



GRETCHEN WHITMER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
LANSING

MARLON I. BROWN, DPA  
DIRECTOR

November 26, 2025

Christine Bertram  
Montclair Specialized Residential LLC  
2101 Montclair Avenue  
Flint, MI 48503

RE: License #:	AS250416797
Investigation #:	2026A0872001
	Montclair Specialized Residential

Dear Christine Bertram:

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 (517) 643-7960.

Sincerely,

A handwritten signature in black ink that reads "Susan Hutchinson". The signature is written in a cursive style with a large initial 'S'.

Susan Hutchinson, Licensing Consultant  
Bureau of Community and Health Systems  
611 W. Ottawa Street  
P.O. Box 30664  
Lansing, MI 48909  
(989) 293-5222

enclosure

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

**I. IDENTIFYING INFORMATION**

<b>License #:</b>	AS250416797
<b>Investigation #:</b>	2026A0872001
<b>Complaint Receipt Date:</b>	10/10/2025
<b>Investigation Initiation Date:</b>	10/10/2025
<b>Report Due Date:</b>	12/09/2025
<b>Licensee Name:</b>	Montclair Specialized Residential LLC
<b>Licensee Address:</b>	2101 Montclair Avenue Flint, MI 48503
<b>Licensee Telephone #:</b>	(833) 478-9464
<b>Administrator:</b>	Katrina Bailey
<b>Licensee Designee:</b>	Christine Bertram
<b>Name of Facility:</b>	Montclair Specialized Residential
<b>Facility Address:</b>	2101 Montclair Avenue Flint, MI 48503
<b>Facility Telephone #:</b>	(833) 478-9464
<b>Original Issuance Date:</b>	02/22/2024
<b>License Status:</b>	REGULAR
<b>Effective Date:</b>	08/22/2024
<b>Expiration Date:</b>	08/21/2026
<b>Capacity:</b>	6
<b>Program Type:</b>	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

	AGED TRAUMATICALLY BRAIN INJURED
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**II. ALLEGATION(S)**

	<b>Violation Established?</b>
It is suspected that unknown staff hit at least one of the residents with a belt and told Resident A to hit one of the residents with a belt.	Yes
Additional Findings	Yes

**III. METHODOLOGY**

10/10/2025	Special Investigation Intake 2026A0872001
10/10/2025	APS Referral This complaint was referred by APS. Samantha Balanger is the APS worker
10/10/2025	Special Investigation Initiated - Letter I emailed APS Belanger
10/16/2025	Inspection Completed On-site Unannounced
10/16/2025	Contact - Telephone call made I spoke to APS Belanger
10/17/2025	Contact - Telephone call made I spoke to the administrator, Katrina Bailey
10/23/2025	Contact - Telephone call received I received a phone call from the director of operations, Jordan Hopper
10/23/2025	Contact - Document Sent I emailed the AD requesting information about this complaint
10/27/2025	Contact - Document Received I received AFC documentation related to this complaint
10/28/2025	Inspection Completed On-site Unannounced

11/12/2025	Contact - Face to Face Interviews with staff at SRS
11/12/2025	Inspection Completed On-site Unannounced
11/13/2025	Contact - Telephone call made I spoke to RRO, Ardis Bates
11/13/2025	Contact - Telephone call received I spoke to the administrator, Katrina Bailey
11/25/2025	Contact - Telephone call made I spoke to the director of operations, Jordan Hopper
11/25/2025	Contact - Telephone call made I spoke to RRO Bates
11/26/2025	Contact – Telephone call made I interviewed former staff, Shanice Thompson
11/26/2025	Inspection Completed-BCAL Sub. Compliance
11/26/2025	Exit conference I conducted an exit conference with the licensee designee, Christine Bertram

**ALLEGATION:** It is suspected that unknown staff hit at least one of the residents with a belt and told Resident A to hit one of the residents with a belt.

