



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

February 11, 2025

Lisa Hanson
AIM TO PLEASE HOME CARE INC
2077 Mill Road
Flint, MI 48532

RE: License #:	AS250404207
Investigation #:	2025A0123017
	Mill Road Home

Dear Lisa Hanson:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 (517) 643-7960.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Shamidah Wyden', written in a cursive style.

Shamidah Wyden, Licensing Consultant
Bureau of Community and Health Systems
411 Genesee
P.O. Box 5070
Saginaw, MI 48607
989-395-6853

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS250404207
Investigation #:	2025A0123017
Complaint Receipt Date:	01/16/2025
Investigation Initiation Date:	01/17/2025
Report Due Date:	03/17/2025
Licensee Name:	AIM TO PLEASE HOME CARE INC
Licensee Address:	2077 Mill Road Flint, MI 48532
Licensee Telephone #:	(810) 339-6841
Administrator:	Lisa Hanson
Licensee Designee:	Lisa Hanson
Name of Facility:	Mill Road Home
Facility Address:	2077 Mill Road Flint, MI 48532
Facility Telephone #:	(810) 339-6841
Original Issuance Date:	04/07/2021
License Status:	REGULAR
Effective Date:	10/07/2023
Expiration Date:	10/06/2025
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Staff members of the AFC home make Resident A clean the bathroom, even after other residents.	No
The toilet appears to be neglected.	Yes

III. METHODOLOGY

01/16/2025	Special Investigation Intake 2025A0123017
01/16/2025	APS Referral Information received regarding APS referral.
01/17/2025	Special Investigation Initiated - Telephone I spoke with adult protective services investigator Dan Spalthoff.
01/24/2025	Inspection Completed On-site I conducted an unannounced on-site.
02/06/2025	Contact- Telephone call made I spoke with licensee designee Lisa Hanson.
02/06/2025	Exit Conference With licensee designee Lisa Hanson.

ALLEGATION:

- **Staff members of the AFC home make Resident A clean the bathroom, even after other residents.**
- **The toilet appears to be neglected.**

INVESTIGATION: On 01/17/2025, I spoke with Adult Protective Services worker Dan Spalthoff. He stated that Resident A had reported that staff make Resident A clean the bathroom. But the toilet was observed to be neglected. The toilet was not flushing, and the toilet bowl was filthy. There were four residents in the facility who all stated that they are forced to clean the bathroom. The staff person present stated that the staff are responsible for cleaning on first and second shift, she had not gotten around to it yet.

On 01/24/2025, I conducted an unannounced on-site in the facility. I interviewed staff Rodney Wilson. Staff Wilson stated that staff do the chores in the facility. The

bathrooms are cleaned daily, and the residents are only responsible for cleaning up behind themselves.

During this on-site on 01/24/2025, I conducted the following resident interviews:

Resident B was interviewed. Resident B was standing in the upstairs bathroom, with the door open, shaving. Resident B stated that he just unclogged the toilet but was not asked to do so. Resident B stated they've had no issues with the toilet not being clean. Resident B stated that Resident B has to use the bathroom a lot. There was not a toilet scrubber in the home at first, but they have one now. Resident B denied having to do chores. Resident B stated that the upstairs toilet is kind of new, and the toilet brush is new.

I interviewed Resident C. Resident C denied doing any chores and denied having to clean the bathroom or anything else.

Resident A was interviewed. Resident A stated that Resident B brings the toilet paper upstairs. Resident A stated they're unsure who cleans the toilets and denied cleaning having to clean the toilets.

During this on-site, I observed both the upstairs and the downstairs bathrooms. At the time of this inspection, there was dirt/grime on the flooring and baseboards behind the toilets. The downstairs toilet seat appeared to be very worn and stained and appeared to be in need of cleaning and/or replacement. Calk around the base of the toilet appeared to be loose, and the crack between the flooring and the toilet appeared dirty. The toilet bowls did not appear to be filthy at this time.

On 02/06/2025, I spoke with licensee designee Lisa Hanson via phone. LD Hanson stated that residents are not forced to do chores. The landlord is refusing to do any repairs to the home, so LD Hanson is voluntarily going to close the home down. LD Hanson stated that the last day is March 27, 2025. Sixty-day notices were given to each resident, and she stated that she notified her assigned licensing consultant of the impending closure. LD Hanson stated that staff on each shift is responsible for cleaning. LD Hanson stated that the flooring needs to be replaced, and there are a lot of repairs that need to be done, that the landlord is refusing to do.

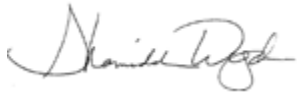
On 02/06/2025, I conducted an exit conference with LD Hanson. I informed LD Hanson of the findings and conclusion. LD Hanson did state that the last time she did a pop up at the home, the toilets were clean. LD Hanson stated that she has been having the staff send photos of them after they clean.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(2) All work that is performed by a resident shall be in accordance with the written assessment plan.
ANALYSIS:	<p>On 01/24/2025, I conducted an unannounced on-site at the facility. Resident A, Resident B, and Resident C were interviewed. They denied that they are forced to clean the bathrooms. Staff Rodney Wilson stated that staff are responsible for cleaning.</p> <p>On 02/06/2025, LD Hanson was interviewed. LD Hanson denied that residents are forced to clean the bathrooms. LD Hanson stated that staff are responsible for cleaning.</p> <p>There is no preponderance of evidence to substantiate a rule violation.</p>
CONCLUSION:	VIOLATION NOT ESTABLISHED

APPLICABLE RULE	
R 400.14403	Maintenance of premises.
	(2) Home furnishings and housekeeping standards shall present a comfortable, clean, and orderly appearance.
ANALYSIS:	<p>On 01/24/2025, I conducted an unannounced on-site at the facility. I observed both the upstairs and downstairs bathrooms. I observed that the downstairs toilet seat appeared to be worn/stained. There also appeared to be dirt/grime on the floor around the toilets and the floorboard trim.</p> <p>Resident A, Resident B, and Resident C were interviewed. They denied that they are forced to clean the bathrooms. Staff Rodney Wilson stated that staff are responsible for cleaning.</p> <p>On 02/06/2025, LD Hanson was interviewed. LD Hanson denied that residents are forced to clean the bathrooms. LD Hanson stated that staff are responsible for cleaning.</p> <p>There is a preponderance of evidence to substantiate a rule violation in regard to the condition of the bathroom flooring, and toilet seat in the downstairs bathroom.</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

Contingent upon the receipt of an acceptable corrective action plan, I recommend continuation of the AFC small group home license (capacity 3-6).



02/11/2025

Shamidah Wyden
Licensing Consultant

Date

Approved By:



02/11/2025

Mary E. Holton
Area Manager

Date