



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

December 12, 2024

Ronald Paradowicz  
Courtyard Manor Farmington Hills Inc  
Suite 127  
3275 Martin  
Walled Lake, MI 48390

RE: License #: AL630007352  
Investigation #: 2025A0605002  
Courtyard Manor Farmington Hills II

Dear Ronald Paradowicz:

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. Failure to submit an acceptable corrective action plan will result in disciplinary action.

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 (248) 975-5053.

Sincerely,

A handwritten signature in dark ink, reading "Frodet Dawisha". The signature is written in a cursive, flowing style. The name "Frodet" is written in a larger, more prominent script than "Dawisha".

Frodet Dawisha, Licensing Consultant  
Bureau of Community and Health Systems  
3026 W. Grand Blvd  
Cadillac Place, Ste 9-100  
Detroit, MI 48202  
(248) 303-6348

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AL630007352
<b>Investigation #:</b>	2025A0605002
<b>Complaint Receipt Date:</b>	10/16/2024
<b>Investigation Initiation Date:</b>	10/16/2024
<b>Report Due Date:</b>	12/15/2024
<b>Licensee Name:</b>	Courtyard Manor Farmington Hills Inc
<b>Licensee Address:</b>	Suite 127 3275 Martin Walled Lake, MI 48390
<b>Licensee Telephone #:</b>	(248) 926-2920
<b>Administrator:</b>	Ronald Paradowicz
<b>Licensee Designee:</b>	Jim Cubr
<b>Name of Facility:</b>	Courtyard Manor Farmington Hills II
<b>Facility Address:</b>	29760 Farmington Road Farmington Hills, MI 48334
<b>Facility Telephone #:</b>	(248) 539-0104
<b>Original Issuance Date:</b>	08/25/1993
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	06/15/2024
<b>Expiration Date:</b>	06/14/2026
<b>Capacity:</b>	20
<b>Program Type:</b>	PHYSICALLY HANDICAPPED/AGED/ALZHEIMERS DEVELOPMENTALLY DISABLED/MENTALLY ILL

## II. ALLEGATION(S)

	Violation Established?
<b>Residents at this facility were being held down by staff and given injections even though the residents refused. The facility had court orders and orders from the psychiatrist to administer the injections by any means if the residents refuse.</b>	Yes

## III. METHODOLOGY

10/16/2024	Special Investigation Intake 2025A0605002
10/16/2024	APS Referral Adult Protective Services (APS) referral
10/16/2024	Special Investigation Initiated – Letter Referral to Adult Protective Services (APS)
10/17/2024	Inspection Completed On-site Conducted unannounced on-site investigation
12/02/2024	Contact - Telephone call made Interviewed registered nurse (RN), Resident A's daughter, Dr. Ruza, Left messages for direct care staff (DCS) and Programs of All-Inclusive Care for the Elderly (PACE) case managers.
12/02/2024	Contact - Telephone call received Discussed allegations with PACE
12/03/2024	Contact - Telephone call received Discussed allegations with DCS and PACE
12/04/2024	Contact - Document Received Email from APS stated that referral was denied
12/05/2024	Contact - Telephone call received Interviewed supervisor/medication technician regarding the allegations
12/05/2024	Contact - Document Sent Email sent and received from LPN Marlene Jones

12/05/2024	Contact - Telephone call made Interviewed medication technician Sharon Wiggins and left message for Latoshia Stoddard
12/09/2024	Contact - Telephone call made Left second message for medication technician Latoshia Stoddard
12/09/2024	Contact – Telephone call received Interviewed medication technician Latoshia Stoddard
12/09/2024	Exit Conference Conducted the exit conference with licensee designee Ron Paradowicz

#### **ALLEGATION:**

**Residents at this facility were being held down by staff and given injections even though the residents refused. The facility had court orders and orders from the psychiatrist to administer the injections by any means if the residents refuse.**

#### **INVESTIGATION:**

On 10/16/2024, intake #202919 was assigned for investigation regarding residents being held down by staff after refusing their medication injections.