**INVESTIGATION:** On 10/16/2025, I conducted an unannounced onsite inspection of Montclair Specialized Residential Adult Foster Care facility. I interviewed Resident A, Resident B, Resident C, Resident D, Resident E, and I interacted with Resident F.

I reviewed the allegations with Resident A, and he said the allegations are true. Resident A told me that on one occasion, staff Shanice (Thompson) whipped Resident B with a belt because “he was being bad.” I asked Resident A if Staff Thompson said anything to Resident B and he stated, “She told him to stop doing bad things.” I asked Resident A if Resident B said anything after being hit and he stated, “He said ‘ahhh!’ and then went to his room.” According to Resident A, this incident happened in the living room approximately one month ago. I asked Resident A if anyone else was present and he said that three other staff were working that day, but he does not remember if any of them were present. I asked Resident A if he ever observed any of the other staff hit any of the other residents and he said no.

I met with Resident B in his bedroom where he was resting. I reviewed the allegations with Resident B, and he told me that he has never been hit with a belt by any of the staff and he has never seen any of the staff hit any of the residents with a belt. I told Resident B that I received information that he may have been hurt by staff, and I wanted to make sure he was safe. Resident B then told me that on one occasion, a female staff pushed him on his bed. Resident B said that she pushed him into the metal part of the bed frame, and he injured his lower left shin. Resident B showed me the metal bed frame and told me that this is how he hurt his shin. I asked Resident B the name of the staff who did this, and he said, "Shanice (Thompson) pushed me. I don't like her. She's mean." I asked Resident B if any of the staff ever did anything to hurt him and he told me that on another occasion, Staff Thompson "smacked me in the face with her hand." I asked Resident B if he told anyone about these incidents and he said no.

I interviewed Resident C in his bedroom. Resident C told me that he has lived here "a long time" and the other residents are his friends. Resident C told me that none of the staff have ever hit him or yelled at him. I told Resident C that I received information that one of the staff may have hurt one of the residents and I wanted to make sure he was safe. Resident C then told me that staff Shanice (Thompson) hits Resident B and sends him to his room.

Resident C told me that on another occasion, Resident B was kicking him, so Staff Thompson hit Resident B "with a black thing that looked like a fly swatter." Resident C said that Staff Thompson also hit Resident B in the back of the head and sent him to his room. I asked Resident C if any of the other staff has ever hurt Resident B. Resident C said, "Quannie (later identified as Jaquana Frost-Hunter) hits him with a belt." I asked what part of the body Staff Frost-Hunter hit him and Resident C said, "on his body." Resident C told me that Staff Frost-Hunter was angry with Resident B because he was cussing. Resident C said that he does not remember when this incident took place but said that it happened down the hall by Resident B's room.

Resident D told me that he has lived at this facility for over a year. I reviewed the allegations with Resident D, and he told me that on one occasion, a female staff pulled Resident B by his hair and dragged him to his room. Resident D said that this incident occurred a few months ago and staff was angry because Resident B was spitting.

Resident D said that on another occasion, Resident B was spitting on Resident A, so Resident A hit Resident B with a belt. I asked Resident D if anyone told Resident A to hit Resident B with the belt and he said staff told him to do so. I asked Resident D if he ever saw any of the staff hit any of the residents with a belt and he said no.

I told Resident D that I was interviewing him because I wanted to make sure he and the other residents are safe. Resident D then told me that some of the other staff hit Resident B in the face and drag Resident B to his room when Resident B is spitting. Resident D told me that he does not know the names of the staff who have done this, and he does not know how many times it has happened.

Resident E stated that he has lived at this facility for over a year. I reviewed the allegations with him, and he said that he thinks of Resident B as “spit boy.” Resident E told me that staff gets angry with Resident B for spitting so sometimes, staff “smack him upside the head and grab him by the hair.” Resident E told me that he does not know the names of the staff who have done this but said that it is both male and female staff. He also said that he does not know how many times it has happened. According to Resident E, on one occasion, Resident B spit on him so he hit Resident B. I asked him if staff were present when this occurred and he said, “Yeah they watched me do it and didn’t do anything.”

