



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
ACTING DIRECTOR

January 17, 2024

Andrew Akunne  
Carnegie AFC Inc.  
Suite 1  
3879 Packard Street  
Ann Arbor, MI 48108

RE: License #: AM630279362  
Investigation #: 2024A0612010  
Victory Lane

Dear Mr. Akunne:

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 that reads "Johnna Cade". The signature is written in black ink and is positioned above the typed name and contact information.

Johnna Cade, Licensing Consultant  
Cadillac Place  
3026 W. Grand Blvd. Ste 9-100  
Detroit, MI 48202  
Phone: 248-302-2409

enclosure

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

**I. IDENTIFYING INFORMATION**

|                                       |   |
|---------------------------------------|---|
| <b>License #:</b>                     | AM630279362   |
| <b>Investigation #:</b>               | 2024A0612010  |
| <b>Complaint Receipt Date:</b>        | 01/02/2024  |
| <b>Investigation Initiation Date:</b> | 01/02/2024  |
| <b>Report Due Date:</b>               | 03/02/2024  |
| <b>Licensee Name:</b>                 | Carnegie AFC Inc  |
| <b>Licensee Address:</b>              | Suite 1 - 3879 Packard Street<br>Ann Arbor, MI 48108  |
| <b>Licensee Telephone #:</b>          | (734) 973-7764  |
| <b>Administrator:</b>                 | Andrew Akunne   |
| <b>Licensee Designee:</b>             | Andrew Akunne   |
| <b>Name of Facility:</b>              | Victory Lane  |
| <b>Facility Address:</b>              | 600-610 Wanda<br>Ferndale, MI 48220   |
| <b>Facility Telephone #:</b>          | (248) 398-1032  |
| <b>Original Issuance Date:</b>        | 09/15/2006  |
| <b>License Status:</b>                | REGULAR   |
| <b>Effective Date:</b>                | 03/14/2023  |
| <b>Expiration Date:</b>               | 03/13/2025  |
| <b>Capacity:</b>                      | 12  |
| <b>Program Type:</b>                  | PHYSICALLY HANDICAPPED<br>DEVELOPMENTALLY DISABLED<br>MENTALLY ILL; AGED<br>TRAUMATICALLY BRAIN INJURED |

**II. ALLEGATION(S)**

|   | <b>Violation<br/>Established?</b> |
|---|-----------------------------------|
| <b>Resident A's personal items have been stolen.</b>  | Yes                               |
| <b>Resident A does not feel safe leaving with the staff.</b>  | No                                |
| <b>Everyone at Victory Lane is speaking in code. Resident A who does not understand the code is isolated.</b> | No                                |

**III. METHODOLOGY**

|            |  |
|------------|--|
| 01/02/2024 | Special Investigation Intake<br>2024A0612010   |
| 01/02/2024 | Special Investigation Initiated - Letter<br>Referral made to Oakland Community Health Network (OCHN) -<br>Office of Recipient Rights (ORR).  |
| 01/02/2024 | Contact - Telephone call made<br>Telephone interview with complainant.   |
| 01/03/2024 | Inspection Completed On-site<br>I completed an unscheduled onsite investigation. I interviewed<br>direct care staff Olamipo Jaiyesimi, home manager Kimberly Scott,<br>Resident A, Resident B, Resident C, and Resident D. |
| 01/06/2024 | Contact – Document Received<br>Text message received from complainant.   |
| 01/09/2024 | APS Referral<br>Referral made to Adult Protective Services (APS).  |
| 01/09/2024 | Contact - Telephone call made<br>Telephone call to Resident A's guardian.  |
| 01/12/2024 | Contact - Telephone call made<br>Telephone call to Resident A's guardian.  |
| 01/12/2024 | Exit Conference<br>Telephone call to licensee Andrew to Akunne conduct an exit<br>conference.  |

|           |   |
|-----------|---|
| 1/17/2024 | Contact – Telephone call made<br>Telephone call to Resident A's guardian. |
|-----------|---|

