



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

June 12, 2025

Jennifer Bhaskaran
Alternative Services Inc.
Suite 10
32625 W Seven Mile Rd
Livonia, MI 48152

RE: License #: AS630309665
Investigation #: 2025A0612020
Pine Lake

Dear Ms. Bhaskaran:

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) 972-9136.

Sincerely,

A handwritten signature in cursive script that reads "Johnna Cade".

Johnna Cade, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Pl. Ste 9-100
3026 W. Grand Blvd
Detroit, MI 48202
(248) 302-2409

enclosure

**MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF COMMUNITY AND HEALTH SYSTEMS
SPECIAL INVESTIGATION REPORT
THIS REPORT CONTAINS QUOTED PROFANITY**

I. IDENTIFYING INFORMATION

License #:	AS630309665
Investigation #:	2025A0612020
Complaint Receipt Date:	06/04/2025
Investigation Initiation Date:	06/05/2025
Report Due Date:	08/03/2025
Licensee Name:	Alternative Services Inc.
Licensee Address:	Suite 10 32625 W Seven Mile Rd Livonia, MI 48152
Licensee Telephone #:	(248) 471-4880
Administrator:	Jennifer Bhaskaran
Licensee Designee:	Jennifer Bhaskaran
Name of Facility:	Pine Lake
Facility Address:	1686 Square Lake Rd. Bloomfield, MI 48302
Facility Telephone #:	(248) 332-4768
Original Issuance Date:	02/11/2011
License Status:	REGULAR
Effective Date:	07/27/2024
Expiration Date:	07/26/2026
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL; AGED TRAUMATICALLY BRAIN INJURED

II. ALLEGATION(S)

	Violation Established?
Resident A was involved in a physical altercation with direct care staff India Owens over a broom resulting in chest soreness.	Yes

III. METHODOLOGY

06/04/2025	Special Investigation Intake 2025A0612020
06/05/2025	APS Referral Referral received from Adult Protective Services (APS).
06/05/2025	Special Investigation Initiated - Telephone Telephone call to assigned APS worker Precious Whitman and reporting source. There was no answer. I left a voicemail requesting a return call.
06/05/2025	Referral - Recipient Rights Referral made to Oakland Community Health Network - Office of Recipient Rights via email.
06/05/2025	Inspection Completed On-site I completed an unannounced onsite investigation. I interviewed home manager Annie Bolton, direct care staff India Owens, Resident A, Resident B, Resident C, Resident D, and Resident E.
06/05/2025	Contact - Document Received While onsite I obtained copies of three incident reports and Resident A's Corewell Health urgent care after visit summary dated 06/02/25.
06/05/2025	Contact - Document Received Resident A's Easter Seals MORC Individual Plan of Service (IPOS) and Crisis Plan received via email.
06/09/2025	Contact - Telephone call made Telephone call to reporting source. No answer left voicemail and provided contact information.

06/09/2025	Contact - Telephone call made Telephone call to assigned APS worker Precious Whitman. There was no answer. I left a voicemail requesting a return call.
06/09/2025	Contact – Telephone call received Return call received from assigned APS worker Precious Whitman.
06/09/2025	Exit Conference I placed a telephone call to Licensee designee Jenny Bhaskaran to conduct an exit conference.

ALLEGATION:

Resident A was involved in a physical altercation with direct care staff India Owens over a broom resulting in chest soreness.

INVESTIGATION:

On 06/05/25, I received a referral from Adult Protective Services (APS) that indicated Resident A resides at an AFC home. Resident A has a legal guardian. Resident A has been diagnosed with schizoaffective disorder, seizures, obesity, and COPD. Resident A ambulates independently. On 06/01/25, Resident A and direct care staff India Owens engaged in a physical altercation over a broom. Resident A may have been hit with the broom during the struggle. Resident A has soreness in her right chest region. There is no visible bruising. X-ray results revealed no rib fracture. On 06/05/25, I initiated my investigation with a telephone call to the assigned APS worker Precious Whitman and the reporting source. There was no answer. I left a voicemail requesting a return call. On 06/09/25, I spoke to Ms. Whitman, she stated that she is not substantiating her investigation for physical abuse. Ms. Whitman stated she has not made contact with the reporting source. On 06/05/25, I made a referral to Oakland Community Health Network (OCHN) – Office of Recipient Rights (ORR) via email. I received notification that Recipient Rights Specialist Amanda Clasman is the assigned investigator.