I asked Resident E if he has ever seen staff harm any of the other residents. Resident E told me that Resident F is new to this facility, and nobody knows him very well. Resident E stated that on one occasion, Resident F wanted something to eat so he got into the snacks. One of the male staff tried to take the snack from him but Resident F would not give it to him. One of the female residents tried to grab the snack from Resident F and he would not give it to her either and he grabbed her by the arm, hurting her wrist. According to Resident E, both staff were angry with Resident F about this incident, so they were both “slapping at him trying to make him let go of her wrist.”

I met with Resident F in his room. I attempted to interview him, but he told me he wanted to take a nap. I was unable to interview Resident F.

On 10/28/25, I conducted another unannounced onsite inspection of Montclair Specialized Residential AFC. I interviewed Resident A, Resident C, Resident D, and the home manager (HM), Eric Weathersby.

I again met with Resident A in his room. Resident A again told me that Resident B was “being bad” so staff Thompson hit him on the back with Resident A’s belt. I asked Resident A if he ever hit Resident B with the belt. Resident A said that on one occasion, Resident B was spitting so staff Thompson told Resident A to hit Resident B with his belt, so he did. Resident A told me that he has never seen any of the other staff hit any of the other residents.

I again met with Resident C in his room and reminded him of what we talked about the last time I was there. I asked Resident C if he remembers if any of the other staff ever hurt Resident B or any of the other residents. Resident C told me that sometimes when Resident B spits, staff Thompson and staff Jackie (Jackqulan Lewis) pulls his hair. Resident C also said that Staff Frost-Hunter hit Resident B with a belt because he was spitting. Resident C said that Staff Frost-Hunter gets angry with Resident B when he spits so she hits him.

I met with Resident D outside in the backyard. I reminded Resident D about our previous conversation and asked him if he had anything else to tell me about staff possibly hurting the residents. Resident D told me that yesterday, Resident B was spitting so one of the female staff pulled his hair and dragged him to his room. I asked Resident D if Resident B said anything during this incident and he told me Resident B

was yelling. I asked him if staff said anything to Resident B and he stated, "You need to quit spitting (Resident B.)" I asked Resident D if he knows the name of the staff who did this and he said no. I asked him if he would know the name if I said it and he looked in the window and said, "Yeah, I'd know it. She's working right now too." I then called HM Weathersby outside and asked him to tell me the names of the staff who were working yesterday. HM Weathersby began naming the staff working on 10/27/25. I looked at Resident D and asked him to tell me when he recognized one of the names. When HM Weathersby got to Jacquana Frost-Hunter's name, Resident D indicated it was her. I asked HM Weathersby to return inside and asked Resident D if Staff Frost-Hunter was the one who pulled Resident B's hair. Resident D said, "Yeah it was her. She works 9-5 now and she's worked here awhile."

On 11/12/25, Recipient Rights Officer (RRO), Ardis Bates and I conducted face-to-face interviews with staff at the office of Specialized Residential Services, 3060 S. Dye Rd., Flint, MI.

HM Weathersby said that he became the home manager of this facility on 10/27/25. According to HM Weathersby, he has never hit any of the residents and he has never witnessed any of the staff hit the residents. HM Weathersby said that he has heard that former staff Shanice Thompson told Resident A to hit Resident B with a belt.

Staff Sedalyer Bullock said that she works second shift at Montclair SRS. We reviewed the allegations with her, and she said that she has never hit any of the residents and she has never witnessed any of the staff hit any of the residents. She said that she heard that staff made Resident A hit Resident B with a belt.

Staff Isaiah Curlin said that he has worked at this facility for almost two years and he typically works third shift. Staff Curlin said that he has never hit any of the residents and has never witnessed any of the staff hit any of the residents. According to Staff Curlin, he heard that former staff Shanice Thompson "made a joke about having (Resident A) hit (Resident B) with a belt.