**ALLEGATION:**

**Resident A’s personal items have been stolen.**

**INVESTIGATION:**

On 01/02/24, I received a complaint alleging that everyone at Victory Lane is speaking in code. This separates Resident A who does not understand the code. Resident A is not able to communicate with anyone due to this alienation. Resident A does not feel safe leaving the home with the staff. Resident A’s personal items have been stolen. The complaint also alleged that medical care is not being correctly provided. Resident A was being treated for something that she does not have. When I interviewed the complainant, she explained that the facility gave Resident A high blood pressure medication for a condition she does not have. Resident A experienced terrible side effects. The allegation regarding the blood pressure medication is not addressed in this investigation, as it was previously investigated in special investigation #2022A0602037 and not substantiated. On 01/02/24, I initiated my investigation by making a referral to Oakland Community Health Network (OCHN) – Office of Recipient Rights (ORR) via email.

On 01/02/24, I completed a telephone interview with the complainant. The complainant provided a detailed history of her relationship with Resident A, which led to Resident A having a court appointed guardian. The complainant stated Resident A does not always receive the packages that are sent to her via mail. When she does not receive a package, Resident A does not feel safe to ask the staff about it. The complainant has sent two packages recently, Resident A received one of them. However, on 12/26/23, the complainant mailed a packaged to Victory Lane for Resident A. The package was mailed from the post office located at 108 S Adams, Ypsilanti, MI. The package was delivered to Victory Lane on Wednesday, 12/27/23 at 10:44 am. Per the tracking information, the package was left at the front door or porch. The package contained a cellphone, a pajama hoodie, multiple pairs of socks, and three magazines. The complainant stated Resident A did not receive the package.

On 01/03/24, I completed an unscheduled onsite investigation. I interviewed direct care staff Olamipo Jaiyesimi, home manager Kimberly Scott, Resident A, Resident B, Resident C, and Resident D.

On 01/03/24, I interviewed Resident A. Resident A stated that she does not have any concerns about any of the staff in the home, her care, or her medications. She stated

that she has an issue with her guardian, and she does not like her. Resident A does not want to move from this home. Resident A stated the complainant sometimes mails her packages. Recently, she received one of the packages that was sent to her. However, the complainant mailed her a packaged that contained a phone, socks and magazines. She did not receive that package. Per the tracking information the package was delivered to Victory Lane.

On 01/03/24, I interviewed Resident B and Resident C. Resident B and Resident C were sitting in the living room socializing. Resident B stated that she had a good Christmas holiday. She got presents and ate turkey. Resident C was observed putting on make-up. Resident C stated she has no issues or concerns. She declined to answer questions related to this investigation.

On 01/03/24, I interviewed Resident D. Resident D stated he receives his mail as it is delivered to the home. Resident D voiced no issues or concerns with his care or the staff at the home.

On 01/03/24, while onsite, I interviewed home manager, Kimberly Scott via telephone. Ms. Scott stated she has given Resident A any package that has been delivered for her. There was a package delivered on Tuesday, 01/02/24, that she retrieved from the front door. She gave it to Resident A. She did not observe what was inside the package. No other packages have been delivered. Ms. Scott suggests to ensure that this does not happen again, when packages are sent to the home the sender could request that the package is signed for upon delivery. Ms. Scott stated she did not work on 12/27/23 when the package was allegedly delivered to the home. Direct care staff Olamipo Jaiyesimi worked the morning shift from 8:00 am - 4:00 pm.

On 01/03/24, I interviewed direct care staff Olamipo Jaiyesimi. Ms. Jaiyesimi is a direct care staff. She has worked at the home since 2020. Ms. Jaiyesimi stated she works a double shift on Wednesdays from 8:00 am – 12:00 am. She does not recall any packages being delivered on 12/27/23.

