



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

May 4, 2023

Pamela Hurley
Innovative Lifestyles, Inc.
PO Box 1258
Clarkston, MI 48347

RE: License #: AS630074810
Investigation #: 2023A0611018
Kurtz Home

Dear Mrs. Hurley:

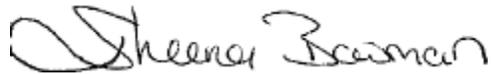
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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 (248) 975-5053.

Sincerely,

A handwritten signature in black ink that reads "Sheena Bowman". The signature is written in a cursive style with a large, looping initial "S".

Sheena Bowman, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 W Grand Blvd, Suite 9-100
Detroit, MI 48202

enclosure

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

CAUTION: THIS REPORT CONTAINS QUOTED PROFANITY

I. IDENTIFYING INFORMATION

License #:	AS630074810
Investigation #:	2023A0611018
Complaint Receipt Date:	04/03/2023
Investigation Initiation Date:	04/05/2023
Report Due Date:	06/02/2023
Licensee Name:	Innovative Lifestyles, Inc.
Licensee Address:	Suite 1 5490 Dixie Hwy Waterford, MI 48329
Licensee Telephone #:	(248) 623-8898
Administrator:	Pamela Hurley
Licensee Designee:	Pamela Hurley
Name of Facility:	Kurtz Home
Facility Address:	1499 Kurtz Road Holly, MI 48442
Facility Telephone #:	(810) 373-6123
Original Issuance Date:	01/15/1997
License Status:	REGULAR
Effective Date:	08/22/2021
Expiration Date:	08/21/2023
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
<ul style="list-style-type: none"> • Per incident report, staff were engaging in a verbal altercation with one another including yelling and swearing in front of the residents. • Staff left a resident in his bedroom awake without the lights on in a soiled brief that was saturated down to the bed pad. 	<ul style="list-style-type: none"> • Yes

III. METHODOLOGY

04/03/2023	Special Investigation Intake 2023A0611018
04/05/2023	Special Investigation Initiated - Letter I read the incident report pertaining to the allegations.
04/12/2023	Inspection Completed On-site I completed an unannounced onsite. I interviewed staff member, Courtney Nickerson, Resident C, and Resident L.
04/18/2023	Contact - Telephone call made I made a telephone call to the home manager, Brittany Rogers. The allegations were discussed.
04/18/2023	Contact - Telephone call made I made a telephone call to the assistant manager, Crystal Lewis. The allegations were discussed.
04/18/2023	Contact - Telephone call made I made a telephone call to former staff member, Raeanna Severt. The allegations were discussed.
04/18/2023	Contact - Telephone call made I made a telephone call to staff member, Bradley Keen. The allegations were discussed.
04/18/2023	Contact - Telephone call made I made a telephone call to staff member, Courtney Nickerson. Ms. Nickerson provided additional information.
04/18/2023	Contact – Document Received I received a page from Resident C's IPOS regarding his toileting needs.

04/18/2023	Exit Conference I completed an exit conference with the licensee designee, Pamela Hurley.
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ALLEGATION:

- **Per incident report, staff were engaging in a verbal altercation with one another including yelling and swearing in front of the residents.**
- **Staff left a resident in his bedroom awake without the lights on in a soiled brief that was saturated down to the bed pad.**

INVESTIGATION:

On 04/03/23, I received an intake that was created following the receipt of two incident reports regarding the allegations pertaining to staff member, Courtney Nickerson cursing at staff member, Raeanna Severt in front of the residents and; Ms. Severt leaving Resident C in a soiled brief. The incident reports were dated 03/30/23, and 03/31/23.

On 04/12/23, I completed an unannounced onsite. I interviewed staff member, Courtney Nickerson, Resident C, and Resident L.

On 04/12/23, I interviewed Resident C. Resident C was interviewed in his bedroom while he was laying in bed. A wheelchair was observed in Resident C's bedroom. Regarding the allegations, Resident C stated he moved into the AFC group home this year. Resident C stated he likes living in the AFC group home and there is nothing he doesn't like about the AFC group home. Resident C stated he can use the bathroom on his own. Resident C denied needing assistance with toileting. Resident C denied wearing diapers or briefs. Resident C denied staff leaving him in soiled pants. Resident C stated the staff take care of him and they help him eat. Resident C stated he is not prescribed medications. Resident C stated he eats breakfast, lunch, and dinner every day. It appeared that Resident C is bedbound and is not ambulatory, therefore it is possible that Resident C did not understand some of the questions that he was being asked.