On 10/16/2024, I made a referral to Adult Protective Services (APS) regarding the allegations.

On 10/17/2024, I conducted an unannounced on-site investigation. I interviewed Director of Operations Belinda Hunter regarding the allegations. Ms. Hunter was informed by Licensed Practical Nurse (LPN) Marlene Jones that a couple of residents have court orders for their medications. This meant that “they (residents) have to get their medications because of the court order.” Ms. Hunter has never seen the court orders and was only informed by the LPN about these court orders. Ms. Hunter denied witnessing any staff member holding residents down and medication technicians administered the injections.

On 10/17/2024, I interviewed LPN Marlene Jones regarding the allegations. Ms. Jones advised that during a conference call with Dr. Ruza and the guardian of Resident A, it was stated that Resident A had a court order to receive her injections. It was also verbally stated by Dr. Ruza and Resident B’s guardian that Resident B had a court order to receive injections. Ms. Jones has never received a court order for Resident A nor Resident B. Medication technicians and Ms. Jones along with the RN Tammy Lemieux are the only staff that administers medications and/or injections. These injections are psychotropic medications that are administered either as scheduled or as

an “as needed” medication. According to Resident A’s guardian, their court order was expired regarding receiving the injection. Resident A is non-compliant with all her medications. She has been refusing her medications since being admitted into this facility. Whenever a resident refuses their medication, Ms. Jones contacts the prescribing physician and, in this case, Dr. Ruza. Dr. Ruza would advise that the injection is court ordered so the resident must agree to receive it and that the guardians also agree that this injection must be administered so the medication technician then administers it to the resident. Resident B sometimes refuses her injection, but when that happens, Resident B’s daughter is contacted via telephone and/or Facetime and the daughter can persuade Resident B to receive the injection. Then Ms. Jones or the medication technician administers the injection after Resident B agrees. All the medication technicians have administered injections at some point, but Ms. Jones is unsure if the medication technician still administered the injection even after the resident refused. She and Dr. Ruza have a biweekly meeting discussing all residents’ medications and during that time, he makes any changes to their medications if needed.

On 10/17/2024, I interviewed direct care staff (DCS) Bryana Crawford regarding the allegations. Ms. Crawford has been with this corporation since end of June 2024. She does not administer medications. There are three residents whom she is aware of that receive injections: Resident A, Resident B, and Resident C. Resident A receives her injections monthly, but Ms. Crawford never witnessed Resident A refusing her injections and never witnessed any staff member holding Resident A down and administering the injections after Resident A refused. Ms. Crawford has witnessed Resident C receiving her injections but stated that Resident C would allow the medication technician to administer the injection but then later Resident C would complain that she never agreed to receiving the injection even though Ms. Crawford her Resident C agree. Ms. Crawford does not know anything about court orders, nor has she been informed of any staff member holding a resident down to receive injections. Residents have never reported any concerns to her.

On 10/17/2024, I interviewed DCS Janay Greer regarding the allegations. Ms. Greer has been working for this corporation since 01/30/2023. She does not administer medications. There are three residents who receive injections: Resident A, Resident B, and Resident C. She has never heard that any of these residents refused their injections and has never witnessed any staff member hold any resident down to receive an injection. However, Resident C told Ms. Greer “I said I did not want the shot, and I still got it.” Resident C did not say who gave her the shot, nor did she say she was held down. Resident C receives the injection as an “as needed,” medication due to her behaviors. Ms. Greer stated, “Resident C always has behaviors.” Ms. Greer has not heard anything about a court order or that a resident must receive their injection and/or medication even if they refuse.

