



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
ACTING DIRECTOR

January 3, 2024

Roger Covill
North-Oakland Residential Services Inc
P. O. Box 216
Oxford, MI 48371

RE: License #: AS630283823
Investigation #: 2024A0993004
Horseshoe East Home

Dear Mr. Covill:

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 cursive script, appearing to read "DaShawnda Lindsey".

DaShawnda Lindsey, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place, Ste. 9-100
Detroit, MI 48202
(248) 505-8036

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 #:	AS630283823
Investigation #:	2024A0993004
Complaint Receipt Date:	11/15/2023
Investigation Initiation Date:	11/28/2023
Report Due Date:	01/14/2024
Licensee Name:	North-Oakland Residential Services Inc
Licensee Address:	106 S. Washington Oxford, MI 48371
Licensee Telephone #:	(248) 969-2392
Administrator:	Roger Covill
Licensee Designee:	Roger Covill
Name of Facility:	Horseshoe East Home
Facility Address:	1649 Ray Road Oxford, MI 48371
Facility Telephone #:	(248) 236-8649
Original Issuance Date:	09/19/2006
License Status:	REGULAR
Effective Date:	06/15/2023
Expiration Date:	06/14/2025
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Resident A was observed to be in the bathroom with staff Rian Jeans. Staff Leona Crosby found Resident A with a towel wrapped around his neck and a red bruise under his left eye.	Yes

III. METHODOLOGY

11/15/2023	Special Investigation Intake 2024A0993004
11/15/2023	Referral - Recipient Rights Received allegations from recipient rights advocate Rishon Kimble
11/28/2023	Special Investigation Initiated - Telephone Telephone call made to recipient rights advocate Rishon Kimble. Left a message.
11/28/2023	Contact - Telephone call received Telephone call received from recipient rights advocate Rlshon Kimble
11/28/2023	APS Referral I forwarded the allegations to adult protective services (APS)
12/01/2023	Inspection Completed On-site Conducted an unannounced onsite investigation
12/05/2023	Contact - Telephone call made Telephone call made to staff Rian Jeans. Left a message.
12/05/2023	Contact - Telephone call made Telephone call made to staff Leona Crosby
12/05/2023	Contact - Telephone call made Telephone call made to Oakland County Sheriff's Office detective Janes. Left a message.
12/06/2023	Contact - Telephone call made Telephone call made to staff Rian Jeans. Left a message.

12/06/2023	Contact - Telephone call made Telephone call made to Oakland County Sheriff's Office detective Janes. Left a message.
12/14/2023	Contact - Telephone call made Telephone call made to staff Rian Jeans. Left a message.
12/14/2023	Contact - Telephone call made Telephone call made to Oakland County Sheriff's Office detective Janes. Left a message.
12/14/2023	Contact - Telephone call received Telephone call received from staff Rian Jeans
01/03/2024	Contact - Telephone call made Telephone call made to Oakland County Sheriff's Office detective Janes. Left a message.
01/03/2024	Contact - Telephone call received Telephone call received from Oakland County Sheriff's Office detective Janes
01/03/2024	Exit Conference Attempted to hold an exit conference with licensee designee Roger Covill. Left a message.

ALLEGATION:

Resident A was observed to be in the bathroom with staff Rian Jeans. Staff Leona Crosby found Resident A with a towel wrapped around his neck and a red bruise under his left eye.

INVESTIGATION:

On 11/15/2024, I received the allegations from recipient rights advocate Rishon Kimble.

On 11/28/2024, I conducted a telephone interview with recipient rights advocate Rishon Kimble. Ms. Kimble confirmed she is also investigating the allegations and will likely substantiate them. Ms. Kimble interviewed home manager Phelon Hodge. Per Mr. Hodge, staff Rian Jeans stated he put the towel around Resident A's neck because he was screaming. He denied trying to choke Resident A. Ms. Kimble interviewed staff

Leaona Crosby. Ms. Crosby stated she heard Resident A screaming. When she entered the bathroom where Mr. Jeans and Resident A were at, she observed a towel around Resident A's neck and a red bruise on Resident A's eye. Mr. Jeans informed Ms. Crosby that Resident A hit his eye on the shower chair. Ms. Crosby told Ms. Kimble she did not think it was likely that Resident A hit his eye on the chair. Ms. Kimble interviewed Mr. Jeans. Mr. Jeans stated he tried to put the towel over Resident A's face because he was screaming. He stated Resident A puts the cover over his face at night and it calms him down. Mr. Jeans thought putting the towel over Resident A's face would calm him down as well. Ms. Kimble stated Ms. Jeans was placed on leave pending the investigation.

