



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

December 23, 2025

Appolonia Okonkwo
Lakeside Manor Inc
8790 Arlington
White Lake, MI 48386

RE: License #: AL630086778
Investigation #: 2026A0605005
Lakeside Manor Inc

Dear Appolonia Okonkwo:

Attached is the Special Investigation Report for the above referenced facility. Due to the severity of the violations, disciplinary action against your license is recommended. You will be notified in writing of the department's action and your options for resolution of this matter. Revocation was recommended in the interim inspection reported dated 09/24/2025. The recommendation remains in effect.

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 "Frodet Dawisha".

Frodet Dawisha, Licensing Consultant
Bureau of Community and Health Systems
Cadillac Place
3026 W. Grand Blvd., 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

License #:	AL630086778
Investigation #:	2026A0605005
Complaint Receipt Date:	11/25/2025
Investigation Initiation Date:	11/25/2025
Report Due Date:	01/24/2026
LicenseeName:	Lakeside Manor Inc
Licensee Address:	8790 Arlington White Lake, MI 48386
Licensee Telephone #:	(248) 666-9010
Administrator/Licensee Designee:	Appolonia Okonkwo
Name of Facility:	Lakeside Manor Inc
Facility Address:	8790 Arlington White Lake, MI 48386
Facility Telephone #:	(248) 666-9010
Original Issuance Date:	11/13/2000
License Status:	1ST PROVISIONAL
Effective Date:	07/21/2025
Expiration Date:	01/20/2026
Capacity:	20
Program Type:	MENTALLY ILL AGED

II. ALLEGATION(S)

	Violation Established?
Resident N reported that the home manager Nancy Huntington yells at him and at the other residents.	Yes
Additional Findings	Yes

III. METHODOLOGY

11/25/2025	Special Investigation Intake 2026A0605005
11/25/2025	Special Investigation Initiated - Telephone Discussed allegations with Resident A
12/02/2025	Inspection Completed On-site Conducted unannounced on-site investigation
12/02/2025	Contact - Telephone call made Interviewed direct care staff (DCS) and licensee designee Appolonia Okonkwo regarding the allegations
12/04/2025	Contact – Telephone call received Interviewed Resident N's guardian, Specialized Care Services
12/23/2025	Exit Conference Conducted exit conference with licensee designee Appolonia Okonkwo with my findings

ALLEGATION:

Resident N reported that the home manager Nancy Huntington yells at him and at the other residents.

INVESTIGATION:

On 11/25/2025, intake #208296 was referred by Oakland County Office of Recipient Rights (ORR) regarding Resident N and other residents being verbally abused by the home manager (HM) Nancy Huntington.

On 11/25/2025, I interviewed Resident N via telephone regarding the allegations. Resident A has a legal guardian who is Specialized Care Services. The HM Nancy

Huntington screams at Resident N and the other residents for “no reason.” Resident N and the other residents ask her a question, and her responses are usually “mean and cruel.” He stated, “she goes down our throat.” Resident N asks to go to the store and is told no; it’s not the day he can go to the store. The days he can go to the store are Mondays, Wednesdays, and Fridays. Nancy allows other residents to go to the stores on their non store days, but she would not allow him to go. Resident N heard Nancy scream at Resident G and Resident M when they asked for things. His example was that Resident G asked for food and Nancy yelled at him. Resident N reported that direct care staff (DCS) Noelle Heller also yells and screams at him and the other residents. Noelle yelled at Resident N today because he left the facility to go to the store when it was not his day to go. Resident N has not reported this to anyone nor to the licensee designee Appolonia Okonkwo because when Ms. Okonkwo is at this facility she is “arguing with Nancy about money.”

On 12/02/2025, I conducted an unannounced on-site investigation. Present were DCS Jana Charbonneau, Resident E, Resident G, and Resident I. Jana stated that there were a total of 13 residents at this facility, but the HM Nancy and along with the 10 residents’ guardian with Specialized Care Services moved these 10 residents out of this facility this past weekend.

I interviewed Resident E regarding the allegations in her bedroom. Resident E gets yelled at by Nancy when Resident E wants to ask a question or asks for something. She stated, “It’s been a while, but she yelled at me in the past.” Resident E keeps to herself and does not involve herself with the other residents. She does not know if Nancy yelled at the other residents. She had no other information.