On 10/17/2024, I interviewed medication technician Jaslin Allen regarding the allegations. Ms. Allen has worked for this corporation since May 2024. Medication technicians and the LPN Ms. Jones and the RN Tammy Lemieux are the only individuals who administer medications including injections. Ms. Allen stated that Resident A,

Resident B, and Resident C receive injections; however, since she has been at this facility she has not had to administer anyone their injections. Resident A receives a monthly injection and Ms. Allen has never witnessed any staff member hold Resident A down and a medication technician or an LPN or an RN administered the injection. Resident B has behaviors and receives an “as needed” injection but Ms. Allen has never witnessed any staff member hold Resident B down and administer an injection. She has never been informed of a court order or that a resident must receive their medication including an injection even if they refuse. Ms. Allen stated, “I was trained by LPN, Ms. Jones and Ms. Jones said, if they refuse then they refuse as they have the right to refuse.” Ms. Allen has never administered a medication to a resident after that resident has refused to take their medication.

On 10/17/2024, I reviewed Resident A’s, Resident B’s, and Resident C’s medications.

- Resident A’s **Haloper DEC 50MG/ML** monthly. Injection began 08/07/2024; Resident A received the injection on 09/09/2024, and on 10/06/2024, it was documented “Resident A said, No,” so the injection was NOT administered.
- Resident B’s **Risperidone Ing 50MG ER** Inject one prefilled syringe every two weeks. Injection began 10/11/2024 and Resident B has refused all injections. On 10/11/2024, it was documented in the medication log that “Resident B said, No.” The injection was NOT administered.
- Resident C’s **Fluphenaz De 25MG/ML** every two weeks. Injection began 10/11/2024 and was administered at 8AM on 10/11/2024.

On 10/17/2024, I interviewed Resident A regarding the allegations. Resident A moved into this facility May 2024. She was told by Dr. Ruza that if she is not taking her pill medications then she will have to get injections. She stated, “I don’t have dementia and I’m not mentally ill.” She is forced to have a case manager with PACE even though she does not want one. She stated, “Marlene gave me a shot and Latoshia held me down.” Resident A stated the injection was given to her on 09/09/2024. Resident A then stated, “Marlene told me it was court ordered.” She was unable to provide any further details.

On 10/17/2024, I attempted to interview Resident B regarding the allegations, but Resident B stated, “I don’t know her, and I don’t want to talk to her.”

On 10/17/2024, I attempted to interview Resident C, but Resident C did not want to talk to me either as she was eating lunch.

On 10/17/2024, I interviewed the administrator Jim Cubr regarding the allegations. Mr. Cubr does not know about any resident including Resident A, Resident B, and Resident C that were held down by staff and a medication technician or Ms. Jones or Ms. Lemieux administered an injection after the resident refused. He heard about court orders but has never seen one until he received Resident A’s court order, which was a petition for mental health treatment that expired on 02/09/2024. Resident A’s order is for Resident A to receive mental health treatment which includes medication including injectables. However, the court order has checked the box for “hospital,” and there is nothing in the

order that stated “facility,” or “Courtyard Manor of Farmington Hills.” Mr. Cubr stated that Residents A, B, nor C have informed him that they were held down by staff and someone administered an injection after they refused. Dr. Ruza and LPN Marlene Jones are responsible for all medications for the residents who are under Dr. Ruza’s care. Residents A and C are PACE recipients; therefore, the PACE nurse gets contacted sometimes when these residents are having a behavioral and refuse their “as needed,” medications that may include injectables. The PACE nurse comes to this facility and administers the injections.

A discussion began with Mr. Cubr, Ms. Hunter, and Ms. Jones regarding PACE nurse administering injections at this facility when a resident refuses. It was recommended that since Resident C attends PACE workshop that the PACE nurse administers the injections at PACE workshop and not at this facility. Ms. Jones will be speaking with PACE during their meetings to recommend that the PACE nurse only administers Resident C’s injections at PACE and not at this facility for all liability purposes. Concerns were discussed regarding Resident A reporting that she was held down by staff and given an injection of her medication by Ms. Jones after she refused. Mr. Cubr stated that he has never witnessed any staff member hold Resident A down and Ms. Jones administered the injection. Residents have the right to refuse and when that happens, it is documented on the medication log and then Dr. Ruza is contacted. The resident is usually sent to the hospital per Dr. Ruza if their behaviors are placing that resident or other residents and/or staff at risk of harm.