On 04/12/23, I interviewed staff member, Courtney Nickerson. Regarding the allegations, Ms. Nickerson stated staff member, Raeanna Severt quit working at the AFC group home a couple days after she observed Resident C in a soiled brief. Ms. Nickerson stated this incident happened around the end of March 2023. Ms. Nickerson stated she arrived to work at 6:40am and Ms. Severt left the AFC group home at 7:00am. The assistant manager, Crystal Lewis asked Ms. Severt before she left the AFC group home why she didn't complete her job duties and her response was if you have any issues talk to my boss. Ms. Nickerson stated three residents were sitting at the table with no food as Ms. Severt did not feed them breakfast. Ms. Severt told Ms. Nickerson that she changed Resident C at 6:45am but she told Ms. Lewis she changed Resident C at 6:30am. Ms. Nickerson stated Resident C's brief was brown and it was

soaked through the bed pad. Ms. Nickerson stated this was the first time Resident C was left sitting in a soiled brief. Ms. Severt has been written up in the past for not completing her job duties such as cleaning up and prepping food.

Ms. Nickerson stated Resident C cannot go to the bathroom on his own as he is wheelchair bound. The staff assist Resident C with meeting all his needs with the exception of feeding him.

On 04/12/23, I interviewed Resident L. Regarding the allegations, Resident L stated he does not like living at the AFC group home because there are too many rules. Resident L stated he doesn't like the staff but he could not give a reason as to why. Resident L stated he eats every day. Resident L stated the staff takes care of his needs and they assist him in the bathroom. Resident L stated the staff help the other residents with their needs as well.

On 04/18/23, I made a telephone call to the home manager, Brittany Rogers. Regarding the allegations, Ms. Rogers stated Ms. Severt quit working at the AFC group home on 04/02/23. Ms. Severt quit because she requested to be transferred to another home due to bickering between her and other staff members. However, Ms. Severt request was not granted therefore she quit. Ms. Rogers stated she was not present at the home when Resident C was observed to be in a soiled brief. Ms. Rogers was informed that Ms. Lewis and Ms. Nickerson arrived to work around 6:50 am and Ms. Severt informed them that she changed Resident C around 6:40am-6:50am. Ms. Severt did not give Resident C a shower because he refused it. Ms. Rogers stated Resident C has refused to take a shower in the past. When Ms. Severt left the home, Ms. Lewis and Ms. Nickerson observed Resident C's brief to be soiled and brown which indicates he had not been changed in a while. Ms. Rogers stated this has never happened before. Ms. Rogers stated since the residents were up and sitting at the table, Ms. Severt should had at least started preparing breakfast for the residents. Ms. Rogers stated she was in the process of completing a disciplinary action against Ms. Severt however, she quit before that could happen.

On 04/18/23, I made a telephone call to the assistant manager, Crystal Lewis. Regarding the allegations, Ms. Lewis stated she arrived to work at 6:40am however; she sat in the driveway until Ms. Nickerson arrived at 6:50am because she does not trust Ms. Severt and she wanted to walk in the home with another staff member. Ms. Lewis stated while she sat in her car, she did not observe Resident C's bedroom light on at any time. When Ms. Lewis and Ms. Nickerson entered the home, Ms. Severt told Ms. Nickerson that she changed Resident C's brief between 6:42am-6:52am. Ms. Severt stated she did not give Resident C a shower because he refused it. After Ms. Severt left the home, Ms. Nickerson checked Resident C's brief around 7:20am and saw that it was soiled all the way through his bed pad. Resident C's brief was goldish brown in color.

Ms. Lewis stated the other residents were sitting at the table and had not been fed breakfast. Ms. Lewis asked Ms. Severt before she left why didn't she feed the residents

and; her response was she normally doesn't feed the residents and Ms. Rogers is ok with that. Ms. Severt told Ms. Lewis that if she has a problem with it, she can talk to her boss. Ms. Lewis stated that she has observed Ms. Severt sleeping during her midnight shift and Ms. Rogers is aware of that but she will not admit to it because she is related to Ms. Severt. Ms. Lewis stated Ms. Severt has left Resident C in a soiled brief before last year but she did not document it and she does not remember what day. Ms. Lewis stated Ms. Rogers talked to Ms. Severt about leaving Resident C in a soiled brief but she did not discipline her.