Staff Edward Young said that he has worked at this facility for over two years and he typically works third shift. Staff Young said that he has never hit any of the residents and has never witnessed any of the staff hit any of the residents. According to Staff Young, he heard that former staff Shanice Thompson told Resident A to hit Resident B with a belt.

Staff Allanah Riggs said that she has worked at this facility for almost two years and she typically works third shift. Staff Riggs said that she has never hit any of the residents and has never seen any of the staff hit any of the residents.

Staff MaKayla Hodges said that she has worked at this facility since July 2025 and she typically works second shift. Staff Hodges said that she has never hit any of the residents and has never witnessed any of the staff hit any of the residents.

Staff MyAsha Robinson said that she started working at this facility on 08/19/2025 and she typically works both first and second shift. Staff Robinson said that she has never hit any of the residents and has never seen any of the staff hit any of the residents. Staff Robinson said that she heard that Shanice Thompson quit recently. She said that she also heard that Resident B had some marks on his shins and Staff Thompson may have caused them by pushing him.

Staff Jackqulan Lewis said that she has worked at this facility for over a year and she typically works first shift. According to Staff Lewis, after I left the facility on 10/28/2025, Resident A came out of his room and told her that I had asked him if he hit Resident B with a belt. Staff Lewis said that she has never hit any of the residents and she has never seen any of the other staff hit any of the residents. I asked Staff Lewis if she ever pulled Resident B's hair or dragged him to his room and she said no.

Staff Dominic Johnson said that he has worked at this facility since January 2025 and he typically works first shift. Staff Johnson said that he has never hit any of the residents and he has never seen any of the other staff hit any of the residents. Staff Johnson told us that he heard rumors that Resident A and former staff Shanice Thompson hit Resident B with a belt.

Staff Tavarria Jones said that she has worked at this facility for approximately three months and she typically works first and second shift. Staff Jones stated that on one occasion, Resident A told her that former staff Shanice Thompson told him to hit Resident B with a belt. Staff Jones said that she has never hit any of the residents and has never seen any of the other staff hit any of the residents.

Staff Beyoni Mabry said that she started working at this facility on 10/08/2025 and she typically works second shift. Staff Mabry said that she has never hit any of the residents and has never witnessed any of the other staff hit any of the residents. She stated that she heard that one of the staff told Resident A to hit Resident B with a belt.

Staff Kira Denson said that she has worked at this facility since 10/27/25 and she typically works first shift. Staff Denson said that she has never hit any of the residents and has never witnessed any of the other staff hit any of the residents. Staff Denson stated that she heard that there are allegations about former staff Shanice Thompson treating the residents inappropriately and that is why she quit.

Staff Brenden Powers said that he has worked at this facility since July 2025 and he typically works second shift. Staff Powers said that he has never hit any of the residents and has never witnessed any of the other staff hit any of the residents. However, he said that on one occasion he saw marks on Resident B's shins. When he asked Resident B what happened, Resident B told him that staff pushed him. Staff Powers told us that Resident B did not tell him the name of the staff who pushed him, and he did not report this incident to anyone.

Staff Jelon Brown said that he has worked at this facility since March 2025 and he typically works second shift. Staff Brown said that he has never hit any of the residents and has never witnessed any of the other staff hit any of the residents. Staff Brown stated that he heard that former staff Shanice Thompson did something to Resident A that had to do with a belt.

Staff Skye Harris said that she has worked at this facility since October 2024 and she typically works first shift. Staff Harris said that she has never hit any of the residents and has never witnessed any of the other staff hit any of the residents. Staff Harris told us that she heard there is an investigation having to do with a belt, staff, and Resident A.

Staff Jaquanna Frost-Hunter said that she has worked at this facility for almost two years. Staff Frost-Hunter stated that she used to work second shift but was promoted to shift lead on 10/27/2025. Staff Frost-Hunter said that she has never hit any of the residents and has never witnessed any of the other staff hit any of the residents. According to Staff Frost-Hunter, she heard that former staff Shanice Thompson told Resident A to hit Resident B with a belt. I asked Staff Frost-Hunter if she ever pulled Resident B's hair and/or dragged him to his room and she said no.

