



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
LANSING

ORLENE HAWKS
DIRECTOR

April 24, 2019

Virtrina Johnson
Kneaded Angels Inc.
2 Five Oaks Drive
Saginaw, MI 48638

RE: License #: AS730386360
Investigation #: 2019A0576025
Kneaded Angels Adult Living Home III

Dear Ms. Johnson:

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.
- Indicate how continuing compliance will be maintained once compliance is achieved.
- Be signed and dated.

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 (810) 787-7031.

Sincerely,

A handwritten signature in cursive script, appearing to read "C. Garza".

Christina Garza, Licensing Consultant
Bureau of Community and Health Systems
4809 Clio Road
Flint, MI 48504
(810) 240-2478

enclosure

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

I. IDENTIFYING INFORMATION

License #:	AS730386360
Investigation #:	2019A0576025
Complaint Receipt Date:	04/01/2019
Investigation Initiation Date:	04/02/2019
Report Due Date:	05/31/2019
Licensee Name:	Kneaded Angels Inc.
Licensee Address:	2 Five Oaks Drive, Saginaw, MI 48638
Licensee Telephone #:	(989) 245-2089
Administrator:	Virtrina Johnson
Licensee Designee:	Virtrina Johnson
Name of Facility:	Kneaded Angels Adult Living Home III
Facility Address:	231 S. 10th Street, Saginaw, MI 48601
Facility Telephone #:	(989) 245-2089
Original Issuance Date:	02/01/2017
License Status:	REGULAR
Effective Date:	08/01/2017
Expiration Date:	07/31/2019
Capacity:	6
Program Type:	PHYSICALLY HANDICAPPED DEVELOPMENTALLY DISABLED MENTALLY ILL, AGED

II. ALLEGATION(S)

	Violation Established?
<ul style="list-style-type: none"> Resident B has a significant history of choking and his food is to be cut up. Resident B was fed hot chips. 	Yes
<ul style="list-style-type: none"> Resident B was fed hot, spicy chips while being video recorded by staff multiple times. Staff are heard laughing in the video as resident is crying. Resident A gets "roughed up" by staff Albert Williams. Staff Whitney Kirnon has choked Resident A and locked him outside without shoes. 	Yes

III. METHODOLOGY

04/01/2019	Special Investigation Intake 2019A0576025
04/01/2019	APS Referral Referral made to APS
04/02/2019	Special Investigation Initiated - Letter Email received from Katrice Humphrey
04/02/2019	Contact - Document Sent Email sent to Katrice Humphrey
04/04/2019	Contact - Document Received Email received from Katrice Humphrey
04/04/2019	Contact - Document Sent Email sent to Katrice Humphrey
04/08/2019	Inspection Completed On-site Spoke to Licensee Designee, Virtrina Johnson, Resident A, Resident B, Resident C, and Resident D
04/08/2019	Contact - Face to Face Spoke to Assistant Home Manager, Whitney Kirnon
04/08/2019	Contact - Face to Face Spoke to Home Manager, Courtney Kirnon
04/08/2019	Contact - Face to Face

	Spoke to Staff, Albert Williams
04/08/2019	Contact - Face to Face Spoke to Katrice Humphrey and Melynda Schafer
04/16/2019	Exit Conference Exit Conference conducted with Licensee Designee, Virtrina Johnson

ALLEGATION:

**Resident B has a significant history of choking and his food is to be cut up.
Resident B was fed hot chips.**

INVESTIGATION:

On April 4, 2019, I completed an unannounced on-site inspection at Kneaded Angels III and spoke to Licensee Designee, Virtrina Johnson and viewed Resident B. Resident B was neat and clean in appearance. Resident B is non-verbal and unable to interviewed.

On April 4,2019, Ms. Johnson stated 3 videos were sent to the Saginaw County Office of Recipient Rights (ORR) by a private citizen and Ms. Johnson confirmed she has observed the 3 videos. The videos were taken on Assistant Manager, Whitney Kirnon’s cell phone. Ms. Johnson reported Whitney Kirnon is the person recording the video and can be heard laughing in the video. Ms. Johnson reported there are no staff faces on the video however she can recognize the voices. Ms. Johnson reported one video shows Resident B, who is non-verbal being fed hot chips. Ms. Johnson reported Resident B’s mouth was open as if it was hurting him. Ms. Johnson advised she could hear Whitney Kirnon laughing and said, “he’s crying”. Ms. Johnson reported Resident A was giving Resident B the chips. Ms. Johnson stated Courtney Kirnon, who is the Home Manager, was telling Resident A to give Resident B another chip. Ms. Johnson reported Resident A is high functioning and can understand things told to him. Ms. Johnson reported Resident B has a history of choking and is to have soft food and his meat cut up.

