



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

July 29, 2024

Sherri Turner  
Adult Learning Systems-Lower Michigan  
Suite F  
8170 Jackson Road  
Ann Arbor, MI 48103

RE: License #: AS470082248  
Investigation #: 2024A0466051  
Norton Home

Dear Ms. Turner:

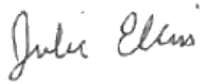
Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan is required. The corrective action plan is due 15 days from the date of this letter and must include the following:

- 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.

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 cursive script that reads "Julie Elkins".

Julie Elkins, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS470082248
<b>Investigation #:</b>	2024A0466051
<b>Complaint Receipt Date:</b>	07/15/2024
<b>Investigation Initiation Date:</b>	07/15/2024
<b>Report Due Date:</b>	09/13/2024
<b>Licensee Name:</b>	Adult Learning Systems-Lower Michigan
<b>Licensee Address:</b>	Suite F 8170 Jackson Road Ann Arbor, MI 48103
<b>Licensee Telephone #:</b>	(734) 408-0112
<b>Administrator:</b>	Tracie Schier
<b>Licensee Designee:</b>	Sherri Turner
<b>Name of Facility:</b>	Norton Home
<b>Facility Address:</b>	4238 Norton Howell, MI 48843
<b>Facility Telephone #:</b>	(734) 408-0112
<b>Original Issuance Date:</b>	09/27/1999
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	07/18/2023
<b>Expiration Date:</b>	07/17/2025
<b>Capacity:</b>	6
<b>Program Type:</b>	DEVELOPMENTALLY DISABLED

## II. ALLEGATION:

	Violation Established?
The facility had pipes burst and fill the dwelling with sewage on 07/01/2024.	Yes
Additional Findings	Yes

## III. METHODOLOGY

07/15/2024	Special Investigation Intake 2024A0466051.
07/15/2024	Special Investigation Initiated – Telephone call from Tracie Shier, administrator.
07/15/2024	APS Referral Does not apply no residents in facility currently and no concern of abuse/neglect.
07/15/2024	Contact - Document Sent ORR Elizabeth Simon.
07/15/2024	Contact - Document Sent Tracie Shier, administrator.
07/15/2024	Contact - Document Received from Tracie Shier.
07/15/2024	Contact- email sent to CMH.
07/16/2024	Contact- Telephone call to Sherri Turner.
07/19/2024	Contact - Document Received from Sherri Turner.
07/22/2024	Contact- Telephone call to Sherri Turner.
07/22/2024	Exit Conference with licensee designee Sherri Turner.

**ALLEGATION:** The facility had pipes burst and fill the dwelling with sewage on 07/01/2024.

### INVESTIGATION:

On 07/15/2024, administrator Tracie Schier reported that the toilets at the facility were backed up and a plumber was called out on 7/1/2024. Administrator Schier reported that during the process of unclogging the toilets, pipes burst that were in the ceiling in the basement causing sewer water to come into the facility. Administrator Schier reported that Serv Pro came out on 7/2/23 to inspect damage and it was discovered that the damage was more extensive than determined on

7/1/2024. Administrator Schier reported that they were directed by community mental health (CMH) of Livingston County to move the residents out of the home on 7/3/2024 due to the extensive damage reported by ServPro. Administrator Schier reported that the residents have been at the Baymont Hotel in an adjoining hotel room with 24-hour staffing since 7/3/2024. Administrator Schier reported that it is projected that they will be displaced for several months as the facility is repaired.

I reviewed an invoice dated 07/01/2024 from Pete Black Plumbing for drains that were backed up on 07/01/2024.

I reviewed an invoice from ServPro of Brighton/Howell which was dated 07/03/2024 and documented Restoration/Service/Remodel that was needed. Water extraction & remediation was recommended for the following:

- Office: Carpet & pad removal Drywall cuts Base trim & casing removal Steam rinse Antimicrobial treatment Content manipulation.
- Kitchen/Hallway: Vinyl floor removal Base trim & casing removal Drywall and wood paneling cuts Steam rinse Antimicrobial treatment Removal of small area of hardwood.
- Bedroom: Vinyl floor removal Base trim & casing removal Drywall cuts Steam rinse Antimicrobial treatment Content manipulation Bathroom One: Flooring removal Base trim & casing removal Vanity removal.
- Bath/Shower removal Drywall cuts perimeter of room Steam rinse Antimicrobial treatment.
- Bathroom Two: Tile floor removal Base trim & casing removal Vanity removal Shower removal Drywall cut perimeter of room Steam rinse Antimicrobial treatment. Removal of 50% of hardwood floor Base trim & casing removal Drywall cuts Detach washer & dryer Steam rinse Antimicrobial treatment.
- Stairwell to Basement: Removal drywall wall & ceiling Removal of carpet & pad on stairs Steam rinse Antimicrobial treatment.
- Basement Main Area: Removal carpet, pad & tack strip Drywall cuts Base trim & casing removal Steam rinse Antimicrobial treatment Content manipulation.
- Basement Storage Room: Detach shelf Removal of drywall Steam rinse Antimicrobial Content manipulation.
- Basement Kitchen: Removal of carpet, pad & tack strip Base trim & casing removal Removal of ceiling tiles Drywall removal Steam rinse Antimicrobial treatment.
- Basement Bedroom: Removal of vinyl flooring Drywall removal Base trim & casing removal Steam rinse Antimicrobial treatment Content manipulation.
- Basement Mech Room: Drywall cuts Steam Rinse.
- Basement Bathroom: Vanity removal Shower removal Ceiling tile removal Drywall removal Vinyl floor removal Steam rinse Antimicrobial treatment.

On 07/16/2024, licensee designee Sherri Turner confirmed that the facility has extensive damages from plumbing issues which began on 07/01/2024. Licensee designee Turner reported that the staff and residents have been at a hotel since

07/03/2024 as she looks for more permanent accommodations such as a rental house or apartments.

<b>APPLICABLE RULE</b>	
<b>R 400.14403</b>	<b>Maintenance of premises.</b>
	<p><b>(1) A home shall be constructed, arranged, and maintained to provide adequately for the health, safety, and well-being of occupants.</b></p> <p><b>(5) Floors, walls, and ceilings shall be finished so as to be easily cleanable and shall be kept clean and in good repair.</b></p> <p><b>(6) All plumbing fixtures and water and waste pipes shall be properly installed and maintained in good working condition. Each water heater shall be equipped with a thermostatic temperature control and a pressure relief valve, both of which shall be in good working condition.</b></p>
<b>ANALYSIS:</b>	Based on the information above, the home is not constructed adequately for the health safety, and well-being of the residents due to extensive damage caused by plumbing issues that began on 7/01/24. The facility remains uninhabitable and is currently unoccupied due repairs that need to be made.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### **ADDITIONAL FINDINGS:**

#### **INVESTIGATION:**

Administrator Schier and licensee designee Turner reported that the toilets at the facility were backed up and a plumber was called out on 7/1/2024. Administrator Schier reported that during the process of unclogging the toilets pipes burst causing sewer water to come into the facility. Administrator Schier reported that Serv Pro came out on 7/2/23 to inspect damage and it was discovered that the damage was extensive and the facility was directed by CMH of Livingston County to move the residents out of the home on 7/3/2024 due to the damage. Based on the reported damages by ServPro, the invoice I reviewed documented a cost of \$15,500.00 for restoration service, remodel water extraction and mediation. Although the damage of this incident is greater than \$5,000, the department was not notified until 07/15/2024 which was beyond the 48-hour requirement.

<b>APPLICABLE RULE</b>	
<b>R 400.14403</b>	<b>Maintenance of premises.</b>
	<b>(15) A written report shall be made to the adult foster care licensing division of the department, the resident's designated representative, and the responsible agency</b>

	<b>within 48 hours, excluding holidays and weekends, of the occurrence of any fire and property damage of more than \$5,000.00.</b>
<b>ANALYSIS:</b>	Based on the reported damages by ServPro, the invoice I reviewed documented a cost of \$15,500.00 for restoration service, remodel, water extraction and mediation. Although the damage of this incident is greater than \$5,000, the department was not notified until 07/15/2024 which was beyond the 48-hour requirement.
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Based upon the damage to the physical plant of the facility making it inhabitable, I recommend the status of the license remains the same, pending approval of a written corrective action plan. If the facility is not repaired in a timely fashion, another special investigation may be opened.

*Julie Elkins*

07/22/2024

Julie Elkins  
Licensing Consultant

Date

Approved By:

*Dawn Timm*

07/24/2024

Dawn N. Timm  
Area Manager

Date