On 11/12/2025, RRO Bates and I conducted an unannounced onsite inspection of Montclair SRS. We interviewed Resident A, Resident C, Resident D, and Resident E. RRO Bates obtained copies of staff driver's licenses. We showed these photographs, one by one, to each one of the residents, asking them to identify which of the staff has ever hit any of the residents, pulled them by their hair, and/or dragged them to their room.

We met with Resident D outside, in the front of the facility. Resident D identified Staff Frost-Hunter by name (called her Quannie) and by her photograph as being one of the staff who pulled Resident B's hair. Resident D did not identify any other staff.

We met with Resident C in his bedroom. Resident C said that Staff Frost-Hunter and Resident A hit Resident B with a belt and Staff Frost-Hunter pulled Resident B's hair. Resident C also told us that Staff Frost-Hunter also hit Resident B in the head. Resident C identified staff JaKeira Cobb by her photograph and said that she pulled Resident B's hair. Resident C said that Staff Thompson hit Resident B with a "black thing that looked like a fly swatter." Resident C told us that Staff Thompson also pulled Resident B's hair.

We met with Resident A in his bedroom. Resident A told us that Staff Thompson hit Resident B with a belt. Resident A did not identify any other staff.

On 11/25/2025, I spoke to the director of operations (DO), Jordan Hopper via telephone. DO Hopper said that his company received the 30-day report from RRO Bates yesterday. As a result of that report, staff Jaquanna Frost-Hunter was suspended and other staff named in the report will be suspended today. DO Hopper said that they have not yet received the final report from RRO.

On 11/26/25, I interviewed former staff Shanice Thompson via telephone. Staff Thompson said that she worked at Montclair Specialized Residential from June 2024 until October 2025 and she typically worked first shift. I asked her if she knows why an investigation is being conducted and she said, "something about a belt." I told her that we received information about her hitting Resident B with a belt and telling Resident A to hit Resident B with a belt. Staff Thompson said, "none of that ever happened." Staff Thompson said that Resident A "will tell stories" and said that Resident B "will say anything." Staff Thompson said that she never hit any of the residents with a belt and never told any of the residents to hit anyone. Staff Thompson said, "If that did happen, why didn't anyone write it up?" I asked Staff Thompson if she ever pushed Resident B onto his bed and she said no.

I told Staff Thompson that there are allegations that she pulled Resident B by the hair and dragged him to his room. She said, "I never did that, that was second shift." I asked her who on second shift did that and she said she did not know. She told me that sometimes when she got to work, Resident B would tell her that staff was pulling his hair and dragging him to his room. I asked her if she ever reported it and she said no. I asked Staff Thompson why so many of the residents have named her as the one who pulled Resident B's hair and she said, "They all say whatever they want." I asked her if she knows of any of the other staff pulling Resident B's hair or dragging him to his room and she said no.

I left messages for former staff JaKeira Cobb but as of 11/26/25, she has not contacted me.

<b>APPLICABLE RULE</b>	
<b>R 400.641</b>	<b>Resident behavior interventions.</b>
	<b>(5) Staff, volunteers, visitors, or other occupants of the facility shall not mistreat a resident. Mistreatment includes any intentional action or omission that exposes a resident to serious risk, physical or emotional harm, or the deliberate infliction of pain by any means.</b>
<b>ANALYSIS:</b>	<p>Resident A stated that former staff Shanice Thompson hit Resident B with a belt "because he was being bad." Resident A said that Staff Thompson also told him to hit Resident B with a belt.</p> <p>Resident B said that Staff Thompson pushed him on his bed. He said that he injured his shin because his shin hit the metal part of the bed. Resident B also said that Staff Thompson "smacked me in the face."</p> <p>Resident C stated that Staff Thompson hit Resident B with something that looked like a black fly swatter and told him to go to his room. Resident C reported that Staff Thompson also hit</p>

