



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

March 13, 2024

Felicia Evans  
Community Living Options  
626 Reed Street  
Kalamazoo, MI 49001

RE: License #: AS390291227  
Investigation #: 2024A0578018  
Alamo

Dear Ms. Evans:

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 (517) 284-9727.

Sincerely,

A handwritten signature in black ink, appearing to read "Eli DeLeon". The signature is fluid and cursive, with a long horizontal stroke at the end.

Eli DeLeon, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(269) 251-4091

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS390291227
<b>Investigation #:</b>	2024A0578018
<b>Complaint Receipt Date:</b>	01/23/2024
<b>Investigation Initiation Date:</b>	01/23/2024
<b>Report Due Date:</b>	03/23/2024
<b>Licensee Name:</b>	Community Living Options
<b>Licensee Address:</b>	626 Reed Street Kalamazoo, MI 49001
<b>Licensee Telephone #:</b>	(269) 343-6355
<b>Administrator:</b>	Felicia Evans
<b>Licensee Designee:</b>	Felicia Evans
<b>Name of Facility:</b>	Alamo
<b>Facility Address:</b>	2725 Alamo Ave. Kalamazoo, MI 49006
<b>Facility Telephone #:</b>	(269) 343-6355
<b>Original Issuance Date:</b>	07/11/2007
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	01/18/2024
<b>Expiration Date:</b>	01/17/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED

## II. ALLEGATION(S)

	<b>Violation Established?</b>
Cleaning supplies were left accessible in this facility and were not in current use.	Yes
Resident medications were left unlocked and unsecured in this facility.	Yes

## III. METHODOLOGY

01/23/2024	Special Investigation Intake 2024A0578018
01/23/2024	Special Investigation Initiated – Telephone call made.
01/23/2024	APS Referral
01/25/2024	Special Investigation Completed On-site -Interview with direct care staff Chanalor Hughes.
01/25/2024	Contact-Telephone -Interview with Integrated Services of Kalamazoo recipient rights officer Suzie Suchyta.
01/25/2024	Contact-Telephone -Interview with direct care staff Chantanique Harden.
03/08/2024	Exit Conference -Message left for the licensee designee Felicia Evans.

**ALLEGATION: Cleaning supplies were left accessible in this facility and were not in current use.**

### **INVESTIGATION:**

On 01/23/2024, I received this complaint through the BCHS On-line Complaint System. Complainant reported that direct care staff Coriona White left the facility keys in the doorknob on the closet in the dining room. Complainant reported Lysol cleaners and spray were on the kitchen counter and accessible to residents though not in current use.

On 01/25/2024, I completed an unannounced investigation on-site at this facility and interviewed direct care staff Deshala Stanley regarding the allegations. Deshala

Stanley reported working at this facility for almost one year. Deshala Stanley reported cleaning supplies are kept locked in the laundry room of this facility. When asked to provide access to the cleaning supplies for this facility, Deshala Stanley provided access to a locked cabinet which contained cleaning supplies, located in the laundry room of this facility. I observed the laundry room door was propped open and above the washer and dryer of this facility was an unlocked cabinet with a cabinet door open which contained a plastic gallon container of white vinegar. Without prompting, Deshala Stanley reported direct care staff had just accessed this cabinet to begin a load of laundry.

While at this facility, I inspected the kitchen, and observed a one-liter plastic container of Dawn dishwashing detergent. On a counter, I observed a spray can of Lysol disinfecting spray.

While at the facility, I interviewed direct care staff Chanalor Hughes regarding the allegations. Chanalor Hughes reported working at this facility for seven months. Chanalor Hughes reported cleaning supplies are kept in a locked cabinet.

On 01/25/2024, I reviewed the details of the allegations with Integrated Services of Kalamazoo recipient rights officer Suzie Suchyta. Suzie Suchyta confirmed that on a separate occasion, Lysol cleaners and spray were observed on the kitchen counter of this facility and accessible by residents.

