



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

ORLENE HAWKS  
DIRECTOR

May 9, 2023

Vicky Cates  
3960 Sharp Rd.  
Adrian, MI 49256

RE: License #: AM460095319  
Investigation #: 2023A1032034  
New Beginnings AFC

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 cursive script, appearing to read "Dwight Forde".

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

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AM460095319
<b>Investigation #:</b>	2023A1032034
<b>Complaint Receipt Date:</b>	04/10/2023
<b>Investigation Initiation Date:</b>	04/11/2023
<b>Report Due Date:</b>	06/09/2023
<b>Licensee Name:</b>	Vicky Cates
<b>Licensee Address:</b>	3960 Sharp Rd. Adrian, MI 49256
<b>Licensee Telephone #:</b>	(517) 902-3950
<b>Name of Facility:</b>	New Beginnings AFC
<b>Facility Address:</b>	211 E. Main Street Morenci, MI 49256
<b>Facility Telephone #:</b>	(517) 458-6926
<b>Original Issuance Date:</b>	05/24/2001
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	03/21/2022
<b>Expiration Date:</b>	03/20/2024
<b>Capacity:</b>	12
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

**II. ALLEGATION(S)**

	<b>Violation Established?</b>
Employees have restricted Resident A's access to communication.	No
Employees financially exploited residents.	No
Employees allowed Resident B access to the restricted medication area.	No
Additional Findings	No

**III. METHODOLOGY**

04/10/2023	Special Investigation Intake 2023A1032034
04/11/2023	Special Investigation Initiated - Telephone Interview with Guardian A
04/14/2023	Inspection Completed On-site
05/01/2023	Contact - Telephone call made
05/09/2023	Exit Conference

**ALLEGATION:**

**Employees have restricted Resident A's access to communication.**

**INVESTIGATION:**

On 4/11/23, I interviewed Guardian A via telephone. Guardian A stated that she was unaware of any occurrence where the home prevented Resident A from communicating with family members. Guardian A advised that recently, Resident A was not allowed to visit with family because the family sold their house and moved

into an efficiently apartment, which would not have been enough space to accommodate Resident A. Guardian A stated that when she has called the home, there have been instances where she was unable to connect with someone, but then later, she was able to do so. She advised that in those instances, employees were attending to residents and unable to answer because other residents were using it.

On 4/14/23, I interviewed employee Theresa Moyer in the home. Ms. Moyer reported that Resident A's family came to visit on Easter Sunday. She stated that she briefly saw the family as they entered the home and went to the basement to store some goods. She stated that she heard a commotion and came up stairs and Resident B was agitated. She stated that Resident B had confronted one of Resident A's visitors about filming residents in the home. Ms. Moyer reported that the visitors then left. Ms. Moyer was asked about Resident A's communication device and its whereabouts. She stated that she has not seen the device and has repeatedly asked Resident A to produce it. She expressed that Resident A has hidden the tablet to avoid communicating with family members. Ms. Moyer declared that Resident A's father typically calls at 2PM and 7PM and that the lines of communication are open at the home.

I interviewed Resident B in the home. Resident B denied knowing what had happened to Resident A's tablet. Resident B stated that Resident A does receive phone calls.

I was unable to interview Resident A who is non-verbal, due to a mental condition.

On 5/1/23, I called Relative A and left a voicemail.

On 5/9/23, I interviewed licensee Vicky Cates via telephone. Ms. Cates stated that as far as she was aware, the tablet had not been found, but stated that she would be willing to replace it at some point. She stated that the phone remains available to Resident A's family to call.

<b>APPLICABLE RULE</b>	
<b>R 400.14304</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(1)</b> <b>(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.</b>

<b>ANALYSIS:</b>	Guardian A has expressed confidence in the access to communication. There is insufficient evidence to suggest that employees at the home hid Resident A's personal tablet to limit communication. Based on interviews with Ms. Moyer, Guardian A and Resident B, Resident A's family has been able to call the home to speak with Resident A, despite the loss of the personal tablet.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Employees financially exploit residents.**

**INVESTIGATION:**

Ms. Moyer denied selling another resident a tablet charger.

I interviewed Resident C in the home. Resident C denied that Ms. Moyer sold her a charger for any device.

<b>APPLICABLE RULE</b>	
<b>R 400.14305</b>	<b>Resident protection.</b>
	<b>(1) A resident shall be assured privacy and protection from moral, social, and financial exploitation.</b>
<b>ANALYSIS:</b>	Both Ms. Moyer and Resident C denied that Ms. Moyer sold a Resident C or any other resident a charger.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

**ALLEGATION:**

**Employees allow residents access to the restricted medication area.**

**INVESTIGATION:**

On 4/14/23, Ms. Moyer denied that a resident opened the medicine cabinet during Resident A's visit. She displayed the key to the cabinet which was on her person

bound to her clothing with a chain. Ms. Moyer walked me over to the medication cabinet, which was locked.

Resident B stated that she believed Resident A's visitor was filming them in the home and confronted the visitor about doing so. Resident B denied that she opened the medicine cabinet with a key. She stated that only employees have access to the key and the contents of the cabinet.

<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 {333.1101 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>	Both Ms. Moyer and Resident B denied that Resident B opened the medication cabinet during Resident A's family visit. I observed the key on Ms. Moyer's person, and the medication cabinet was locked during my onsite inspection.
<b>CONCLUSION:</b>	<b>VIOLATION NOT ESTABLISHED</b>

On 5/9/23, I conducted an exit conference with licensee Vicky Cates. I shared my findings and Ms. Cates agreed with the conclusions reached.

**IV. RECOMMENDATION**

I recommend no change to the status of this license.



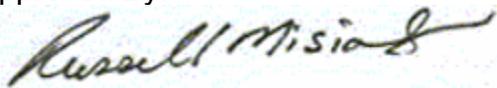
5/9/23

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Dwight Forde  
Licensing Consultant

Date

Approved By:



5/10/23

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Russell B. Misiak  
Area Manager

Date