	<p>Resident B in the back of the head. According to Resident C, Staff Frost-Hunter hit Resident B with a belt and hits him when he is spitting. Resident C also said that Staff Lewis, Staff Frost-Hunter, and Staff Cobb have all pulled Resident B’s hair when he is spitting.</p> <p>Resident D said that Staff Thompson and Staff Frost-Hunter have both pulled Resident B by the hair and dragged him to his room. He also said that Resident A hit Resident B with a belt because he was spitting and staff told him to do this. Resident D reported that some of the other female staff have hit Resident B in the face and dragged him to his room.</p> <p>According to Resident E, staff will “smack (Resident B) upside the head” and grab him by the hair when he spits. Resident E said that he saw Staff Frost-Hunter pull Resident B by the hair and walk him to his room because he was spitting.</p> <p>All staff deny hitting any of the residents and deny seeing any of the other staff hit any of the residents.</p> <p>I conclude that there is sufficient evidence to substantiate this rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**ADDITIONAL FINDINGS:**

**INVESTIGATION:** On 10/16/2025, during the course of my investigation, I conducted an unannounced onsite inspection of Montclair Specialized Residential. I interviewed Resident D, Resident E and the home manager (HM), Eric Weathersby. Resident D told me that when Resident B spits, some of the staff pour water on him. Resident E reported that when Resident B spits, staff become angry at Resident B, and they dump water on him. Resident E told me that Resident B stops spitting when this happens. HM Weathersby said that he has heard that some of the staff throw water on Resident B when he is hitting, spitting, or kicking.

On 10/28/2025, I conducted another unannounced onsite inspection of Montclair Specialized Residential. I interviewed Resident A and Resident D. Resident A told me that some of the staff throw water on Resident B to get him to quit spitting. Resident D told me that on 10/27/2025, staff Jaquana Frost-Hunter threw water in Resident B’s face because he was spitting. Resident D stated that Resident B was yelling when this happened and Staff Frost-Hunter told him, “You need to quit spitting.”

On 11/12/2025, Recipient Rights Officer (RRO), Ardis Bates and I conducted face-to-face interviews with staff at the office of Specialized Residential Services, 3060 S. Dye Rd., Flint, MI.

The home manager (HM), Eric Weathersby, said that he heard that some of the staff threw water on Resident B to make him stop spitting but he does not know the names of the staff who did this. Eric Weathersby said that he has never thrown water at any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Sedayler Bullock said that she has never thrown water at any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Isaiah Curlin reported that he heard that some of the staff throw water on Resident B to get him to quit spitting because he is afraid of water. Staff Curlin said that he has never thrown water at any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Edward Young said that he has heard some allegations about water being thrown at the residents, but he does not have any specific information. Staff Young said that he has never thrown water on any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Allanah Riggs said that she has never thrown water at any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff MaKayla Hodges said that she has never thrown water at any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff MyAsha Robinson said that she has never thrown water at any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Jackqulan Lewis told me that in October 2025 after I interviewed Resident D, he told her that he told me that somebody threw water on Resident B. Staff Lewis said that she never threw water on any of the residents and never witnessed any of the staff throw water on any of the residents.

Staff Dominic Johnson said that he has never thrown water on any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Tavarria Jones said that she heard that Resident D was saying that staff Jaquana Frost-Hunter threw water on some of the residents, but she does not have any details. Staff Jones said that she has never thrown water at any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Beyoni Mabry said that she has never thrown water at any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Kira Denson said that she heard that the purpose of this investigation is because we believe that staff are throwing water on the residents. Staff Denson said that she has never thrown water at any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Brenden Powers said that he has observed Resident B wet and said, "I figured it was from staff throwing water on him." Staff Powers was unable to explain why he came to this conclusion. Staff Powers said that he has never thrown water on any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Jelon Brown said that he has never thrown water on any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Skye Harris said that she has never thrown water at any of the residents and has never witnessed any of the staff throw water at any of the residents.

