



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

June 13, 2023

Vicky Cates
3960 Sharp Rd.
Adrian, MI 49256

RE: License #: AM460077068
Investigation #: 2023A1032038
Cates AFC Home

Dear Ms. Cates:

Attached is the Special Investigation Report for the above referenced facility. No substantial violations were found.

Please review the enclosed documentation for accuracy and contact me with any questions. If I am not available and you need to speak to someone immediately, please contact the local office at (616) 356-0183.

Sincerely,

A handwritten signature in black ink, appearing to read "Dwight Forde".

Dwight Forde, 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 #:	AM460077068
Investigation #:	2023A1032038
Complaint Receipt Date:	05/11/2023
Investigation Initiation Date:	05/12/2023
Report Due Date:	07/10/2023
Licensee Name:	Vicky Cates
Licensee Address:	3960 Sharp Rd. Adrian, MI 49256
Licensee Telephone #:	(517) 902-3950
Name of Facility:	Cates AFC Home
Facility Address:	507 Dennis Adrian, MI 49221
Facility Telephone #:	(517) 902-3950
Original Issuance Date:	09/01/1997
License Status:	REGULAR
Effective Date:	11/04/2022
Expiration Date:	11/03/2024
Capacity:	12
Program Type:	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Employees restricted Resident A's telephone access.	No
Resident A's bedroom was dirty and disheveled.	No
Additional Findings	No

III. METHODOLOGY

05/11/2023	Special Investigation Intake 2023A1032038
05/12/2023	Special Investigation Initiated - On Site
05/15/2023	Contact - Telephone call made Interview with Guardian A
05/22/2023	Contact - Document Received-Resident A's assessment plan
05/26/2023	Contact - Telephone call received Interview with complainant
05/30/2023	Exit Conference

ALLEGATION:

Employees restricted Resident A's telephone access.

INVESTIGATION:

On 5/12/23, I interviewed employee Amanda Wright in the home. Ms. Wright stated that Resident A was hospitalized in April 2023 for an allergic reaction to a medication

called Vivanse, which has since been discontinued. As a result, there had been some lack of contact with some people in Resident A's orbit. Ms. Wright denied threatening Resident A about talking on the phone. Ms. Wright reported that Resident A's guardian makes the decisions about who Resident A can speak with.

I interviewed Resident A in a limited capacity in the home, due to a mental condition. Resident A was asked if the employees have ever threatened her over her use of the phone and Resident A denied the allegation.

On 5/15/23, I interviewed Guardian A1 via telephone. Guardian A stated that she was not aware of, nor had it been reported that employees at the home threatened to restrict Resident A's access to a telephone. Guardian A mentioned that Resident A lacks telephone etiquette and has misused the phone in the past, making multiple calls to discuss minutiae.

On 5/22/23, I reviewed Resident A's assessment plan, which reflects that Guardian A1 can direct who Resident A is allowed to call, over and above the protocol from the house rules.

APPLICABLE RULE	
R 400.14304	Resident rights; licensee responsibilities.
	<p>Resident rights; licensee responsibilities.</p> <p>(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:</p> <p>(e) The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by the resident. A licensee may charge a resident for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable residents to make change for calling purposes.</p>

ANALYSIS:	Based on interviews with Resident A, Guardian A1 and employee Amanda Wright, there is insufficient evidence to establish a violation regarding telephone call rights.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Resident A's bedroom was dirty and disheveled.

INVESTIGATION:

On 5/12/23, Resident A allowed me to see her room. Her side of the room was clean. Her bed was made. There were some plastic bags with various belongings around the bed.

On 5/15/23, Guardian A1 advised that when Resident A first moved in, that the home was undergoing repairs, but denied that the room was unsuitable.

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	During the onsite inspection, the room was clean and properly furnished. Guardian A1 denied having any concerns about the room during the initial move in process.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 5/30/23, I conducted an exit conference with licensee Vicky Cates, via telephone. I shared my findings and Ms. Cates agreed with the conclusions reached.

IV. RECOMMENDATION

I recommend no change to the status of this license.

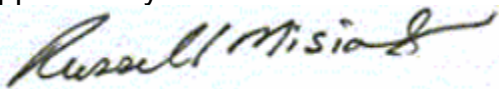


6/13/23

Dwight Forde
Licensing Consultant

Date

Approved By:



6/20/23

Russell B. Misiak
Area Manager

Date