On 12/02/2024, I interviewed Amber from Resident A’s legal guardians’ office Marlana Geha. Resident A is through PACE. Prior to being admitted into Courtyard Manor of Farmington Hills, Resident A was refusing all her medications for about a year even though she needed it. When admitted into this facility, Resident A was “better,” but continued to refuse her medical treatment including medications. This is part of her behavior. Amber stated she nor Ms. Geha have received telephone calls from Resident A or any one from this facility stating that Resident A refused her injection but was held down and a staff member administered it to her anyway. Ms. Geha visits Resident A twice monthly and each visit Resident A expresses how much she likes living there. Amber will have Ms. Geha call if there are any concerns that Ms. Geha has about this facility.

On 12/02/2024, I interviewed Resident B’s daughter/durable power of attorney (DPOA) regarding the allegations. Resident B has dementia and can become violent and erratic at times. She is non-compliant with her medical treatment including medications. Dr. Ruza has been Resident B’s psychiatrist for about eight years. She initially was on a liquid form of Risperidone, but due to her refusal to take the medication, he changed it to an injection. Resident B has been kicked out other facilities due to her non-compliance and behavior, so the daughter/DPOA is happy that this facility is working with Resident B and not just discharging her because of her behaviors. The daughter/DPOA stated that Resident A had to be restrained because of her violent behaviors. She elaborated and stated, “staff have to hold her hands down she hits other residents or herself.” She then said, “once or twice she was held down to give her



medications.” I asked her to elaborate, and she stated, “Staff don’t hold her down, they call the ambulance or the police who transport her to the hospital and the hospital administers the injection when she is restrained.” The daughter/DPOA was informed that when Resident B refused the injection, it gets disposed of. The daughter/DPOA advised staff to call her when Resident A refuses the injection. The daughter/DPOA or the DPOA’s husband talk to Resident B, calming her down and then Resident B agrees to the injection, and it gets administered, but then afterwards Resident B will say she did not want it. The daughter/DPOA has never witnessed staff holding her mother down to give her an injection. She reported no concerns about the care her mother received or this facility.

On 12/02/2024, I contacted this facility’s RN Tammy Lemiux regarding the allegations. Ms. Lemiux has been with this corporation for more than five years. She is responsible for buildings three and four. She is unaware of any resident being held down by staff and Ms. Jones or a medication technician administered an injection. If a resident refused a medication including an injection, Dr. Ruza is contacted who usually has the resident petitioned out to the hospital and then the hospital administers the injection. Ms. Jones mentioned to Ms. Lemiux about some residents having a court order, but Ms. Lemiux has never seen a court order. Ms. Lemiux has never administered a medication including an injection to a resident that refused the medication. She had no other information.

On 12/02/2024, I contacted this facility’s psychiatrist Dr. Ruza regarding the allegations. Dr. Ruza denied he has ever advised any staff member at this facility to administer an injection and/or a medication after the resident has refused. He stated, “if a resident refuses, it is not my position to have to give it. I can’t force staff to give medications even with a court order a resident can refuse.” Dr. Ruza does not have any court orders that state a medication including an injection was court order to be given. When a resident has a behavior that escalates to self-harm or harm to others and refused the “as needed,” medication/injection, he has this facility petition them out to the emergency room. When that resident returns from the hospital and requires the injection for their behavior and refused it, he would never force staff to administer the injection. He stated, “I would not jeopardize my license.”

On 12/02/2024, I contacted PACE case manager (CM) Linda Baldrige regarding the allegations. Ms. Baldrige was Resident A’s CM, but not since she moved into this facility. Resident A was transferred to another CM which Ms. Baldrige will have that person contact me.