On 01/06/24, the complainant sent me a text message which included the tracking number for the package that she sent and the phone number to the United States Postal Service's automated package tracking system. Per the automated tracking system, a package was delivered to Victory Lane on 12/27/23 at 10:44 am and was left at the front door or porch.

On 01/17/24, I interviewed Resident A's guardian via telephone. Resident A's guardian stated they have never had an issue with Resident A receiving mail that they have sent to her house. They have also sent orders from Amazon in the past that she received without issue. Resident A's guardian stated mail has come up as a concern in the past and they have spoken to Resident A's family member and advised that they cannot be responsible for anything they choose to mail to the home.

| <b>APPLICABLE RULE</b> |  |
|------------------------|--|
| <b>R 400.14304</b>     | <b>Resident rights; licensee responsibilities.</b>   |
|                        | (1) Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all of the following resident rights:<br>(d) The right to write, send, and receive uncensored and unopened mail at his or her own expense.   |
| <b>ANALYSIS:</b>       | Based on the information gathered through my investigation there is sufficient information to conclude that Resident A did not receive the mail that was sent to her from the complainant. Per the United States Postal Service's automated package tracking system, a package was delivered to Victory Lane on 12/27/23 at 10:44 am and left at the front door or porch. Direct care staff, Olamipo Jaiyesimi who was on shift at the time of the delivery and home manager, Kimberly Scott consistently reported no knowledge of the package being delivered. The complainant stated the package contained a cellphone, a pajama hoodie, multiple pairs of socks, and three magazines. Resident A said that she did not receive the package. |
| <b>CONCLUSION:</b>     | <b>VIOLATION ESTABLISHED</b>   |

**ALLEGATION:**

- **Resident A does not feel safe leaving with the staff.**
- **Everyone at Victory Lane is speaking in code. Resident A who does not understand the code is isolated.**

**INVESTIGATION:**

On 01/02/24, I completed a telephone interview with the complainant. The complainant stated the residents and staff at Victory Lane do not speak a "human language." The language that they speak was invented and cannot be understood by Resident A. The complainant stated because of this, Resident A is lonely and alienated. Resident A is excluded and cannot get her needs met as she cannot communicate with anyone in the home. The complainant stated Resident A does not feel safe leaving the home in the van with staff because she is afraid that they will leave her, she will be stranded, and no one will know where she is. The complainant explained Resident A has not been stranded. However, her fear stems from the way the home conducts fire drills. Fire drills are conducted year-round. There have been times when Resident A had to exit the

home from the back door at 3:00 am while it was cold outside. The complainant finds this unusual and odd. She is afraid Resident A will become sick and die.

On 01/03/24, I completed an unscheduled onsite investigation. I interviewed direct care staff Olamipo Jaiyesimi, home manager Kimberly Scott, Resident A, Resident B, Resident C, and Resident D. All staff and residents interviewed spoke and understood English.

On 01/03/24, I interviewed Resident A. Resident A stated she does not feel safe leaving with staff in the van because on one occasion while on an outing with staff, they stopped at a house for 1-2 minutes. It was warm outside and Resident A recalls she was on the phone with the complainant. Resident A was concerned that the staff would not come back out of the house. Resident A confirmed that the staff did come out of the house within 1-2 minutes and she returned to the Victory Lane home safely. Resident A stated that the staff drive safe, and she has never been left stranded while in the community. Resident A stated the staff, and the other residents speak another language. It is a code that she does not understand. Resident A said this makes her feel isolated.

On 01/03/24, I interviewed direct care staff Olamipo Jaiyesimi. Ms. Jaiyesimi is a direct care staff. She has worked at the home since 2020. Ms. Jaiyesimi stated while at work she speaks English. Ms. Jaiyesimi stated she is Nigerian as are some of the other staff who work in the home. However, all the staff are from different places in Nigeria, therefore, they have different dialects. As such, they only speak English to one another. Ms. Jaiyesimi stated Resident A seems happy. She is not isolated from others and all her needs are met.