I interviewed Resident G regarding the allegations. Resident G denied that Nancy nor Noelle yelled at him. He said he likes living here and has lived here for about six years. He stated, “they’re pretty good to me.”

I interviewed Resident I regarding the allegations. Resident I stated, “Nancy yells at me but I hear her mostly yelling at Resident G. They’re personalities clash.” Resident I also stated that Noelle yells at her about everything and stated, “I can never do anything right according to Noelle.” Nancy and Noelle quit working here last Monday.

I interviewed DCS Jana Charbonneau regarding the allegations. Nancy and Noelle quit last Monday after they took 10 residents with them from this facility. There are new owners that took over yesterday 12/01/2025. All Specialized Care Services residents were moved out by their guardian. Resident N had the most conflict with Nancy. He leaves the facility without permission and goes to the store to buy cigarettes. She stated, “Nancy yells at him for that.” Jana reported that when “Nancy yells,” it is more like “scolding,” Resident N for “not following the rules.” Jana has also heard Noelle yell and scold at Resident N and Resident J when they were living here. Jana stated no resident has a behavioral plan and she could not access any of the resident’s assessment plans because they were “locked up.” Jana stated that she too has “scolded,” Resident I when she found Resident I with an E-cigarette. Jana reported that

scolding seems to be what most staff use to redirect or address unwanted behaviors. There are only two other DCS working at this facility: Carlee Ragatz and her brother Tad Ragatz. The new owners fired all the other staff. She had no other information to provide regarding the new owners or these allegations.

On 12/02/2025, I interviewed DCS Carlee Ragatz regarding the allegations via telephone. There were times when Nancy becomes “frustrated,” with the residents and says she is “dealing with toddlers,” and “raises her voice,” but does not yell at them. She has heard Nancy say, “I’ve asked you not to do this,” and the resident continues to do what she asks them not to do so she raises her voice. Resident N and Nancy do not get along. Resident N walks off the property and does not like to follow rules. She stated, “He hates Nancy, and he hates rules.” There is no behavioral plan in place other than calling Resident N’s legal guardian and reporting to them his behavior. Last week, Resident N walked off, so Nancy called his guardian and “nothing happened.” She has never heard Noelle yelling at Resident N or any other resident.

On 12/02/2025, I left a message for DCS Tad Ragatz and never received a return call.

On 12/02/2025, I interviewed DCS Noelle Heller regarding the allegations via telephone. Noelle stated she quit working for this facility last Monday. Noelle was extremely guarded during this interview. Her responses were “I can’t say I have or have not yelled at them.” When asked about scolding, her response was, “I can’t say I haven’t but that’s not normal.” She denied hearing Nancy yell at them. She had nothing more to add.

On 12/02/2025, I interviewed previous HM Nancy Huntington regarding the allegations via telephone. Nancy stated, “I lose my patience rarely, but I don’t yell at them to be mean.” She usually redirects bad behaviors and reminds the residents of the house rules and then calls their guardians to report to them when their behavior has escalated. Her example was when Resident N “walks off the property.” She calls his guardian, Specialized Care Services and reports these behaviors. There is no behavior plan in place. Nancy stated she was fired as was her entire family by the new owners of this facility. She moved 10 residents from this facility into a home that she refused to disclose and advised me to call their guardian Specialized Care Services.

On 12/02/2025, I interviewed licensee designee Appolonia Okonkwo regarding the allegations via telephone. Ms. Okonkwo stated, “maybe it’s true that Nancy yells at them because I’m not there.” Ms. Okonkwo received an anonymous call informing her that “Nancy took all the residents from her home.” She does not know where Nancy took these residents, but she wants the department to “hold Nancy accountable.” I asked Ms. Okonkwo if the guardians of these residents were aware and approved this move and she stated, “I don’t know.” I tried redirecting Ms. Okonkwo to the allegations but she continued to focus on the residents that have moved out and why did Nancy take them. Ms. Okonkwo was unable to provide any further information to the allegations.

On 12/02/2025, I spoke with Mishall Ashfaq who identified herself as the new owner of Lakeside Manor. Ms. Ashfaq is with Bright Manor Senior Living. She purchased just the

property but not the business; however, it was her understanding that 14 residents would come with the property but this past Saturday, movers came to the home and moved 11 residents out. Ms. Ashfaq stated that the guardian, Specialized Care Services, approved this move.