On April 4, 2019, I reviewed Resident B’s Individual Plan of Service (IPOS), which indicates Resident B 58-year-old male who “lacks safety skills in all settings. The IPOS indicates Resident B has a nutrition plan. The plan indicates the following “Need/Goal: Alteration in nutrition related to history of choking...” The plan indicates Resident B is to have “soft mushy foods, meat chopped fine, softened bread (with liquid), may cream or course puree his food as needed, regular thin liquids.”

On April 8, 2019, I interviewed Kneaded Angels III Home Manager, Courtney Kirnon at the Saginaw County Department of Health and Human Services. The interview was conducted in conjunction with Adult Protective Services Investigator, Katrice Humphrey and Saginaw County Office of Recipient Rights Advisor, Melynda Schafer. Courtney

Kirnon reported she has worked at Kneaded Angels since 2017 and she is the home manager. Courtney Kirnon admitted to being aware of videos involving the residents of Kneaded Angels III. Courtney Kirnon reported that Resident A and Resident C wanted her hot chips and she gave them to the residents. Courtney Kirnon reported she was aware that Resident A was giving Resident B chips and she did not stop this from occurring. Courtney Kirnon reported Resident B does not have a special diet. Courtney Kirnon reported she is aware Resident B's food is to be chopped up and she did not ensure the chips he ate were chopped up. Courtney denied being aware that Resident B has throat/food issues.

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:	<p>There is a preponderance of evidence to conclude a rule violation. It was alleged that Resident B is to have his food cut up due to choking hazard and he was fed chips.</p> <p>Resident B was fed hot Doritos, which posed a risk due to a history of choking. Additionally, the Doritos were very hot and spicy. According to Resident B's Individual Plan of Service (IPOS), Resident B is to have soft mushy foods.</p>
CONCLUSION:	VIOLATION ESTABLISHED

ALLEGATION:

- **Resident B was fed hot, spicy chips while being video recorded by staff multiple times. Staff are heard laughing in the video as resident is crying.**
- **Resident A gets "roughed up" by staff Albert Williams. Staff Whitney Kirnon has choked Resident A and licked him outside without shoes.**

INVESTIGATION:

On April 1, 2019 I made a referral to Adult Protective Services (APS). On April 2, 2019 I emailed Katrice Humphrey, Saginaw County Adult Protective Services (APS) regarding any updates she can provide. On April 4, 2019 Ms. Humphrey advised she has set up interviews for the staff involved to be held at Saginaw County Department of Health and Human Services on April 8, 2019. I advised Ms. Humphrey I would be present for the interviews.

On April 4, 2019 I completed an unannounced on-site inspection at Kneaded Angels III and spoke to Licensee Designee, Virtrina Johnson, Resident A, Resident B, Resident C,

and Resident D. Ms. Johnson advised 3 videos were sent to the Saginaw County Office of Recipient Rights (ORR) by a private citizen and Ms. Johnson confirmed she has seen the 3 videos. The videos were taken on Assistant Manager, Whitney Kirnon's cell phone. Ms. Johnson reported Whitney Kirnon is the person recording the video and can be heard laughing in the video. Ms. Johnson reported there are no staff faces on the video however she can recognize the voices. Ms. Johnson reported one video shows Resident B, who is non-verbal being fed hot chips. Ms. Johnson reported Resident B's mouth was open as if it was hurting him. Ms. Johnson advised she could hear Whitney Kirnon laughing and said, "he's crying". Ms. Johnson reported Resident A was giving Resident B the chips. Ms. Johnson stated Courtney Kirnon, who is the Home Manager, was telling Resident A to give Resident B another chip. Ms. Johnson reported Resident A is high functioning and can understand things told to him. Ms. Johnson reported Resident B has a history of choking and is to have soft food and his meat cut up. Ms. Johnson reported there is another video of Resident C eating the hot chips and he was waving his hand that his mouth was hot and motioning for a glass of water. Ms. Johnson reported she could hear staff laughing in the background and she did not see anyone get Resident C water. Ms. Johnson advised Resident C is non-verbal and cannot really answer questions asked of him. Ms. Johnson stated she did not know who the hot chips belonged to and she does not know when this incident occurred. Ms. Johnson reported she seen the bag the chips were in and they appeared to be hot/spicy Doritos. Ms. Johnson reported both Courtney Kirnon and Whitney Kirnon have worked for her since 2017 and are currently suspended pending the ORR investigation. Ms. Johnson denied any knowledge of Resident A being mistreated by Staff, Albert Williams. According to Ms. Johnson, Resident A told her that Whitney Kirnon locked him out of the house barefoot and would not let him in the house right away. According to Ms. Johnson, this incident allegedly happened on March 30, 2019.