On 01/03/24, I interviewed Resident B and Resident C. Resident B and Resident C were sitting in the living room socializing. Resident B and Resident C consistently stated that they can communicate with staff in English. Resident B was unwilling to answer any further questions related to this. Resident C was observed putting on make-up. She declined answer any additional questions.

On 01/03/24, I interviewed Resident D. Resident D stated staff the staff who work at the home are African however, they speak English. Resident D stated he has no concerns with understanding the staff. Resident D has no concerns about driving with staff. He stated the staff drive well and he has never been concerned about being left stranded anywhere.

On 01/03/24, I interviewed home manager, Kimberly Scott via telephone. Ms. Scott stated the staff at the home are Nigerian and they speak English. The staff are from different tribes. They do not speak the same dialect of their native language. Therefore, they only communicate to one another and to the residents in English. Ms. Scott stated Resident A is paranoid and does not want to leave the home or get into the van. Resident A only leaves the home to get her blood drawn, as needed at St. Mary's hospital. When they go on appointments Resident A repeatedly asks the staff if they are



going to leave her, she also screams and cries. Resident A has never been left alone or stranded while in the community. Ms. Scott explains that while on appointments Resident A uses a wheelchair that staff must push. Therefore, staff never leave her unaccompanied. Due to Resident A's fears and her behaviors while on appointments her doctors have requested that her appointments be held virtually, this includes her medications reviews.

On 01/17/24, I interviewed Resident A's guardian via telephone. Resident A's guardian stated Resident A's family member has expressed concerns in the past that the staff are speaking in code. Resident A's guardian stated the staff are from Nigeria and have accents, however they speak English. This was explained to Resident A's family. Resident A can communicate with the staff, she can understand them and express her needs without issues. Resident A's guardian stated since they took over guardianship for Resident A she has always had a fear of leaving the house. This is not new. Resident A's guardian has no concerns about the home and the care that they provide. They have never had any issues.

On 01/12/24, I placed a telephone call to licensee Andrew to Akunne conduct an exit conference and review my findings. Mr. Akunne acknowledged that a corrective action plan is required. He had no additional information to provide regarding this investigation.

| <b>APPLICABLE RULE</b> |   |
|------------------------|---|
| <b>R 400.14305</b>     | <b>Resident protection.</b>   |
|                        | (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.  |
| <b>ANALYSIS:</b>       | <p>Based on the information gathered through my investigation there is insufficient information to conclude that Resident A is not being treated with dignity and her personal needs, including protection and safety, are not attended to at all times. According to the complainant and Resident A, the staff and other residents at Victory Lane are speaking in code. While conducting an unscheduled onsite investigation I observed all staff and residents speaking and understanding English. Resident B, Resident C, and Resident D consistently reported no issues communicating with the staff. Several of the staff who work at the home are Nigerian. However, all the staff are from different places in Nigeria. Therefore, they have different dialects. As such, they only speak to one another and to the residents in English.</p> <p>The complainant and Resident A consistently stated that Resident A does not feel safe leaving the home in the van with</p> |

|                    |   |
|--------------------|---|
|                    | <p>staff because she is afraid that they will leave her, and she will be stranded. However, the complainant and Resident A consistently confirm that Resident A has never been left stranded. Home Manager, Kimberly Scott and Resident A's guardian confirm that Resident A does have a fear of leaving the home. Ms. Scott stated as a result, Resident A's doctors have requested that her appointments be held virtually. Ms. Scott stated when Resident A must go into the community she is pushed in a wheelchair and is never unaccompanied.</p> |
| <b>CONCLUSION:</b> | VIOLATION NOT ESTABLISHED   |

**IV. RECOMMENDATION**

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

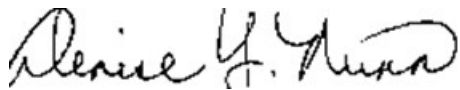


01/17/2024

Johnna Cade  
Licensing Consultant

Date

Approved By:



01/17/2024

Denise Y. Nunn  
Area Manager

Date