On 06/05/25, I completed an unannounced onsite investigation. I interviewed home manager Annie Bolton, direct care staff India Owens, Resident A, Resident B, Resident C, Resident D, and Resident E. While onsite I obtained copies of three incident reports and Resident A's Corewell Health urgent care after visit summary dated 06/02/25.

On 06/05/25, I interviewed home manager Annie Belton. Ms. Belton stated when she arrived to work on Monday 06/02/25, Resident A said when she goes to her appointment at Easter Seals MORC she needs them to look at her side. Ms. Belton explained that Resident A fell at Clubhouse on 05/27/25, so she asked her if that is why her side is hurting. Resident A said no it was from tussling with Ms. Owens over the broom. Resident A said she was pulling the broom one way and Ms. Owens was pulling

it back. Ms. Belton stated she took Resident A to Easter Seals MORC for her scheduled appointment and afterwards they went to Corewell Health urgent care. While at urgent care, Resident A told the doctor that Ms. Owens hit her with the broom. Ms. Belton stated that is the first time she heard Resident A make this allegation. Ms. Belton completed an incident report and informed her supervisor. Ms. Belton spoke to Ms. Owens regarding the allegation. Ms. Owens told her that Resident A was sweeping the floor. Resident C and Resident D were sitting at the kitchen table and Resident A got upset and told them to get out of her way. Ms. Owens told Resident A that she would finish sweeping. Resident A lifted the broom up and Ms. Owens grabbed it. Ms. Owens is still working in the home.

On 06/05/25, I interviewed Resident A. Resident A stated she was sitting in the living room in a chair reading her bible. Ms. Owens walked up to her, kicked the chair and said, "you do not have time for this, you have to do your chores." Resident A stated she went into her bedroom to get things together to do her chores and Ms. Owens came into her bedroom and said, "when I say get up, you get up." Resident A went to go get the broom and Ms. Owens walked in front of her and said, "get out of my way." Then, Ms. Owens started arguing with her and pointing her finger in Resident A's face while saying "what are you going to do now bitch, you think you're bad." Resident A stated she got the broom and started sweeping the floor. While Resident A was sweeping near the front door, she said out loud, "I don't know why she is bothering me" referring to Ms. Owens. Ms. Owens came up to her and said, "you think you're bad, give me that broom." Resident A said, "no." Ms. Owens grabbed the broom, and they began tussling with the broom pulling it back and forth. Resident A stated Ms. Owens hit her with the broom under her right breast. Resident A let go of the broom. Ms. Owens told Resident A to go to her bedroom. Resident A stated she went to her bedroom and that is how the altercation ended. Resident A stated she did not sustain any bruising from being hit with the broom however, she is sore.

On 06/05/25, I interviewed Resident B. Resident B stated she did not witness the alleged incident as she was in her bedroom in bed. Resident B stated she does not have any issues with Ms. Owens.

On 06/05/25, I interviewed Resident C. Resident C stated Resident A had the broom and Ms. Owens said she was going to hit someone with it and told Resident A to give her the broom. Resident A and Ms. Owens were fighting over the broom for a long time. Resident C remarked, they were going at it, tussling back and forth. Resident C stated she felt like she should call the police, but Ms. Owens told her that she would handle it. Resident C stated both Resident A and Ms. Owens were acting aggressive towards one another.

On 06/05/25, I interviewed Resident D. Resident D stated Resident A and Ms. Owens were arguing. They were standing very close to one another, face to face. Resident A got the broom and the two engaged in a physical struggle over the broom. Resident D stated she and Resident C offered to call the police, but Ms. Owens said not to. Ms. Owens asked Resident A to calm down. They quit tussling over the broom and Resident

A went to her bedroom. Resident D stated during this incident both Resident A and Ms. Owens were aggressive. Resident D stated Resident A, and Ms. Owens are “hot headed” and Resident A seems to get into arguments all the time.

On 06/05/25, I interviewed Resident E. Resident E stated Resident A and Ms. Owens had an argument. Ms. Owens was very upset because Resident A should have finished her chores. Resident E remarked, “it was a criss cross of words, it was kind of scary.”