On April 4, 2019 I spoke to Resident A at Kneaded Angels III. Resident A reported he was doing well and did not know how long he has lived at the facility. Resident A said "good" when asked if he likes his home. Resident A was asked about the hot chips and he confirmed he remembered that Resident B and Resident C ate the chips. Resident A stated the chips belonged to staff. Resident A reported he did not like the chips because they were too hot. Resident A reported staff were at the home when the residents were eating the chips. Resident A reported he does not like Assistant Manager, Whitney Kirnon because she is mean and put him outside. According to Resident A, Whitney Kirnon locked the door and he could not get in the home. Resident A denied that Whitney Kirnon hit, pushed, or choked him. Regarding Albert Williams, Resident A reported he is "not good" and is mean to him. Resident A reported Mr. Williams put him outside and he did not want to be outside. Resident A stated he did not know why Mr. Williams made home go outside and he was outside for about 5 minutes. Resident A said he did not have any shoes on, and it was cold.

On April 4, 2019 I viewed Resident B at Kneaded Angels III. Resident B was neat and clean in appearance. Resident B is non-verbal and could not be interviewed. I also viewed Resident C while at the facility. Resident C is non-verbal and could not be interviewed.

On April 4, 2019, I spoke to Resident D at Kneaded Angels III. Resident D reported he has resided at the facility for 3 years and he likes his home. Resident D reported Whitney Kirnon and Courtney Kirnon treat him like dirt because they do not want to give him money. Resident D reported Resident A told him that Whitney Kirnon choked him (Resident A). Resident D reported Whitney Kirnon has encouraged residents to fight. Resident D reported he has never been locked out of the home and has never seen any resident locked out of the house. Regarding Albert Williams, Resident D reported he likes Mr. Williams and has never seen him be mean to any residents.

On April 4, 2019 I reviewed Resident A's Individual Plan of Services (IPOS). The IPOS indicates Resident A is a 26-year-old male who "is vulnerable to abuse/neglect/exploitation due to his mental impairments and lack of insight as well as impulsivity."

On April 4, 2019 I reviewed Resident B's IPOS, which indicates Resident B 58-year-old male who "lacks safety skills in all settings. Resident B is not aware of his environment or aware of potential community hazards or safety concerns...Resident B has poor depth perception – no vision in right eye, cataract in left eye...Resident B has a history of choking and low weight concerns. May eat too fast and has few teeth. Swallowing precaution program in place. Staff supervise Resident B during all meal/snacks...Resident B has limited speech, will point or make vocalization when he wants something...Resident B is not able to verbalize when he is not feeling well."

On April 4, 2019 I reviewed Resident C's IPOS, which indicates Resident C "has limited knowledge of safety skills as well as communication problems while out in the community thus he requires supervision. The lack of safety skills and being able to make appropriate decisions makes Resident C vulnerable to abuse/neglect/exploitation."

On April 8, 2019 I interviewed Kneaded Angels III Assistant Home Manager, Whitney Kirnon at the Saginaw County Department of Health and Human Services. The interview was conducted in conjunction with Adult Protective Services Investigator, Katrice Humphrey and Saginaw County Office of Recipient Rights Advisor, Melynda Schafer. Whitney Kirnon reported she has worked at the Kneaded Angels III since February 2017 and she is the Assistant Manager. Whitney Kirnon admitted to recording the videos of the residents at Kneaded Angels III. Whitney Kirnon admitted to being aware of Resident B's special diet. Whitney Kirnon denied obtaining consent from the guardians to record residents. Whitney Kirnon denied sending the videos to anyone or posting them on social media. Whitney Kirnon reported the chips were crumbled up and Resident B was eating them. Whitney Kirnon acknowledged that staff were laughing in the background throughout the videos. Whitney Kirnon denied knowing how the videos were sent to another person.

On April 8, 2019 I interviewed Kneaded Angels III Home Manager, Courtney Kirnon at the Saginaw County Department of Health and Human Services. The interview was conducted in conjunction with Adult Protective Services Investigator, Katrice Humphrey

and Saginaw County Office of Recipient Rights Advisor, Melynda Schafer. Courtney Kirnon reported she has worked at Kneaded Angels since 2017 and she is the home manager. Courtney Kirnon admitted to being aware of videos involving the residents of Kneaded Angels III. Courtney Kirnon reported that Resident A and Resident C wanted her hot chips and she gave them to the residents. Courtney Kirnon reported she was aware that Resident A was giving Resident B chips and she did not stop this from occurring. Courtney Kirnon reported Resident B does not have a special diet. Courtney Kirnon reported she is aware Resident B's food is to be chopped up and she did not ensure the chips he ate were chopped up. Courtney denied being aware that Resident B has throat/food issues. Courtney Kirnon denied obtaining consent from guardians to video record the residents of the home. Courtney Kirnon reported she did not record the video however she was aware the residents were being recorded. Courtney Kirnon stated she did not remember who recorded the video or who she was working with. Courtney Kirnon could not recall when this incident occurred and stated it was around the first of the year or end of last year. Courtney Kirnon watched one of the videos and she identified Whitney Kirnon as the person laughing in the video. Courtney Kirnon reported she did not know who directed Resident A to give Resident B chips as seen in the video. According to Katrice Humphrey, it appeared that staff were giving the residents the hot chips and then recording them to see their reaction. Regarding Resident A being put outside the home with no shoes, Courtney Kirnon stated Resident A was not put out the home and he walked out of the home due to being mad. Courtney Kirnon reported she does not know why Resident A was mad and Albert Williams was not working at the time of this incident.