On 01/25/2024, Integrated Services of Kalamazoo recipient rights Suzie Suchyta and I interviewed direct care staff Chantanique Harden regarding the allegations through virtual audio and video conferencing. Chantanique Harden reported cleaning supplies are typically kept in a locked cabinet. Chantanique Harden recalled working when a can of Lysol disinfectant spray was observed unsecured on a kitchen counter in this facility Chantanique Harden reported that Lysol disinfectant spray is typically kept in a locked cabinet located in the laundry room. Chantanique Harden reported that when staff typically use the Lysol disinfectant spray, they return it to this locked cabinet right away. Chantanique Harden reported the day the Lysol disinfectant spray was observed on the counter in the kitchen must have been a “one-off” or “rough day.”

<b>APPLICABLE RULE</b>	
<b>R 400.14401</b>	<b>Environmental health.</b>
	<b>(6) Poisons, caustics, and other dangerous materials shall be stored and safeguarded in nonresident areas and in non-food preparation storage areas.</b>

<b>ANALYSIS:</b>	Based upon my investigation, which consisted of interviews with direct care staff Chantanique Harden and Integrated Services of Kalamazoo recipient rights Suzie Suchyta, as well as observations made during an unannounced investigation on-site at this facility, cleaning supplies and otherwise caustic or dangerous materials were not safeguarded in this facility and observed in areas used for food preparation and accessible to residents.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ALLEGATION: Resident medications were left unlocked and unsecured in this facility.**

**INVESTIGATION:**

On 01/23/2024, Complainant reported the medication room door was open and not secured and all the cabinets holding resident medications were not secured in the medication room.

On 01/25/2024, I completed an unannounced investigation on-site at this facility and inspected the medication room door and found it to be shut and locked, with no facility keys present in the doorknob of this door.

On 01/25/2024, I reviewed the details of the allegations with Integrated Services of Kalamazoo recipient rights officer Suzie Suchyta. Suzie Suchyta confirmed the medication room in this facility was unlocked and inside this medication room, resident medications were unsecured and accessible. Suzie Suchyta reported she reviewed this incident with direct care staff present and she was told residents were “too slow” to get anything before direct care staff intervened. Suzie Suchyta reported she was aware of one resident that lived in this facility who was prone to putting foreign items in their mouth. Suzie Suchyta reported concern that direct care staff would not be fast enough to intervene if a resident had gotten into this unsecured medication room with full access to medications. Suzie Suchyta reported Integrated Services of Kalamazoo requires medications be “double-locked”, meaning the medication room door and the medications located inside the medication room should have been secured with a lock. Suzie Suchyta reported this incident put residents at risk of serious harm.

On 01/25/2024, Integrated Services of Kalamazoo recipient rights Suzie Suchyta and I interviewed direct care staff Chantanique Harden regarding the allegations through virtual audio and video conferencing. Chantanique Harden recalled working at this facility when the medication room door was left unlocked and open with keys still in the doorknob. Chantanique Harden reported the medication room door was observed unlocked shortly after shift change at 3PM. Chantanique denied that keys

are typically left in this medication room doorknob and denied this medication room door is typically left unlocked and open.

Chantanique Harden denied the medication room door is typically left open with medications unsecured. Chantanique Harden reported that all staff are responsible for keeping this medication room door locked and clarified that every direct care staff at this facility has their own key. Chantanique Harden reported when this medication room door was observed unlocked and open, she had her own set of facility keys on her person, and her keys were not the keys in the medication room door.

<b>APPLICABLE RULE</b>	
<b>R 400.14312</b>	<b>Resident medications.</b>
	<b>(1) Prescription medication, including dietary supplements, or individual special medical procedures shall be given, taken, or applied only as prescribed by a licensed physician or dentist. Prescription medication shall be kept in the original pharmacy-supplied container, which shall be labeled for the specified resident in accordance with the requirements of Act No. 368 of the Public Acts of 1978, as amended, being S333.1101 et seq. of the Michigan Compiled Laws, kept with the equipment to administer it in a locked cabinet or drawer, and refrigerated if required.</b>
<b>ANALYSIS:</b>	Based upon my investigation, which consisted of interviews with direct care staff Chantanique Harden and Integrated Services of Kalamazoo recipient rights Suzie Suchyta, resident medications in this facility were not kept in a locked cabinet or drawer and were left unsecured in this facility.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Contingent upon receipt of an acceptable written plan of correction, it is recommended that this license continues on regular status.



03/13/2024

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Eli DeLeon  
Licensing Consultant

Date

Approved By:



03/13/2024

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Dawn N. Timm  
Area Manager

Date