Staff Jaquana Frost-Hunter said that she has never thrown water at any of the residents and has never witnessed any of the staff throw water at any of the residents. She said that Resident B has thrown water bottles at staff.

On 11/12/2025, RRO Bates and I conducted an unannounced onsite inspection of Montclair SRS. We interviewed Resident A, Resident C, Resident D, and Resident E.

Resident A said that staff Jaquana Frost-Hunter threw water in Resident B's face to make him stop spitting. Resident C said that staff JaKeira Cobb, Jaquana Frost-Hunter, Sedayler Bullock, and Shanice Thompson threw water in Resident B's face to make him stop spitting. Resident D stated that he saw Staff Frost-Hunter dump water on Resident B's head to make him stop spitting.

Resident E told us that Staff Jaquana Frost-Hunter, Jackqulan Lewis, JaKeira Cobb, Shanice Thompson, and Sedayler Bullock throw water at Resident B to make him stop spitting.

On 11/26/2025, I conducted an exit conference with the licensee designee, Christine Bertram. I discussed the results of my investigation and explained which rule violations I am substantiating. LD Bertram confirmed that all staff named in RRO Bates status report have been suspended. LD Bertram stated that once she receives my investigation report, she will take further action with staff. She agreed to complete and submit a corrective action plan upon the receipt of my investigation report.

<b>APPLICABLE RULE</b>	
<b>R 400.681</b>	<b>Resident rights; licensee responsibilities.</b>
	<b>(1) A resident shall be treated with dignity and respect, free from exploitation, and protected and safe.</b>

<b>ANALYSIS:</b>	<p>Resident A told me that some of the staff throw water on Resident B to get him to quit spitting. Resident A said that staff Jaquana Frost-Hunter threw water in Resident B's face to make him stop spitting.</p> <p>Resident C said that staff JaKeira Cobb, Jaquana Frost-Hunter, Sedayler Bullock, and Shanice Thompson threw water in Resident B's face to make him stop spitting.</p> <p>Resident D told me that when Resident B spits, some of the staff pour water on him. Resident D stated that he saw Staff Frost-Hunter dump water on Resident B's head to make him stop spitting.</p> <p>Resident E reported that when Resident B spits, staff become angry at Resident B, and they dump water on him. Resident E told us that Staff Jaquana Frost-Hunter, Jackqulan Lewis, JaKeira Cobb, Shanice Thompson, and Sedayler Bullock throw water at Resident B to make him stop spitting.</p> <p>All staff said that they have never thrown water at any of the residents and have never seen any of the staff throw water at any of the residents.</p> <p>HM Weathersby said that he has heard that some of the staff throw water on Resident B when he is hitting, spitting, or kicking.</p> <p>Staff Isaiah Curlin reported that he heard that some of the staff throw water on Resident B to get him to quit spitting because he is afraid of water.</p> <p>Staff Edward Young said that he has heard some allegations about water being thrown at the residents, but he does not have any specific information.</p> <p>Staff Jackqulan Lewis told me that in October 2025 after I interviewed Resident D, he told her that he told me that somebody threw water on Resident B.</p> <p>Staff Tavaría Jones said that she heard that Resident D was saying that staff Jaquana Frost-Hunter threw water on some of the residents, but she does not have any details.</p> <p>Staff Kira Denson said that she heard that the purpose of this investigation is because we believe that staff is throwing water on the residents.</p>
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	<p>Staff Brenden Powers said that he has seen Resident B wet and said, "I figured it was from staff throwing water on him." Staff Powers was unable to explain why he came to this conclusion.</p> <p>I conclude that there is sufficient evidence to substantiate this rule violation.</p>
<b>CONCLUSION:</b>	<b>VIOLATION ESTABLISHED</b>

**IV. RECOMMENDATION**

Upon the receipt of an acceptable corrective action plan, I recommend no change in the license status.

*Susan Hutchinson*

November 26, 2025

Susan Hutchinson Licensing Consultant	Date
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Approved By:

*Mary Holton*

November 26, 2025

Mary E. Holton Area Manager	Date
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