On April 8, 2019 I interviewed Staff, Albert Williams at the Saginaw County Department of Health and Human Services. The interview was conducted in conjunction with Adult Protective Services Investigator, Katrice Humphrey and Saginaw County Office of Recipient Rights Advisor, Melynda Schafer. Mr. Williams reported he has been employed at Kneaded Angels III for 1 year and is familiar with Resident A, Resident B, and Resident C. Mr. Williams reported he has a good relationship with Resident A. Mr. Williams denied any knowledge of the residents eating hot chips. Mr. Williams denied viewing a video of the residents eating hot chips. Mr. Williams denied being at the facility when Resident A walked away from the home. Mr. Williams denied ever becoming physical with Resident A or raise his voice to him. Mr. Williams reported he has repeated himself to Resident A and he has no bad intentions toward residents. Mr. Williams denied witnessing Whitney Kirnon be physical toward Resident A.

On April 8, 2019, I viewed 3 videos via the cell phone of Melynda Schafer, Saginaw County Office of Recipient Rights. In the first video Whitney Kirnon can be heard saying "wait Resident A" as Resident A is seen attempting to feed Resident B something while he is sitting down. Resident B appears to be in distress as his mouth is open and he rocks back and forth in his seat. Whitney Kirnon can be heard laughing and says, "his eyes, he's crying!" The second video is of Resident C eating 2 chips while at the dining room table. Resident C begins to wave his hand in front of his mouth indicating his mouth is hot. Resident C can be seen using his hand to signal for a glass of something to drink. Whitney Kirnon can be heard laughing and says "Resident C is that hot? His

mouth is burning!” On the third video, Resident A is at the dining room table and laughing. Resident C is moving back and forth in his seat. Whitney Kirnon can be heard laughing and says, “Courtney he’s crying!” And Resident A asks, “are you okay?”

On April 8, 2019 Katrice Humphrey advised she would be substantiating Whitney Kirnon and Courtney Kirnon for abuse/neglect. Melynda Schafer advised she will be citing abuse/neglect, breach of confidentiality, and prior consent to video.

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:	It was alleged that residents of the home are being mistreated by staff. Upon completion of investigative interviews, there is a preponderance of evidence to conclude residents were not treated with dignity and their safety and protection was not attended to at all times. Resident B and Resident C were video recorded by staff being fed/eating hot and spicy Doritos and both appeared to be in distress. Staff could be heard laughing at the residents. The video was released to others.
CONCLUSION:	VIOLATION ESTABLISHED

APPLICABLE RULE	
R 400.14204	Direct care staff; qualifications and training.
	(2) Direct care staff shall possess all of the following qualifications: (a) Be suitable to meet the physical, emotional, intellectual, and social needs of each resident.

ANALYSIS:	<p>Staff, Whitney Kirnon and Courtney Kirnon video recorded residents of the home eating hot and spicy Doritos. One resident requires a special diet that calls for his food to be altered (soft and mushy) due to there being a choking hazard. The residents are non-verbal and were unaware the Doritos were hot and could cause them harm. The videos, 3 in total, were viewed and both residents appeared to be in distress upon eating the Doritos. The staff laughed at the residents and did not seem to understand the harm they caused the residents. The video was then released to others.</p> <p>There is a preponderance of evidence to conclude Staff, Whitney Kirnon and Courtney Kirnon are not suitable to meet the physical, emotional, intellectual and social needs of vulnerable adults living in adult foster care.</p>
CONCLUSION:	VIOLATION ESTABLISHED

On April 16, I contacted Licensee Designee, Virtrina Johnson for the purposes of conducting an Exit Conference. I advised Ms. Johnson that I would be requesting a Corrective Action Plan for cited rule violations.

IV. RECOMMENDATION

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

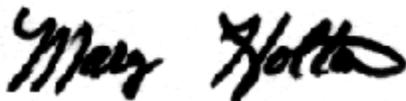


4/24/19

Christina Garza
Licensing Consultant

Date

Approved By:



4/24/19

Mary E Holton
Area Manager

Date