



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

March 19, 2024

Michelle Helmuth-Charles
LADD, Inc.
300 Whitney Dr.
Dowagiac, MI 49047

RE: License #: AS110383298
Investigation #: 2024A1030025
Niles Pointe

Dear Ms. Helmuth-Charles:

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.

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 (616) 356-0183.

Sincerely,

Nile Khabeiry, LMSW

Nile Khabeiry, Licensing Consultant
Bureau of Community and Health Systems
Unit 13, 7th Floor
350 Ottawa, N.W.
Grand Rapids, MI 49503

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS110383298
Investigation #:	2024A1030025
Complaint Receipt Date:	03/08/2024
Investigation Initiation Date:	03/08/2024
Report Due Date:	05/07/2024
Licensee Name:	LADD, Inc.
Licensee Address:	300 Whitney Dr. Dowagiac, MI 49047
Licensee Telephone #:	(269) 240-1473
Administrator:	Michelle Helmuth-Charles
Licensee Designee:	Michelle Helmuth-Charles
Name of Facility:	Niles Pointe
Facility Address:	2433 Bond Street Niles, MI 49120
Facility Telephone #:	(269) 262-0195
Original Issuance Date:	02/16/2017
License Status:	REGULAR
Effective Date:	08/04/2023
Expiration Date:	08/03/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Resident A was grabbed by her shirt and pushed by a staff member.	Yes
Additional Findings	

II. METHODOLOGY

03/08/2024	Special Investigation Intake 2024A1030025
03/08/2024	APS Referral APS referral made
03/08/2024	Special Investigation Initiated - Telephone Interview with Laurie
03/08/2024	Contact - Document Received Incident Report received and reviewed
03/14/2024	Contact - Face to Face Interview with Resident A
03/14/2024	Contact - Face to Face Interviewed Resident B
03/14/2024	Contact - Face to Face Interview with Resident C
03/15/2024	Contact - Face to Face Interview with Solona Bell
03/15/2024	Contact - Telephone call made Interview with Danielle Julien
03/19/2024	Exit Conference Exit Conference by phone

ALLEGATION:

Resident A was grabbed by her shirt and pushed by a staff member.

INVESTIGATION:

On 3/8/24, I interviewed the home manager Renita Mayo by phone. Ms. Mayo reported Resident A was sitting on the couch and direct care staff member (DCSM) Danielle Julien “grabbed her by the collar, pulled her off the couch and pushed her toward her bedroom.” Ms. Mayo reported Ms. Julien was suspended pending the investigation.

On 3/8/24, I received an Incident Report (IR) dated 3/7/24. The IR reported “staff grabbed Resident A by her shirt and swung and pushed Resident A toward her room.” The IR also indicted there were several witnesses to the incident.

On 3/14/24, I interviewed Resident A at the home. Resident A reported she is afraid of Ms. Julien because “she hurt me.” Resident A was unable to provide the specific date but indicated the last time Ms. Julien worked she pushed her against the wall, pulled her off the couch and pushed her toward her bedroom. Resident reported Ms. Julien also called her a “bitch” and that she would “beat her ass.” Resident A reported Ms. Julien pushed all the chairs over but did not indicate why she pushed the chairs over.

On 3/14/24, I interviewed Resident B at the home. Resident B reported she witnessed the incident between Resident A and Ms. Julien. Resident B reported Ms. Julien kept “hollering at Resident A. Resident B reported Resident A was ignoring Ms. Julien and in response Ms. Julien grabbed her arm, pulled her off the couch and pushed her and told her to put on her pajamas.

On 3/14/24, I interviewed Resident C at the home. Resident C reported she was outside smoking but could see what happened through the window. Resident C reported Ms. Julien “grabbed her shirt, pulled her off the couch and pushed her.” Resident C reported Ms. Julien yelled at Resident A to “put her pajamas on.”

On 3/15/24, I interviewed DCSM Solona Bell by phone. Ms. Bell reported she was working with Ms. Julien when this incident occurred. Ms. Bell reported she was in the kitchen and thinks the incident occurred at about 7:00pm. Ms. Bell reported Ms. Julien told Resident A to “take a walk” inside the home for exercise. Ms. Bell reported Resident refuse and said she was “tired.” Ms. Bell reported Ms. Julien continued to prompt her to take a walk and became angry with Resident A. Ms. Bell reported Resident A was pulled off the couch by Ms. Julien and then Resident kept trying to sit down. Ms. Bell reported Ms. Julien responded by “flipping over the couches” so Resident A could not sit down. Ms. Bell reported Ms. Julien then told Resident A to go to her room and change into pajamas which Resident A also refused to do. Ms. Bell reported Resident A then went onto the dining room to sit in a chair at the dining room table and Ms. Julien again flipped over all the chairs so she could not sit down. Ms. Bell

reported she tried to intervene and asked Ms. Julien “what are you doing” while trying to calm her down.

On 3/15/24, I interviewed Ms. Julien by phone. Ms. Julien denied putting her hands on Resident A or mistreating her. Ms. Julien reported Resident A was sitting on the couch and she encouraged Resident A to take a walk because that is one of her goals. Ms. Julien reported she assisted Resident A get off the couch and used both hands to help her but did not pull her up by her shirt, yell at her or push her. Ms. Julien reported she then left the area and is unsure what happened. Ms. Julien reported Resident A is supposed to use her walker but did not have it near her. Ms. Julien reported she is unsure of Resident A lost her balance but again denied what she was accused of doing.

APPLICABLE RULE	
R 400.14307	Resident behavior interventions generally.
	(4) Intervention techniques shall not be used for the purpose of punishment, discipline, or for the convenience of staff.
ANALYSIS:	It was alleged Resident A was pulled by her shirt and pushed by a staff member. Based on interviews and review of an Incident Report this violation will be established. According to the interviews conducted with three residents and one staff member who witnessed the incident, DCSM Danielle Julien pulled Resident A by her shirt off the couch, yelled at her and pushed her toward her bedroom. Although Ms. Julien denied this behavior all four witnesses were consistent with their accounts of what occurred leading to the violation being established.
CONCLUSION:	VIOLATION ESTABLISHED

On 3/19/24, I shared the findings of my investigation with licensee designee, Michelle Charles. Ms. Charles acknowledged the findings and agreed to submit a corrective action plan.

III. RECOMMENDATION

Contingent upon the submission of an acceptable corrective action plan, I recommend no changes to the current license status.

Nile Khabeiry, LMSW

3/20/24

Nile Khabeiry
Licensing Consultant

Date

Approved By:

Russell Misiak

3/29/24

Russell B. Misiak
Area Manager

Date