On 12/02/2024, I received a call from Ariel Farley with PACE regarding Resident A. Ms. Farley is the supervisor of PACE and is aware of Resident A. Resident A has been with PACE since late August 2021. The entire three years with PACE, Resident A has refused to come to PACE, has been non-compliant with all medical treatment including medications. Prior to this facility, Resident A went on a hunger strike when she lived at St. Joseph Manor. She was discharged from there and admitted into this facility. She continues to be non-compliant with all services. Her mental health treatment is

managed by Dr. Ruza, not by PACE; therefore, she cannot speak to those services; however, there was an involuntary treatment order that was in effect until 02/09/2024. That court order was signed by a judge which stated that if Resident A refused her injection medication, she was then transported to the hospital with the treatment order and then the hospital will administer the injection. She has not received any calls/concerns from Resident A nor anyone else regarding Resident A being held down by staff at this facility and that staff administered the injection after Resident A refused. She will have Resident A's current CM call me.

On 12/03/2024, I received a telephone call from Resident A's social worker (SW) CM Maria Sheehy with PACE. Resident A is not interested in PACE's services. She refuses to come to PACE and refuses Ms. Sheehy to visit her at this facility; therefore, all contact has been via telephone with Resident A. Resident A has missed healthcare appointments, is non-compliant with the clinical treatment team and possibly her medications. Ms. Sheehy had very limited knowledge of Resident A due to Resident A's non-compliance.

On 12/03/2024, I received a return call from medication technician Nakisha Smith. She has been with this corporation for five years. She does not work in building II but has in the past. She has never administered an injection to Resident A nor any other resident if they refused. She stated, "the resident will say no shot, no shot, so I don't give it if they say that. I document it and then tell Marlene they said, No." Ms. Smith was trained by the LPN, Marlene Jones that a resident can refuse and if the resident refused, then do not administer the medication. Ms. Smith has never witnessed any staff member hold a resident down and she nor another medication technician including Ms. Jones administered an injection.

On 12/05/2024, I received a return call from supervisor/medication technician Latanya Nelson. Ms. Nelson is the supervisor for all four buildings. She initially was responsible for only buildings III and IV, but now is responsible for all buildings. Ms. Nelson has never witnessed staff hold a resident down to have an injection administered after that resident refused. She is not too familiar with Residents A, B, and C, but stated she has never observed any of these residents being held down to receive a medication including an injection. She has never administered an injection or a medication to a resident that refused. The protocol is to try at least three times offering the medication and/or injection to the resident and if they still refuse, then it is documented in their medication log and that medication is disposed of. She then reports it to the LPN or the RN. She does not know anything about a court order, nor has she ever seen a court order for any resident regarding injections and/or medications.

On 12/05/2024, I emailed LPN Marlene Jones regarding Resident A's injection administered on 09/09/2024 where Resident A stated she was held down by a staff member named "Latoshia," and Ms. Jones administered the injection. Ms. Jones stated, "according to the administration notes, Latoshia Stoddard (734-334-8525) was the medication technician that worked 08/08/2024. I did not witness Latoshia holding down this resident and neither did I. I was told by Latoshia that she refused her injection from

her and so Latoshia had asked me to try. Latoshia and I both went back to the room, and I asked Resident A if I could give her the injection. The resident sat in her bed and rolled herself over on her left side and pulled her own pants down exposing her right butt cheek and said to give shot there." Ms. Jones then stated, "On 09/09/2024, Sharon Wiggins was the medication technician, and the exact same thing happened. Resident A refused the injection from Sharon and so she asked me to try. Sharon and I both went back to the room, and I asked Resident A if I could give her the injection. Resident A sat in her bed and rolled herself over on her left side and pulled her own pants down exposing her right butt cheek and said to give shot there again." On 10/06/2024 and 11/05/2024 Resident A refused the injection from the medication technicians working and from me when offered three times. They were not given, and it was documented resident refused and said no.

Ms. Jones emailed the medication log for Resident A showing documentation that Resident A received the **Haloper DEC 50MG/ML** injection on 08/08/2024 by Latoshia Stoddard at 10:46AM, "given left gluteal," and administered on 09/09/2024 by Sharon Wiggins at 1:17PM, "left glute per resident."