On 04/18/23, I made a telephone call to former staff member, Raeanna Severt. Regarding the allegations, Ms. Severt stated she completed everything she was supposed to including changing Resident C's brief. Ms. Severt stated she was working the midnight shift with staff member Bradley Keen Ms. Severt stated she did not give Resident C a shower because he did not want one. Ms. Severt stated she does not know how Resident C's brief could be soiled after 30 to 60 minutes after she left because she knows for a fact, she changed his brief. Ms. Severt stated the following day, Ms. Rogers informed her she had a write up for not changing Resident C's brief. Ms. Severt asked staff member Bradley Keen if he accused her of not changing Resident C's brief. Mr. Keen stated no and told Ms. Severt that he saw her change Resident C's brief. Ms. Severt stated she did not make breakfast for the resident because when she finished changing Resident C's brief it was 6:45am and her shift ended at 7:00am. Ms. Severt denied telling Ms. Lewis or Ms. Nickerson that she did not have to make breakfast but, she did say she did not have time to make breakfast. Ms. Severt stated she quit working at the AFC group home because Ms. Lewis kept lying on her and writing her up after falsely accusing her. Ms. Severt stated after she returned to work from maternity leave, Ms. Lewis and Ms. Nickerson started accusing her of not completing her job duties.

On 04/18/23, I made a telephone call to staff member, Bradley Keen. Regarding the allegations, Mr. Keen confirmed that he works the midnight shift. Mr. Keen stated he remembers hearing about the issues regarding Resident C's soiled brief. Mr. Keen stated Ms. Lewis and Ms. Nickerson observed Resident C's brief to be soiled and brown. Mr. Keen stated he was working with Ms. Severt on the day in question and he is certain that Ms. Severt went into Resident C's bedroom. However, he cannot technically say whether or not Ms. Severt changed Resident C's brief as he did not see her but, he would like to believe that she did. Mr. Keen stated it appeared that Ms. Severt did complete her job duties on her shift however; other staff members complained that she was not doing her job.

On 04/18/23, I made a telephone call to staff member Courtney Nickerson. I asked Ms. Nickerson if she took a picture of Resident C's soiled brief and her response was no. Ms. Nickerson stated she does not know if Ms. Lewis took a picture.

On 04/18/23, I received a copy of a page from Resident C's IPOS regarding his toileting needs. According to the IPOS, Resident C wears adult briefs at all times. Resident C

requires full assistance with brief changes. The staff are expected to check Resident C's briefs every two hours and change as needed.

On 04/18/23, I completed an exit conference with the licensee designee, Pamela Hurley. Ms. Hurley stated she was not aware of the allegations. Ms. Hurley has never heard of Ms. Severt neglecting the residents or leaving them in soiled briefs. Ms. Hurley is aware of the bickering between staff members at the AFC group home.

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	(2) Direct care staff shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.
ANALYSIS:	Ms. Severt wrote an incident report on 3/31/23. Ms. Severt indicated in the incident report that when she was talking to Ms. Nickerson about Resident C's soiled brief, Ms. Nickerson started yelling and cussing at her in front of the residents. The incident report indicates that Ms. Nickerson called Ms. Severt a lazy bitch. Although, Ms. Nickerson did not admit to cursing at Ms. Severt during her interview, Ms. Rogers confirmed on the second part of the incident report dated 3/30/23, that Ms. Nickerson admitted to calling Ms. Severt a lazy "bi**h because she did not do her shift responsibilities.
CONCLUSION:	VIOLATION ESTABLISHED

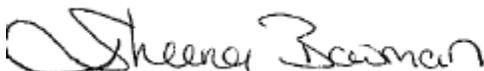
APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities.
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident's written assessment plan.
ANALYSIS:	Based on the information gathered, it does not appear that Resident C's brief was checked and/or changed as needed prior to Ms. Severt leaving at the end of her shift on 3/30/23. Ms. Nickerson stated she arrived to work at 6:40am and Ms. Severt left the home at 7:00am. After Ms. Severt left the home, Ms. Nickerson observed Resident C's brief to be brown and it was soaked through the bed pad. Given the short timeframe as to when Ms. Severt left the home and when Ms. Nickerson

	observed Resident C's brief it is likely that Resident C's brief was not changed before Ms. Severt shift ended.
CONCLUSION:	VIOLATION ESTABLISHED

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:	Based on my findings and the information gathered, Ms. Nickerson and Ms. Lewis confirmed the allegations. The home manager, Ms. Rogers was in the process of disciplining Ms. Severt for not changing Resident C's brief however, Ms. Severt quit before that could happen. Therefore, Ms. Severt did not ensure Resident C's personal needs were attended to at all times as he was observed to have a soiled brief that was soaked through the bed pad.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

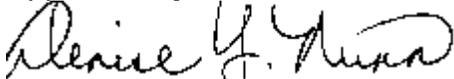
Contingent upon receipt of an acceptable corrective action plan, I recommend no change in the license status.



Sheena Bowman
Licensing Consultant

04/19/23
Date

Approved By:



05/04/2023

Denise Y. Nunn
Area Manager

Date