



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

SHELLY EDGERTON
DIRECTOR

May 4, 2018

Gloria Mitzelfeld
LADD, Inc.
300 Whitney Dr.
Dowagiac, MI 49047

RE: License #: AS630012404
Investigation #: **2018A0989001**
Groveland Home

Dear Ms. Mitzelfeld:

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) 975-5053.

Sincerely,

A handwritten signature in cursive script, appearing to read "DaShawnda Lindsey". The signature is written in black ink and is positioned above a horizontal line.

DaShawnda Lindsey, Licensing Consultant
Bureau of Community and Health Systems
4th Floor, Suite 4B
51111 Woodward Avenue
Pontiac, MI 48342
(248) 505-8036

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS630012404
Investigation #:	2018A0989001
Complaint Receipt Date:	10/02/2017
Investigation Initiation Date:	10/03/2017
Report Due Date:	12/01/2017
Licensee Name:	LADD, Inc.
Licensee Address:	8054 Ortonville Rd Clarkston, MI 48
Licensee Telephone #:	(517) 795-4010
Administrator:	Brett Smith
Licensee Designee:	Gloria Mitzelfeld
Name of Facility:	Groveland Home
Facility Address:	9921 Walnut Hill Drive, Davisburg, MI 48350
Facility Telephone #:	(248) 634-1297
Original Issuance Date:	N/A
License Status:	REGULAR
Effective Date:	09/12/2016
Expiration Date:	09/11/2018
Capacity:	6
Program Type:	DEVELOPMENTALLY DISABLED

II. ALLEGATION(S)

	Violation Established?
Police contacted the facility after a witness observed Resident A was left alone by staff in a van.	Yes

III. METHODOLOGY

10/02/2017	Special Investigation Intake 2018A0989001
10/02/2017	APS Referral Received allegations from adult protective services (APS).
03/30/2018	Contact - Telephone call made Telephone call made to recipient rights advocate Sondra Knisely. Left a message.
03/30/2018	Contact - Telephone call made Telephone call made to APS specialist Tameia Kelly. Left a message.
03/30/2018	Contact - Telephone call received Telephone call received from APS specialist Tameia Kelly
03/30/2018	Contact - Telephone call received Telephone call received from recipient rights advocate Sondra Knisely
04/20/2018	Contact - Document Sent Requested a copy of the police report from Grand Blanc Police Department
04/20/2018	Contact - Document Received Received a copy of the police log from Grand Blanc Police Department
04/20/2018	Contact - Telephone call made Telephone call made to staff Belinda Lillard
04/25/2018	Contact - Telephone call made Telephone call made to home manager Sandy Bradley
04/25/2018	Contact - Telephone call received Telephone call received from Lieutenant Chris Ryan

04/26/2018	Contact - Document Received Received a copy of Resident A's treatment plan
04/27/2018	Exit Conference Exit conference with licensee designee Gloria Mitzelfeld

ALLEGATION:

Police contacted the facility after a witness observed Resident A was left alone by staff in a van.

INVESTIGATION:

On 10/02/2017, I received the allegations from adult protective services (APS).

On 03/30/2018, I conducted a telephone interview with APS specialist Tameia Kelly. Ms. Kelly verified she investigated the allegations. Staff Jacqueline Bailey left Resident A unattended in the van. However, Ms. Kelly stated she was unable to interview Ms. Bailey as she went on medical leave shortly after the incident. Ms. Bailey no longer works for the agency. Ms. Kelly stated she was also unable to interview Resident A as she is nonverbal and has limited cognitive abilities.

On 03/30/2018, I conducted a telephone interview with recipient rights advocate Sondra Knisely. Ms. Knisely verified she investigated the allegations. She stated she was unable to interview Ms. Bailey due to her being on leave. She was also unable to interview Resident A due to her being nonverbal. Ms. Knisely stated Grand Blanc Police Department conducted a welfare check on Resident A that day. There was not a police report completed; however, the department documented the check on a log. Ms. Knisely identified Lieutenant Chris Ryan as the point of contact for this incident.

On 04/20/2018, I received a copy of the log from Grand Blanc Police Department. On 09/22/2017, at 6:27pm, the police department conducted a welfare check on Resident A. Resident A was observed sleeping in the van.

On 04/20/2018, I conducted a telephone interview with staff Belinda Lillard. She verified Resident A is nonverbal. She stated Ms. Bailey no longer works in the facility. She stated Ms. Bailey left Resident A unattended in a van, with the windows rolled up, on a day where the temperatures were hot. Someone witnessed Resident A alone in the van and contacted police. Ms. Lillard was unable to recall the date of the incident. Ms. Lillard was also unable to recall the exact temperatures that day.

On 04/25/2018, I conducted a telephone interview with home manager Sandy Bradley. Ms. Bradley verified Ms. Bailey left Resident A alone in a van. Resident A did not sustain any injuries. Grand Blanc Police Department conducted a welfare

check on Resident A and observed her curled up in the van sleeping. Ms. Bradley was unable to recall the date of the incident. Ms. Bradley stated Ms. Bailey no longer works in the facility.

On 04/25/2018, I conducted a telephone interview with Lieutenant Chris Ryan. He verified the department observed Resident A alone in the van. EMS checked Resident A out and she was fine. Resident A did not sustain any injuries. According to Lieutenant Ryan, staff left Resident A in the van while she went shopping.

On 04/25/2018, I reviewed Resident A treatment plan. Per the plan, Resident A “requires direct supervision while in the community, since she is blind. She should be within arms’ reach, unless safety is assured (i.e. sitting at a picnic or a restaurant), then she may be within sight and vocal distance.”

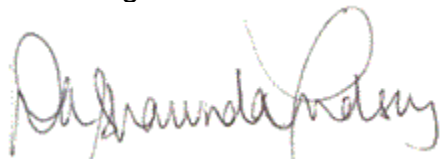
On 04/27/2018, I conducted a telephone interview with licensee designee Gloria Mitzelfeld. I informed her of the findings. She verified Ms. Bailey no longer works in the facility. She agreed to submit a corrective action plan.

APPLICABLE RULE	
R 400.14305	Resident protection.
	(3) A resident shall be treated with dignity and his or her personal needs, including protection and safety, shall be attended to at all times in accordance with the provisions of the act.
ANALYSIS:	Resident A is blind and nonverbal. Ms. Bailey left Resident A unattended in the van.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14303	Resident care; licensee responsibilities
	(2) A licensee shall provide supervision, protection, and personal care as defined in the act and as specified in the resident’s written assessment plan.
ANALYSIS:	Ms. Bailey left Resident A unattended in the van. However, Resident A “requires direct supervision while in the community, since she is blind. She should be within arms’ reach, unless safety is assured (i.e. sitting at a picnic or a restaurant), then she may be within sight and vocal distance.”
CONCLUSION:	VIOLATION ESTABLISHED

IV. RECOMMENDATION

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

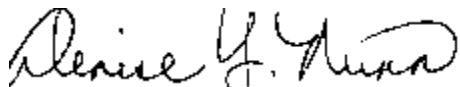


04/27/2018

DaShawnda Lindsey
Licensing Consultant

Date

Approved By:



05/04/2018

Denise Y. Nunn
Area Manager

Date