On 06/05/25, I interviewed direct care staff India Owens. Ms. Owens has worked for this company for three years. Ms. Owens stated on 05/31/25, she worked on the afternoon shift alone from 2:00 pm – 10:00 pm. Between 7:30 pm and 8:30 pm, after medications had been administered to the residents, they were doing chores while she was completing documentation in resident books. Ms. Owens stated Resident C, and Resident D went outside to smoke and when they came back inside, they were sitting at the kitchen table. Resident A, who was sweeping the floor, started yelling at Resident C and Resident D telling them to move out of the way because she could not sweep underneath the table. Ms. Owens stated she told Resident A to just ask them respectfully to move. She then verbally redirected Resident A to her bedroom to calm down. Ms. Owens stated Resident A went into her bedroom and when she returned, she began swinging the broom around at her. Ms. Owens stated she again verbally redirected Resident A to her bedroom to calm down. Resident A went into her bedroom for approximately 20 minutes. Then, she returned and finished her chores without further issue. Ms. Owens denied physically redirecting Resident A. Ms. Owens denied touching the broom for any reason including, but not limited to, tussling/wrestling over the broom, pulling the broom and/or or hitting Resident A with the broom. Ms. Owens denied raising her voice while speaking to Resident A. Ms. Owens denied using profanity towards Resident A. Ms. Owens stated Resident A was not attempting to harm herself or other residents with the broom, she was only trying to hit Ms. Owens. Ms. Owens denied using the broom to hit Resident A.

I reviewed the following relevant information:

- Incident Report dated 05/27/25, written by home manager Annie Belton in summary indicates, Resident A tripped and fell onto the grass while getting out of the van at Clubhouse. Resident A refused to go to urgent care.
- Incident Report dated 05/31/25, written by direct care staff India Owens in summary indicates, staff was making sure that the residents completed their chores. Resident A began to complain that Resident C and Resident D were at the kitchen table while she was sweeping, and she said that they need to get out of her way. Staff redirected the situation. Resident A began yelling and swinging the broom at staff. Staff continued to redirect. Resident A went into her bedroom to cool down.
- Incident Report dated 06/02/25, written by home manager Annie Belton in summary indicates, Resident A reported pain in her side. Ms. Belton took Resident A to urgent care where she reported staff hit her with the broom.

- Resident A's Corewell Health urgent care after visit summary dated 06/02/25, in summary indicates, Resident A was seen for rib pain on the right side. Paperwork further indicates Resident A is at risk of elder abuse. RICE therapy (resting, ice, compression and elevation) was recommended for routine care of injury.
- Resident A's Easter Seals MORC Individual Plan of Service (IPOS) and Crisis Plan in summary indicates, Resident A is medication compliant and denies any suicidal ideations, homicidal ideations, visual hallucinations, and auditory hallucinations. However, she is very paranoid and believes everyone is stealing from her which can be a barrier for her with housemates and staff. In case of a mental health or medical emergency, the home staff will take Resident A to the emergency room or contact 911.

On 06/09/25, I placed a telephone call to licensee designee Jenny Bhaskaran to conduct an exit conference, there was no answer. I left a detailed voicemail informing Ms. Bhaskaran of the rule violation and the need to submit a corrective action plan.

APPLICABLE RULE	
R 400.14308	Resident behavior interventions prohibitions.
	<p>(2) A licensee, direct care staff, the administrator, members of the household, volunteers who are under the direction of the licensee, employees, or any person who lives in the home shall not do any of the following:</p> <p>(b) Use any form of physical force other than physical restraint as defined in these rules.</p>
ANALYSIS:	<p>Based upon information gathered during this investigation there is sufficient information to conclude that Resident A was involved in a physical struggle with direct care staff India Owens over a broom.</p> <p>Although Ms. Owens denied the allegation Resident A reported that she had the broom and Ms. Owens grabbed it and they began tussling over it, pulling the broom back and forth between the two of them. Resident A said that Ms. Owens hit her with the broom under her right breast causing her to let go of the broom.</p> <p>Ms. Owens denied touching the broom for any reason including, but not limited to, tussling/wrestling over the broom, pulling the broom and/or or hitting Resident A with the broom.</p>

	<p>Resident A was seen at Corewell Health urgent care on 06/02/25, the after-visit summary notes rib pain on the right side. The paperwork further indicates Resident A is at risk of elder abuse.</p> <p>Resident C and Resident D consistently stated that Resident A and Ms. Owens engaged in a physical struggle over the broom. They further stated that the situation elevated to a point in which they felt like they should call the police, but Ms. Owens advised them not to. Resident C and Resident D consistently identified both Resident A and Ms. Owens as the aggressor during the altercation.</p> <p>Resident E stated Resident A and Ms. Owens had an argument because Ms. Owens was very upset that Resident A had not finished her chores. Resident E referred to the incident as "scary."</p>
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

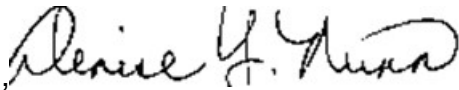


06/09/2025

Johnna Cade
Licensing Consultant

Date

Approved By:



06/12/2025

Denise Y. Nunn
Area Manager

Date