GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

MARLON I. BROWN, DPA
DIRECTOR

September 8, 2026

Bede Obasi, Jr.
Hanover Home Care Inc.
3055 Hanover Street
Hastings, MI 49058

RE: License #: AM080316994
Investigation #: 2026A1024041
Hanover Home

Dear Mr. Obasi, Jr.:

Attached is the Special Investigation Report for the above referenced facility. Due to the violations identified in the report, a written corrective action plan was required. On 9/3/2026, you submitted an acceptable written corrective action plan.

It is expected that the corrective action plan be implemented within the specified time frames as outlined in the approved plan.

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 (616) 356-0183.

Sincerely,

Ondrea Johnson

Ondrea Johnson, Licensing Consultant
Bureau of Community and Health Systems

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AM080316994
Investigation #:	2026A1024041
Complaint Receipt Date:	07/15/2026
Investigation Initiation Date:	07/16/2026
Report Due Date:	09/13/2026
Licensee Name:	Hanover Home Care Inc.
Licensee Address:	3055 Hanover Street Hastings, MI 49058
Licensee Telephone #:	(269) 948-9057
Administrator:	Pauline Obasi
Licensee Designee:	Bede Obasi, Jr.
Name of Facility:	Hanover Home
Facility Address:	305 S. Hanover Street Hastings, MI 49058
Facility Telephone #:	(269) 948-9057
Original Issuance Date:	12/16/2013
License Status:	REGULAR
Effective Date:	06/07/2026
Expiration Date:	06/06/2028
Capacity:	11
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL

II. ALLEGATION(S)

	Violation Established?
Administrator Pauline Obasi opened Resident A's mail and refused to give his mail to him.	No
The licensee does not make available or provide hygiene supplies to the residents.	Yes
The licensee does not provide transportation to the residents as required.	No

III. METHODOLOGY

07/15/2026	Special Investigation Intake 2026A1024041
07/16/2026	Special Investigation Initiated – Telephone with Relative A1
07/16/2026	APS Referral- denied to investigate
07/16/2026	Contact - Document Received-*Guardianship Court Order* for Resident A1
07/16/2026	Contact - Telephone call made with administrator Pauline Obasi
07/20/2026	Contact - Document Received-Intake #211589 allegations no transportation for residents and licensee not providing hygiene supplies.
08/05/2026	Inspection Completed On-site with Residents A, B, C, D and E
08/17/2026	Contact - Telephone call made with Relative A1
08/20/2026	Inspection Completed On-site with Resident F and Pauline Obasi
09/01/2026	Exit Conference with licensee designee Bede Obasi Jr. and administrator Pauline Obasi
09/01/2026	Inspection Completed-BCAL Sub. Compliance
09/02/2026	Corrective Action Plan Requested and Due on 09/01/2026
09/03/2026	Corrective Action Plan Received
09/03/2026	Corrective Action Plan Approved

ALLEGATION: Administrator Pauline Obasi opened Resident A's mail and refused to give his mail to him.

INVESTIGATION:

On 7/15/2026, I received this complaint through the LARA-BCHS online complaint system. This complaint alleged that administrator Pauline Obasi opened Resident A's mail and refused to give his mail to him.

On 7/16/2026, I conducted an interview with Relative A1 who stated that she is Resident A's sister and helps her parents manage Resident A's affairs as they are his guardians. Relative A1 stated that Resident A has a history of conducting risky behavior online that has put him in situations where he could be harmed. Consequently, she

stated that all mail and online purchases must be approved by Resident A's guardians before he is allowed to receive it. Relative A1 stated that Resident A usually does not have money therefore the recent purchases that were made online by him were very suspicious to his guardians. Relative A1 stated the guardians wanted to investigate the packages that were delivered to Resident A before Pauline Obasi gave them to him. Subsequently, Resident A was not given his packages for two days to allow Resident A's guardians to determine how the packages were purchased and what the packages were. Relative A1 stated that Pauline Obasi followed Resident A's guardians request to withhold Resident A's packages until further notice. Relative A1 confirmed that Resident A received the packages once approved by his guardians. Relative A1 stated that the packages were never opened by Pauline Obasi and they have no concerns as she followed Resident A's guardian's request.

On 7/16/2026, I reviewed Resident A's *Guardianship Court Order* dated 2/18/26 appointing Guardian A1 and Guardian A2 as Resident A's guardians.

On 7/16/2026, I conducted an interview with administrator Pauline Obasi who stated that she was asked by Resident A's guardians to notify them of any packages mailed to the home due to Resident A's history of engaging in risky behavior online. Paulie Obasi stated she is usually given notice when packages for Resident A are being sent by the guardians therefore, she immediately notified them when several packages came to the home for Resident A. Pauline Obasi stated that she did not open the packages and waited to get approval to give the packages to Resident A. Pauline Obasi stated she eventually learned that Resident A earned money while out in the community and purchased items online without notifying his guardians. Pauline Obasi stated that as soon as she received approval, she immediately gave the packages to Resident A. Therefore, she does not believe Resident A's rights were violated in any way.

On 8/5/2026, I conducted an interview with Resident A who stated that he had packages withheld from him that he purchased online at his guardians' request, however the purchases were eventually given to him. Resident A stated the packages were not opened prior to him receiving them.

