



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

July 26, 2023

Scott Ostrander and Lisa Ostrander
1943 N. Verona Rd.
Bad Axe, MI 48413

RE: License #: AM320298210
Investigation #: 2023A0871048
Talaski Adult Foster Care Home

Dear Scott Ostrander and Lisa Ostrander:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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,



Kathryn A. Huber, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48605
(989) 293-3234

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM320298210
Investigation #:	2023A0871048
Complaint Receipt Date:	06/12/2023
Investigation Initiation Date:	06/15/2023
Report Due Date:	08/11/2023
Licensee Name:	Lisa Ostrander and Scott Ostrander
Licensee Address:	1943 N. Verona Rd. Bad Axe, MI 48413
Licensee Telephone #:	(989) 269-8883
Administrator:	Lisa Ostrander
Licensee:	Scott Ostrander and Lisa Ostrander
Name of Facility:	Talaski Adult Foster Care Home
Facility Address:	1943 N. Verona Rd. Bad Axe, MI 48413
Facility Telephone #:	(989) 269-8883
Original Issuance Date:	08/31/2009
License Status:	REGULAR
Effective Date:	03/12/2022
Expiration Date:	03/11/2024
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED AGED

II. ALLEGATION(S)

	Violation Established?
Licensee Lisa Ostrander and Licensee Scott Ostrander tore apart Resident A's room trying to fix Resident A's dresser.	Yes

III. METHODOLOGY

06/12/2023	Special Investigation Intake 2023A0871048
06/15/2023	Special Investigation Initiated - Telephone Telephone call to Complainant 1
07/17/2023	Contact - Telephone call received Telephone call from Guardian A1
07/24/2023	Inspection Completed On-site Interviewed Licensee S. Ostrander and Licensee L. Ostrander
07/24/2023	Inspection Completed On-site Interviewed Resident A
07/26/2023	Exit Conference Telephone exit conference with Licensee Scott Ostrander

ALLEGATION:

Licensee Lisa Ostrander and Licensee Scott Ostrander tore apart Resident A's room trying to fix Resident A's dresser.

INVESTIGATION:

On June 28, 2023, I telephoned Resident A's Guardian A1. Guardian A1 indicated Licensee S. Ostrander went into Resident A's room and took everything out of her dresser because Licensee Scott Ostrander had to fix it. Resident A was made to put everything back when she returned to the facility, with no help from the licensees. Guardian A1 provided me with a picture and Resident A's room and the whole room was a mess.

On July 24, 2023, I conducted an onsite investigation and interviewed Licensee Scott Ostrander. Licensee Scott Ostrander showed me the cabinet that was being repaired and stated that it is not Resident A's cabinet, and it belongs to the facility. Licensee Scott Ostrander thought Resident A might want to arrange the cabinet the way Resident A wanted after it was fixed.

While observing Resident A's room, it was messy with clothes on the bed, on the floor, and items falling out of her own dresser. Resident A also had items placed on top of the dresser. Everything from the picture that was provided to me was still a mess except for the items that were placed back into the cabinet.

On July 24, 2023, I interviewed Licensee L. Ostrander and stated when Resident A arrived home later that day, she went in to help Resident A put everything back neatly. Licensee L. Ostrander was trying to teach Resident A to hang up her clothes and fold them neatly and put them in the drawers. Licensee L. Ostrander told Resident A to put the heavy items on the bottom and the lighter items on the top. Licensee L. Ostrander advised that everything of Resident A's has been put away. Licensee L. Ostrander said, "I helped [Resident A] put everything away."

On July 24, 2023, I interviewed Resident A. Resident A said Licensee L. Ostrander "never helped me put my things away." Resident A went on about restrictions put on by the facility, but Licensee S. Ostrander provided me a document that was signed by Guardian A1 and Resident A that indicated the restrictions. I advised Resident A that her room was still messy, with clothes on the floor, on the bed, items on the floor, and clothes hanging out of the dresser drawers. Resident A reported that she is going on a camping trip and that is why her room is still messy.

I observed the rest of the facility, and the remainder of the facility was clean.

On July 26, 2023, I conducted a telephone exit conference with Licensee S. Ostrander. I advised Licensee S. Ostrander that Resident A's room has been a mess for over a month, and this is unacceptable, and this is a rule violation.

APPLICABLE RULE

R 400.14403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	Resident A's room was a mess on June 12, 2023, when this complaint was received. On an onsite investigation on July 24, 2023, the room was still a mess. I confirm violation of this rule.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Upon receipt of an acceptable corrective action plan, I recommend the status of this adult foster care medium group home remain unchanged (capacity 1-12).

Kathryn A. Huber

07/26/2023

Kathryn A. Huber
Licensing Consultant

Date

Approved By:

Mary E. Holton

07/26/2023

Mary E. Holton
Area Manager

Date