On 12/05/2024, I interviewed medication technician Sharon Wiggins. On 09/09/2024, Resident A initially refused the injection, so Ms. Wiggins informed the LPN, Marlene Jones who stated she will try. Both Ms. Jones and Ms. Wiggins went into the bedroom and Resident A agreed to have Ms. Jones administer the injection. Ms. Wiggins denied ever holding Resident A down to allow Mr. Jones to administer the injection. She cannot recall how Ms. Jones administered the injection but stated that Resident A agreed to receive the injection that day. Ms. Wiggins stated that any resident has a right to refuse and if they do, then she informs Ms. Jones and if they continue to refuse after Ms. Jones has tried, then it is documented on the medication log. Ms. Wiggins has never been informed by Resident A, Resident B, or Resident C that a staff member held them down and another staff member administered an injection after they refused. Ms. Wiggins stated that is something that they do not do at this facility.

On 12/09/2024, I received a return call from medication technician Latoshia Stoddard. She denied administering an injection to Resident A but has administered several injections of Haldol to Resident B. Resident B has behaviors of violence towards staff and other residents. These behaviors such as spitting and hitting increase when staff attempt to provide care such as showering. When Resident B has a behavior, Ms. Stoddard administers the Haldol injection. Resident B does not say "No," to the injection, but begins spitting and hitting staff. Ms. Stoddard will have staff hold down Resident's B arm on the side and administer the injection in her deltoid and then have staff sit with Resident B until she calms down. After she calms down, staff can then provide care without incident. Ms. Stoddard has never been informed there is a court order regarding any resident at this facility and only administers medications that are on the medication record. If a resident received an "as needed," medication, in Resident B's case the Haldol injection and her behavior has not subsided after then the LPN or RN reaches out to Dr. Ruza to advise of the next course of action and that may be to administer addition dosage of that injection to Resident A. Ms. Stoddard stated that

Resident B has never refused the injection, Resident B just does not say anything and only spits and hits staff. Ms. Stoddard stated that Resident C gets her injection on her gluteal and never has refused.

On 12/09/2024, conducted the exit conference with licensee designee Ron Paradowicz regarding my findings. Mr. Paradowicz acknowledged the findings and stated he will follow-up with this facility to ensure that PACE staff will be administering injections to residents that are prescribed with injections at PACE and not at this facility. He also agreed to submitting a corrective action plan.

<b>APPLICABLE RULE</b>	
<b>R 400.15304</b>	<b>Resident rights; licensee responsibilities.</b>
	<p><b>(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:</b></p> <p><b>(m) The right to refuse treatment and services, including the taking of medication, and to be made aware of the consequences of that refusal.</b></p>
<b>ANALYSIS:</b>	<p>Based on my investigation and information gathered, Resident A refused her medication injection <b>Haloper DEC 50MG/ML</b> but stated she was held by staff Latoshia Stoddard while LPN Marlene Jones administered the injection. Ms. Jones and Ms. Stoddard denied holding Resident A down to administer the injection. However, Ms. Stoddard confirmed that she has had staff hold Resident B's arm down and administer an injection of Haldol because Resident B spits and is violent towards staff when staff try to provide care. Ms. Stoddard stated that Resident B never says "no," to the injection, but Resident B behaves in a violent manner towards staff and other residents; therefore, Ms. Stoddard has staff hold Resident B's arm and then administers the injection. There are no court orders to reflect that residents must receive their injections even if they refuse.</p> <p>According to Dr. Ruza, he has never directed, nor has he told any staff at this facility to administer an injection after a resident has refused.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

#### IV. RECOMMENDATION

Contingent upon receiving an acceptable corrective action plan, I recommend no change to the status of the license.



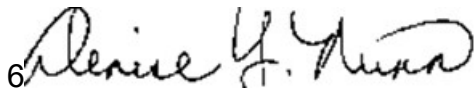
12/09/2024

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Frodet Dawisha  
Licensing Consultant

Date

Approved By:



12/12/2024

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Denise Y. Nunn  
Area Manager

Date