On 12/04/2025, I interviewed Resident N's guardian, Dr. Marlene Geha and Amber, her assistant, regarding the allegations. Dr. Geha does not believe that Nancy Huntington would yell at Resident N or any other resident. Resident N has significant behavioral issues and does not want to follow rules. She has no concerns about this facility but stated that she approved the move of 10 of her residents from Lakeside Manor to a home that is currently being operated by Nancy. Amber stated that when Resident N was residing at Lakeside Manor, he complained about staff, but she was not the case manager assigned to him, so she does not have any further information.

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(2) Interventions must be specified in the resident's assessment plan and performed in accordance with that plan. Interventions must ensure that the safety, welfare, and rights of the resident are adequately protected. If an intervention is needed to address the unique programmatic needs of a resident, the intervention must be developed in consultation with, or obtained from, a professional or professionals licensed, certified, or registered in that scope of practice.
ANALYSIS:	Based on my investigation and information gathered, there was no intervention and/or behavioral plan in place for Resident N who was eloping from the facility to go to the store for cigarettes. HM Nancy Huntington and DCS Noelle Heller were yelling and scolding Resident N whenever he eloped or did not follow the house rules.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.641	Resident behavior interventions.
	(6) A licensee, staff, volunteers, or any person who lives in the facility shall not do any of the following: (f) Subject a resident to any of the following: (ii) Verbal abuse.

ANALYSIS:	Based on my investigation and information gathered, Resident N and Resident G were subjected to verbal abuse by HM Nancy Huntington and DCS Noelle Heller. Resident N reported that both Nancy and Noelle yell and scream at him and at other residents when they ask to go to the store or ask for something. DCS Jana Charbonneau reported that Nancy “raises her voice,” and “scolds,” Resident N and other residents as a form of redirection.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.605	Rule compliance; cooperation by applicant or licensee.
	(1) An applicant or licensee shall make available to the department any document necessary to determine compliance with the act and these rules.
ANALYSIS:	During the on-site inspection on 12/02/2025, DCS Jana Charbonneau did not have access to Resident N’s assessment plan or any of the other residents’ assessment plans because they were “locked up,” and she did not have the keys.
CONCLUSION:	VIOLATION ESTABLISHED

ADDITIONAL FINDINGS:

INVESTIGATION:

During the on-site investigation on 12/02/2025, I observed Resident I ambulating using a cane. Resident I stated, “I cannot walk without my cane.” I observed her trying to come down the stairs with the cane and she was struggling. I asked Jana about Resident I and her using the cane and Jana stated, “Resident I has always used that cane when she walked.” Resident I’s bedroom is on the second floor of this facility and this facility is not wheelchair accessible.

On 12/23/2025, I conducted the exit conference with licensee designee Appolonia Okonkwo with my findings. Ms. Okonkwo acted surprised when I advised her that I had interviewed the three residents that remained in her home. She said, “there’s residents at the home.” I asked her when was the last time she was at the home and she stated, “two days ago.” At this point, I was having difficult hearing Ms. Okonkwo due to her husband Ben Okonkwo could be heard speaking loudly in the background; almost yelling in a different language to Ms. Okonkwo. I advised her that I was having difficulty hearing her because of her husband talking over her. I advised her that the recommendation of revocation from the interim inspection dated 09/24/2025 would

remain in effect. Mr. Okonkwo continued speaking loudly so Ms. Okonkwo stated she would call back but she never did.

APPLICABLE RULE	
R 400.651	Living space.
	(4) A resident that has impaired mobility shall have access to the living, dining, bathroom, and the resident's bedroom. These areas must be located on the street floor level of the facility that contains the required means of egress.
ANALYSIS:	Based on my investigation and observations during the on-site on 12/02/2025, Resident I with impaired mobility should not be a resident at this facility. Resident I's bedroom is not located on the street floor level of the facility that contains the required means of egress.
CONCLUSION:	REPEAT VIOLATION ESTABLISHED Reference SIR #2025A0605009 dated 06/11/2025; CAP dated 07/21/2025

IV. RECOMMENDATION

A previous recommendation for revocation was made in the interim inspection reported dated 09/24/2025, which remains in effect.

Frodet Dawisha

12/23/2025

Frodet Dawisha
Licensing Consultant

Date

Approved By:

Denise Y. Nunn

12/23/2025

Denise Y. Nunn
Area Manager

Date