APPLICABLE RULE	
R 400.681	**Resident rights; licensee responsibilities.**
	(3) A licensee and staff shall respect and safeguard all of the following resident rights to: **(d) Write, send, and receive uncensured and unopened mail at the resident's own expense.**

ANALYSIS:	Based on my investigation which included interviews with Relative A1, administrator Pauline Obasi, Resident A and review of Resident A's *Guardianship Court Order* there is no evidence to support the allegation the administrator Pauline Obasi opened Resident A's mail and refused to give his mail to him. According to Relative A1, Resident A has a history of conducting risky behavior online that has put him in situations where he could be harmed. Consequently, Guardians A1 and A2 requested that all packages and mail be held until they could review it. Both Relative A1 and Resident A confirmed that the packages were not opened by anyone other than Resident A and were eventually given to him. Pauline Obasi stated that she followed the instructions of Resident A's guardians by withholding Resident A' mail for two days and immediately gave him his mail upon Resident A's guardian approval.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

ALLEGATION: The licensee does not make available or provide hygiene supplies to the residents.

INVESTIGATION:

On 7/20/2026, I received additional allegations that stated that the licensee does not make available or provide hygiene supplies to the residents.

On 8/5/2026, I conducted an online investigation at the facility with Residents A, B, C, D, and E who all stated that they are not provided with hygiene supplies and have not been offered hygiene supplies by any staff member. In addition, these residents stated they can get free hygiene supplies from a community agency that is nearby or they get hygiene supplies from family members.

While at the facility, I also conducted an interview with administrator Pauline Obasi who stated that most of the residents go to a community agency center nearby to get hygiene supplies however she has hygiene supplies available to residents if needed. Pauline Obasi stated that she has never denied hygiene supplies to any residents if requested.

It should be noted that during the unannounced onsite investigation on 08/05/2026, administrator Pauline Obasi was not able to show me a supply of hygiene supplies stored at the facility.

On 8/17/2026, I conducted an interview with Relative A1 who stated that Resident A is provided with hand soap to wash his hands and toilet paper however his guardians

must provide him with hygiene supplies. Relative A1 stated they have never been offered hygiene supplies by the licensee at admission or thereafter.

On 8/20/2026, I conducted an onsite inspection at the facility with Resident F who stated that they are not provided with hygiene supplies and have not been offered hygiene supplies by any staff member. He stated that his guardian provides hygiene supplies for him.

While at the facility on 8/20/2026, Pauline Obasi showed me a supply of shampoo and conditioner stored in the closet and stated that residents are able to receive these supplies if needed.

APPLICABLE RULE	
R 400.677	**Resident hygiene, clothing.**
	(2) A licensee shall ensure the resident receives or has access to all of the following: **(d) Availability of all the following resident hygiene supplies:** **(i) Deodorant.** **(ii) Feminine hygiene products.** **(iii) Razors and shaving cream.** **(iv) Shampoo.** **(v) Soap.** **(vi) Toothpaste.** **(vii) Toothbrushes.** **(viii) Toilet paper.**
ANALYSIS:	Based on my investigation, which included interviews with Residents A, B, C, D, E, F, administrator Pauline Obasi, and Relative A1 there is evidence that the licensee does not make available or provide hygiene supplies to the residents as required. According to Residents A, B, C, D, E and F they are not provided with hygiene supplies and are not offered supplies from the licensee. Consequently, they obtain these supplies from other sources. During the unannounced onsite investigations, I did not observe a supply of hygiene products for residents in the facility.
CONCLUSION:	**VIOLATION ESTABLISHED**

ALLEGATION: The licensee does not provide transportation to the residents as required.

INVESTIGATION:

On 7/20/2026, I also received additional allegations stating that the licensee does not provide transportation to residents as required.

On 8/5/2026, I conducted an onsite investigation at the facility with administrator Pauline Obasi who stated that per agreement with all residents and their designated representatives, the licensee is not responsible for any transportation for any residents and residents must be able to ensure they have transportation while living at the facility. Pauline Obasi further stated that most residents walk or take public transportation.

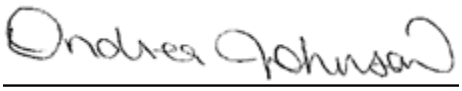
While at the facility on 8/5/2026, I reviewed *AFC Care Agreements* for all residents which documented that the licensee will not provide any transportation.

APPLICABLE RULE	
R 400.697	**Resident transportation.**
	(1) A licensee shall ensure the availability of transportation services as provided for in a resident care agreement. A licensee shall provide or arrange transportation for residents in a certified facility.
ANALYSIS:	Based on my investigation, which included an interview with the administrator Pauline Obasi and review of resident written care agreements there is no evidence to support the allegation that the licensee does not provide transportation as required. Per my review of each resident care agreement, residents are not provided with transportation. Therefore, the license is not required to provide transportation as documented in the written care agreement.
CONCLUSION:	**VIOLATION NOT ESTABLISHED**

On 9/1/2026, I conducted an exit conference with licensee designee Bedi Obasi, Jr, and administrator Pauline Obasi. I informed them of my findings and allowed them an opportunity to ask questions or make comments. On 9/3/2026, I received and approved an acceptable corrective action plan.

IV. RECOMMENDATION

An acceptable corrective action plan was approved therefore; I recommend the current license status remains unchanged.



9/2/2026

Ondrea Johnson — Date
Licensing Consultant

Approved By:



9/8/2026

Dawn N. Timm — Date
Area Manager