ms. Moot, relieving Ms. Morales and Ms. Marley, on the day of the alleged incident involving Resident A. Ms. Maxwell stated that upon her arrival to the facility she observed Ms. Morales step out of the bathroom and that she "seemed frustrated." She noted that after a minute, Ms. Morales went back into the bathroom. Ms. Maxwell stated that shortly after she heard Ms. Morales say, "in an angry voice", "(Resident A), if you don't be quiet, I'm going to leave you in here." She further noted that Ms. Morales's voice tone sounded like she was "fed up" and she feels the comment was "threatening." Ms. Maxwell stated she also heard Ms. Morales say, "(Resident A), shut up, you are being too loud." She noted that a short time later, Ms. Morales came out of the bathroom with Resident A, who was dressed and sitting in her wheelchair.

On December 20, 2022, I conducted a private in-person interview with staff member Nicole Marley. Ms. Marley stated she worked the overnight shift on December 8, 2022, along with staff member Mykayla Morales. She stated that she observed Ms. Morales was showering Resident A and heard Ms. Morales “screaming” at Resident A to “shut up and stop yelling.” Ms. Marley further stated she heard Ms. Morales say, “I’m not going to listen to you yell, I’ll leave you sitting here and walk out.” She noted that Ms. Morales’s voice tone was “angry” and “very loud.” Ms. Marley stated she could not run and see what was going on at the time as she was with another resident. She stated that the next thing she saw was Ms. Morales putting on her coat and leaving, so she went to the bathroom and saw Resident A on the toilet, dressed but with her pants down. Ms. Marley stated she put Resident A’s brief on, finished dressing her, helped her into her wheelchair and pushed her out into the living room. Ms. Marley stated that Ms. Morales was back inside the home when she came out of the bathroom with Resident A, and both the day shift staff were sitting at the kitchen table. Ms. Marley noted that there was no discussion at the time amongst the four staff regarding what had just happened.

On December 20, 2022, I conducted a private in-person interview with staff member Mykayla Morales. Ms. Morales stated that Resident A was loud that morning with “barely a breath in between her screams.” She stated she gave Resident A a shower at approximately 6:30 a.m. that morning and noted that her “head was ringing” from Resident A’s screaming. Ms. Morales stated she does not remember telling Resident A to “shut up.” She stated that while she was drying off and dressing Resident A, Resident A was grabbing her (Ms. Morales) breasts and screaming in her ear. Ms. Morales stated that after dressing Resident A she “needed a break, a breather” as “it was hot and stuffy in the bathroom.” She stated she sat Resident A on the toilet and exited the bathroom. Ms. Morales stated that when she came out of the bathroom, both day shift staff members were present, and she told them that Resident A was “having an attitude” screaming and grabbing her breasts. She stated she told Ms. Moot and Ms. Maxwell that she needed help and asked if “someone can finish up” with Resident A, as Ms. Marley was busy. Ms. Morales stated that Ms. Marley came out and finished getting Resident A ready. She stated she then asked Ms. Marley if there was anything else to do. Ms. Marley said “no”, and then Ms. Morales stated she left the facility.

| 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: | Staff members Lavonne Maxwell and Nicole Marley both stated they heard staff member Mykayla Morales “yelling” at Resident A, telling her to “shut up” and threaten Resident A that she was |

| | |
|--------------------|---|
| | <p>going to leave her sitting on the toilet. Both stated that Ms. Morales used an angry and loud tone of voice.</p> <p>Staff member Angel Moot stated she was informed by Ms. Marley that Ms. Morales yells at Resident A.</p> <p>Staff member Mykayla Morales did not treat Resident A with dignity when she yelled, in a loud angry voice, at Resident A and threatened to leave her alone sitting on the toilet in the bathroom.</p> |
| CONCLUSION: | VIOLATION ESTABLISHED |

| | |
|------------------------|--|
| 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 style="padding-left: 40px;">(f) Subject a resident to any of the following:</p> <p style="padding-left: 80px;">(ii) Verbal abuse.</p> <p style="padding-left: 80px;">(iv) Threats.</p> |
| ANALYSIS: | Staff member Mykayla Morales used verbal abuse and threats when she yelled, in a loud angry voice, at Resident A and threatened to leave her alone sitting on the toilet in the bathroom. |
| CONCLUSION: | VIOLATION ESTABLISHED |

On January 5, 2023, I conducted an exit conference with Licensee Designee Stephanie Riley. I explained my findings as noted above. Ms. Riley stated she understood my findings and conclusions. She noted that she would develop, submit, and implement a corrective action plan to address the cited areas of noncompliance. Ms. Riley noted she had no further information to provide, or any further questions pertaining to this special investigation.

IV. RECOMMENDATION

I recommend, contingent upon the submission of an acceptable corrective action plan, that the status of the license remain unchanged.

 January 5, 2023

Bruce A. Messer
Licensing Consultant

Date

Approved By:



January 5, 2023

Jerry Hendrick
Area Manager

Date