On 11/28/2023, I forwarded the allegations to adult protective services (APS).

On 12/01/2023, I conducted an unannounced onsite investigation. I interviewed home manager Phelon Hodge. Mr. Hodge stated when he arrived at the facility, Mr. Jeans informed him while in the bathroom, Resident A was trying to stand up. In the process, he lost his balance and hit his face. Resident A sustained a small cut on his eye. When Mr. Jeans left the facility, Ms. Crosby informed Mr. Hodge that she heard Resident A screaming. When she entered the bathroom, she observed Mr. Jeans exiting the bathroom. Mr. Jeans informed her he needed to smoke a cigarette. Ms. Crosby observed Resident A with a towel wrapped around his face. Ms. Crosby removed the towel and got Resident A dressed. Mr. Hodge stated Mr. Jeans has worked in the facility for at least five years. Mr. Jeans is currently suspended pending the investigation.

While at the facility, I observed Resident A. I was unable to interview him due to his limited cognitive abilities.

On 12/05/2023, I conducted a telephone interview with staff Leaona Crosby. Ms. Crosby confirmed she heard Resident A screaming. Mr. Jeans seemed like he was having a bad day. While Ms. Crosby was walking in the bathroom to check on Resident A, she observed Mr. Jeans walking out of the bathroom. Mr. Jeans went outside to smoke a cigarette. Ms. Crosby observed Resident A in the bathroom with a towel wrapped around his mouth and neck. Ms. Crosby stated she removed the towel, got Resident A dressed, and fed him. Ms. Crosby confirmed Resident A had a mark on his eye. Mr. Jeans informed her Resident A sustained the mark from falling and hitting the shower chair. Ms. Crosby stated that was not possible as Resident A was unable to stand up that day. Ms. Crosby did not know how Resident A sustained the mark on his eye.

On 12/14/2023, I attempted to conduct a telephone interview with staff Rian Jeans with no success. Mr. Jeans stated I could talk to his lawyer because he had already talked enough about this incident. He stated he was not talking about it anymore. In addition, Mr. Jeans said, "fuck you" and then hung up the phone.

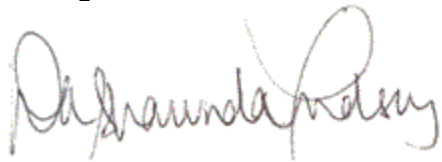
On 01/03/2024, I conducted a telephone interview with Oakland County Sheriff's Office detective Janes. She stated the investigation has been forwarded to the Prosecutor's Office due to abuse and neglect and a warrant may be issued. Detective Janes did not know what the warrant will be issued for.

On 01/03/2024, I attempted to conduct an exit conference with licensee designee Roger Covill. I left a message.

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:	Ms. Crosby heard Resident A screaming in the bathroom. She observed Resident A with a towel wrapped around his mouth and neck. Ms. Crosby stated she removed the towel, got Resident A dressed, and feed him. Ms. Crosby confirmed Resident A had a mark on his eye. Mr. Jeans informed her Resident A sustained the mark from falling and hitting the shower chair. Ms. Crosby stated that was not possible as Resident A was unable to stand up that day. Ms. Crosby did not know how Resident A sustained the mark on his eye. Mr. Jeans did not cooperate with the investigation. I was unable to interview Resident A due to his limited cognitive abilities. Detective Janes stated the investigation has been forwarded to the Prosecutor's Office due to abuse and neglect and a warrant may be issued.
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

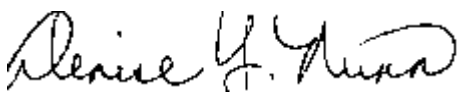


01/03/2024

DaShawnda Lindsey
Licensing Consultant

Date

Approved By:



01/03/2023

Denise Y. Nunn
Area Manager

Date