



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

February 14, 2023

Destiny Saucedo-Al Jallad
Turning Leaf Res Rehab Svcs., Inc.
P.O. Box 23218
Lansing, MI 48909

RE: License #: AS030394825
Investigation #: 2023A1024012
Woodlea Cottage

Dear Ms. Saucedo-Al Jallad:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

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 (616) 356-0183.

Sincerely,

A handwritten signature in cursive script that reads "Ondrea Johnson".

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems
427 East Alcott
Kalamazoo, MI 49001

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS030394825
Investigation #:	2023A1024012
Complaint Receipt Date:	12/21/2022
Investigation Initiation Date:	12/21/2022
Report Due Date:	02/19/2023
Licensee Name:	Turning Leaf Res Rehab Svcs., Inc.
Licensee Address:	621 E. Jolly Rd. Lansing, MI 48909
Licensee Telephone #:	(517) 393-5203
Administrator:	Destiny Saucedo-Al Jallad
Licensee Designee:	Destiny Saucedo-Al Jallad
Name of Facility:	Woodlea Cottage
Facility Address:	1565 Wood Lea Drive Otsego, MI 49078
Facility Telephone #:	(269) 692-2536
Original Issuance Date:	08/01/2018
License Status:	REGULAR
Effective Date:	02/01/2023
Expiration Date:	01/31/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

	AGED TRAUMATICALLY BRAIN INJURED
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II. ALLEGATION(S)

	Violation Established?
Resident A stated she is fearful of a staff member therefore there are concerns Resident A is being mistreated by staff.	No

III. METHODOLOGY

12/21/2022	Special Investigation Intake 2023A1024012
12/21/2022	Special Investigation Initiated – Telephone with Relative A1
12/28/2022	Contact - Telephone call made with insurance provider Christine Robb
12/28/2022	Contact - Telephone call made with Relative A1
12/28/2022	Contact - Telephone call made with Resident A’s mental health case manager Nakia Kelly
01/11/2023	Inspection Completed On-site with Resident A
02/06/2023	Contact - Telephone call made with program manager Kirsten Shears and direct care staff member Breanne Dalton
02/10/2023	Exit Conference with licensee designee Destiny Saucedo-Al Jallad

ALLEGATION:

Resident A stated she is fearful of a staff member therefore there are concerns Resident A is being mistreated by staff.

INVESTIGATION:

On 12/21/2023, I received this complaint through the Bureau of Community and Health Systems (BCHS) online complaint system. This complaint alleged Resident A stated she is fearful of a direct care staff member so Complainant was concerned Resident A was being mistreated.

On 12/21/2022, I conducted an interview with Relative A1 who stated she talks to Resident A twice weekly and Resident A has never stated to her she was afraid of any direct care staff member in the home nor has been mistreated by anyone in the home. Relative A1 stated she communicates with direct care staff regularly and direct care

staff members reported to her Resident A does not like living in an adult foster care setting. Relative A1 stated she believes Resident A wants to move closer to home and in an independent setting where she lived prior to moving into Woodlea adult foster care home. Relative A1 stated she has no concerns for the home.

On 12/28/2022, I conducted an interview with insurance provider Christine Robb who stated she contacted Resident A to go over insurance programs are afforded to her and while speaking to Resident A she only responded with “yes” or “no” responses. Ms. Robb stated she noticed there was noise in the background so became alarmed something may have been wrong. Subsequently, Ms. Robb stated she asked Resident A if she was afraid of anyone in the home and Resident A replied “yes.” Ms. Robb stated Resident A also replied “yes” when asked if she feels safe in the home and replied “no” when asked if anyone had hurt her. Ms. Rob stated this was her first time speaking to Resident A so she became alarmed when Resident A stated she was fearful of someone in the home.

On 12/28/2022, I conducted an interview with Relative A1 who stated she spoke with Resident A regarding this allegation and Resident A stated she was not being harmed or mistreated by anyone in the home. Relative A1 stated Resident A stated she does not like when direct care staff members try to motivate her to do things like take part in activities at the facility. Relative A1 stated Resident A informed her direct care staff are not mean when they try to involve her rather Resident A prefers to be left alone and does not want anyone to talk to her. Relative A1 stated she tried to explain to Resident A that direct care staff members are doing their job by trying to keep her encouraged and uplift her since she struggles with depression. Relative A1 stated Resident A did not report any issues to her in the home.

On 12/28/2022, I conducted an interview with Resident A’s mental health case manager Nakia Kelly who stated that she was very familiar with Resident A and speaks to Resident A regularly. Ms. Kelly stated she has not received any reports from Resident A regarding issues in the home or anyone mistreating her. Ms. Kelly stated Resident A has some mental health issues that she is struggling with including depression and she is working to get Resident A additional treatment such as counseling services. Ms. Kelly stated she has no concern about the care provided by direct care staff in the home and does not think Resident A is being mistreated or harmed.

On 1/11/2023, AFC licensing consultant Eli Deleon conducted an onsite investigation at the facility with Resident A who denied having issues with any direct care staff members or residents in the home and denied ever reporting that she was fearful of anyone in the home. Resident A also stated she gets along well with direct care staff members and residents however wants to move back home with her family.

On 2/6/2023, I conducted interview with direct care staff members Kirsten Shears, whose role is program manager, and Breanne Dalton who both stated Resident A has not reported she is fearful of any direct care staff member, nor has she reported she was mistreated. Ms. Shears and Ms. Dalton also both stated Resident A does not want

to live in the facility with other people and does not like it when direct care staff gives direction or make attempts to get Resident A involved in activities. Ms. Shears stated Resident A reported she wants to move back home closer to family so direct care staff members contacted Resident A's mental health case manager to see if they can find alternative housing options that are closer to her family. Ms. Dalton stated Resident A commented direct care staff are being mean even though they are only encouraging her to do her activities of daily living such as showering, dressing and grooming. Ms. Dalton and Ms. Shears both stated Resident A can perform her own personal care needs however requires prompting from direct care staff.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	(1) A licensee shall not mistreat a resident and shall not permit the administrator, direct care staff, employees, volunteers who are under the direction of the licensee, visitors, or other occupants of the home to mistreat a resident. Mistreatment includes any intentional action or omission which exposes a resident to a serious risk or physical or emotional harm or the deliberate infliction of pain by any means.
ANALYSIS:	Based on my investigation which included interviews with direct care staff members Kirsten Shears, Breanne Dalton, Relative A1, mental health case manager Nakia Kelly, insurance provider Christine Robb and Resident A there is no evidence Resident A was mistreated by any direct care staff member. Ms. Robb stated Resident A reported being fearful of direct care staff but never gave a specific staff member's name and reported feeling safe in her home while speaking with Ms. Robb. Relative A1 and Ms. Kelly did not receive any reports from Resident A about being mistreated by direct care staff and both do not have concerns about Resident A's care. In addition, Resident A also report that she is not being mistreated by anyone in the home and gets along well with staff member and residents.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 2/10/2023, I conducted an exit conference with licensee designee Destiny Saucedo-Al Jallad. I informed Ms. Saucedo Al Jallad of my findings and allowed her an opportunity to ask questions or make comments.

IV. RECOMMENDATION

I recommend the current license status remain unchanged.



2/10/2023

Ondrea Johnson
Licensing Consultant

Date

Approved By:



02/14/2023

Dawn N. Timm
Area Manager

Date