



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

November 26, 2024

JoAnn Freeland
Golden Years Adult Foster Care Home, Inc.
90 E. Hallett Street
Hillsdale, MI 49242

RE: License #: AM300302646
Investigation #: 2025A1032002
Golden Years AFC Homes Inc.

Dear JoAnn Freeland:

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
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 #:	AM300302646
Investigation #:	2025A1032002
Complaint Receipt Date:	10/08/2024
Investigation Initiation Date:	10/09/2024
Report Due Date:	12/07/2024
Licensee Name:	Golden Years Adult Foster Care Home, Inc.
Licensee Address:	90 E. Hallett Street, Hillsdale, MI 49242
Licensee Telephone #:	(616) 795-2433
Administrator:	JoAnn Freeland
Licensee Designee:	JoAnn Freeland
Name of Facility:	Golden Years AFC Homes Inc.
Facility Address:	1885 S. Osseo Road, Osseo, MI 49266
Facility Telephone #:	(517) 523-2100
Original Issuance Date:	06/29/2010
License Status:	REGULAR
Effective Date:	01/22/2023
Expiration Date:	01/21/2025
Capacity:	11
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Employees smoke marijuana on shift.	No
Employees are rude toward residents.	No
Additional Findings	No

III. METHODOLOGY

10/08/2024	Special Investigation Intake 2025A1032002
10/09/2024	Special Investigation Initiated - Letter Email received from Lifeways
10/17/2024	Inspection Completed On-site
11/07/2024	Contact - Document Received Email received from Lifeways
11/26/2024	Exit Conference

ALLEGATION:

Employees smoke marijuana on shift.

INVESTIGATION:

On 10/9/24, I received an email from Lifeways Recipients Rights Officer Ashlee Griffes, detailing a past recipients rights complaint brought to her attention from the facility. The incident referenced occurred in August 2024, and the employee was terminated. The complaint did not reference marijuana use.

On 10/17/24, I interviewed employee Kelly Ledyard in the facility. Ms. Ledyard denied observing other staff members smoking marijuana during a shift.

I interviewed employee Taylor Roberts in the facility. Ms. Roberts denied observing anyone smoking marijuana on the job. Ms. Roberts stated that employees do smoke cigarettes during breaks.

During my onsite inspection, I observed employees and residents bringing in supplies from a recent shopping trip. Employees did not appear to have difficulty attending to resident needs or displaying evidence of psychomotor impairments.

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	(2) Direct care staff shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.
ANALYSIS:	Based on information received from Lifeways Office of Recipient Rights, interviews with employees and my observations while onsite, there is insufficient evidence to establish a violation that employees were not suitable to meet resident needs.
CONCLUSION:	VIOLATION NOT ESTABLISHED

ALLEGATION:

Employees are rude toward residents.

INVESTIGATION:

On 10/17/24, employee Kelly Ledyard denied that employees are verbally abusive toward the residents.

Employee Taylor Roberts stated that sometimes employees may raise their voices to get a resident's attention, especially if the resident is hard of hearing. Ms. Roberts made reference to an ex employee who did not report for her shift as making skewed complaints about the home.

I interviewed Resident A in the facility. Resident A reported that she enjoys being in the facility and feels comfortable around staff and other residents. She reported that she has been at Golden Years since June 2024.

I interviewed employee Regina Johnston in the facility. Ms. Johnston denied being verbally abusive toward residents. She stated that there was a recent incident where a resident had contraband on her person, she retrieved it and the resident became agitated. In order to deescalate the situation, Ms. Johnston removed herself from the resident, so as not to present a continued target.

I observed a positive interaction between Ms. Johnston and Resident B, who was identified as a resident who had attacked her in the past.

I attempted to interview Resident B, but was unable to do so due to a mental condition.

I interviewed Home Manager Nicole Turpin in the facility. Ms. Turpin stated that on October 3rd, she held an all staff meeting to address use of phones while on shift. Ms. Turpin denied receiving any recent complaints about specific employees not performing as they should or being rude to residents.

On 11/7/24, Lifeways Recipients Rights Officer Ashlee Griffes stated via email that Lifeways had facilitated training, and that the agency would do so when new employees are hired.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Based on interviews with employees and a resident, as well as my observations, there is insufficient evidence to establish a violation about resident protection. An employee was able to demonstrate knowledge of de-escalation techniques in the face of resident non-compliance.
CONCLUSION:	VIOLATION NOT ESTABLISHED

On 11/26/24, I conducted an exit conference with licensee designee Joann Freeland. I shared my findings and Ms. Freeland agreed with the conclusions reached.

IV. RECOMMENDATION

I recommend no change to the status of this license.

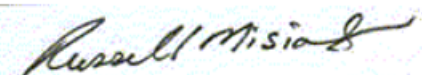


11/26/24

Dwight Forde
Licensing Consultant

Date

Approved By:



11/27/24

Russell B. Misiak
Area Manager

Date